EGYPTAIR

NON STOP JOURNEY OF PROGRESS

EGYPTAIR ANNUAL REPORT 2017-2018



A STAR ALLIANCE MEMBER

Content

1
04 Chairman's Letter
06 Board of Directors
07 Corporate External Shareholding Structure
08 Portfolio Nutshell
03
Overview

2
10 2017/18 Highlights
11 Quality in Practice
13 Human Resources
14 Signposts of The Year
09
EGYPTAIR's Highlights

3
19 Subsidiaries Financial Results
29 Financial Consolidated Results
18
Financial Review

4
32 Fleet Management
34 Alliances
37 Training Academy
45 Information Technology
47 Subsidiaries performance
31
Performance Review

5
121
Corporate Social Responsibilities



04 Chairman's Letter
06 Board of Directors
07 Corporate External Shareholding Structure
08 Portfolio Nutshell

Overview

Chairman's Letter

Our Stakeholders



I am pleased to announce that EGYPTAIR Holding Company has successfully completed the first phase of its two-phase restructuring project in February 2019. Drastic performance improvements have been made based on statistical analysis and data reconfiguration. Our project partners have helped us find solutions to enhance our business, achieve our ambitious goals and reach our major target in improving service delivery, reducing costs, and efficiently responding to every change in the Aviation Environment. Moreover, we aspire to accomplish the desired goals of maximizing the return on investment, maintaining the airline›s competitiveness and enjoying a significant growth of market share; with an eye on the company›s human capital - the milestone of development in any organization.

We at EGYPTAIR have been evolving to meet our customer's needs and requirements. A major part of this evolution is fleet modernization, aiming to provide our valued customers with an extraordinary travel experience onboard the latest aircraft types. The new aircraft are equipped with state-of-the-art technology and the latest In-flight entertainment and communication systems; to offer our valued passengers an amazing IFEC experience, foster passengers' loyalty, generate ancillary revenue, and reduce operating costs. Accordingly, an agreement was signed with the International Lease Finance Corporation (ILFC) to lease 6 B 787- 9 & 15 A320 NEO, it also includes a deal with airbus commercial aircraft for the purchase of 12 A 220_300 with purchase rights for additional 12 aircraft - based on the agreement signed so far - this will increase the number of new aircraft to 45.

In accordance with the Egyptian Government's long-term strategic directions for the year 2030, EGYPTAIR's modernization plan is on track to guarantee better quality services to regional and domestic routes and thus, increase opportunities for network expansion and reach far beyond our customers' expectations. In the meantime, the airline is in the process of operating several routes in Africa, Europe, Asia, North America, in addition to increasing frequencies to other key destinations worldwide, aiming to improve our customers' travel experience, maintain their precious loyalty, and boost our market competitiveness.

EGYPTAIR subsidiaries have shown great achievements in the year 2018/2019. EGYPTAIR Maintenance and Engineering has managed to open new horizons in the African and Asian markets in the fields of aircraft maintenance, repair, and overhaul. In this regard, it has contracted with Zimbabwe›s national carrier; Air Zimbabwe, to carry out heavy maintenance tasks for one of its Boeing B737-800 aircraft; as well as its deal with the Asian Afghani carrier Kam Air.

Another agreement was signed with Swiss-AS for the purchase and implementation of AMOS. Moreover, the company's Calibration Labs have been accredited by the National Accreditation Board ANAB of the USA. EGYPTAIR Cargo has taken delivery of the Airbus A330-200 Passenger-to-Freighter (P2F) converted aircraft from Elbe Flugzeugwerke (EFW); part of its plan to expand its fleet and launch new services.

Moreover, EGYPTAIR's training academy has managed to provide our human capital with all necessary trainings to boost their qualification skills. The academy has also offered training services to several airlines in the African and the Far East markets.In compliance with safety management systems implementation, EGYPTAIR has renewed several international certifications like EASA, IOSA, ISAGO, and ISO, by successfully passing several audits and inspections; in addition to the Star Alliance annual audit.

Dear Partners,

I express gratitude to our stakeholders, managers and employees – our leading force for their support and immense efforts in EGYPTAIR's success journey to gain its brand power and business market growth.Driven by our pioneering spirit, passion and inspiration, we strive to keep up the hard work, ensure safety, quality and utmost customer service. We will develop growth strategies and address various changes and challenges to improve our corporate value. We have a clear vision and ambition to become the world's leading airline group for years to come.



Capt.Ahmed Adel
Chairman and CEO

Board of Directors

EGYPTAIR HOLDING

Capt. Ahmed Adel Ahmed
Chairman & CEO

Capt. Mohamed El-Tahan
Civil Aviation Expert

Mr. Adel Mahmoud El-Morsy
Legal Advisor
Ministry of Defense

Mr. Mohammed Kamal El-Din Barakat
Vice Chairman
Arab International Bank

Mr. Hisham Ahmed Okasha
Chairman
National Bank of Egypt

Capt. Ahmed Maher Genina
Chairman of EGYPTIAN HOLDING
Company for Airports and Air Navigation

Dr. Ahmed Mahmoud Darwish
Ex- Minister of Administrative Development

Mr. Abd El-Aziz El-Shrbiny
Vice Chairman of Arab African
Investment Company

Mr. Ahmed Essa Taha Abu Hussein
CEO of Retail Banking
at Commercial International Bank

Mr. Ahmed Ashraf Aly Kajok
Deputy Minister of Finance
for Financial Policies

Mr. Hassan Mohammed Hassan Shehata
Egyptian Trade Union Federation
Representative

Corporate External Shareholding Structure

No	Company Name	The proportion of shareholding
1	LSG Sky Chefs Catering Egypt	70.00%
2	Air Cairo Aviation	60.00%
3	EAMS Company	50.00%
4	Arab World / Egypt Air Hotels (Le Passage)	50.00%
5	TABA For Tourism Development	32.50%
6	Aerosport Sports and recreational services	29.00%
7	MISR Aswan Tourism	25.96%
8	Aerotel For Hotels And tourism Services	25.71%
9	CIAF Leasing	20.00%
10	Egyptian Avition Services (EAS)	20.00%
11	Civil Aviation Finance Holding Company (CIAF)	20.00%
12	Smart Aviation Company	10.00%
13	MISR Sinai Tourist Co.	8.23%

Portfolio Nutshell

EGYPTAIR AIRLINES

EGYPTAIR has signed a contracts for six aircrafts
B787-9s Dreamliners
with seat capacit
30 C/ 279 Y
and fifteen aircrafts
A320 NEOs
with seat capacity
16 C/126 Y

EGYPTAIR MAINTENANCE & ENGINEERING

12.7%
Increase Total Revenue, relative to the previous fiscal year
18.3%
GROWTH IN third party revenue

EGYPTAIR EXPRESS

Express has signed a contracts for twelve aircrafts A220-300 through direct purchase with seat capacity
140 all Y.

EGYPTAIR CARGO

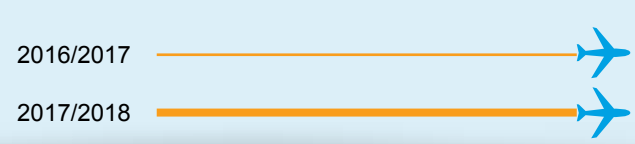
A Surplus of
176 Million EGP
was achieved after taxation.
796 Flights
were operated during Financial Year 17/18



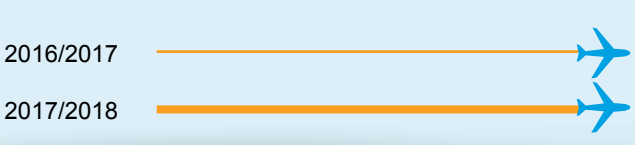
10 2017/18 Highlights
11 Quality in Practice
13 Human Resources
14 Signposts of The Year

EGYPTAIR's Highlights

01 Total Group Activity Revenue

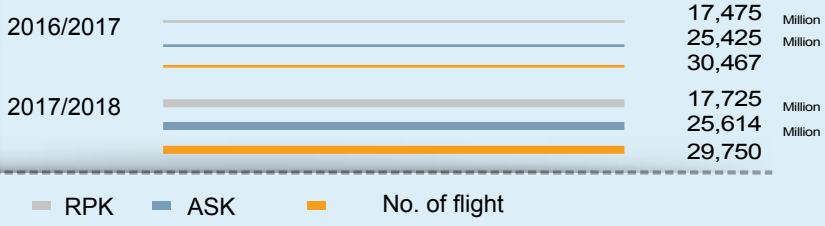


02 Holding Company Net Profit



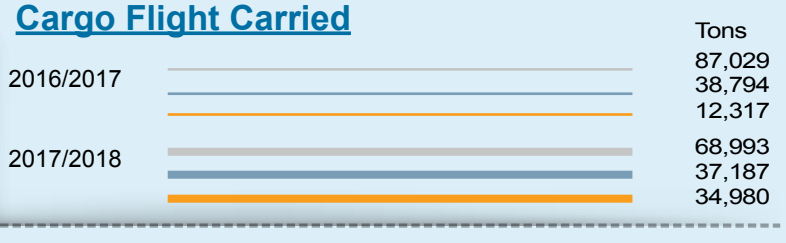


03 Airlines Schedule Operating results



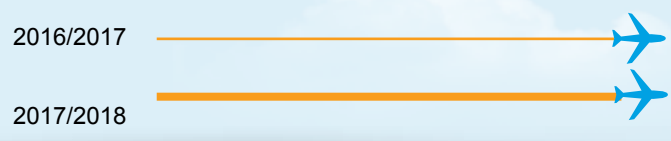


04 Cargo Flight Carried





05 Express passenger carried





Quality in Practice

01 Safety Action Group (SAG)

A safety meeting that comprises all the G.M. safety and Quality of the subsidiaries of the holding company. This periodical meeting is held to discuss and update safety measures and implementation plans for the Safety Management System of EGYPTAIR.

02 Safety Management System (SMS)

The Corporate Safety department oversights the SMS within EGYPTAIR to assure the maintenance of the SMS according to the ICAO standard and Recommended practices. EGYPTAIR has a fully implemented SMS according to the ICAO four pillars required by the ICAO.

03 Hazard Identification List

The corporate safety department assures the updating through Safety committees and SAG meetings, of the Unified Corporate Identification list that is implemented within all EGYPTAIR›s subsidiaries.

04 IATA Operational Safety Audit (IOSA)

The corporate safety department oversights the continual conformity with the IOSA requirements against any new regulation that becomes effective during the registry period of the IOSA certificate.

05 EGYPTAIR Operations Manuals

A higher committee chaired by the Corporate safety Department to maintain a unified and centralized manuals for the 3 carries (Airlines, Cargo and Express) to assure same standards being implemented across EGYPTAIR.

06 Internal Evaluation Program (IEP)

Periodic auditing of all the scopes within EGYPTAIR to assure the conformity with all regulations applies by the ECAA or any external entity that requires us to do so.

07 **Safety Audits of Foreign Aircrafts (SAFA)**

Continual monitoring of EGYPTAIR's Corporate and individual carries SAFA ratios, to maintain compliance with EASA regulation. SAFA ratios are reviewed through 2 committees (Corporate SAFA committee and Permanent SAFA committee) presented by corporate safety department.

08 **Accident and Incident Occurrences investigation and analysis**

The corporate safety department handles investigations in accidents and incidents that happen between any 2 subsidiaries or upon request of the V.P safety quality and companies follow-up in addition to the Chairman's request.

09 **IATA Safety Trend Evaluation Analysis Data Exchange System (STEADES)**

Corporate Safety handles all communication with the IATA for the exchange of the Safety data so as to derive EGYPTAIR's benchmarks according to the international standards.

10 **IATA Ground Damage Data Base (GDDB)**

Corporate Safety handles all communication with the IATA for the exchange of the international ground damage data so as to derive EGYPTAIR›s benchmarks according to the international standards.

11 **Rolls Royce SMS Software (Known as Visium AQD)**

The comprehensive integrated electronic database for the Safety & quality management adopted by Rolls Royce to implement the elements & concepts of the Safety Management System (SMS) throughout identifying hazards, mitigating risks, conducting risk based audits, conducting investigations and finally analysing all these data to conclude to a meaningful knowledge crucial to the decision taker regarding safety performance .

Human Resources

Due to national sustainable strategic trend and coping with 2030 direction along industry dynamic requirements and the latest economic status quo of EGYPTAIR Group and as per the “Minister of Civil Aviation” instructions and support for refining its’ financial statement, we are having a new process of reengineering of the whole portfolio in a mix strategy -defensive and aggressive- together with one of the top three companies internationally for that specific aspect. HR Holding as a real partner setting values, mission, vision and clear HR strategy, based on being HR “as a strategic partner”; coping with the national strategic direction of (SD) sustainable Development 2030 along with EGYPTAIR development direction by fully utilizing (TNA) Training Needs Analysis & training follow-up, reaching leadership development of 2nd & 3rd successors & leadership development program. As the social pillar of SD is having a great impact on employees’ morale HR Started a verified salary scheme for all 29+ K employees which had a positive, motivational impact over targeted employees, accrediting “260 pilots / 350 Cabin Crew to be hired for The Airlines and EXPRESS”.

HR main target for the time being and for the coming Three years is to “Simplifying business” so as to serve the overall strategic direction by following the coming few tactics:

1. Organization structure: by merging vertical and horizontal units to produce full utilized products “vertical and horizontal integration”, visiting overall organization structure, and proposing several scenarios of proper“business model” so as to cope with the dynamic fierce competitions.
2. Full update to “job descriptions”; being transferred to “competency-based job descriptions”. Containing and for the first KPIs so as to activate PMS on all organization levels.
3. Creating actual “TNA” “training needs analysis”.
4. Creating a well-designed career plan for talents and skills inventory.
5. Establishing “PMS” performance management system.
6. Leadership development program for second & third line managers

For the year 2017-2018 EGYPTAIR CARGO organized 126 Courses for 1768 trainees, including Pilots, engineers, employees, technicians, and workers.

In 2017/2018 EGYPTAIR GROUND SERVICES had 5219 well trained staff, fully aware of safety procedures, having needed skills to effectively submit services accurately in accordance with IATA and ICAO regulations, with Average training 2 days/ employee / year.

EGYPTAIR supplementary industries trained 521 employees with a percentage 69 % of overall headcounts, focusing on training of technical jobs with total 9272 training hours.

7. Early retirement is one of the options suggested by national direction minimizing 7 Million employees under national administrative authorities, and offering full benefits compensations as per internal regulations of each industry and firm.



Signposts of The Year

01

July
2017/2018

- EGYPTAIR and Aegean Airlines expanded their code-share partnership signed between them to include new routes that will enable the customers of the two companies to enjoy more advantages of travel through the network of the two companies and provide customers with more travel options.
- EGYPTAIR carried about 65.000 pilgrims aboard 513 flights in the holy month of Ramadan.
- The opening of a new EGYPTAIR duty-free outlet in new Terminal 2 in Cairo International Airport (CAI)
- US lifted Electronics ban on EGYPTAIR flights to New York last July with one-year validity to be renewed, while the British ban remains on EGYPTAIR flights to London.
- EGYPTAIR passed TSA inspections for the 27th time, respectively, without any notices.
- Celebrating Star Alliance 20th Anniversary, EGYPTAIR held organized an internal competition for the employees marking Star Day, in the presence of Star Alliance's Chief Executive Board Jeffrey Goh.
- EGYPTAIR received the 6th B737-800 NG aircraft, as part of a deal for nine Boeing aircraft that EGYPTAIR had purchased to join its fleet.

02

August
2017/2018

- EGYPTAIR operates 15 charter flights for transporting Bamako pilgrims to Al-Medinah and 11 charter flights for Palestinians pilgrims to Jeddah during Hajj Season.
- EGYPTAIR named as the best airline in the OAG Punctuality League for Africa 2017, according to the OAG's annual Punctuality League performance report of 2017. According to the report, the flag carrier ranked the 51st of a total of 900 airlines worldwide.
- EGYPTAIR Ground Services has renewed its ISAGO (IATA Safety Audit for Ground Operations) in Cairo, Luxor, Aswan, and Borg El- Arab airports.
- EGYPTAIR Tourism (Karnak) and Duty-Free signed a joint cooperation protocol with the Egyptian Tourism Authority, aiming at boosting the Egyptian tourism locally, regionally, and internationally in a bid increase rate on EGYPTAIR inbound and outbound tourism.
- EGYPTAIR announces winter schedule increasing the frequency of key routes.
- EGYPTAIR received the 7th B737-800 NG aircraft to join its fleet. It is the fleet's 67th aircraft and No. 27 of this type.

03

September
2017/2018

- EGYPTAIR Maintenance and Engineering officially certified by the Egyptian Civil Aviation Authority as maintenance, repair, and overhaul service provider of the CFM56-7B engine model for B737-800 aircraft.
- EGYPTAIR resumes its flights to Tokyo with a frequency of one flight per week on Saturdays apt to increase according to demands to visit Egypt.
- EGYPTAIR Cargo provides services, for the first time, to Juba, south of Sudan. The Company operates two flights to transport a shipment of 65 tons of Humanitarian Aids aboard its aircraft of A300-600.

04

October 2017/2018

- The opening of a new EGYPTAIR Duty-Free outlet in Terminal 2 in the Departure Hall at the Cairo International Airport (CAI), three months after opening an outlet in the Arrival Hall in the same Terminal.
- Marking the Sun illumination on the face of the Ramses II sanctuary in the Abu Simbel temple, EGYPTAIR operates 50 flights to Luxor, Aswan and Abu Simbel for the travel of 5000 tourists to witness this biannual phenomenon.
- EGYPTAIR receives the 8th B737-800 NG to join its fleet.
- EGYPTAIR renews its partnership with LSG Lufthansa Service Europa & Afrika for providing airline catering services.
- Opening of EGYPTAIR Cargo's Goods Complex, at the Cairo International Airport after renovation.

05

November 2017/2018

- EGYPTAIR participation in "World Travel Market" in London.
- EGYPTAIR signed deals to include 45 new aircraft to EGYPTAIR fleet, during its participation at Dubai Airshow 2017.
- EGYPTAIR announced that it has leased from AerCap six Boeing 787-9 Dreamliners (with Rolls Royce engines) in addition to 15 A320Neo(with CMF LEAP engines)
- In a great ceremony in Medin, EGYPTAIR was awarded the shield of excellence and leadership for the Hajj season of 1438 for its outstanding efforts and fruitful cooperation in supporting the success of the Hajj season.
- EGYPTAIR organized a two-day Safety and Flight Operation Workshop in its headquarter in Cairo. The workshop was arranged in cooperation with IATA and took place for the first time in the Middle East.
- EGYPTAIR, in cooperation with Star Alliance, organized a "Digital Strategy" Workshop, for introducing and applying the smart and digital applications to the company's services.
- EGYPTAIR signed a codeshare agreement with Royal Air Maroc
- EGYPTAIR Maintenance and Engineering the EASA Audit performed on its Headquarter in Cairo as well as its station at Hurghada Airport, as well as Madina Station in KSA in addition to certifying Hangar 7000.

06

December 2017/2018

- EGYPTAIR participated in "Full-Scale Emergency Exercise: of the Management of Public Health Threat" at Borg Al-Arab International Airport.
- EGYPTAIR Launched the Online-Redemption Service for EGYPTAIR Plus members.
- EGYPTAIR passed TSA inspections for the 28th time respectively.
- EGYPTAIR received the 9th and last B737-800NGs from Boeing Renton factory in Seattle, USA, as part of a deal for nine Boeing aircraft that EGYPTAIR had purchased to join its fleet.
- The signing of the flight's resumption protocol between Egypt and Moscow on February 1st, 2018.
- With the presence of EGYPTAIR, Star Alliance, Air China, and Beijing Capital International Airport (BCIA) signed a memorandum of understanding (MoU) to cooperate further establishing Beijing Capital Airport as a leading hub and transfer airport.

07

January 2017/2018

- EGYPTAIR named the best airline in Africa, the third in the Middle East region and the ninth worldwide in accordance with the destinations it reaches in Asia, Europe, and Africa, according to a survey issued by the website: Traveller.com
- EGYPTAIR participated in the Egyptian pavilion in Utrecht International Tourism and Travel Fair which was held from 9 to 14 January in cooperation with Tourism Activation Authority.
- OAG, the global leader in flight information, has released its On-time Performance (OTP) Star Ratings, which accredits EGYPTAIR as the best in Africa in 2017 according to its on-time operation performance and punctuality.
- EGYPTAIR Cargo and Worldwide Flight Services (WFS) signed a three-year agreement. The new partnership, which commences in March 2018, saw WFS is handling cargo and mail for the airline's daily Boeing 737-800 from Amsterdam to Cairo as well as its five times weekly 737-800 services from Brussels to Egypt's capital city. In 2017, EGYPTAIR Cargo chose WFS to also provide trucking services connecting Amsterdam and Brussels with Ostend.
- Egypt has signed the agreement for the operation of a number of charter flights to Russia in cooperation between EGYPTAIR Airlines and Prime Tours, the exclusive agent of the World Cup tickets (Hospitality Packages) as the official carrier of the Egyptian fans in the 2018 World Cup

08

February 2017/2018

- EGYPTAIR Training Academy signed a MoU with Ghana Civil Aviation Authority to provide its training services and support to the Ghanaian counterpart.
- EGYPTAIR has obtained the ISO 9001-2015 certification in quality system and 4001-2015 and 18001-2007 in the EHS system after passing the annual inspection conducted by a specialized delegation from TÜVRheinland. The inspection took 4 days
- Inauguration of the Maintenance, Repair and Overhaul Complex for periodical support, affiliated to EGYPTAIR Maintenance and Engineering.
- EGYPTAIR Cargo participation in Air Cargo India 2018

09

March 2017/2018

- EGYPTAIR Tourism and Duty Free has successfully acquired the right to occupy and exploit the duty free in both arrival and departure halls in the new terminal building at Borg El Arab Airport. The duty free area is about 600m2.
- EGYPTAIR Training Academy succeeds in renewing the accreditation of the National Institute of Quality, as it always seeks to spread the culture, activities and concepts of quality and improving performance standards.
- Egypt's Minister of Civil Aviation inaugurates 27th Annual African Aviation 'MRO Africa 2018' held in Cairo, hosted and sponsored by EGYPTAIR.
- EGYPTAIR Maintenance and Engineering and Kenya Airways signed an agreement under which EGYPTAIR Maintenance and Engineering would provide maintenance services to Kenya flights to Cairo.
- EGYPTAIR was chosen to be the Official Carrier of the Egyptian National Team for five years.
- EGYPTAIR announces its Summer schedule operation.

10

April
2017/2018

- EGYPTAIR and TAP Air Portugal expand code-share. Both members of Star Alliance, have agreed to strengthen their cooperation by expanding their current code-share agreement through the inclusion of the new connections.
- EGYPTAIR offers new special guided tracks for customers with disabilities, to fasten their travel procedures with easiness and flexibility.
- The operation of the first EGYPTAIR flight to Moscow after 2-year and a half of suspending the route in 2015.
- - EGYPTAIR signs an agreement with Panasonic Avionics to provide in-flight entertainment and connectivity (IFEC) solutions for its new fleet of 15 A320neo aircraft.
- EGYPTAIR Training Academy passes the EASA audit.
- EGYPTAIR resumes flight operation in Erbil with three weekly flights.
- EGYPTAIR and Etihad Airways expand code-share. Both members of Star Alliance, have agreed to strengthen their cooperation by expanding their current code-share agreement through the inclusion of the new connections.
- Egypt's Minister of Civil Aviation inaugurates Aviation Africa 2018 conference and Exhibition, hosted by EGYPTAIR, the flag carrier of the Arab Republic of Egypt.
- EGYPTAIR activates a new payment method through bank transfer the price of flight tickets into

April
2017/2018

the specified accounts of the customers of both the National Bank of Egypt (NBE) and the Commercial International Bank (CIB).

- EGYPTAIR Maintenance and Engineering renewed EASA certification, passing the EASA audits performed in Cairo, Luxor, and Marsa Allam Stations.

11

May
2017/2018

- EGYPTAIR's participation at the Air Cargo China in Shanghai from the 13th to the 17th May 2018.
- EGYPTAIR's second aircraft was delivered to Dresden for the conversion to from passenger to freighter configuration.

12

June
2017/2018

- EGYPTAIR cooperates with partner airlines to offer services from Cairo to other points out of its network.
- EGYPTAIR's participation in IATA's 74th Annual General Meeting (AGM) and World Air Transport Summit in Sydney.
- EGYPTAIR Cargo provides handling and freight services to the Russian Aeroflot Airlines via EGYPTAIR Cargo complex through a new cooperative agreement.



19 Subsidiaries Financial Results
29 Financial Consolidated Results

Financial Review

EGYPTAIR HOLDING CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non-Current Assets		
Fixed Assets (Net)	21,352,432,085	20,052,481,625
Projects In Progress	62,564,169	253,897,260
Long - Term Investments	3,953,535,505	3,940,417,880
Long - Term Loans And Debit Balances	87,408,198	152,928,888
Total of Non-Current Assets	25,455,939,957	24,399,725,653
Current Assets		
Stock	27,952,766	29,699,332
Customers , Notes Receivables And Debit Accounts	6,679,664,925	8,240,749,193
Cash in banks and in hand	360,364,543	128,929,767
Total Current Assets	7,067,982,234	8,399,378,292
Total Assets	32,523,922,191	32,799,103,945
Equity		
Paid Up Capital	4,078,806,000	4,078,806,000
Reserves	1,783,565,718	2,591,730,510
Total Equity	5,862,371,718	6,670,536,510
Total of Non - Current Liabilities	19,397,087,011	16,521,253,370
Total Equity & Non - Current Liabilities	25,259,458,729	23,191,789,880
Current Liabilities		
Provisions	1,906,282,859	2,553,780,442
Creditor banks	4,248,086,251	4,223,604,121
Suppliers , Notes Payable And Credit Accounts	1,110,094,352	2,829,929,502
Total of Current Liabilities	7,264,463,462	9,607,314,065
Total Equity & Liabilities	32,523,922,191	32,799,103,945
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	4,466,222,969	4,362,475,932
Grants & Donations.	58,440,037	50,231,166
Investments Revenues & Interests.	74,896,913	60,315,974
Other Revenues & Profits.	182,623,270	241,274,921
Total Revenues	4,782,183,189	4,714,297,993
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	25,880,060	38,057,475
Wages.	333,366,974	365,014,497
Expenditures.	2,118,354,393	2,557,104,204
Purchases of goods for sale purposes .	20,000	28,516
Burdens & Losses.	2,232,821,853	882,370,644
Total Cost & Expenditures.	4,710,443,280	3,842,575,336
Profit (Loss)	71,739,909	871,722,657

EGYPTAIR AIRLINES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non-Current Assets		
Fixed Assets (Net)	407,358,009	364,054,172
Projects In Progress	15,498,235	15,956,403
Long - Term Investments	33,325,138	33,325,138
Long - Term Loans And Debit Balances	104,065,881	177,352,349
Total of Non-Current Assets	560,247,263	590,688,062
Current Assets		
Stock	66,959,992	92,426,214
Customers , Notes Receivables And Debit Accounts	17,318,234,736	20,898,858,824
Cash in banks and in hand	3,103,771,902	2,667,514,574
Total Current Assets	20,488,966,630	23,658,799,612
Total Assets	21,049,213,893	24,249,487,674
Equity		
Paid Up Capital	1,800,000,000	1,800,000,000
Reserves	(18,402,534,913)	(20,123,610,714)
Total Equity	(16,602,534,913)	(18,323,610,714)
Total Non-Current Liabilities	16,639,329	15,256,491
Total Equity & Non-Current Liabilities	(16,585,895,584)	(18,308,354,223)
Current Liabilities		
Provisions	228,967,893	285,209,852
Creditor banks	592,329,178	348,067,095
Suppliers , Notes Payable And Credit Accounts	36,813,812,406	41,924,564,950
Total Current Liabilities	37,635,109,477	42,557,841,897
Total Equity & Liabilities	21,049,213,893	24,249,487,674
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	19,527,750,473	28,251,094,230
Grants & Donations.	166,649,727	813,207
Investments Revenues & Interests.	77,297,450	66,982,598
Other Revenues & Profits.	238,393,242	328,859,524
Total Revenues	20,010,090,892	28,647,749,559
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	6,291,931,831	9,057,437,919
Wages.	1,476,420,336	1,643,624,595
Expenditures.	16,564,846,643	19,376,413,545
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	1,229,915,038	485,718,594
Total Cost & Expenditures.	25,563,113,848	30,563,194,653
Profit (Loss)	(5,553,022,956)	(1,915,445,094)

EGYPTAIR MAINTENANCE & ENGINEERING CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	472,607,454	563,197,225
Projects In Progress	137,331,957	38,798,802
Long - Term Investments	43,735,510	43,735,510
Long - Term Loans And Debit Balances	18,791,487	6,815,136
Total of Non - Current Assets	672,466,408	652,546,673
Current Assets		
Stock	498,369,326	562,610,064
Customers , Notes Receivables And Debit Accounts	1,746,882,081	1,888,301,980
Cash in banks and in hand	74,387,294	70,368,857
Total of Current Assets	2,319,638,701	2,521,280,901
Total Assets	2,992,105,109	3,173,827,574
Equity		
Paid Up Capital	500,000,000	500,000,000
Reserves	512,052,213	770,518,317
Total Equity	1,012,052,213	1,270,518,317
Total of Non - Current Liabilities	16,015,895	-
Total Equity & Non - Current Liabilities	1,028,068,108	1,270,518,317
Current Liabilities		
Provisions	98,041,630	135,599,466
Creditor banks	225,582,563	202,723,005
Suppliers , Notes Payable And Credit Accounts	1,640,412,808	1,564,986,786
Total Current Liabilities	1,964,037,001	1,903,309,257
Total Equity & Liabilities	2,992,105,109	3,173,827,574
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	2,891,162,920	3,260,216,540
Grants & Donations.	-	-
Investments Revenues & Interests.	1,422,420	3,041,493
Other Revenues & Profits.	32,854,660	33,472,079
Total Revenues	2,925,440,000	3,296,730,112
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	410,276,988	630,756,682
Wages.	796,656,424	960,648,220
Expenditures.	1,202,520,444	1,100,724,341
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	255,361,149	207,171,328
Total Cost & Expenditures.	2,664,815,005	2,899,300,571
Profit (Loss)	260,624,995	397,429,541

EGYPTAIR IN-FLIGHT SERVICES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	85,986,371	78,665,577
Projects In Progress	10,236,895	23,999,397
Long - Term Investments	35,417,330	35,417,330
Long - Term Loans And Debit Balances	5,724,742	335,829
Total of Non - Current Assets	137,365,338	138,418,133
Current Assets		
Stock	35,198,972	43,795,556
Customers , Notes Receivables And Debit Accounts	283,027,606	345,479,496
Cash in banks and in hand	16,245,224	14,216,982
Total of Current Assets	334,471,802	403,492,034
Total Assets	471,837,140	541,910,167
Equity		
Paid Up Capital	50,000,000	50,000,000
Reserves	139,886,915	168,896,878
Total Equity	189,886,915	218,896,878
Total of Non - Current Liabilities	-	1,055,592
Total Equity & Non - Current Liabilities	189,886,915	219,952,470
Current Liabilities		
Provisions	36,363,911	8,625,721
Creditor banks	39,230	271,539
Suppliers , Notes Payable And Credit Accounts	245,547,084	313,060,437
Total of Current Liabilities	281,950,225	321,957,697
Total Equity & Liabilities	471,837,140	541,910,167
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	595,168,423	687,684,747
Grants & Donations.	2,049,516	-
Investments Revenues & Interests.	9,463,710	1,963,787
Other Revenues & Profits.	10,627,357	9,463,462
Total Revenues	617,309,006	699,111,996
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	147,619,639	213,238,158
Wages.	213,821,385	238,087,644
Expenditures.	90,402,827	78,978,699
Purchases of goods for sale purposes .	41,629,557	57,724,273
Burdens & Losses.	50,449,021	26,014,371
Total Cost & Expenditures.	543,922,429	614,043,145
Profit (Loss)	73,386,577	85,068,851

EGYPTAIR GROUND SERVICES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	278,141,317	280,836,526
Projects In Progress	37,395,601	68,905,781
Long - Term Investments	28,261,375	28,261,375
Long - Term Loans And Debit Balances	11,785,569	8,489,927
Total of Non - Current Assets	355,583,862	386,493,609
Current Assets		
Stock	109,637,728	118,187,104
Customers , Notes Receivables And Debit Accounts	1,015,464,120	812,306,886
Cash in banks and in hand	40,356,219	68,224,090
Total of Current Assets	1,165,458,067	998,718,080
Total Assets	1,521,041,929	1,385,211,689
Equity		
Paid Up Capital	180,000,000	180,000,000
Reserves	90,595,579	186,219,001
Total Equity (3)	270,595,579	366,219,001
Total of Non - Current Liabilities	35,513,483	61,124,092
Total Equity & Non - Current Liabilities	306,109,062	427,343,093
Current Liabilities		
Provisions	30,859,556	46,091,201
Creditor banks	829,190,760	493,804,898
Suppliers , Notes Payable And Credit Accounts	354,882,551	417,972,497
Total of Current Liabilities	1,214,932,867	957,868,596
Total Equity & Liabilities	1,521,041,929	1,385,211,689
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	873,257,756	1,157,394,658
Grants & Donations.	4,436,724	-
Investments Revenues & Interests.	1,701,423	2,476,902
Other Revenues & Profits.	23,500,630	27,595,531
Total Revenues	902,896,533	1,187,467,091
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	58,436,813	84,264,997
Wages.	508,412,269	559,093,528
Expenditures.	182,233,243	276,660,831
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	32,716,912	171,824,313
Total Cost & Expenditures.	781,799,237	1,091,843,669
Profit (Loss)	121,097,296	95,623,422

EGYPTAIR CARGO CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	337,246,420	279,874,274
Projects In Progress	8,018,527	332,499,475
Long - Term Investments	2,300,000	2,300,000
Long - Term Loans And Debit Balances	35,095,414	44,176,195
Total of Non - Current Assets	382,660,361	658,849,944
Current Assets		
Stock	6,656,118	16,024,269
Customers , Notes Receivables And Debit Accounts	791,157,808	741,949,294
Cash in banks and in hand	102,544,239	104,281,150
Total of Current Assets	900,358,165	862,254,713
Total Assets	1,283,018,526	1,521,104,657
Equity		
Paid Up Capital	65,000,000	65,000,000
Reserves	358,684,992	406,578,136
Total Equity	423,684,992	471,578,136
Total Non - Current Liabilities	1,317,362	1,317,362
Total Equity & Non - Current Liabilities	425,002,354	472,895,498
Current Liabilities		
Provisions	44,436,626	30,107,752
Creditor banks	272,339,355	211,865,946
Suppliers , Notes Payable And Credit Accounts	541,240,191	806,235,461
Total of Current Liabilities	858,016,172	1,048,209,159
Total Equity & Liabilities	1,283,018,526	1,521,104,657
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	1,150,232,778	1,487,959,552
Grants & Donations.	15,030,736	2,784,100
Investments Revenues & Interests.	2,280,594	5,157,367
Other Revenues & Profits.	98,171,863	78,469,644
Total Revenues	1,265,715,971	1,574,370,663
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	291,040,621	465,897,418
Wages.	150,912,829	163,705,255
Expenditures.	542,530,640	670,056,297
Purchases of goods for sale purposes	-	-
Burdens & Losses.	79,601,683	97,855,107
Total Cost & Expenditures.	1,064,085,773	1,397,514,077
Profit (Loss)	201,630,198	176,856,586

EGYPTAIR TOURISM (KARNAK) & DUTY FREE CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	46,579,705	45,516,527
Projects In Progress	18,100,225	17,141,386
Long - Term Investments	3,280,850	3,280,850
Long - Term Loans And Debit Balances	18,651,762	13,551,777
Total of Non - Current Assets	86,612,542	79,490,540
Current Assets		
Stock	406,262,067	522,603,001
Customers , Notes Receivables And Debit Accounts	829,246,548	890,058,258
Cash in banks and in hand	109,020,867	110,851,823
Total of Current Assets	1,344,529,482	1,523,513,082
Total Assets	1,431,142,024	1,603,003,622
Equity		
Paid Up Capital	50,000,000	50,000,000
Reserves	238,351,844	534,513,624
Total Equity	288,351,844	584,513,624
Total of Non - Current Liabilities	1,992,205	1,894,351
Total Equity & Non - Current Liabilities	290,344,049	586,407,975
Current Liabilities		
Provisions	30,140,661	40,140,661
Creditor banks	333,323,092	177,064,939
Suppliers , Notes Payable And Credit Accounts	777,334,222	799,390,047
Total Current Liabilities	1,140,797,975	1,016,595,647
Total Equity & Liabilities	1,431,142,024	1,603,003,622
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	1,446,203,744	2,245,495,999
Grants & Donations.	1,823,376	-
Investments Revenues & Interests.	2,069,166	2,228,309
Other Revenues & Profits.	88,758,161	92,142,695
Total Revenues	1,538,854,447	2,339,867,003
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	14,163,733	15,947,398
Wages.	208,383,254	209,057,624
Expenditures.	559,034,166	738,712,375
Purchases of goods for sale purposes .	488,445,394	916,061,660
Burdens & Losses.	165,441,669	82,017,052
Total Cost & Expenditures.	1,435,468,216	1,961,796,109
Profit (Loss)	103,386,231	378,070,894

EGYPTAIR MEDICAL SERVICES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	87,068,788	101,202,170
Projects In Progress	10,499,211	2,580,879
Long - Term Investments	3,356,674	3,356,674
Long - Term Loans And Debit Balances	14,700,685	13,562,524
Total of Non - Current Assets	115,625,358	120,702,247
Current Assets		
Stock	48,495,801	48,410,767
Customers , Notes Receivables And Debit Accounts	160,027,541	228,562,696
Cash in banks and in hand	5,029,621	10,554,601
Total of Current Assets	213,552,963	287,528,064
Total Assets	329,178,321	408,230,311
Equity		
Paid Up Capital	71,600,000	71,600,000
Reserves	32,862,797	49,282,462
Total Equity	104,462,797	120,882,462
Total of Non - Current Liabilities	17,811,130	19,982,102
Total Equity & Non - Current Liabilities	122,273,927	140,864,564
Current Liabilities		
Provisions	4,556,000	9,556,000
Creditor banks	21,155,341	21,343,653
Suppliers , Notes Payable And Credit Accounts	181,193,053	236,466,094
Total Current Liabilities	206,904,394	267,365,747
Total Equity & Liabilities	329,178,321	408,230,311
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	447,577,453	527,274,025
Grants & Donations.	4,250,081	5,022,918
Investments Revenues & Interests.	1,487,247	2,416,159
Other Revenues & Profits.	2,084,140	3,462,935
Total Revenues	455,398,921	538,176,037
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	237,660,625	271,284,237
Wages.	145,002,811	158,576,378
Expenditures.	53,457,635	66,002,337
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	3,926,447	16,543,552
Total Cost & Expenditures.	440,047,518	512,406,504
Profit (Loss)	15,351,403	25,769,533

EGYPTAIR SUPPLEMENTARY INDUSTRIAL CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	29,239,426	34,649,756
Projects In Progress	3,086,174	85,925
Long - Term Investments	-	-
Long - Term Loans And Debit Balances	-	-
Total of Non - Current Assets	32,325,600	34,735,681
Current Assets		
Stock	50,801,731	48,722,385
Customers , Notes Receivables And Debit Accounts	25,233,572	44,831,282
Cash in banks and in hand	3,498,448	3,512,676
Total of Current Assets	79,533,751	97,066,343
Total Assets	111,859,351	131,802,024
Equity		
Paid Up Capital	50,000,000	50,000,000
Reserves	(23,021,856)	(22,958,339)
Total Equity	26,978,144	27,041,661
Total of Non - Current Liabilities	1,101,353	996,652
Total Equity & Non - Current Liabilities	28,079,497	28,038,313
Current Liabilities		
Provisions	10,281,490	10,281,490
Creditor banks	-	-
Suppliers , Notes Payable And Credit Accounts	73,498,364	93,482,221
Total Current Liabilities	83,779,854	103,763,711
Total Equity & Liabilities	111,859,351	131,802,024
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	118,284,897	165,400,562
Grants & Donations.	1,190,094	631,071
Investments Revenues & Interests.	244,532	632,415
Other Revenues & Profits.	2,628,063	1,383,096
Total Revenues	122,347,586	168,047,144
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	34,540,612	62,431,435
Wages.	68,279,127	75,036,025
Expenditures.	15,614,092	19,126,439
Purchases of goods for sale purposes .	5,720,586	9,708,548
Burdens & Losses.	2,934,754	182,343
Total Cost & Expenditures.	127,089,171	166,484,790
Profit (Loss)	(4,741,585)	1,562,354

EGYPTAIR DOMESTIC&REGIONAL AIRLINES(EXPRESS).

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	468,999	326,034
Projects In Progress	119,520	119,520
Long - Term Investments	-	-
Long - Term Loans And Debit Balances	10,440,931	5,719,602
Total of Non - Current Assets	11,029,450	6,165,156
Current Assets		
Stock	-	-
Customers , Notes Receivables And Debit Accounts	1,385,968,857	1,022,221,414
Cash in banks and in hand	10,175,661	16,467,228
Total of Current Assets	1,396,144,518	1,038,688,642
Total Assets	1,407,173,968	1,044,853,798
Equity		
Paid Up Capital	250,000,000	250,000,000
Reserves	(164,298,068)	(121,082,159)
Total Equity	85,701,932	128,917,841
Total of Non - Current Liabilities	45,538	37,972
Total Equity & Non - Current Liabilities	85,747,470	128,955,813
Current Liabilities		
Provisions	14,709,327	17,989,770
Creditor banks	-	-
Suppliers , Notes Payable And Credit Accounts	1,306,717,171	897,908,215
Total Current Liabilities	1,321,426,498	915,897,985
Total Equity & Liabilities	1,407,173,968	1,044,853,798
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	1,252,231,696	1,614,259,229
Grants & Donations.	161,290,166	-
Investments Revenues & Interests.	699,579	1,551,147
Other Revenues & Profits.	50,969	7,706,676
Total Revenues	1,414,272,410	1,623,517,052
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	300,447,051	378,281,435
Wages.	32,429,174	35,677,060
Expenditures.	1,119,993,468	1,145,092,223
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	81,629,002	21,250,424
Total Cost & Expenditures.	1,534,498,695	1,580,301,142
Profit (Loss)	(120,226,285)	43,215,910



Financial Consolidated Results

EGYPTAIR CONSOLIDATED

STATEMENT OF FINANCIAL POSITION AT 30/06/2018		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Non - Current Assets		
Fixed Assets (Net)	23,097,128,575	21,800,803,886
Projects In Progress	302,850,514	753,984,828
Long - Term Investments	1,086,612,382	1,073,494,757
Long - Term Loans And Debit Balances	306,664,669	422,932,227
Total of Non - Current Assets	24,793,256,140	24,051,215,698
Current Assets		
Stock	1,250,334,501	1,482,478,692
Customers , Notes Receivables And Debit Accounts	22,744,407,794	25,523,280,595
Cash in banks and in hand	3,825,394,018	3,194,921,748
Total Current Assets	27,820,136,313	30,200,681,035
Total Assets	52,613,392,453	54,251,896,733
Equity		
Paid Up Capital	4,078,806,000	4,078,806,000
Reserves	(15,804,459,988)	(16,301,939,994)
Total Equity	(11,725,653,988)	(12,223,133,994)
Total of Non - Current Liabilities	19,487,523,306	16,622,917,984
Total Equity & Non - Current Liabilities	7,761,869,318	4,399,783,990
Current Liabilities		
Provisions	2,404,639,954	3,137,382,355
Creditor banks	6,522,045,770	5,678,745,196
Suppliers , Notes Payable And Credit Accounts	35,924,837,411	41,035,985,192
Total of Current Liabilities	44,851,523,135	49,852,112,743
Total Equity & Liabilities	52,613,392,453	54,251,896,733
Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2018		
REVENUES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Activity Revenues .	25,083,988,610	35,778,700,277
Grants & Donations.	415,160,457	59,482,462
Investments Revenues & Interests.	171,563,034	146,766,151
Other Revenues & Profits.	679,692,358	823,830,563
Total Revenues	26,350,404,459	36,808,779,453
COSTS & EXPENDITURES		
PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	7,752,904,914	11,112,374,733
Wages.	3,637,143,392	4,057,931,786
Expenditures.	15,491,122,510	19,246,155,265
Purchases of goods for sale purposes .	535,795,537	983,522,997
Burdens & Losses.	4,134,797,531	1,990,947,728
Total Cost & Expenditures.	31,551,763,884	37,390,932,509
Profit (Loss)	(5,201,359,425)	(582,153,056)



32 Fleet Management
34 Alliances
38 Training Academy
46 Information Technology
48 Subsidiaries performance

Performance Review

Fleet Management



EGYPTAIR has developed its fleet growth and modernization plan 2017-2021 which was approved by EGYPTAIR board of directors in Jan.2017.
EGYPTAIR have been contacting to acquire 33 aircraft firm order as follow:

- (12) A220-300 aircraft through direct purchase.
- (15) A320neo aircraft through Operating Lease from ILFC for 12 years.
- (6) B787-9 aircraft through Operating Lease from ILFC for 12 years.

According to EGYPTAIR RFP, EGYPTAIR will be taking delivery of the new aircraft during the period 2019-2020 as follows:

- A220-300 delivery date from June 2019 till May 2020
- A320neo delivery date from Jan. 2020 till Dec. 2020
- B787-9 delivery date from Mar. 2019 till Jul. 2019

EGYPTAIR is going to convert (3) A330-200 from passenger aircraft to cargo aircraft through EFW conversion program which already began as follow:

- EGYPTAIR sent (1) A330-200 YOM 2004 with Reg. SU-GCE to slot in conversion program to cargo at 18/4/2017 and delivered as converted aircraft at 4/8/2018.
- EGYPTAIR sent (1) A330-200 YOM 2005 with Reg. SU-GCJ slot in conversion program to cargo from 31/5/2018 expecting to slot out by end of Jan 2019.
- EGYPTAIR intend to send (1) A330-200 YOM 2004 with Reg. SU-GCF slot in conversion program to cargo by end of Jan. 2019 and expecting to slot out by June 2019

EGYPTAIR Fleet at 30/6/2018

Aircraft Type	Owned	Finance Lease	Operating Lease	Total	Seats in Configuration	Average in Years	on Firm Order
EGYPTAIR Airline							
A321-200	2			2	161	21.3	
A320-200	3			3	145	14.9	
A330-200	5			5	268	13.2	
A330-300		4		4	301	7	
A340-200				0			
B737-800	11	10	8	29	144 / 154	6.4	
B777-200ER	2			2	319	21.2	
B777-300ER			6	6	346	7.8	
B787-9							6
A320neo							15
Sub Total	23	14	14	51			
EGYPTAIR Express							
ERJ170	12			12	76	10.3	
A220-300							12
Sub Total	12			12			
EGYPTAIR CARGO							
A300-600RF	2			2	N.A	27.7	
A300B4-200	1			1	N.A	36	
Sub Total	3			3			
Leased Out							
A320-200	1			1	145	14.8	
A340-200	3			3	206	21.7	
B777-200ER	2			2	319	17	
Sub Total	6			6			
Grounded A/C							
A320-200	2			2	145	27.5	
A321-200	2			2	319	21.3	
Sub Total	4			4			
In Conversion program A/C							
A330-200	2			2		13.5	

Your details is our priority



Alliances

Alliances & Code-Share Agreements



The development of commercial alliances with international carriers continues to be an important aspect of EGYPTAIR's business strategy.

Code-Share Agreements

Such agreements provide EGYPTAIR with an effective way to expand and broaden its network that enhances its sales capacity. EGYPTAIR extends its global reach through its membership in Star Alliance which is comprised of 28 members. It is not a requirement that Star Alliance member's code-share with each other, EGYPTAIR does code-share with major Star Alliance members as well as with other non-Star Alliance carriers.



EGYPTAIR has renewed its Code-Share agreements for FY 2017/2018 and covered 48 destinations as a marketing carrier.

Achievements of The Year

- On May 2017 (23rd & 24th) Bilateral Air Services Negotiations were held between Aeronautical Authorities of both Egypt and Iraq.
- On September 2017 Bilateral Air services Negotiations were held between Aeronautical Authorities of both Egypt and Mexico.
- In October 2017 (16th & 17th) Bilateral Air services Negotiations were held between Aeronautical Authorities of both Egypt and Germany.
- On November 2017 Bilateral Air services Negotiations were held between Aeronautical Authorities of both Egypt and Burkina Faso.
- On December 2017 Bilateral Air services Negotiations were held between Aeronautical Authorities of both Egypt and Malawi.
- On January 17th, 2018 the existing route schedule relating to codeshare operation between Egypt and India was amended via correspondences.
- In May 2018 Bilateral Air services Negotiations were held between Aeronautical Authorities of both Egypt and China.
- EGYPTAIR successfully passed STAR ALLIANCE full carrier that took place on the 2nd& 3rd of May 2018. In addition, as a preparation for the STAR ALLIANCE Full Carrier Audit (4) internal Audits have been done by the Alliances Auditors.
- EGYPTAIR and TAP Portugal Code-Share Agreement Expansion of Code Share Agreement with TAP Portugal on both parties' network.
- EGYPTAIR and Aegean Airlines Code-Share Agreement Expansion of Code Share Agreement with Aegean Airlines on both parties' network.
- EGYPTAIR and Thai Airways Code-Share Agreement Expansion of Code Share Agreement with Thai Airways on both parties' network.
- EGYPTAIR and Etihad Airways Code-Share Agreement Expansion of Code Share Agreement with Etihad Airways on both parties' network.
- EGYPTAIR and Indian Airlines Code-Share Expansion Expansion of Code Share Agreement with Indian Airlines on both parties' network starting summer season 2018.
- EGYPTAIR has obtained the Airline's compliance standards for "Green Compliance" with respect to the annual STAR ALLIANCE inspection "LRB (Leading and Recognized Brand)1.1 -General Review", which includes different elements of EGYPTAIR Holding Company as well as its subsidiaries.



EGYPTAIR
TRAINING ACADEMY

The Middle East and Africa's most experienced airline Training Academy

With more than 50 years of experience, EGYPTAIR TRAINING ACADEMY is dedicated to provide a professional airline training with the highest quality and a very high commitment to meet our customers' objectives. Our professional staff and facilities qualified us to be a leading provider of training support for airlines and aviation professionals in the Middle East and Africa more than any other academy in the region.

Training ACADEMY Approvals and Certificates Renewal

- All training departments are in Compliance with the Egyptian Civil Aviation Regulations.
- ISO 9001
- ISO 14001
- OHSAS 18001
- ICAO TRAINAIR PLUS Program Full Member.
- ICAO CERTIFIED AVIATION SECURITY TRAINING CENTRE (ASTC)
- The National Institute for Quality

Aviation Training

	EASA European Aviation Safety Agency	ECAA Egyptian Civil Aviation Authority
	EASA ATO European Aviation Safety Agency	ECAA Egyptian Civil Aviation Regulations
Aviation Training	✓	✓

Aviation Training Department (ATO) approval certificate is in compliance with EASA Part ORA, Part FCL.
Successfully renewed EGYPTAIR Training Academy approvals in the training activities related to the following aircraft types:

- Airbus A319/A320/A321
- Airbus 330
- Airbus 340
- Boeing 737- 600/700/800/900
- Boeing 777-200/300
- Embraer ERJ-170 Series

Full Flight Simulators

EGYPTAIR TRAINING ACADEMY offers many training courses on many fleet types. With ECAA and EASA approvals, EGYPTAIR TRAINING ACADEMY offers different training options on different aircraft fleet types. The Airbus A320, Airbus A330/A340, Boeing 737, Boeing 777 series are the simulators we offer type ratings to individuals and airlines.

Simulator Type	EASA European Aviation Safety Agency	ECAA Egyptian Civil Aviation Authority
B777	✓	✓
B 737/800	✓	✓
A 320/321	✓	✓
A 340/330	✓	✓
Cabin Emergency Evacuation (CEET)		✓

Technical Training

At EGYPTAIR TRAINING ACADEMY, we understand the challenge of keeping training cost under control. It can be a challenge to balance the need to reduce cost, while maintaining the highest quality of training. EGYPTAIR TRAINING ACADEMY has a better understanding of airlines' need to maintain the highest training standards while keeping cost under control. EGYPTAIR TRAINING ACADEMY's maintenance training programs have been developed with these goals in mind. EGYPTAIR TRAINING ACADEMY Technical Training approval certificates are in compliance with local and international regulations according to the table below:

	EASA European Aviation Safety Agency	سلطة الطيران المدنى المصرى ECAA Egyptian Civil Aviation Authority
Technical Type	✓	✓

Successfully renewed EGYPTAIR Training Academy approval granted by European
Aviation Safety Agency (EASA) in the training activities related to the following aircraft types:

- Boeing 737- 600/700/800/900 (CFM56)
- Boeing 777-200/300 (PW 4000)
- Boeing 777-200/300 (GE 90)
- Airbus A319/A320/A321 (IAE V2500)
- Airbus 330 (RR RB 211 TRENT700)
- Airbus 340 (CFM56)

Successfully added new capabilities to EGYPTAIR Training Academy in the training activities on the following courses:

- Borescope Inspection Familiarization Course for Undergraduate Engineers
- Airframe and Power Plant Familiarization Course
- Electrical/ Avionics Aircraft Systems Familiarization Course
- Aircraft Performance Familiarization Course for Undergraduate Engineers

ICAO TRAINAIR PLUS program

EGYPTAIR TRAINING ACADEMY has been certified as a TRAINAIR PLUS “FULL MEMBER” by the International Civil Aviation Organization (ICAO) in July 2018.

EGYPTAIR TRAINING ACADEMY has developed a standardized training program according to ICAO international standards and TRAINAIR PLUS methodology. This course, which consists of training aids in “Aircraft Loading for Load Master” 069/189/ATE ALM will provide load masters with the necessary knowledge, skills and attitudes to ensure that loading procedures are implemented appropriately in order to achieve the goal of safely and securely loaded aircraft in accordance with EGYPTAIR Ground Operation local Manual.
With this certification and the implementation of a training program certified by the ICAO within the TRAINAIR PLUS program, EGYPTAIR TRAINING ACADEMY can provide high-quality training and a training program recognized at the highest level of the aviation sector, which is an important consideration as regards the aircraft safety.





Aviation Security Training

EGYPTAIR TRAINING ACADEMY has been endorsed as the Specialized Aviation Security Training Center by the Egyptian Civil Aviation Authority. EGYPTAIR TRAINING ACADEMY has graduated aviation security agents such as screeners, aviation guards, aviation security instructors and inspectors, etc.

In order to upgrade our aviation security training system, EGYPTAIR TRAINING ACADEMY achieved the endorsement as an ICAO Regional Aviation Security Training Center in the Middle East Region in May 2018.


INTERNATIONAL CIVIL AVIATION ORGANIZATION
MONTRÉAL, CANADA

ICAO Aviation Security Training Centre



In celebration of this occasion, ICAO MID Regional Director Mr. Mohamed Rahma awarded Capt. Ahmed Adel, EGYPTAIR Holding Chairman & CEO the ICAO Aviation Security Training Center Certificate Award in the presence of ICAO EURNAT RD Mr. Luis De Almeida and esteemed seminar participants.
Based on our airline operation experience and capability to train aviation security personnel, we continue to upgrade our country's aviation security status and also contribute to the enhancement of aviation security level globally.

Safety awareness

Safety is the number one priority in the aviation industry. Therefore, safety awareness is essential, and must underpin everything the staff do in the industry; not just training new employees to be safe themselves, but also to challenge the lack of safety in others.
EGYPTAIR TRAINING ACADEMY has continued to conduct aviation safety training courses that cover all the staff of the airline.

Customer Service

Customer service is rapidly evolving. The staff that previously may never have interacted with a customer before are being asked to do so, whilst existing customer service professionals are being taken out of their comfort zones. As such, skill development and training needs become heightened.

Compounded by heightened customer expectations, the challenge becomes even more pronounced. Whilst the forecasted uplift in staff numbers across the aviation industry is primarily attributed to the growth in passenger numbers, in customer service roles, 'increasing customer expectations' is cited as an even greater driver. With more passengers, and more demanding passengers, learning customer service skills becomes ever more important for keeping flyers happy.

EGYPTAIR Training Academy Introduced new Customer Service Training courses that cover the necessary competencies for airline staff:

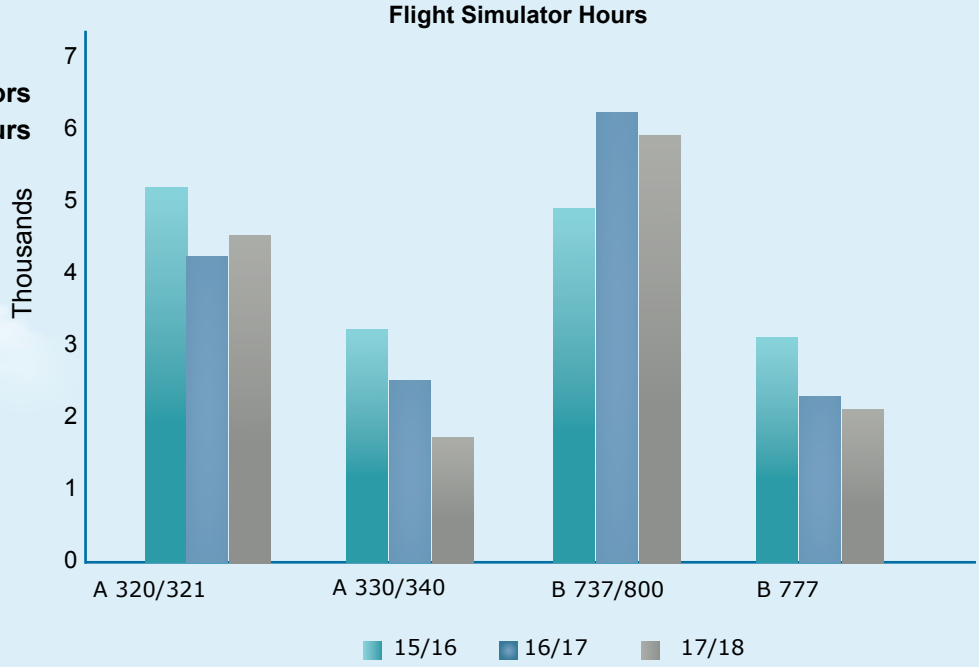
- Airline Public Relations Skills
- Step by Step to Customer service Excellency
- Corporate Communication Course
- Event Management Course

New Customers

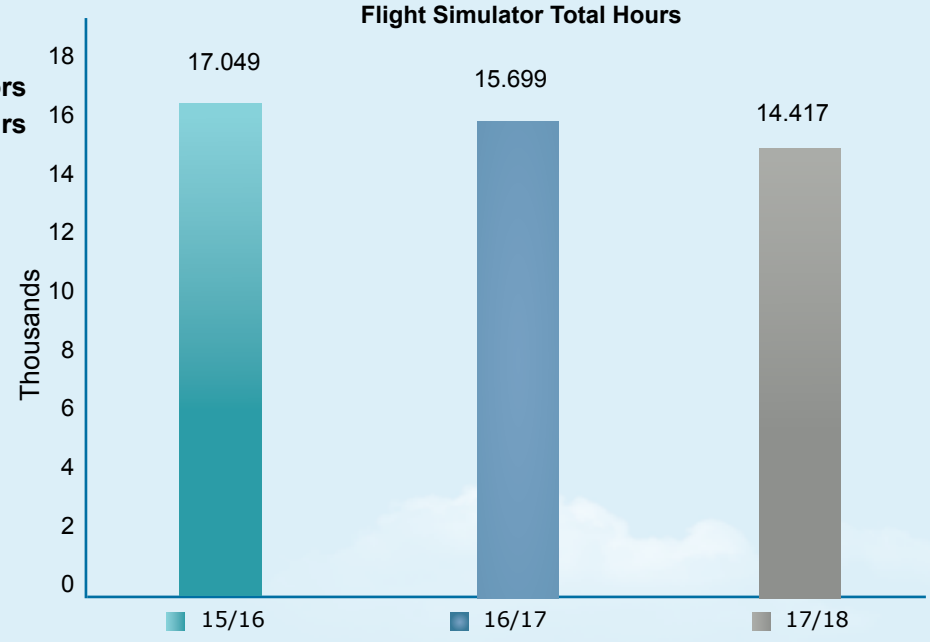
EGYPTAIR Training Academy has added new customers in most of its training activities.
The new customers are Orange 2 fly and S R Technics Company

Performance charts

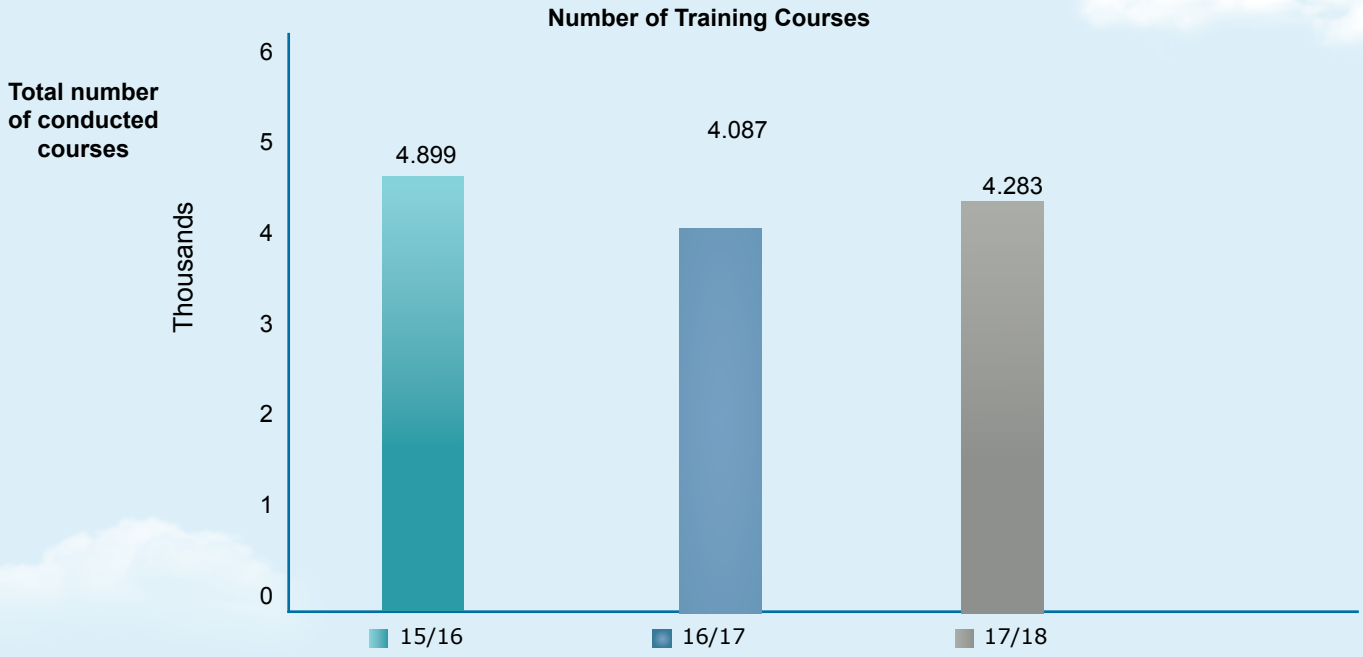
Full Flight Simulators Operation hours

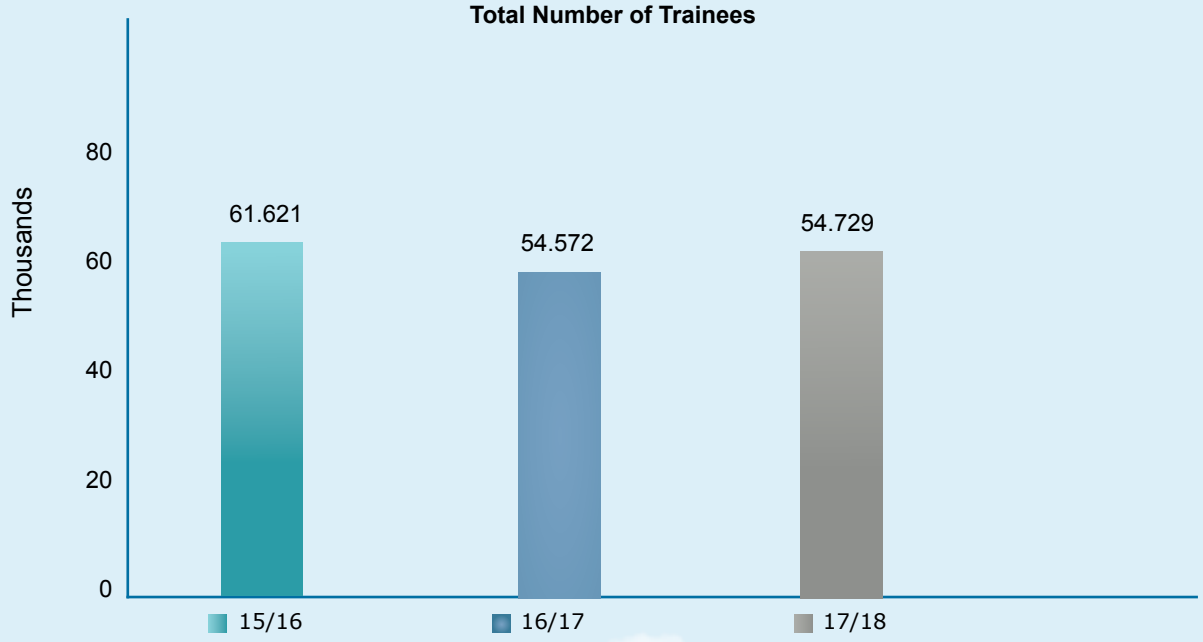


Full Flight Simulators total Operation hours



There is a change in the full flight simulator training demand related to EGYPTAIR Holding company fleet modernization policy.





The annual training plans matched the training needs that are related to EGYPTAIR Holding company and its subsidiaries' activities. Training is linked to the final outcome and providing appropriate training that will benefit the individual as well as the business units.



Information Technology

EGYPTAIR Information Technology Sector, is looking for increasing business agility and take advantage of modern technologies to bring legacy applications forward to the web, enhancing, improving the overall usability of all applications to serve better, by providing innovative ideas, serving customers based on utilization of the availability of strong infrastructure, skills and also management of information systems, in addition to covering operation & maintenance, network infrastructure, system engineering, IT security and IT technical support.

IT Development:

- IT development is a priority for a clear vision towards business excellence.
- As a star alliance member we share in different projects related to the STAR DIGITAL Strategy
- Re modernize legacy systems:

1. Crew Management System.
2. Tax Free Shop.
3. Inflight Service.
4. ERP for Egyptair Cargo Company.

Patient Control Information System:

A new system has been developed to facilitate work flow all over EGYPTAIR subsidiaries in addition to new facilitation (care plus system)

In Addition To

- Spreading special adjustment to some systems with Sap accounting system to integrate business activities.
- Providing different training courses to increase system user's skills.
- Query programs concerning different courses.

Internet Development:

- Coping with new technologies for mobile devices.
- Modernizing hosting system.
- Upgrading some subsidiaries sites to cope with new technology.





Subsidiaries performance



EGYPTAIR

A STAR ALLIANCE MEMBER

Board of Directors

Capt. Sherif Ezzat Helmy

Chairman & CEO

EGYPTAIR AIRLINES

MR. Nidal ElKassem Assar

CEO & Managing Director

EG Bank Former. Deputy Central

Bank of Egypt.

Eng. Sabry Abdel-Hady Deyab

Aviation Expert

Former. Pension Major General

Mr. Yasser Mohamed ElRamly

Chairman & CEO Air Cairo

Dr. Ibrahim Hassan Aly

Minister of Tourism Advisor

Capt. Hady Mahmoud Rabie

Senior Pilot

Mr. Mohamed Mahdi ElSayed

Flight Purser

Mr. Khaled Reda ElSadat

Senior Cabin Crew

Schedule Specialist

Mr. Ahmed Mohamed Samir

Traffic Officer

Mr. Abdel Karim Abdel Samie

Syndicate Representative

EGYPTAIR AIRLINES is the core of EGYPTAIR HOLDING Company with more than 86 years of service, throughout these years, EGYPTAIR has successfully extended its network to reach major destinations across the world. Being an active member of Star Alliance since July 2008, and as a part of that huge network, EGYPTAIR's customers are currently able to reach more destinations in 190 countries all over the globe; and are also entitled to all Star Alliance Gold and Silver benefits through EGYPTAIR Plus Loyalty Programs.

EGYPTAIR HISTORY:-

- In May 1932, EGYPTAIR was established; and has evolved since then to become the pioneer carrier in the Middle East and Africa, and the seventh carrier in the world to join the IATA.
- In August 1933, EGYPTAIR commenced its commercial operations with the Spartan Cruiser flying from Cairo to Alexandria.
- In 1935, A total of 12 De Havilland were added to the fleet and during the Second World War, the Egyptian government took over the airline and changed its name to "Misr Airlines".
- In 1946, the name "Misr Airlines" was changed to "MisrAir" and 10 Beechcraft were purchased adding American technology to the fleet.
- In 1949, MisrAir bought 10 Vickers Vikings; and the following year a French Aircraft, the Languedoc, was put into service.
- In 1960, MisrAir merged with Syrian Airlines forming a new identity "United Arab Airlines-UAA". UAA enhanced the fleet with Comet 4-c jets becoming the first carrier in the Middle East to use these jets.
- In 1968, UAA introduced the Boeing 707-320c to manage growing international traffic and operate longer routes.
- In 1969, UAA became the first airline in the Middle East to fly Boeing 707s.
- In 1971, MisrAir and Syrian Airlines split which resulted in the new identity "EGYPTAIR".
- In June 2002, EGYPTAIR, subject to the Presidential Decree number 137 and the civil aviation ministerial decree number 216, has become a Holding Company with nine Subsidiaries.
- In August 2003, EGYPTAIR Airlines, with the guidance of SABRE Airline Solutions, had successfully completed its imperative re-structuring plan.
- In 2004, EGYPTAIR achieved the highest standards of safety and became the first IOSA certified airline in the Middle East and Africa. Moreover, Cairo International Airport has turned to a HUB Airport - with the guidance of SABRE Airline Solutions during the restructuring plan.
- In 2006, a significant technology breakthrough has taken place: (implementation of the Amadeus Reservation System, activation of the IBE (Internet Booking Engine), E-Ticketing, use of the PROS O&D System, upgrading the Frequent Flyer Program (Crane 9), introduction of the financial system Sirax; and finally the integration between all these projects, (Pax-IS Program). Major IT products have been performed for quality service improvement.
- In July 2008, EGYPTAIR joined the Star Alliance network, the largest Airline Alliance in the World, enabling EGYPTAIR's customers to have access to 1,300 destinations in 190 countries nowadays. EGYPTAIR's membership to the Star Alliance network is unique since it is the only airline that is based in North Africa & Middle East. Star Alliance offers its customers the privilege of priority treatment across 28 airlines, better flight connections, and more comfortable travel. Gold status customers will receive priority treatment in regard to Priority check-in, Priority boarding, and Priority baggage handling.
- In April 2009, EGYPTAIR has successfully shifted its operations with star partners to CAIRO Terminal 3 Building, where customers can enjoy the exquisite service in STAR ALLIANCE lounges owned and operated by EGYPTAIR, and sustain Star Alliance's principle of "Moving Under One Roof " by locating all Star Alliance member-airlines in a single terminal, which brings immense benefits to Star Alliance airlines passengers as they pass through a common terminal at HUB airports.
- In August 2010, EGYPTAIR has provided its Business Class customers onboard with full Flatbed seats, personal screens in all classes, personal mobiles usage, in

addition to WI-FI internet access that has been offered on our Airbus 330-300 Aircraft.

- In December 2014, EGYPTAIR Airlines, with the guidance of consultant, SABRE Airline Solutions, has started its Transformation Plan.
- In December 2016, EGYPTAIR received the 1st B737-800 NG with the newest passenger cabin design in its class to ensure a flying experience that exceeds expectations. That's a better way to fly.
- From February 2017 till December 2017, EGYPTAIR received eight B737-800 NG.
- In July 2017, KARNAK joined EGYPTAIR Airlines, KARNAK in business since 1955, with around 60 years of experience under license number 6 category (A), to be the tourism division in the Airline.
- In December 2017 and February 2018, EGYPTAIR has signed contracts for six aircrafts B787-9s Dreamliners with seat capacity 30 C/ 279 Y and fifteen Aircrafts A320 NEOs with seat capacity 16 C/126 Y Respectively.

EGYPTAIR's future strategy is built on four key pillars:

- Growth and regional leadership:

Increase network breadth and depth through a combination of adding new destinations, adding more frequencies to existing markets, and extending global reach through Star Alliance and developing cooperative regional ventures.

- Deliver high-quality products and services:

Offering and delivering high-quality products and services that satisfy the needs of our customers will help attract new and retain existing ones. Focusing on quality control and consistently high service delivery are essential to keep our valued customers satisfied, and hence maintain customer loyalty and obtain repeat business.

- Develop high-performance culture:

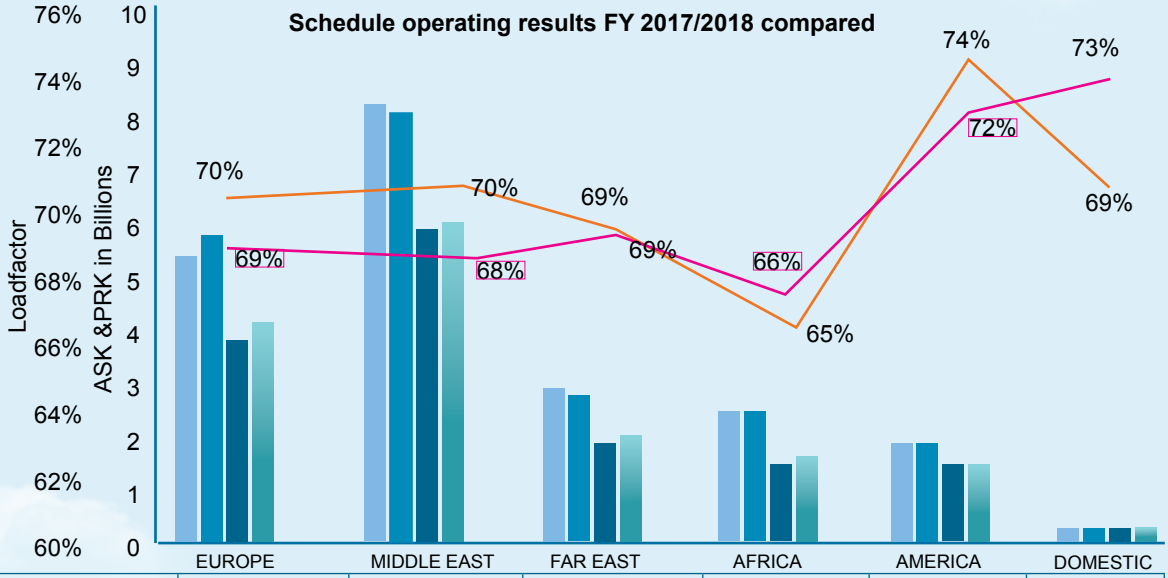
Keys to unlocking EGYPTAIR'S potential include developing an effective organization guided by leaders who empower their teams and hold them accountable for delivering results. This is supported by training, performance management, and effective communication.

- Fund the future:

By leveraging the three above-mentioned strategic pillars of growth and leadership, delivering high-quality products and services, and developing a performance culture; the fourth pillar will spontaneously achieve success by generating profits required to fund future growth. Expansion of the Cairo Hub will bring in more traffic and revenues. Attaining economies of scale will keep costs in check. A performance-driven organization will lead the growth plan and deliver consistent quality services and products that help attract new and retain existing customers. Successful delivery will generate profits to fund fleet replacement and growth with new, efficient aircraft.

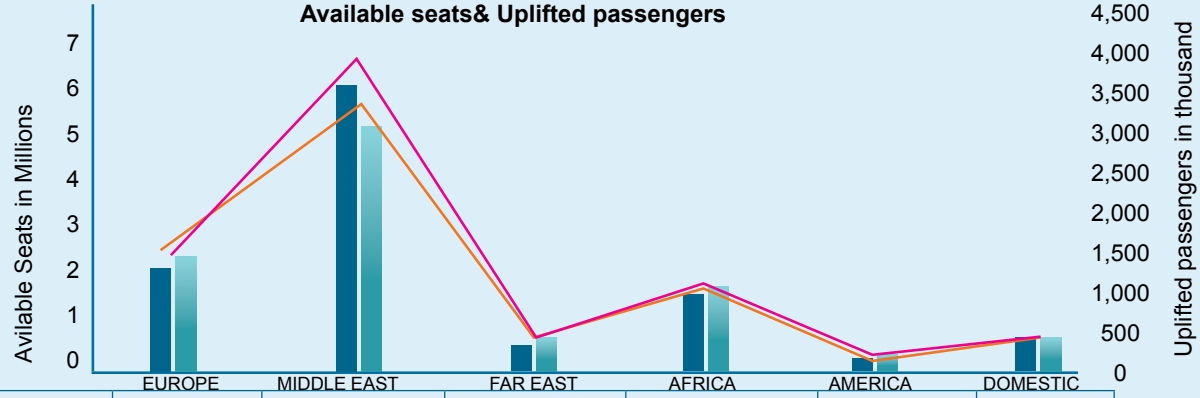


Network Development Highlights



	EUROPE	MIDDLE EAST	FAR EAST	AFRICA	AMERICA	DOMESTIC
Ask(Billions) 2016/2017	5,708,472,811	8,874,447,288	3,480,876,709	4,154,972,961	2,946,039,611	260,294,291
Ask(Billions) 2017/2018	6,103,159,897	7,522,904,869	3,854,151,409	4,471,335,510	3,381,780,912	281,091,607
RPK(Billions) 2016/2017	3,912,004,306	6,075,143,720	2,409,767,715	2,720,154,574	2,167,186,793	191,160,101
RPK(Billions) 2017/2018	4,260,960,243	5,240,406,122	2,409,767,715	2,946,511,151	2,422,914,516	194,902,849
LF % 2016/2017	69%	68%	69%	65%	74%	73%
LF % 2017/2018	70%	70%	69%	66%	72%	69%

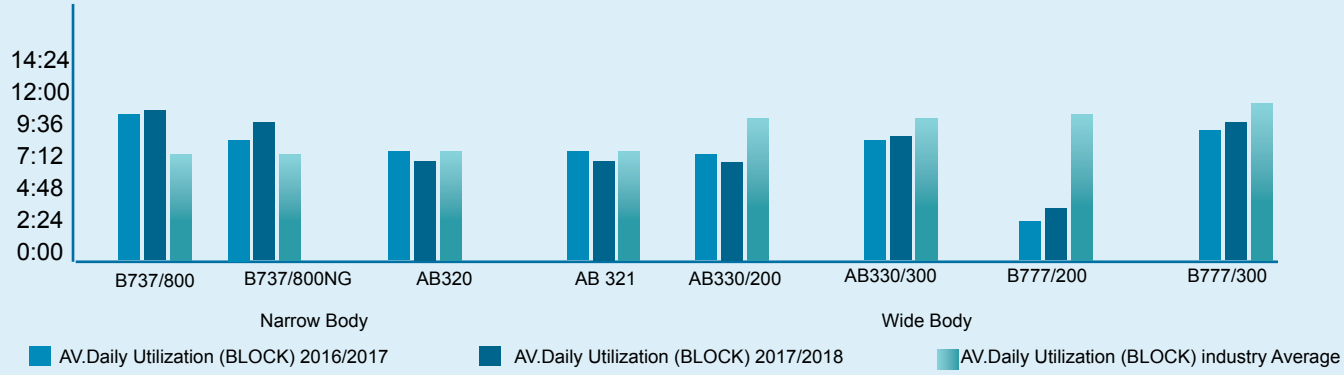
The above chart shows the improvement in most of network operational results in FY2017/2018 over FY2016/2017, especially the RPKs increased by 1.5 % for FY2017/2018 over FY2016/2017 which occurred in Europe, Far East, Africa, America and finally the Domestic operation. The ascend of Load factor percentage in most regions in FY2017/2018 which occurred in Europe, the Middle East, and Africa as follows: 1 point, 2 points and 1 point respectively.



	EUROPE	MIDDLE EAST	FAR EAST	AFRICA	AMERICA	DOMESTIC
Avilable Seats 2016/17	2,134,231	5,781,915	468,666	1,346,907	324,364	593,255
Avilable Seats 2017/18	2,275,842	5,027,170	520,817	1,440,871	372,642	624,977
No.of PAX 2016/17	1,455,402	3,946,363	325,090	888,228	238,487	401,849
No.of PAX 2017/18	1,583,244	3,468,647	358,645	946,638	266,623	404,164

The above chart points to the relation between the available seats offered in FY 2017/2018 compared by FY2016/2017 and the uplifted passengers for the same periods.

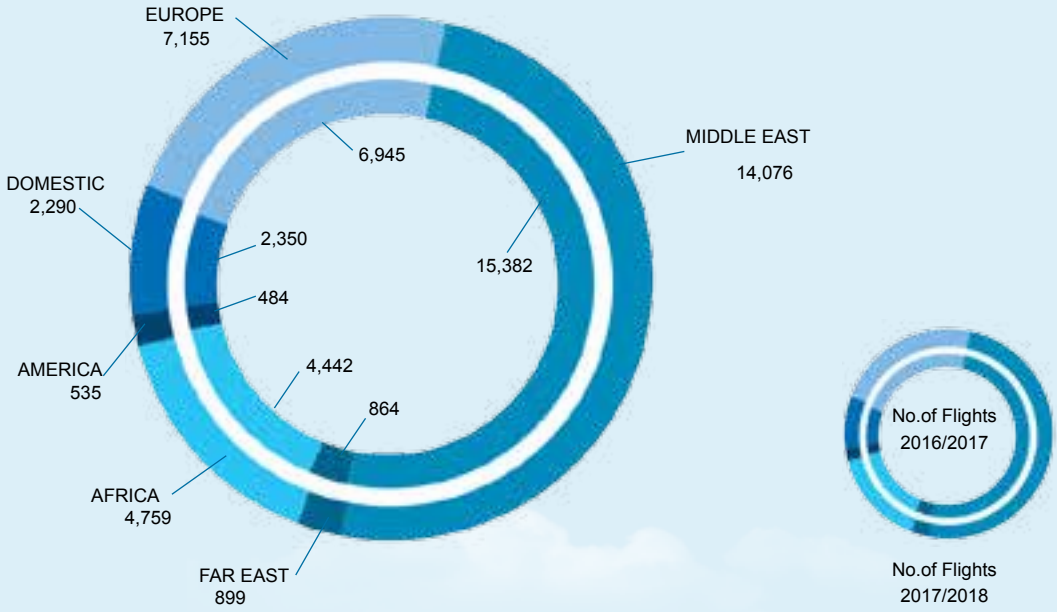
Average Daily Utilization 2017/2018 Compared



* Industry Average is from Mar. 2018 To Aug. 2018 for Boeing and from Aug. 2017 to Jan. 2018 for Airbus.

- The above a chart showing the average daily utilization for EGYPTAIR fleet types during FY2017/2018 and the previous financial year compared with industry average daily utilization standards.
- The average daily utilization for both B737/800 and B737/800 NG is above the industry average daily utilization standards.
- Slight ascend for B777/300 (OP. LEASE) average daily utilization in FY2017/2018 compared by previous year but still less than Industry average daily utilization standards.

Number Of Flights 2017/2018 Compared



The above chart showing the number of flights for each region in FY2017/2018 compared by the previous financial year, reflecting the great share of Middle East followed by Europe and Africa from EGYPTAIR Flights.

EGYPTAIR Destinations (S18)

EGYPTAIR is serving 59 cities in 4 continents with 635 weekly international frequency in addition to 37 cities through code share.

Nourth America	Europe		Africa		Middle East	Far East	
Tornto	Amsterdam	Aalborg	Abuja	Bujumbura	Abha	Bagkok	Almaty
New York	Athens	Aarhus	Accra	Cap Town	Abu Dhabi	Beijing	Chiang Mai
Montreal	Barcelona	Düsseldorf	Addis Ababa	Djibouti	Amman	Guangzhou	Baku
South America	Berlin	Goteborg	Algiers	Durban	Baghdad	Bombay	Daku
San Paulo	Brussels	Helsinki	Asmara	Harare	Bahrain	Tokyo	Delhi
	Budapest	Kiev	Casablanca	Hargeisa	Beirut		Phuket
	Copenhagen	Lisbon	Dar Es Salaam	Kigali	Dammam		Osaka
	Frankfurt	Oslo	Entebbe	Luanda	Erbil		Singapore
	Geneva	Prague	Johannesburg	Lusaka	Jaddah		Tilisi
	Istanbul	Sofia	Juba	Mauritius	Kuwait		
	Laranca	Stockholm	Kano	Ndola	Madinah		
	London	Zürich	Khartoum	Mombasa	Muscat		
	Madrid	Belgrade	Lagos		Qassim		
	Milan	Warsaw	Nairobi		Riyadh		
	Moscow		N'Djamena		Sharjah		
	Munich		Tunis		Tel Aviv		
	Paris						
	Rome						
	Vienna						

EGYPTAIR as Operating: In Blue Color, EGYPTAIR as Marketing: In Orange Color

PRODUCT & SERVICES DEVELOPMENTS

- Equipping the entire Long-Haul Fleet
- Introducing Full-Flat-Bed seats.
- Personalized monitors with various entertainment options.
- Enhanced Economy cabin comfort by increasing the seat pitch to 32 inches.
- Medium-Haul Fleet modernization with New B737-
- 800NG.
- Enhanced cabin comfort; business seat pitch 46 inch, economy seat pitch 31-32 inch.
- The in-arm video entertainment system in a business-class zone.
- Seat Raw equipped with a PC power outlet.
- An LCD Video monitor in each seat-back in an economy-class zone.
- Audio Video on Demand (AVOD).
- Lounges for first, business, & frequent flyer passengers
- (Platinum & Golden), and Star Alliance Gold Members.
- Increasing no. of passengers using CUSS Kiosk
- check-in (no more long queues).
- Passport Control Fast Track facility at Cairo Airport for
- EGYPTAIR's First & Business Class Customers, EGYPTAIR Plus Platinum & Golden members, in addition to Star Alliance Gold Members.
- Entertainment system improved by adding media for
- special needs passengers (audio description for blind & closed captures for the deaf) free of charge.
- Adding Braille booklets on board for special needs (blind passengers) free of charge.
- A variety of international magazines in English

- language (Fashion, sports …etc.) have been added onboard to the passengers to be 215,600 magazines yearly.
- Entertainment system was improved by adding the
- translation in English for Hajj and Umra guidelines.
- The entertainment system presents video Quran
- channel with English and French subtitle.
- Visual channels increased to be more than 150 visual
- channels in the entertainment system onboard aircraft types with personal screens for Economy Class seats.
- EGYPTAIR baggage service department uses the
- world tracer management system (product of SITA) to trace mishandled baggage, follow up compensation and delivery process.
- EGYPTAIR implemented GOLD track and premium
- claim counter for premium passengers for lost and damaged baggage.
- EGYPTAIR achieved 100% improvement in commercial baggage acceptance compared to the previous year.
- EGYPTAIR "Keep-Me-Informed" service (KMI) in coordination with EGYPTAIR inventory, which aims to notify passengers through all flight phases and status by time changes that may occur on their flights by sending them e-mails or SMS.
- EGYPTAIR current regulation for Mobile Boarding Passes (MBP) service upon departure at EGYPT turned into green permitted.
- EGYPTAIR successfully complied 100% with STAR ALLIANCE customer experience core values in the year 2018.
- EGYPTAIR has implemented with IATA and Star "IATA TIMATIC Analytics Tool" with no financial liability.
- EGYPTAIR has successfully implemented with Star (17) Gold Track Security Facilities and (5) Gold Track Immigration facilities in whole EGYPTAIR network achieving Star compliance 100%.
- EGYPTAIR integrated (9) overseas stations with Star Alliance Baggage Hub as follows: BRU-EBB-FRA-KRT-LCA-MUC-NBO-NRT-VIE.
- EGYPTAIR in coordination with Egyptian Airport Authorities assigned a golf cart to help passengers with reduced mobility to reach their boarding gate and added a new entrance equipped with x-ray machines to help in the flow of business class and premium passengers



- EGYPTAIR in coordination with Egyptian Airport Authorities activated 10 Self Check-In counters to achieve speed and efficiency.
- EGYPTAIR assigned check-in counters to passengers with reduced mobility.
- EGYPTAIR manufactured 3 special STAR ALLIANCE FAST TRACK entrance gates with STAR specifications and used to facilitate the flow of premium passengers through the airport.

Upcoming Projects

The crew management system

Crew management generates a feasible and efficient crew roster with smooth and profitable operations also is an important element of flight safety as well as crew and customer satisfaction.

The crew management system supports the entire crew management process, covering all phases from pairing construction to crew rostering to crew tracking and post-flight activities.

Crew management system encompasses crew availability and training requirements, fair distribution of work and crew preferences all have to be matched with network needs, legal regulations, contractual obligations, and economic considerations.

It provides planners and controllers with a set of decision-support tools, enabling them to focus on creating and maintaining efficient, comprehensive, legal, economic, fair and satisfying duty rosters.

Customer Relationship Management (CRM)

Customer Relationship Management is a system for managing EGYPTAIR's interaction with its customers by following-up customer data and communicating with customers, aiming to improve our service and strengthen our relationships with our customers.

Real-Time Dynamic Pricing(RTDP)

It is one of the airline tools that enhance the revenue depending on several aspects (in progress).

Human Resource Information System (HRIS)

A human resource information system (HRIS), an information system or managed service that provides a single, centralized view of the data that human resource management (HRM) requires for completing human resource (HR) processes.



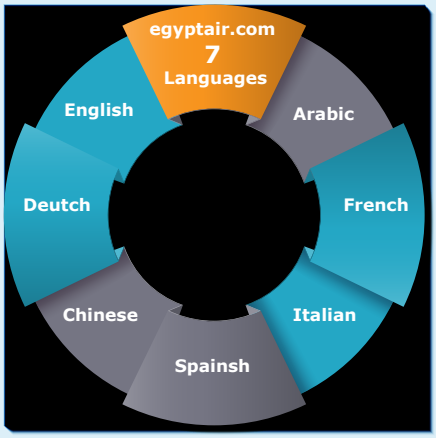




E-COMMERCE DEVELOPMENTS

- As EGYPTAIR constantly aims to deliver a high-quality travel experience, our website www.EGYPTAIR.com now offers our valued customers with more online services in addition to online booking to meet their expectations and fulfill their needs.
- A wide range of services are granted and more information is offered such as Flex Pricier, Seat Selection, Special Meals Requests, Checking Flight Status, Display Timetable, Reservation Details, Online Check-In, Hand Bag Tag and Booking against miles.
- Full update of EGYPTAIR website to apply the American Transportation Law requirements which impose that airlines' websites should be usable for internet users with special needs.
- Moreover, our website is also considered one of the official channels for publishing press releases.
- EGYPTAIR website is now available in 7 languages for 35 countries plus worldwide page for the rest countries*.

Austria	France	Japan	Russia	Tunisia
Bahrain	Germany	Kuwait	Saudi Arabia	Turkey
Belgium	Greece	Lebanon	Scandinavia	United Arab Emirates
Canada	Hong Kong	Morocco	South Africa	United Kingdom
China	Hungary	Netherlands	Spain	United States
Cyprus	India	Portugal	Switzerland	* Worldwide Page (for the rest Countries)
Egypt	Italy	Qatar	Thailand	





Online Services (www.EGYPTAIR.com).

- The ATC service (Automatic Ticket Changer) which enables to change the travel itinerary.
- Web check-in to enrich the value of online experience.
- Online Hotel reservation & Car Rental.
- Round the world tickets.
- 3D interactive route map.
- New interactive special offers page.
- Online Seat Assignment & Extra Baggage Allowance.
- Activation of pre-paid ancillary services (Extra Baggage & Seat Assignment).
- Online Horus Flash Magazine.
- Online redemption for loyalty members.
- Universal Air Travel Plan (UATP).
- Invoice for corporate customers payment.
- Delayed Luggage (World Tracer).
- Visa and Health.
- Automated Document Check (ADC).
- Rail and Fly Service.

EGYPTAIR Mobile Portal Application for Apple iPhone, IPad, iPod, BlackBerry Phones & Windows Phones with new facilities provided, that allows boarding passes to be saved on passbook application, regardless the device type used (now available at App Store).

Mobile Portal Services

- Applications for Android, Windows Phones, Apple Phones, and BlackBerry Phones.
- Mobile check-in (using Altéa DCS).
- Booking flights.
- Flight status and Timetable information.
- EGYPTAIR Plus account login and information.
- Baggage information.
- First & Business class lounges information.
- Special offers.
- EGYPTAIR CTO & ATO contact information.
- Destination guide.
- Special services information.
- Onboard services information.
- News and travel alerts.
- Gallery.
- Social feed [Facebook, Twitter, YouTube, Google+ and Instagram].
- Flight Booking Service (including flex price & payment).
- Ancillary services to be booked through mobile applications.
- REVAMP for all mobile applications.



Methods of Payment

- Visa & MasterCard in all countries pages.
- Ogone Collect in European countries pages.
- Diners and Discover
- American Express in European countries pages.
- Fawry, Bee and Pay later for mobile application.

EGYPTAIR E-Commerce Future Plans

- Adding new method of payments: Amadeus Payment Platform to increase the number of forms of payments on the website and the mobile portal.
- Enhancing Features: New services to help the customer make a reservation for best available prices and promotional fares.
- ATC Involuntary to help customers to change their route online in case of involuntary rerouting.

SALES DEVELOPMENTS

- Contact Center

Our Call Center now provides 24/7 service to respond to all of our customers' inquiries with regard to the reservation, ticketing and flight information in a speedy, qualified and professional way. It is equipped with the state-of-art technological systems and contains a highly skilled and well-trained staff.

- Call Center Achievements:

Merging Karnak call center with EGYPTAIR Airlines call center which facilitates the process of payment for Karnak travel programs.
The activation of payment methods transactions through the CIB Bank and NBE Bank.
The activation of Group reserving and issuing tickets through the Call Center.
Finalizing Johannesburg Call Center as a new sales channel beside Cairo, Saudi Arabia and United Arab of Emirates Call Centers and processing activation phase.
The reissue of the upgraded tickets done through Option Town Company.
Allowing passengers "24 hours" payments before the flight, instead of "48 hours" for transactions done through Call Center for tickets issued from Cairo. Adding new types of Credit Cards (ex. Diners) as a payment method through phones beside Visa & Master Card.



EGYPTAIR Call Center has all the services that can be provided to EGYPTAIR passengers, which includes sales services, baggage services and tracking lost luggage, travel procedures, frequent flyer loyalty program, and tourism services through the marketing of domestic and international tourism trips.

EGYPTAIR signed NEW Interline Agreements with FLY NAS (XY), ASKY (KP), AFRICA WORLD (AW) and JUBA AIRWAYS (JZ).

- Sales Achievements:

- Assigning new GSAs in Chad and India in April 2018.
- Assigning new PSSA in Doha and Saudi Arabia (in three zones including Najran).
- Omra Total Revenue increased also by 17% in FY 2017/2018 over FY 2016/2017.
- Haj Total Revenues increased by 90% in FY 2017/2018 over FY 2016/2017.
- Risk & Interline Agreements

Protecting and securing the online payment against stolen data of credit cards, which reduce Fraud percentage to keep in sales processing via website and Call Center. During 2017/2018 EGYPTAIR signed new ZED&MIBA Agreements reaching 16 Agreements.

PRICING & REVENUE MANAGEMENT DEVELOPMENTS

- Re-study of all current special prorate agreements (SPA) and Code Share Agreements with foreign carriers, and inserting the corresponding fares into all reservation systems (GDS's) worldwide, and performing new agreements in order to reach the largest possible number of destinations with competitive fares to meet EGYPRAIR's customers' expectations, as we are serving 300 offline destinations in 2017/2018 which aren't operated with EGYPTAIR network.
- Re-modification of upgrade fees to higher classes at the airport according to current sales fares to give more facility to customers.
- Negotiate with new companies to increase the special prorate agreements (SPA) to feed EGYPTAIR network, attract more passengers traffic flow from new areas and creates a new process to ensure optimal use of these agreements.
- Increased overall revenue for highly competitive routes by focusing on price sensitivity for customer segments who valued price and consequently generating the highest revenue from the other segments which mean





eliminating the anxiety of breakeven factor as a mechanism to secure new business.

- Increase the productivity of the employees of pricing distribution section and overall efficiency and performance per unit by introducing new process and procedures for different fare products such as automated pricing of UMRA & HAJJ, Loyalty program services, ancillary services, events, and corporates which facilitate monitoring and avoiding system errors.
- RAAV (Revenue Availability and Active Valuation)

EGYPTAIR adapted with the new release of the application to gain more revenue with the best utilization of seats offered by MS network.

- IN-FARE Knowledge

This product allows EGYPTAIR to monitor MS fares compared to other competitors for both trunk routes and beyond ones as well on daily basis.

This product enables the RM team to take the necessary action to be competitive with each market competitor (s). We are endeavoring to reduce the cost associated with this application by moving to API (Application Program Interface) with the coordination with the IT Section.

- O&D 2

PROS O&D II system applied to all EGYPTAIR network destinations.

- Analysis Tools

- WABR (Weekly Advanced Booking Report) to follow the incremental bookings with MS network for eight weeks ahead.
- Revenue Plan for winter and summer timetables to pursue the revenue gain with MS network on a weekly basis.
- Current Load Factor of the Network.

MARKETING DEVELOPMENTS

Direct Data Solutions (DDS)

DDS is known as one of the most famous and powerful systems in the field of aviation because of the huge and accurate amount of data it provides. The main source of these data is the airlines. There are 79 airlines contributed their data to the DDS and another 11 airlines on their way to sign with the IATA.

Marketing Communications

Throughout the financial year 2017/2018 EGYPTAIR executed a number of activities, sponsorships and launched a number of marketing campaigns in Egypt and worldwide, hereinunder as follow:

- Sponsoring a number of the international events held in Egypt such as World Youth Forum 2017, African Parliament held in Sharm El- Sheikh and Aviation Africa held in Cairo.
- EGYPTAIR has become the official Carrier for the Egyptian Foot Ball Team and the Egyptian Football Federation during the World Cup 2018 held in Russia.
- Sponsoring a number of Egyptian Squash players.
- Renewing the marketing protocol with 57357 Hospital.
- Contracting with one of the top PR agencies in Paris and launched a Social Media campaign in France.
- Launching multiple promotional campaigns from all EGYPTAIR destinations worldwide and from Cairo, announcing EGYPTAIR promotional fares and services.
- Contracting with the Economist magazine – World in 2019 in addition to Sports & Fitness and He.
- Magazines Artworks during FY 2017/2018;



Marketing Programs

- Commercial International Bank (CIB)

EGYPTAIR Launched a co-marketing campaign with CIB Bank aired on the TV, online and many other media channels to refresh the co-branded credit card CIB-EGYPTAIR MILES EVERYWHERE.

- National Bank of Egypt (NBE)

EGYPTAIR and NBE have signed an agreement to apply for an installment program on EGYPTAIR international and domestic tickets issued in Egypt at Sales offices. This offer is valid for all NBE credit card holders, where NBE deposits all payments completely into EGYPTAIR account, whilst NBE handles the installment charges with the passengers.



EGYPTAIR Plus:

EGYPTAIR Plus, with its 4 tiers: Blue, Silver, Gold, and Platinum, is a distinguished loyalty brand offering value, premium services, and benefits for its members such as priority baggage handling, priority Airport check-in, priority Airport lounge access, extra baggage allowance, etc.

Members accumulate miles for their travel onboard EGYPTAIR as well as the Star Alliance carriers. Earned miles can be redeemed to issue reward tickets, reward upgrades, and excess baggage.



- Digital Card: A project to display the membership card on the mobile application using QR barcodes to keep up with development and replace the plastic card.
- Cash & Miles: Offers the member the ability to purchase the revenue tickets partly with miles and the other with cash or credit.
- Award Shopper & Online Redemption: This online solution will enable the member to issue (Reward Ticket) or (Miles & Cash Tickets) through the website.

Upcoming EGYPTAIR Plus Projects:

1. New Program Features: EGYPTAIR Plus is in the process of introducing a new tier level, new rules, and new privileges.

2.Partner Portal: A system that will allow the members to use their miles to purchase items from our non-airline partners.

3.General Data Protection Regulation (GDPR) Enhancements: Regulation (EU) 2016/679 of the European Parliament adopted the protection of natural personal data against any breach or mishandling.



Karnak is performing under license no. 6 category A with around 60 years of experience.

You Dream .. We Plan

For us, everything revolves around your ideas, visions, and requirements. They are the foundation of our philosophy, full service for your trip or event at all levels.

Our approach is to provide complete customer care in all project phases: consultation, planning, organization, and realization. In addition to our expertise in coordinating complex processes, our ability to listen, understand and continuously develop new ideas are essential to the success of your trip or event.

KARNAK Organizing your Trip or Event

- Multilingual staff with 24-hour response to requests.
- Full client analysis
- Serving per service quotation
- Full-detailed destination info and site inspections
- Full logistics services
- Organization of meetings & team-building events
- Organization of gala dinners, parties & celebrations
- Organization of detailed incentive programs

KARNAK Team

Karnak is composed of 200 employees divided to eight teams, each with its own area of responsibility, that work synergistically to further our mission. These teams are the inbound, outbound, transit, Hajj & Umrah, events, follow up, marketing call center & cities offices each team is composed of a number of officers and all teams are led by the Vice-President.

KARNAK Specialization

- High experience in handling conferences, exhibitions & special events.
- A 24-hour transit office at Cairo International Airport to meet, assist and arrange Quick tours according to customer needs starting from 6 hours in transit.
- A leading travel agency in arranging tours and packages both inbound and outbound Egypt, as well as Hajj & Umrah.
- We can build up your trip or event according to your needs. With our Professional staff and modern A/C fleet of buses, your trip is hassle free guaranteed.

Scope of Services

Enjoy Egypt: One of the oldest civilizations known to man! We offer you our products.

- Choices of a journey to the authentic past, an adventure into Egypt's mysterious nature or a tour through Egypt's stunning beaches.
- Quick Transit Tours: Whether you are a transit passenger or on a business trip, you still have the chance to enjoy the charm of Egypt no matter how short your time is.

KARNAK offers you a variety of tours ranging between 4-8 hours around Cairo city.

- KARNAK brings the world together! Closer to your world, Book one of our special holiday packages and get a real chance to touch the World.
- Hajj & Umrah

Offering pilgrims Hajj and Umrah, our packages not only include hotels and transfers but also you will be guided and accompanied by skilled tour operators as well as scholars guiding you through all the steps and rituals on your journey to the Holy Lands - Mecca and Al-Madinah.

- Conferences and Exhibitions

We organize meetings and incentive programs. Our MICE specialists have high experience combined with specialized local destination know-how.

- Among our Major and Successful Events during FY 2017/2018 are...

- AVSEC conference – Sharm El Sheikh, Aug.2017.
- Green Climate Fund Meeting – Cairo, Oct.2017.
- Destination Africa – Cairo, Nov 2017.

- Gala & Carnivals

When it comes to organizing corporate events, personal involvement is of critical importance. If you are looking for a professional partner, capable of providing tailor-made solutions, you've certainly contacted the right organization. We act as a liaison, providing product/services information and resolving any emerging problems that our customer accounts might face with accuracy and efficiency. Our customer care team is patient, empathetic, and passionately communicative.









- The IATA Operational Safety Audit (IOSA) program is an internationally recognized and accepted evaluation system designed to assess the operational management and control systems of an airline. All IATA members are IOSA registered and must remain registered to maintain IATA membership.
- To secure the position of EGYPTAIR in the world markets, the company strives to benchmark its operations against internationally-recognized standards. This involves obtaining and maintaining certificates by international bodies such as IOSA –IATA Operational Safety Audit, EASA – European Aviation Safety Agency, ISO –International Organization for Standardization and ISAGO –IATA Safety Audit for Ground Operations. We plan to maintain this international recognition by continuously upgrading our systems and human capital.
- EGYPTAIR is the 1st African & Middle Eastern IOSA registered airline, and the 16th worldwide.
- EGYPTAIR passed IOSA, ISAGO, and Star Alliance inspections without any findings or corrective actions.
- EGYPTAIR passed and renewed AOC certificate, and fulfilled all Civil Aviation requirements.

Certificate



Certificate

Standard: ISO 9001:2008

Certificate Holder:

EGYPTAIR

EGYPTAIR AIRLINES
EGYPTAIR Administrative Complex - Airport Road
Cairo – Egypt

Scope: Commercial Air Carrier

Proof has been furnished by means of an audit that the requirements of ISO 9001:2008 are met.

The due date for all future audits is 30-10-(dd.mm).

Validity: The certificate is valid from 2015-01-06 until 2018-01-05.
First certification 2008

2015-01-07

DAkkS



Certificate

Standard: ISO 14001:2004

Certificate Holder:

EGYPTAIR

EGYPTAIR AIRLINES
EGYPTAIR Administrative Complex - Airport Road
Cairo – Egypt

Scope: Commercial Air Carrier

Proof has been furnished by means of an audit that the requirements of ISO 14001:2004 are met.

The due date for all future audits is 30-10-(dd.mm).

Validity: The certificate is valid from 2015-01-06 until 2018-01-05.
First certification 2009

2015-01-07

DAkkS



Certificate

Standard: BS OHSAS 18001:2007

Certificate Holder:

EGYPTAIR

EGYPTAIR AIRLINES
EGYPTAIR Administrative Complex - Airport Road
Cairo – Egypt

Scope: Commercial Air Carrier

Proof has been furnished by means of an audit that the requirements of BS OHSAS 18001:2007 are met.

The due date for all future audits is 30-10-(dd.mm).

Validity: The certificate is valid from 2015-01-06 until 2018-01-05.
First certification 2006

2015-01-07

DAkkS



EGYPTAIR
EXPRESS

Board of Directors

Capt. Hassan Ashraf Al Kholy

Chairman & CEO

Mr. Sherif Mostafa Al-Maghloub

VP Commercial,

EGYPTAIR AIRLINES

Mr. Ihab Gomaa Ghazy

VP Planning,

EGYPTAIR HOLDING

Capt. Gaser hussain kamel

VP Safety, Quality &

Performance Follow up,

EGYPTAIR HOLDING

MR. Abd Elmaseh Fayez

GM Financial Department, EGYPTAIR MAINTE-NANCE

Capt. Mahmoud Ahmed Shalaby

GM Air Operation,

EGYPTAIR EXPRESS

Mrs. Nermeen Abdelaziz Fouad

Air Hostess

Mr. Ahmed Ali Alashwat

GM. Planning,

EGYPTAIR EXPRESS

Ms. Seham Kamal Eldeen

Chief Training

Follow-up specialist

Mr. Mohamed Mahmoud Ahmed

Representative of Air Union Committee

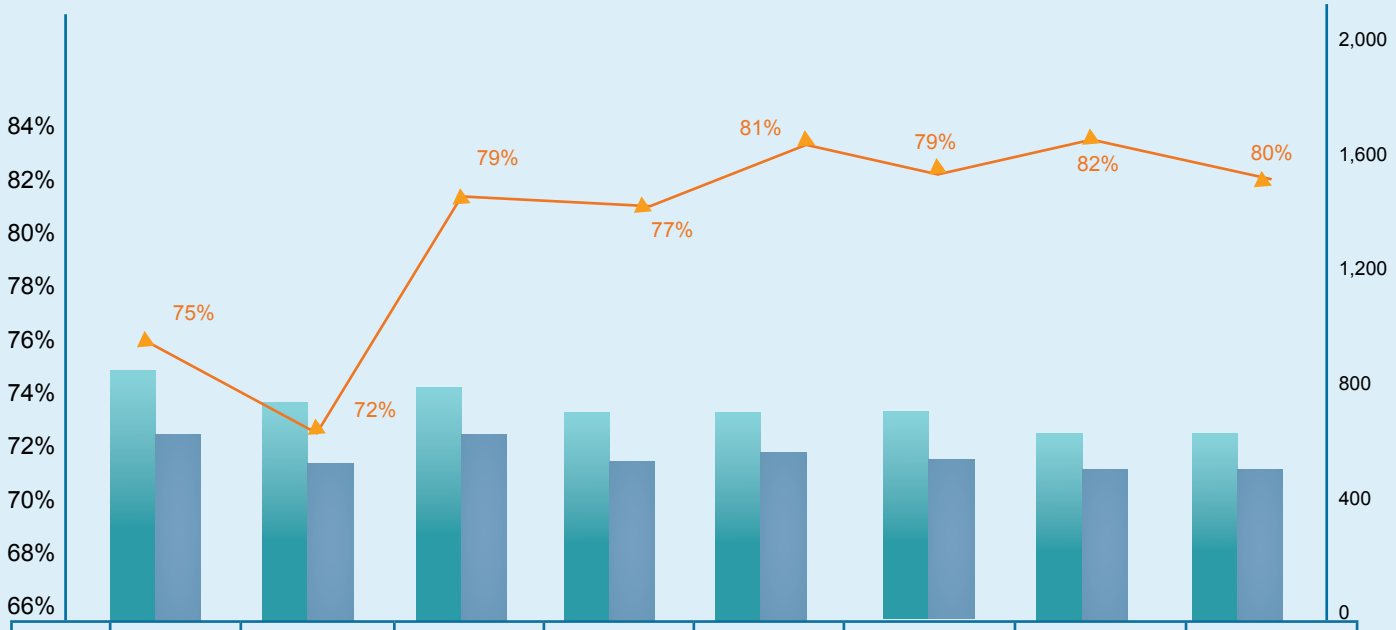
EGYPTAIR EXPRESS is the domestic & regional arm of EGYPTAIR Holding established in May 2006. The company was launched to enhance EGYPTAIR domestic product and expand in the regional short-haul markets. The company main base and major operations is in Cairo International Airport TB3 with smaller base in Alexandria (Borg El Arab Airport). Its Fleet consists of 12 EMBRAER ERJ's 170 LR leased from EGYPTAIR Holding Co. All aircraft have 76 seats with configurable classes allowing the company to respond to market demand.



Performance Highlights

Load Factor Y-O-Y

Our risk management process is designed to improve the likelihood of delivering our business objectives and enhance the quality of our decision-making through the awareness of risk-assessed outcomes. We are committed to conducting business in accordance with all applicable laws and regulations and in a manner that is consistent with our values.

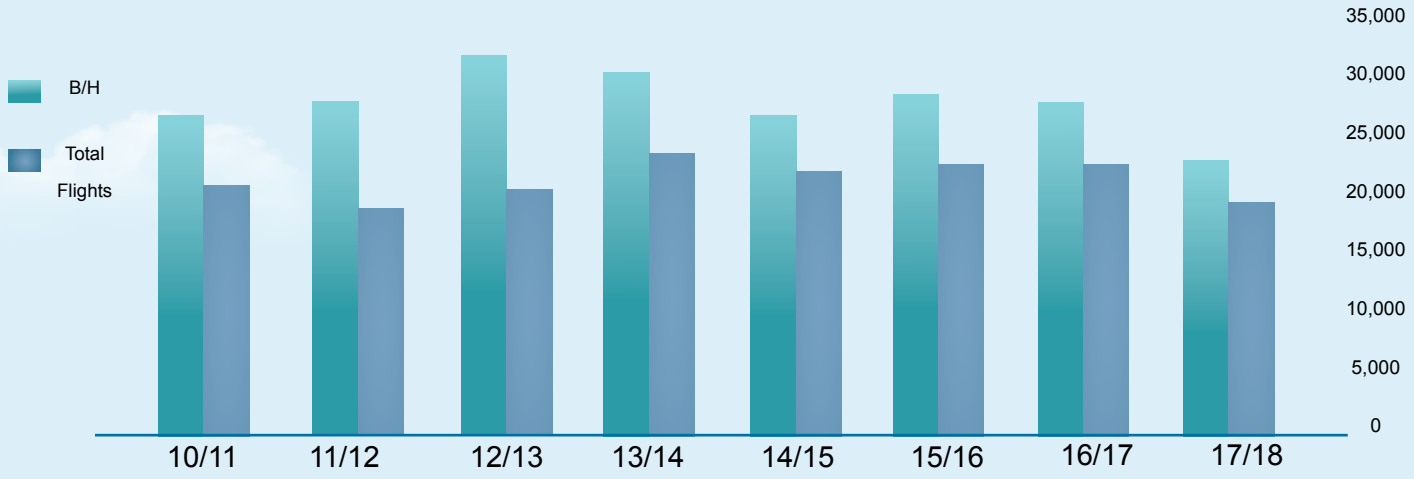


F/Y	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18
ASK	867,550,88	763,583,82	809,221,53	720,712,85	710,456,76	702,628,39	653,353,02	597,777,38
RPK	651,731,97	551,647,20	638,239,01	557,740,83	572,380,63	557,121,22	534,159,48	480,379,72
LF	75%	72%	79%	77%	81%	79%	82%	80%

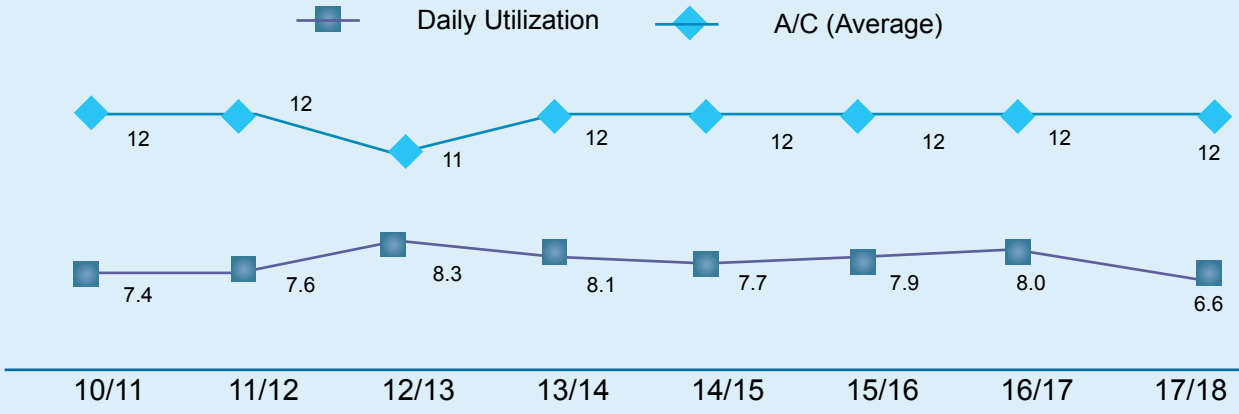
-The above chart shows a decrease in load factor from 82% to 80% in comparison with the previous financial year due to the economic reforms in addition to the high competition in the domestic market so the ASK decreased by 9% and the RPK decreased by 10% .

Operational data Y-O-Y

Date	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18
A/C (Average)	12	12	11	12	12	12	12	12
B/H	28,437	29,143	33,250	31,722	28,095	29,619	29,156	24,185
TOTAL FLIGHTS	22,099	19,967	21,501	24,668	23,330	24,096	23,813	20,080
Daily Utilization	7.4	7.6	8.3	8.1	7.7	7.9	8.0	6.6

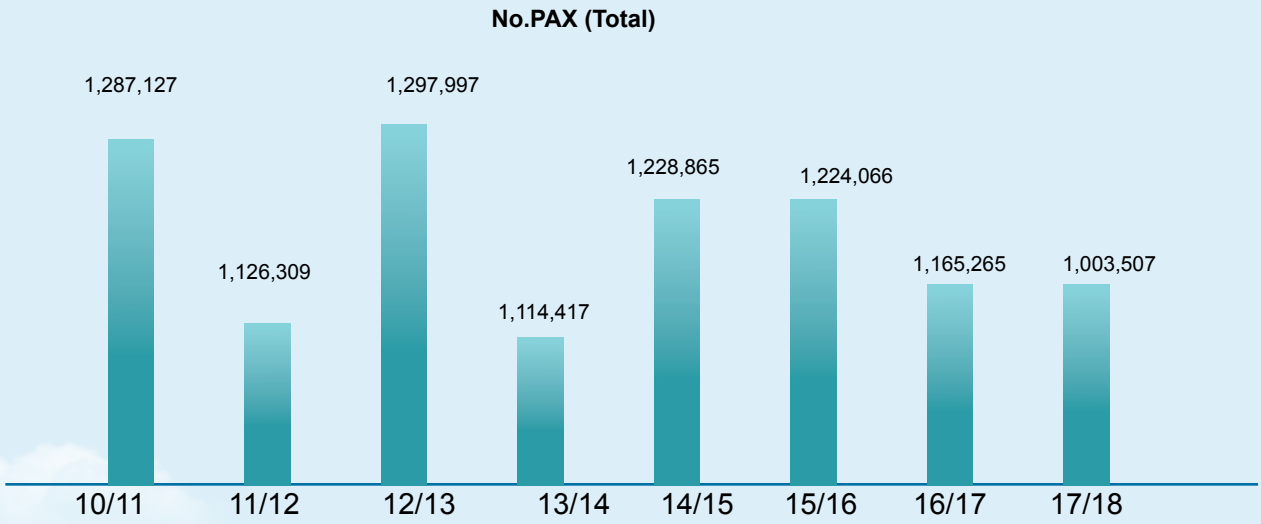


The total flights decreased by 16% compared to the previous financial year to maintain convenient load factor.



The daily utilization decreased to reach 6.6 hours daily compared to 8 hours daily in the previous financial year, as Express had a less ACMI lease than planned between Express and EGYPTAIR Airlines.

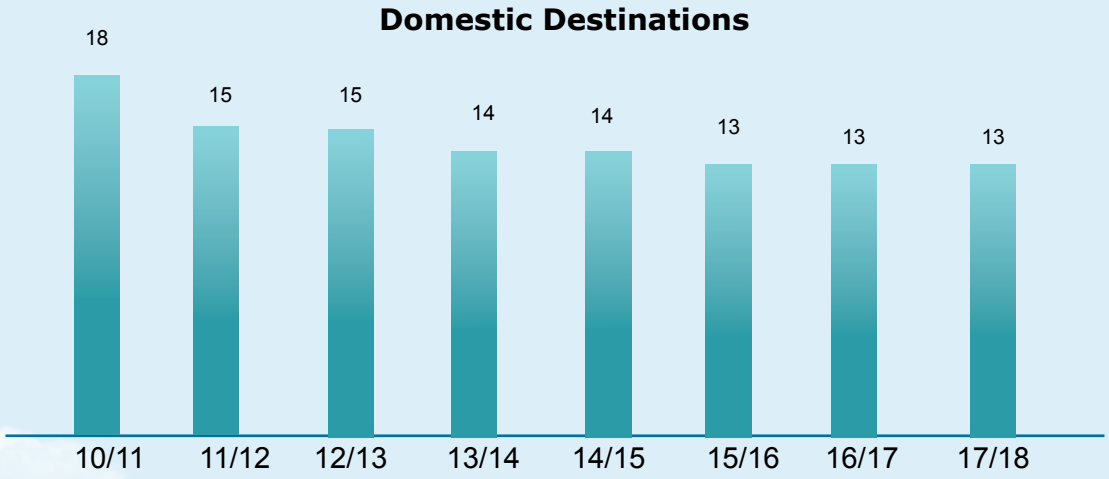
Number of passengers Y-O-Y



The number of passengers decreased by 14% due to the economic reforms in addition to the high competition in the domestic market.



Network





- EGYPTAIR EXPRESS is always the main gate for 13 domestic destinations in Egypt. And on the top of the list of them: Sharm El-Sheikh, Hurghada, Aswan and Luxor. Five flights daily to Sharm El-Sheikh serving the biggest tourism city in Sinai connecting it with EGYPTAIR Mainline international Network from Cairo airport as a hub.
- 13 flights daily to Hurghada, Aswan and Luxor connecting Upper Egypt to the world through Cairo. with the addition of five international destinations operated from our second base in Alexandria to ATH and BEY in addition of operation from our third base in Sharm El-Sheikh to KWI, JED & RUH.

- A new potential in the regional market at network outlook 2018/19 – 2022/2023 with the acquisitions of the brand new aircraft CS300 based on Saber's study of EGYPTAIR smart network .

Europe



Middle East



Main Projects

In 2016/2017, Express's main project was to maintain Express LF around 78%, so we had been applied that out of the following process:

- Handling quickly with the size of the offered capacity (ASK's) to meet the rapid changes on both domestic and regional arenas
- Using revenue management tools to stimulate our market



EGYPTAIR

CARGO

Board of Directors

Captain Bassem Gohar

Chairman & CEO

EGYPTAIR CARGO

Mr. Mohamed Abd El Maksoud

Chairman of

Customs Authority

Eng. Mostafa Ali El-din

Civil Aviation

Secretary General

Captain Sherif Saad El-din

Civil Aviation Expert

Captain Assad Darwish

Civil Aviation Expert

Mr.Ahmed Mahmoud Hamza

GM Export

Mr. Mohammed Shabaan

Assistant Import GM

Mr. Hamed Saad

Member of

the Board of Director

Eng. Tarek Osman

GM Engineering

Mr. Hassan Shehata

Head of

Syndicate Committee

EGYPTAIR CARGO started to operate since 1933 as an air cargo carrier transporting and handling various kinds of shipments, EGYPTAIR CARGO is positioned as the market leader in the Middle East and Africa.

The Holding Company was established in 2002 followed by the foundation of the most successful business unit which is EGYPTAIR CARGO. Since its Foundation, EGYPTAIR CARGO has been on the forefront of transporting and handling of general and special Cargo.

Fleet / Network

The network management process will gain from a closer coordination between the freighter and the passenger network, where they should complement each other and support the objective of total revenue maximization for the entire EGYPTAIR HOLDING Company.
EGYPTAIR CARGO will depend on the passenger bellies to reach the overseas markets (long haul market).
EGYPTAIR CARGO fleet contains currently two medium range and one long-range wide-body aircraft “one A300-200 p2f and two A300-600F”, the bellies capacity of EGYPTAIR AIRLINES fleet is a significant capacity added to EGYPTAIR CARGO’s capability, this allows us to fly and serve around 58 scheduled international destinations in the major cities of USA, Europe, Africa, Gulf area and Far east, in addition to the capability to operate charter and ad-hoc freighter flights.
EGYPTAIR CARGO plans to develop and replace its fleet through an agreement with EFW to convert three aircraft of type A330-200 P2F. The first one was delivered and introduced into operations in September 2018, it is planned to receive the second A330-200 p2f in January 2019, and the third one will be delivered one year later In June 2019.

We do our best to:

- Cover the market needs.
- Reduce the operational cost of A300-B4 and A300-600F.
- Modernize EGYPTAIR CARGO fleet.
- Catch the opportunity to reach new potential destinations.

By 2020, we plan to develop the fleet by adding 2 small aircraft of type B737-800 to be able to reach the African market and to enable the efficient maneuvering between different fleet types.



Terminals

EGYPTAIR CARGO Terminals cover most regions throughout Egypt:

- EGYPTAIR CARGO established its 1st cargo terminal in May 1981 with 50,000 M² area and a capacity of 120.000 tons / year (an additional area of 9600 M² has been recently added to Cairo cargo terminal to improve the cargo flow and increase capacity). In September 1991, another cargo terminal at Alexandria International Airport was established with a capacity of 20,000 tons/ year to better serve the northern region of Egypt. The tow terminals are connected through a surface transportation beside the domestic flights as well.
- A third cargo facility with a capacity of 30,000 tons /year has been constructed at the industrial zone of 10th of Ramadan City, 45 minutes from Cairo cargo terminal. The facility is not operated yet.
- In February 2006, another cargo terminal at Luxor International Airport was established sharing 50% with The Egyptian Company for airports with a capacity of 20,000 tons/year to better serve the southern region of Egypt.
- EGYPTAIR CARGO is proud to have more than 1300 employees serving EGYPTAIR CARGO and foreign carriers operating in Cairo international airport, Luxor, and Borg AL-Arab airports.
- EGYPTAIR CARGO is expected to double its storage capacity within the next two years in harmony with national strategy as EGYPTAIR CARGO has a significant role in developing and in succeeding of operating Cairo international airport as a HUB airport. It is also planned to carry out the project of extending the current cargo facility towards the ramp adding an area of 15,000 m² to current complex, this project was set as a replacement of the future expansion areas stated in National Strategy concerning the extension of EGYPTAIR CARGO facilities at Cairo airport until delivery of all future expansion areas
- Our main cargo Hub is located at Cairo International Airport. We established several regional hubs at Ostend-Belgium, Cologne-Germany, and Sharjah-U.A.E., Offering direct access from and to the most important trading centers in Europe and Middle East.
- EGYPTAIR CARGO extended their business to include managing and operating of other related Projects like the Perishable Center at Cairo international Airport in conjunction with HEIA (Horticulture Export Improvement Association) Community.



Major Milestones

- In 2017/2018 total cargo carried through cargo complex reached 141,161 tons, and total cargo handled for foreign airlines reached 44,002 tons.
- Surplus of 181 Million EGP was achieved after taxation.
- EGYPTAIR CAROGO achieved market share of 62% of total export market weight and 66% of total import market weight.
- 796 flights were operated in 2017/2018.
- Implementation of 63% of investment plan budget.
- Inauguration of 3 stores building, gathering regulatory bodies serving transportation-related processes, resulting in increase of storage areas as well the customs inspection halls.
- Installation of CCTV “closed-circuit television”.
- Rental of 10th of Ramadan offices and warehousing areas.
- Activation of phase one of CRA (Cargo Revenue Accounting System) to link operations with the financial system.
- Extension of the contract with CAC for 40 years to manage the current Cairo Cargo Complex including the new extension area of 15 m².
- EGYPTAIR CARGO targets to serve more destinations worldwide and increase the load factor on its flights, by signing many special prorate agreements with 32 large airlines; Air Baltic, Air Macau, Astral Aviation, American Airlines, Air France, Biman Bangladesh Airlines ,Ceske Airlines, China Airlines ,Air China, Ethiopian Airlines, Gulf Air, Hong Kong Airlines ,Japan Airlines International, Korean Airlines Co Ltd, Malaysian Airlines, Brussels Airlines, Aeroflot Russian International Airlines, Saudi Arabian Airlines, Srilankan Airlines Ltd, Swiss International Airlines, Virgin Atlantic, Asiana, Qantas Airways, Thai Airways International Public Company, Vietnam Airlines, Nippon Cargo, Air Malta, Air Bridge, Oman Air, Cargolux, Kuwait Airways and United Parcel Services.



Futures vision

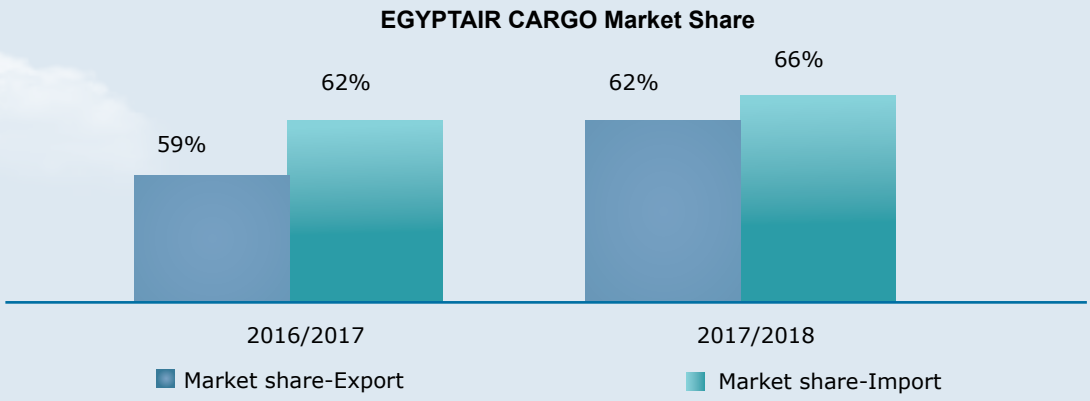
- Development of strategic plan for transport logistics techniques and the connectivity with ports and logistics centers.
- Addition of future expansion areas to serve transport logistics
- Connectivity between modes of transport through multimodal transport system.
- Establishment of cargo handling service centers to serve outstations.
- Compliance with TAPA (Technology Asset Protection Association) requirement.
- Development of HR and financial system using ERP (Enterprise Resource Planning)
- Obtaining CEIV certificate for pharmaceutical business.
- Redesign network & launch new destinations in Africa and Middle East.
- Fleet development to face challenges and increase competitiveness.
- Increase product portfolio.
- Enhance the IT system.
- Implementation of cost budget system.
- C2K membership.
- Upgrade service level.
- Application of automated air cargo handling systems
- Implementation of E-Freight.



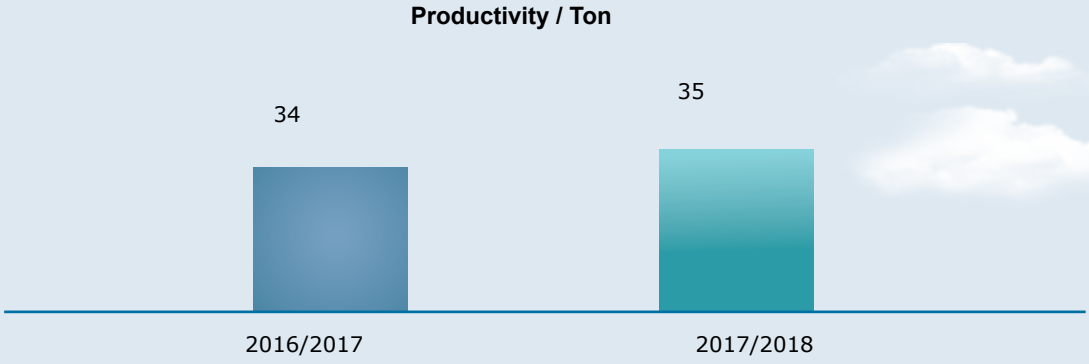




Performance Highlights



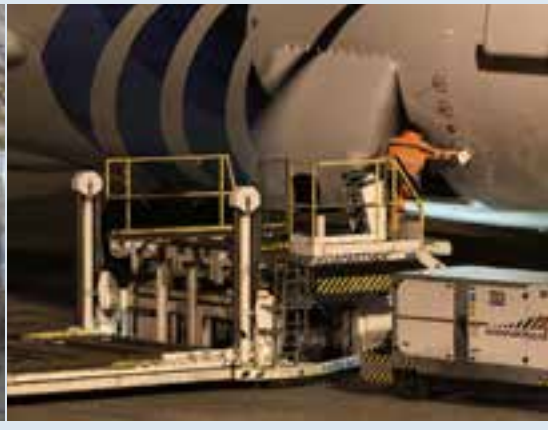
Total market weight (Inbound& Outbound) decreased from 319,366 tons in 2016/2017 to 288,935 tons in 2017/2018. EGYPTAIR Cargo Export Market Share recorded 62% in 2017/2018 compared to 59% in the previous Fiscal Year. While EGYPTAIR CARGO Import Market Share recorded 66% in 2017/2018 compared to 62% in the previous Fiscal Year



Monthly Staff Productivity was increased from 34 tons per employee in 2016/2017 to 35 tons per employee in 2017/2018

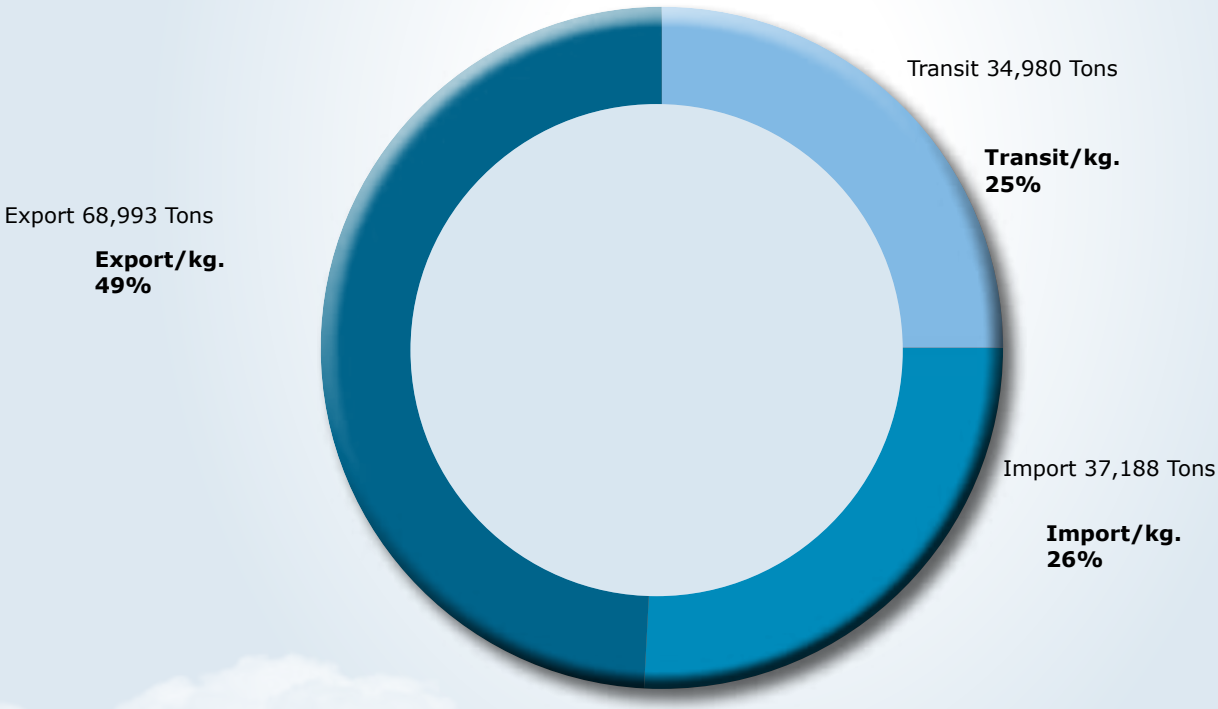




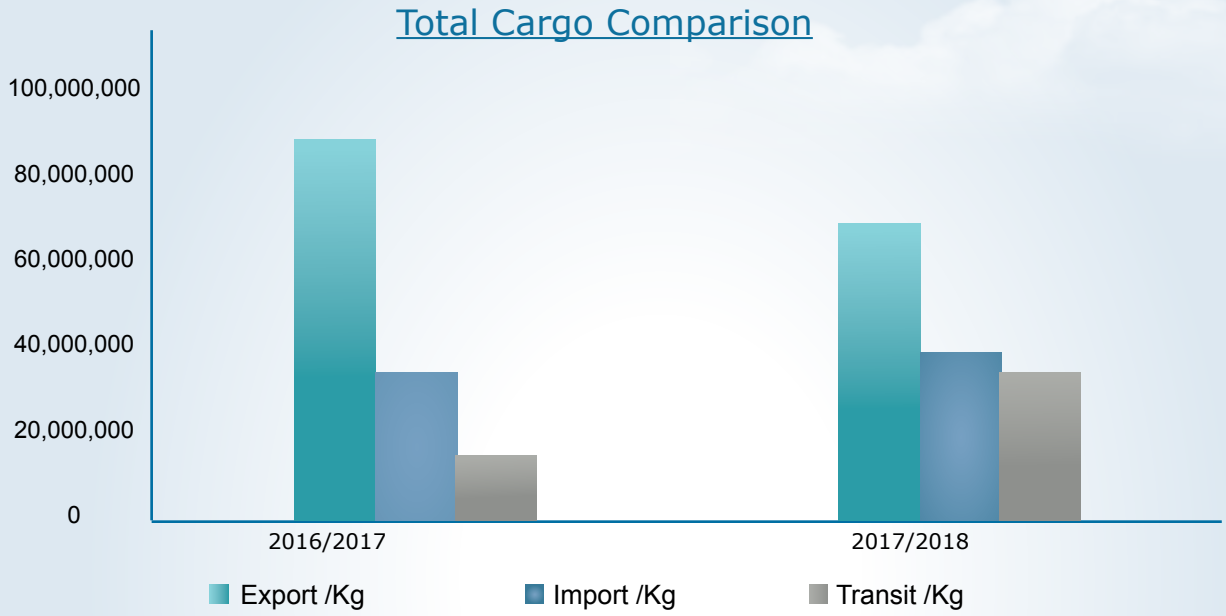


Total Cargo Carried 2017/2018			
	Freighter	bellies	TOTAL
Export/kg.	22,778,566	46,214,732	68,993,298
Import/kg.	14,946,447	22,241,082	37,187,529
Transit/kg.	10,059,273	24,921,023	34,980,296

Total Cargo 2017/2018

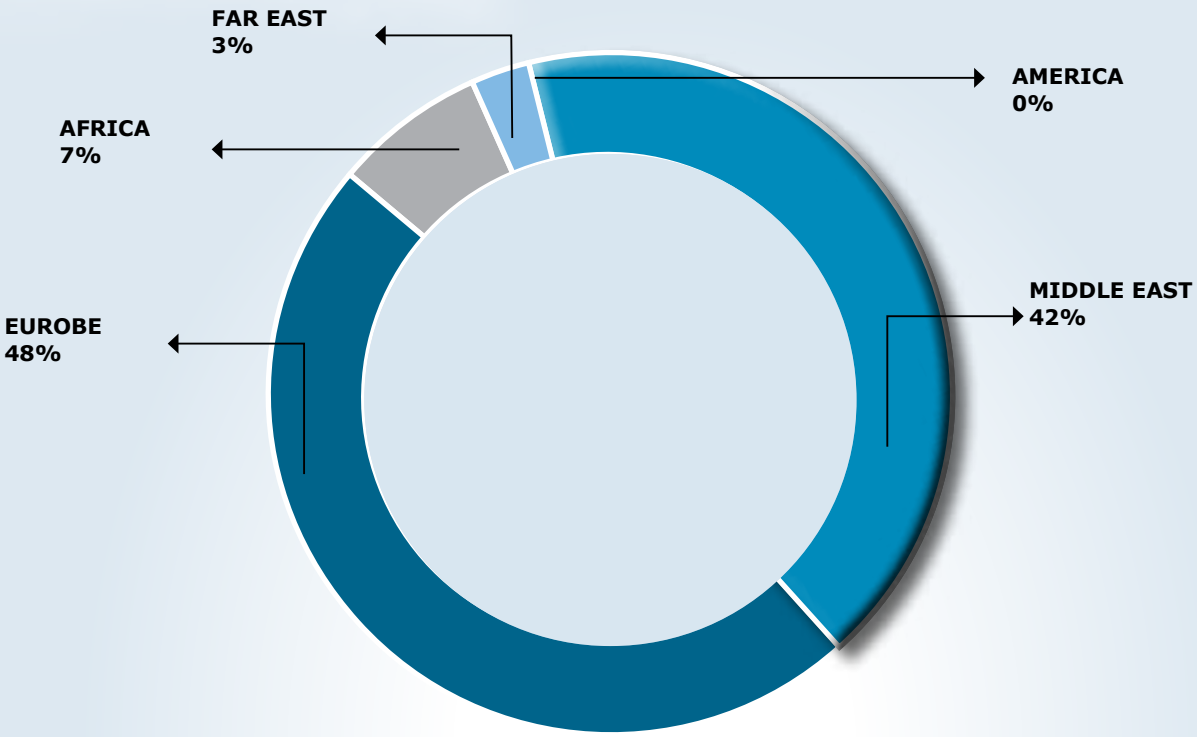


Two Financial Years Load Comparison			
Years	Export/kg.	Import/kg.	Transit/kg.
2016-2017	86,164,263	31,620,135	16,888,646
2017-2018	68,993,298	37,187,529	34,980,296



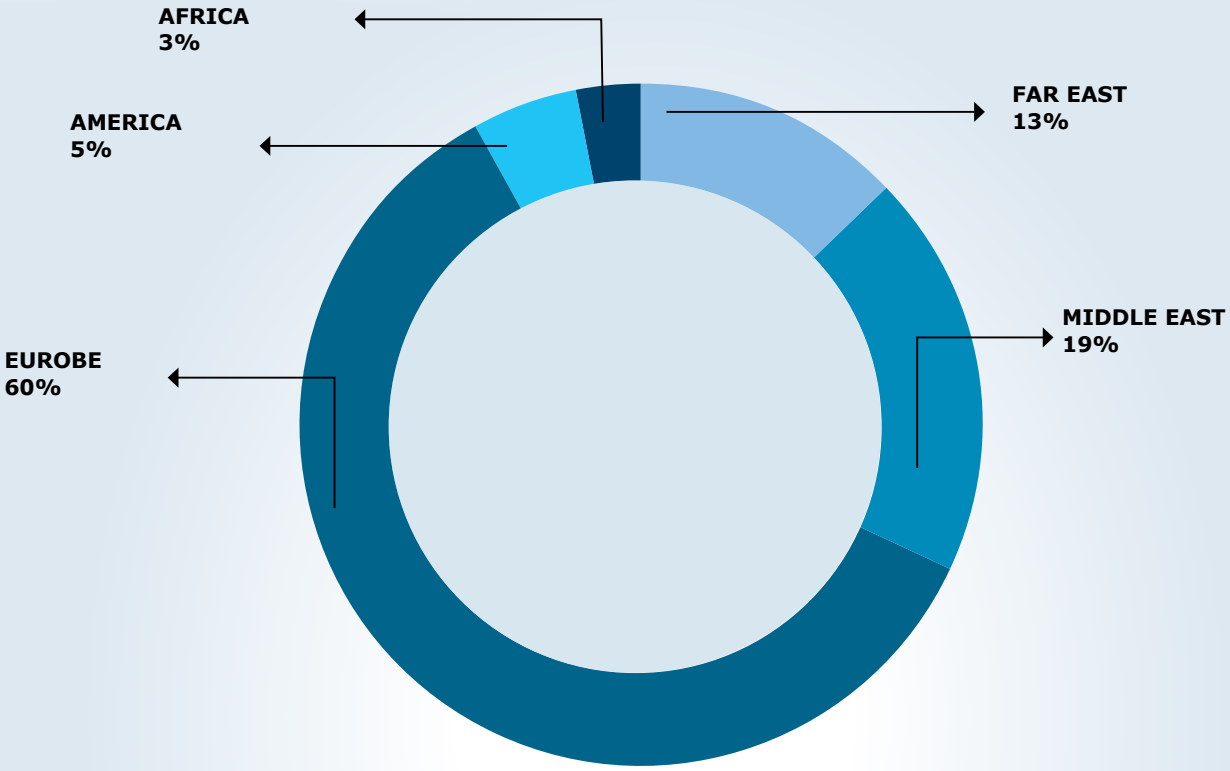
Export Load by Region / kg.			
Region	FREIGHTER	BELLIES	TOTAL
AFRICA	1,283,416	3,327,581	4,610,997
AMERICA	-	122,453	122,453
EUROPE	17,219,092	16,152,377	33,371,470
F.EAST	-	2,244,574	2,244,574
M.EAST	4,276,058	24,367,747	28,643,805
TOTAL	22,778,567	46,214,732	68,993,298

2017/2018 Export Share by Region



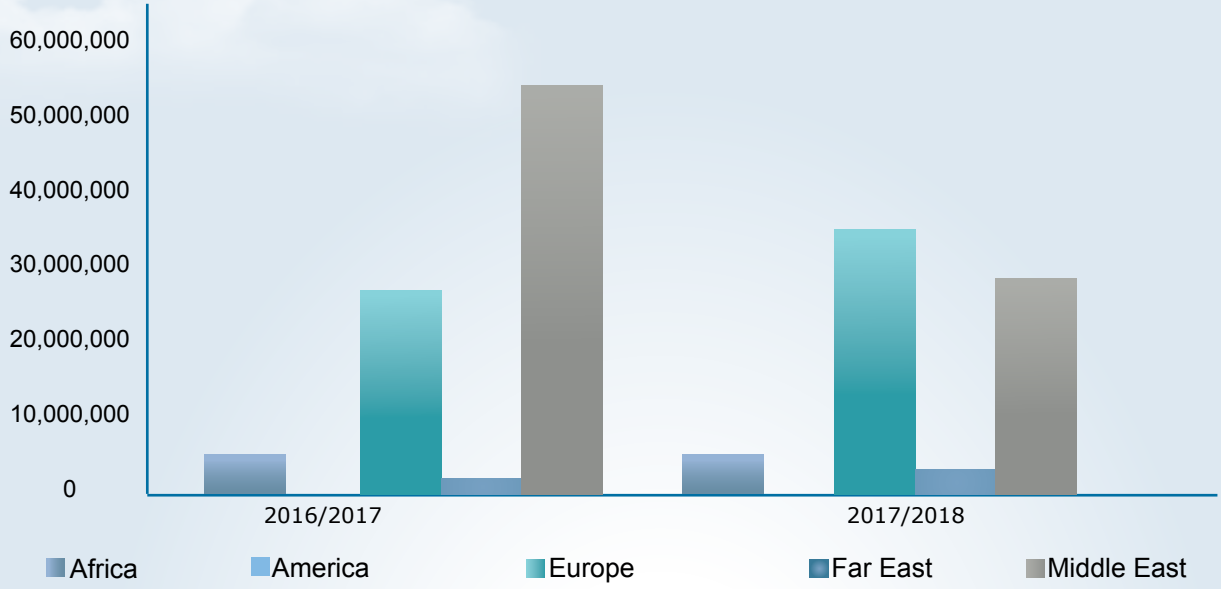
Import Load by Region / kg.			
Region	FREIGHTER	BELLIES	TTL
AFRICA	148,082	1,027,374	1,175,456
AMERICA	-	1,848,526	1,848,526
EUROPE	13,044,708	9,094,198	22,138,906
F.EAST	-	4,765,839	4,765,839
M.EAST	1,753,657	5,505,145	7,258,802
TOTAL	14,946,447	22,241,082	37,187,529

2017/2018 Import Share by Region



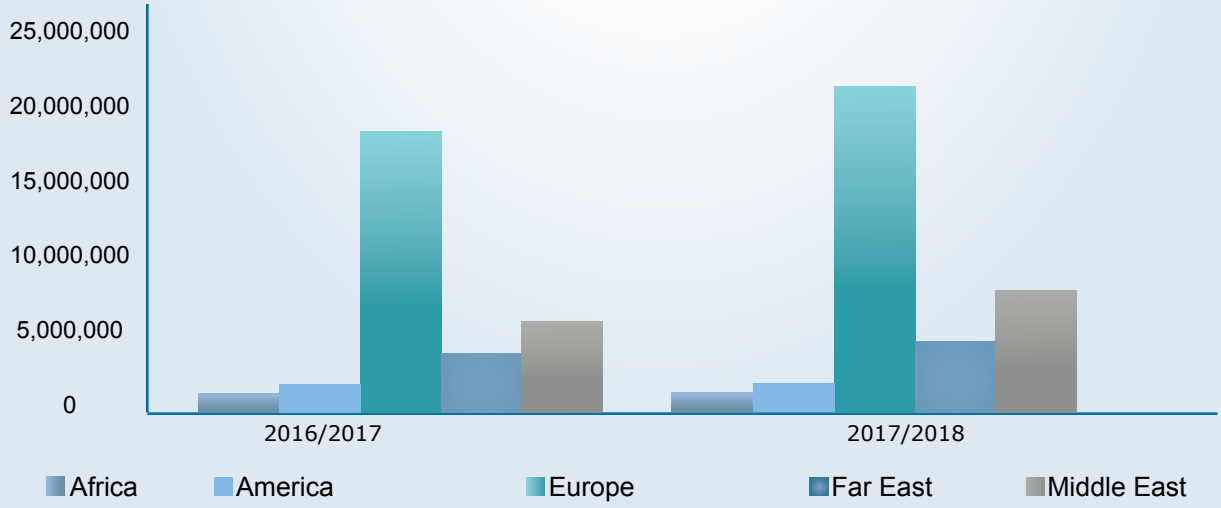
Export Load Comparison 2 Years by Region/kg.		
Region	2016-2017	2017-2018
AFRICA	4,459,468	4,610,997
AMERICA	55,536	122,453
EUROPE	27,547,772	33,371,470
F. EAST	1,176,856	2,244,574
M. EAST	52,924,597	28,643,805

Export Load Comparison



Import Load Comparison 2 Years by Region/kg.		
Region	2016-2017	2017-2018
AFRICA	884,385	1,175,456
AMERICA	1,498,410	1,848,526
EUROPE	18,809,166	22,138,906
F. EAST	3,495,708	4,765,839
M. EAST	6,932,464	7,258,802

Import Load Comparison





EGYPTAIR CARGO succeeded to defend its position in a fierce competing market and plotted as Star in BCG Matrix due to high share and high growth. The traffic load experienced an increase of 5% compared to previous fiscal year, and an overall increase was recorded on the import/export /transit side.
Export cargo traffic was decreased by 20%, exports recorded 68,993 tons in 2017/2018 compared to 86,164 tons in the previous fiscal year, while imports recorded 37,188 tons in 2017/2018 compared to 31,620 tons in the previous fiscal year representing an increase of 18%. As for transit shipments 34,980 tons were recorded in 2017/2018 compared to 16,888 tons in the previous fiscal year representing an increase of 107 %.

EGYPTAIR CARGO is positioned as market leader in Middle East and Africa by:

- Customer retention strategy as well as capturing new customers by adding value to its existing product.
- The product portfolio was diversified to include more products other than vegetables and fruits.
- Flexible pricing strategy which has a great impact to skim potential market (however a mix of premium pricing and price penetration strategy was also applied).

EGYPTAIR CARGO applies broad differentiation strategy and going above and beyond what other competitors are doing.



EGYPTAIR
MAINTENANCE & ENGINEERING

Board of Directors

Eng. Abou-Taleb Tawfik

Chairman and CEO

EGYPTAIR M&E

Mr. Mounir Abd El-Wahab

Banque Du Caire,

Chairman & CEO

Eng. Mohamed Tarek Mahmoud

Chairman Assistant

EGYPTAIR M&E

Mr. Sherif Kamal Abdel Gelil

VP Financial Sector,

EGYPTAIR HOLDING COMPANY

Capt. Hashim El-Sied Ibrahim

Chairman Deputy

EGYPTAIR AIRLINES,

Eng. Mohamed Samy

Board Member,

Accountable Manager

Eng. Khaled Ahmed Omar

Director of Ads & Communication,

EGYPTAIR M&E

Eng. Alaa El-Din Ahmed

Board Member,

Syndicate Representative

Mr. Taha Mohamed Metwally Board Member,

EGYPTAIR M&E

Mr. Wael Abdel El-Kareem

Board Member,

EGYPTAIR M&E

EGYPTAIR Maintenance & Engineering (M&E) is the only full-maintenance, repair and overhaul (MRO) service provider in Egypt. EGYPTAIR M&E adopts a comprehensive strategy to be a reputable affiliated MRO, using well-developed solutions and maintenance services to support its customers covering different types of aircraft, aircraft's engines & components. EGYPTAIR M&E is committed to supporting EGYPTAIR operators. EGYPTAIR M&E works under the approval of the Egyptian Civil Aviation Authority, as well as, EASA Part 145 and FAR Part 145 approvals. EGYPTAIR M&E has an authorized capital of 500 million EGP.

Development Stages

- In 2002, EGYPTAIR M&E became a separate business entity as a subsidiary of EGYPTAIR Holding Co.
- Early 2006, EGYPTAIR M&E obtained the EASA Part 145 approval for Line Maintenance activities.
- On September 2006, EGYPTAIR M&E elevated the rating of EASA approval by adding the Base Maintenance activities (Airbus types).
- On September 2007, EGYPTAIR M&E expanded the EASA approval to cover Boeing types.
- End of 2007, EGYPTAIR M&E fulfilled the ISO 9001:2000 requirements to be a certified organization, also the calibration lab was certified according to the ISO 17025.
- Early 2008, EGYPTAIR M&E celebrated the opening of a brand-new Engine Overhaul Workshop.
- On March 2008, EGYPTAIR M&E obtained the EASA approval for the new Engine Overhaul Workshop.
- On December 2008, EGYPTAIR M&E celebrated the releasing of first CFM56-5C engine, according to EASA 145 release to service certificate.
- On May 2009, EGYPTAIR M&E was nominated "The Best Airline Third Party MRO" in the yearly Aviation Industry Awards.
- On June 2009, EGYPTAIR M&E celebrated the inauguration of a new company, Egypt Aero Management Service (EAMS), a joint venture between EGYPTAIR Holding, EGYPTAIR M&E and Rolls Royce.
- End of 2008/2009 fiscal year, EGYPTAIR M&E hit the limit of one billion EGP as total revenue.
- On June 2010, EGYPTAIR M&E was approved as the B/E Aerospace Service Center for Galley Inserts in the African continent.
- On April 2011, EGYPTAIR M&E obtained the FAA approval under FAR 145 as an approved Repair Station
- End of 2011, EGYPTAIR M&E joined Embraer aircraft services network as an authorized service center for the EMBRAER 170/190 family in the region.
- On May 2012, EGYPTAIR M&E launched its new Line Station in Baghdad, Iraq, to support Iraqi Airways' operation.
- On May 2013, EGYPTAIR M&E opened the Integrated Drive Generator (IDG) units test workshop after renovation.
- On August 2015, EGYPTAIR M&E launched a project of adding the overhaul capability for engine type CFM56-7B.
- On November 2015, EGYPTAIR M&E signed a joint venture agreement with Global Aerotec, South Africa, to launch a technical base in Johannesburg.
- On June 2016, EGYPTAIR M&E took delivery of its new complex in Terminal (3) to mobilize it for opening in 2016/2017.
- On November 2016, EGYPTAIR M&E launched the Implementation Project for AMOS; the modern MRO IT Platform.
- On December 2016, EGYPTAIR M&E state-of-the-art Calibration Labs have been accredited by the National Accreditation Board ANAB of the USA.
- On September 2017, EGYPTAIR M&E Obtained ECAA Approval by adding the capability for Engine Type CFM56-7B.
- On February 2018, EGYPTAIR M&E hosted the 27th MRO Africa Conference & Exhibition.

Solutions & Services Portfolio:

Continuous Airworthiness Management Extensive range of tailored solutions is provided; taking into considerations operator's technical, operational, financial and regulatory aspects including but not limited to the following:

- Aircraft acquisition support including technical definitions, options selection, warranty and guarantee terms, safe life policy definition…etc.
- Aircraft Leasing Support
- Fleet Management
- Registration Support
- Continuous Airworthiness Management
- Maintenance Planning & Scoping
- Assets Deliveries and Redeliveries Management.
- Airframe Maintenance
- Providing Ramp/Line Maintenance at base; Cairo International Airport, and all domestic airports. In addition to many international airports in the Middle East & Africa.
- Providing light/heavy maintenance activities, including maintenance checks, modification embodiment, striping & re-painting, and structure repairs.

EGYPTAIR M&E maintains the capability of the following aircraft types:

- Airbus aircraft types: A320 Family, A340/A330 Families, A300-600, A330F and A300B4
- Boeing aircraft types: B737-Classic, B737NG, B777series, B787, B767, and B757
- Embraer aircraft types: E170/175 & E190

Engine Maintenance

EGYPTAIR M&E maintains the following Engines types:

- V2500 A1/A5 and CFM56-5C with the scope of a quick engine change (QEC) strip & build, modular replacement and engine core overhaul.
- CFM56-7B, CFM56-3C, PW 4090/4158 and Trent 700 with the scope of a quick engine change (QEC) strip & build and modular replacement.



Component Maintenance & Support

- EGYPTAIR M&E provides component maintenance services for a wide range of aircraft components (7229 Part Numbers) such as mechanical components (hydraulics, brakes, wheels) and avionic components (ATEC, radio instruments, electrical systems).
- EGYPTAIR M&E also offers component support solutions including access to components pool, loan & exchange options, repair management, and warranties & guarantees management.

Calibration Services

- EGYPTAIR M&E has the capacity to calibrate many types of measurement instruments and devices such as:
  - Electrical instruments and devices: DC/AC voltage, electrical current, and resistance.
  - Pressure instruments and devices: Gas and hydraulic gauges
  - Frequency
  - Torque



NDT

EGYPTAIR M&E provides NDT (Non-Destructive Testing) services using Eddy current, Ultrasonic, X-ray and Gamma-ray, Penetrant inspection, Magnetic partial inspection, Radiographic inspection, and Thermographic Inspection.

Certifications & Accreditations

EGYPTAIR M&E holds and maintains the following accreditations & certifications, which governs the continuous compliance with reference to the related regulations and standards:

- ECAA Part 145 (approval Certificate no. EGYPTAIR/AS/01/98)
- EASA Part 145 (approval certificate no 0290)
- FAR part 145 (approval Certificate no. 3EMY437B)
- Calibration Laboratory (ISO 17025)
- ANSI-ASQ National Accreditation Board
- US Department of Transportation (DOT)

EGYPTAIR M&E certified to implement the ISO Standards:

- ISO 9001:2015
- ISO14001:2018
- OHSAS 18001
- All the above in addition to many local authorities' approvals that enable EGYPTAIR M&E to provide its services to its customers.
- EGYPTAIR M&E acts as Embraer Authorized Aircraft Service Center for EMB-170/-190, granted by Embraer, the regional aircraft manufacturer.
- EGYPTAIR M&E is an approved partner of Boeing for the installation of Blended Winglet on B737 Classic/NG aircraft.
- EGYPTAIR M&E acts as B/E Aerospace Approved Service Center for Galley Inserts in the African continent.

Major Milestones Achieved During the Year

In 2017/2018, EGYPTAIR MAINTENANCE & ENGINEERING (EGME) sustained its growth with almost 3.3 billion EGP turnovers; while promoting the profit margin (before tax) to 16% supported by active actions to optimize costs & expenses.

Following the EGME strategy to leverage the total income by increasing the third-party business, EGYPTAIR MAINTENANCE & ENGINEERING managed to achieve 27% contribution to the growth of 18.3% when compared to 16/17. This growth had been powered by the intelligent deployment of EGME competencies across targeted markets to support the progressive growth of our clients' operation.

EGYPTAIR MAINTENANCE & ENGINEERING maintained its international approvals & accreditations by following worldwide-recognized standards to secure its clients' requirements, thanks to the performance of the company; its qualified staff and the dedicated commitment of the management team.

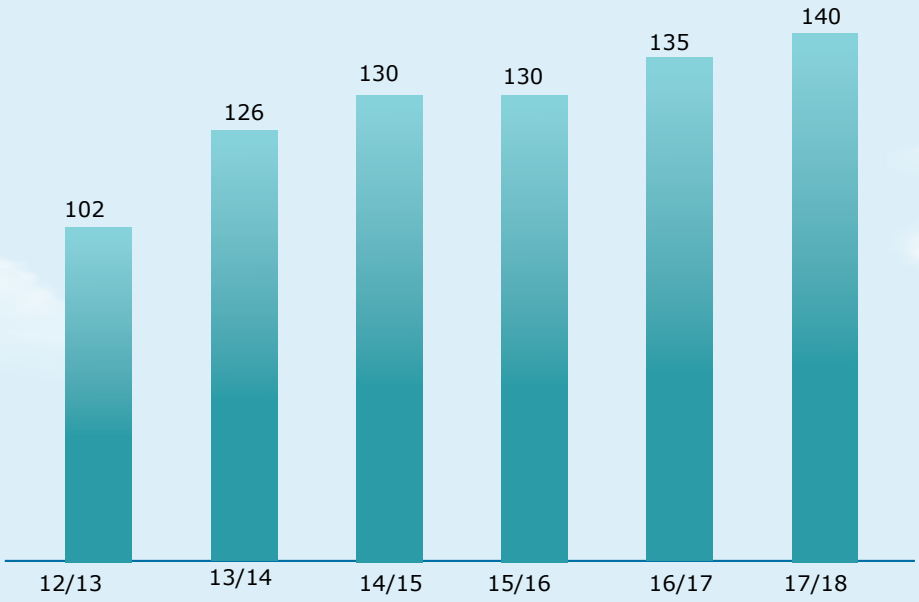
EGYPTAIR MAINTENANCE & ENGINEERING is currently implementing an ambitious Transformation Program to modernize the technology platform as well as adding new facilities to enable the company to achieve its vision of being a leading MRO provider in the region.



Performance Highlights

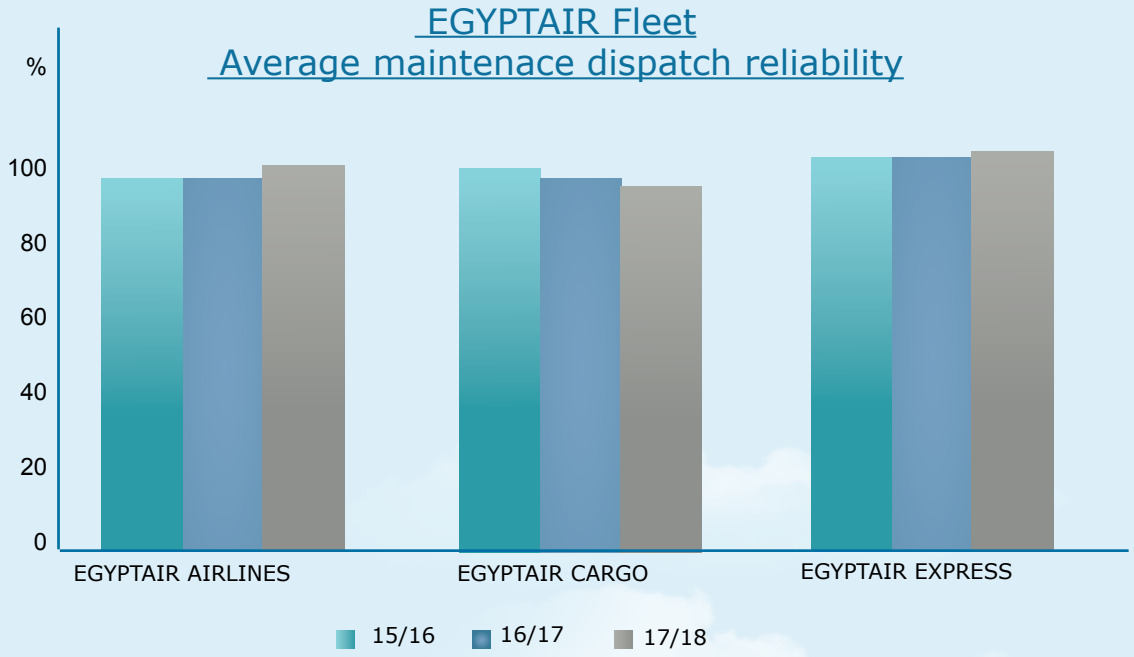
Customers Base

In 2017/2018, EGYPTAIR M&E maintained its customer base at the level of 140 contracted customer across its active business streams.

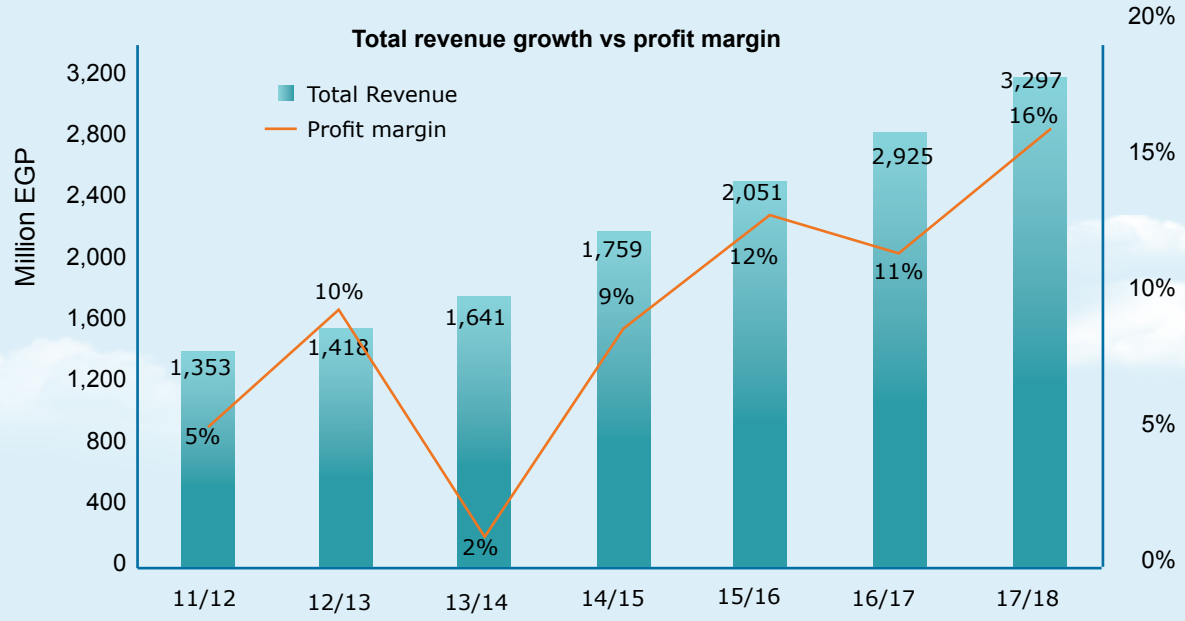


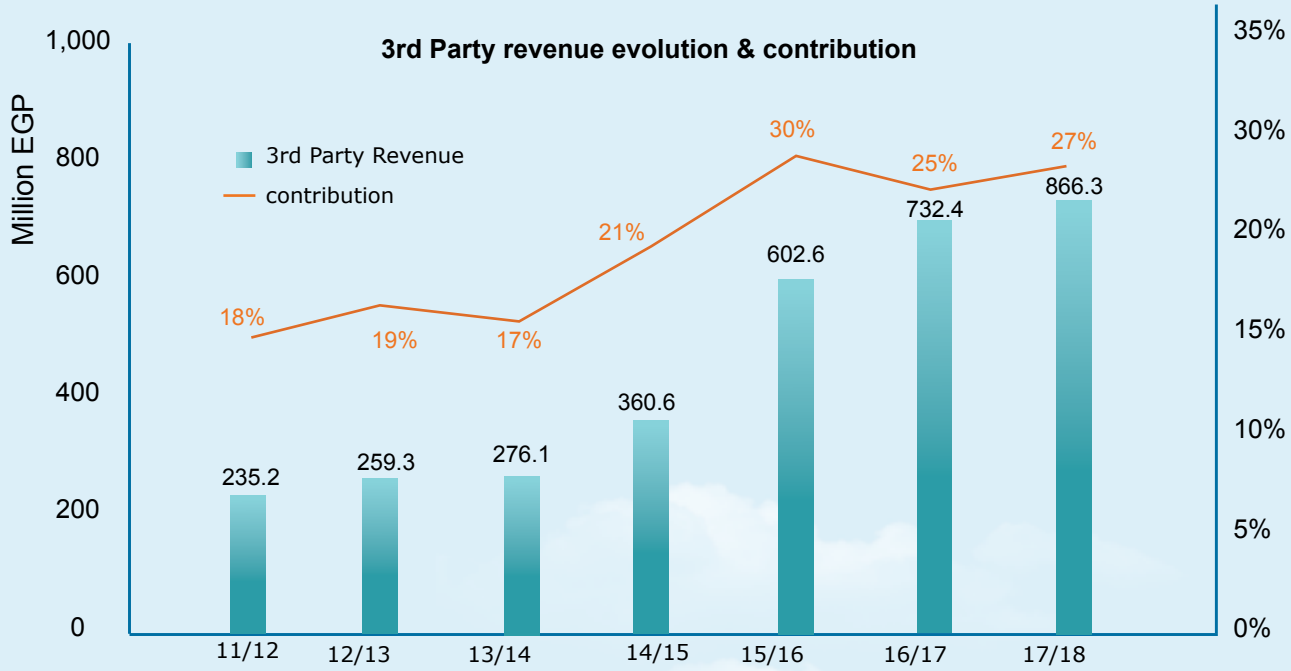
Technical Dispatch Reliability for EGYPTAIR Fleet

EGYPTAIR M&E maintained the Technical Dispatch Reliability for all EGYPTAIR's fleet types.



EGYPTAIR M&E achieved a positive growth rate for the Total Revenue of 12.7% increase, in comparison with the previous fiscal year.





Third party revenue increased by 18.3% to count for 27% of total revenue

New & On-going Projects

Facility Master Plan

EGYPTAIR M&E, following its long-term master facility plan, successfully accomplished the renovation and development of one of its main heavy maintenance facilities and managed to move Line Maintenance & Maintenance Control activities to the new state-of-the-art complex in Terminal (3).

ICT Modernization

EGYPTAIR M&E currently implementing a new MRO IT solution (Platform) to replace its legacy system, as one of EGYPTAIR M&E's Transformational Program milestones. While successfully migrated to new ERP solution to manage financial activities.





EGYPTAIR

IN-FLIGHT SERVICES

Board of Directors

Eng. Hesham Abdelhafiz

Chairman and CEO

EGYPTAIR IN-FLIGHT SERVICES

Mr. Mohamed Haitham Nassar

GM

HILTON Pyramids Golf Resort

Cap. Mohamed El-Shorbagy

GM Safety

Safety and Quality Sector

Cap. Sherif Ali Khalil

Pilot

Mr. Alaa Eldin Abdullah

Vice President

Air Hospitality Sector

EGYPTAIR AIRLINES

Mr. Essam Mohamed Rashed

Board Member

EGYPTAIR IN-FLIGHT SERVICES

Mr. Mohamed Elsayed Meselhy

Board Member

EGYPTAIR IN-FLIGHT SERVICES

Mr. Tarek Sayed Zorek

Board Member

EGYPTAIR IN-FLIGHT SERVICES

Mr. Hesham Mahmoud Mohamed

Board Member

EGYPTAIR IN-FLIGHT SERVICE

Mr. Osama Hamza Abdel Fattah

Syndicate Representative

EGYPTAIR IN-FLIGHT SERVICES

EGYPTAIR In-Flight Services was originally founded in 1947 to handle the catering services for EGYPTAIR fleet as well as the foreign carriers' aircraft in Cairo International Airport. It evolved throughout the years from Catering Service Section in United Arab Airlines at 1958 until it became a subsidiary of EGYPTAIR Holding under the name EGYPTAIR In-Flight Services in December 2002.

The company witnessed great developments in its fields of activities. It grew to include not only catering services but also Sales on Board, Cafeterias and Restaurants, Event Catering, Laundry Services, Washing Equipment, Dry Ice from our factory, beside Loading/ Offloading Services. All the aforementioned activities are carried by approximately 2800 devoted employees. Throughout the phases that EGYPTAIR In-Flight Services has undergone, it proved paramount success in catering services for multifarious airlines inside and outside Egypt.

EGYPTAIR IN-FLIGHT SERVICES is keen on complying with all international requirements of food manufacture and focuses on obtaining & maintaining the certificates of:

- ISO 9001 Certification of Quality Management System
- ISO 22000 Certification of Food Safety Management System, and
- Legislations of the Civil Aviation Authority ECAR301 SUBPART A 301-3-C

That are related to our operation and food safety, and international quality standards. Through this year, EGYPTAIR In-flight Services passed the certification verification audits.

Performance Highlights

EGYPTAIR In-Flight Services has sustained a high performance level throughout the years. Our performance is translated through the high quantities in production as we produce around 10,000,000 meal/ year with an average of 30,000 meal/ day to cater EGYPTAIR flights. Moreover, we serve a number of other airlines in Cairo International Airport. EGYPTAIR In-Flight Services manages (30) cafeterias, (3) restaurants and (8) lounges in Cairo International Airport, and for domestic airports, in Suhag, Borg Al Arab, Asyut and Hurghada Airports. Also EGYPTAIR IN-FLIGHT SERVICES manages transit hotels at TB3.

EGYPTAIR In-Flight Services has sustained a high performance level in the quality of meals as they are in line with the international standards of quality and hygiene. These meals vary in their types to meet the different needs of the passengers such as Diabetic Meal, Gluten-Free Meal, Low-Calorie Meal…etc. During the fiscal year 2017/2018, EGYPTAIR IN-FLIGHT SERVICES achieved sales of 699 Million EGP and showed profit 85.00 Million EGP. Cost Control is an important policy that the company is focusing on. Systems related to this policy are applied in different departments of the company and production areas. This is reflected positively on the total cost as it decreased by 10% less than expected.



New and Ongoing Projects

- Development of Cairo catering complex to keep up with the expansion of the fleets of EGYPTAIR Airlines and EGYPTAIR Express being the main clients for EGYPTAIR In-Flight Services.
- Raising third party profit rate through concluding contracts with airlines working in Cairo, Sharm El-Sheikh and Hurghada.
- Expanding hotel services in airports and at the local market
- Developing the IT network for all departments and for all activities.

Planned Projects

- Applying ERP system in coordination with IT sector in EGYPTAIR Holding company.
- Purchasing high-loaders to fulfill the operational needs and expand the company fleet (with a rate of 4 high-loaders/ year).
- Working on the development plan for Sharm El-Sheikh and Hurghada units.
- Dividing the production area in coordination with Projects Sector in EGYPTAIR Holding company.

New Services

EGYPTAIR IN-FLIGHT SERVICES, during year 2017/ 2018, started to provide catering services to many Airlines from Marsa Alam International Airport through Hurghada Catering Unit.
During the fiscal year 2017/2018, EGYPTAIR IN-FLIGHT SERVICES signed new catering contracts with FlyEgypt, Elmassrya Airline, New Star and Elarabiaa Airline to provide our services from Cairo, Sharm El-Sheikh and Hurghada Catering units .





EGYPTAIR

GROUND SERVICES

Board of Directors

Mr. Ahmed Mohammed Shaheen

Chairman & CEO,

Mr. Mahmoud Abd Al-Sameea

Head of Financial and Economic Affairs Division
- Egyptian

AIRPORTS HOLDING Company

Mr. Salem Salem Hassan

Consultant of Chairman-

EGYPTAIR HOLDING

Mr. Bahader Saied Hassan

Head of Legal Affairs Division

EGYPTAIR HOLDING

Mr. Adel Mohammed Helal

VP Economic Affairs

EGYPTAIR CARGO

Eng. Refaat El-Bastawesy

Consultant of Chairman-

EGYPTAIR GROUND SERVICES

Eng. Walied Eldeb

Customer Airlines handling

general manager

Mr. Samir Fathy

Technician

Mr. Ahmed Abd Allah

Foreign carriers and agency

coordination management

Mr. Salah Ibrahem Khoreshy

Syndicate committee Head

EGYPTAIR GROUND SERVICES Company was founded in 1932 as a department of EGYPTAIR. In 2003, EGYPTAIR GROUND SERVICES was established according to the Law No. 203 of 1991 and the Law No. 159 of 1981 as an Egyptian Joint Stock and a subsidiary of EGYPTAIR HOLDING.

EGYPTAIR GROUND SERVICES has been providing high quality aircraft ground handling in accordance with the international standards for more than 80 years in all Egyptian airports.

During the year 2017/2018, EGYPTAIR GROUND SERVICES provided high quality standards of ground services for 142 contracted customers for over 93390 flights utilizing more than 1275 of most developed equipment and highly qualified & trained ground handling staff in accordance with IATA and ICAO regulations.

EGYPTAIR GROUND SERVICES provides full scope of ground handling services that includes:

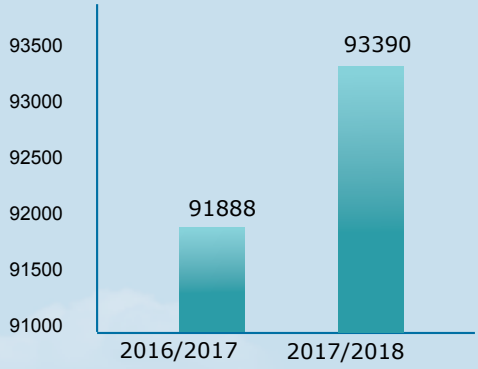
1. Passenger and baggage handling.
2. Ramp handling for all kinds of A/C.
3. Loading and unloading for all types of A/C.
4. Crew and employees ground transportation.
5. Maintenance and repair up to overhaul for all types of airport ground equipment.
6. Representation of our customers covering :
    a) Supervision of ground services provided for flights on behalf of the customer airlines.
    b) A/C Catering and security services.
    c) A/C Fueling and maintenance.
    d) Landing permission and Airport authorities' fees payment.
    e) Hotel accommodation and medical care for the crew.



Performance Highlights:

Services

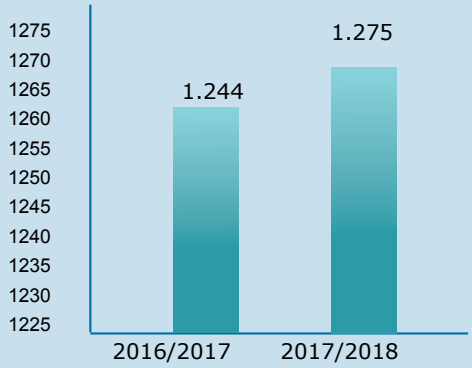
- We offered services to about 93390 flights for an Egypt Air and foreign companies using about 1275 equipment.



There was a significant increase in the number of services provided as a result of the great effort made such as (increasing in our fleet, a good training to the staff, increase the contracts, increase the number of flights during that year comparing with the last year, Serving all Saudi Arabia fleet in Egypt…) to increase the income and expand our market share.

Our Fleet:

- our equipment fleet is increased to 1275 equipment inside the ramp area (passenger stairs equipped with anti-collision system, air condition, air starter, etc.)

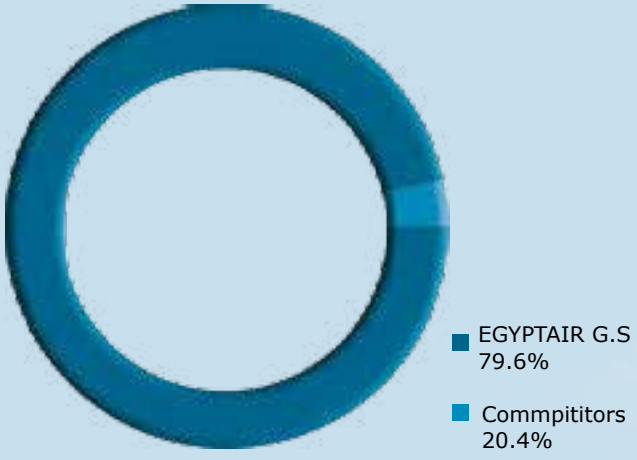


Profits:

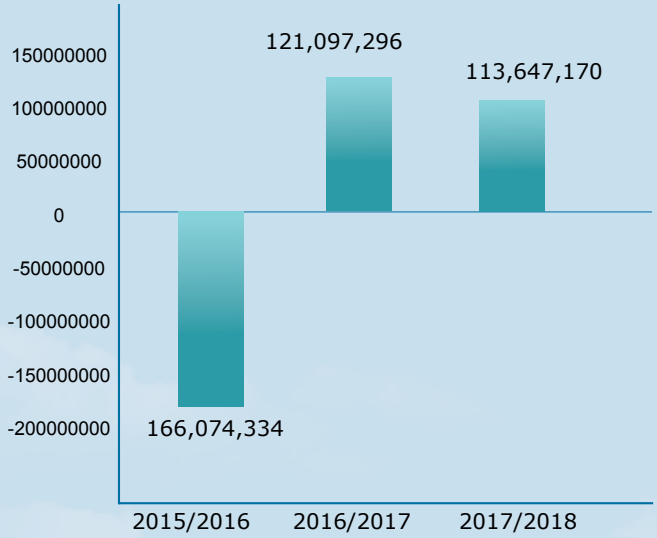
- There was a loss about 166,074,334 EGP in the year 2015/2016 but in 2016/2017 EGYPT-AIR GROUND SERVICES achieved net profit of 121,097,296 EGP and in 2017/2018, the net profit is 113,647,170 EGP due to the increased expenses.

The market share of 2017/2018:

- Egypt Air ground services achieved 79.6% market share of total ground services provided at the Egyptian airports.



Percentage of market share of EGYPTAIR GROUND SERVICES to Commpititors



Contracts:

Service	2016/2017	2017/2018
Full handling	39 companies	39 companies
Ramp handling	81 companies	90 companies
Agents	13 Agents	13 Agents
Total	133 contracts	142 contracts

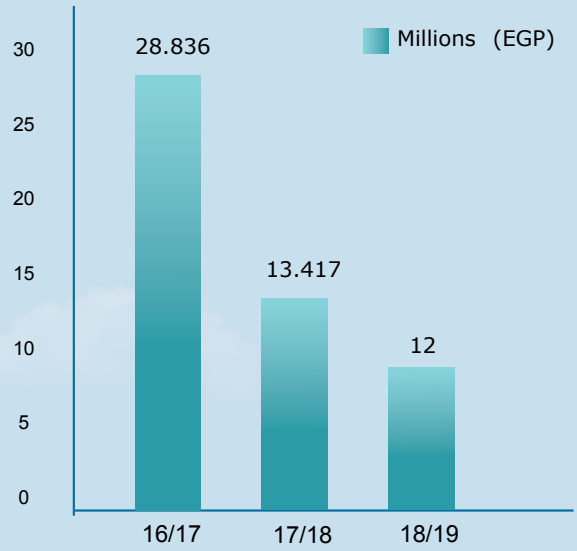
New and on-going projects

• Be in the process of implementing an Enterprise Resources Management system for available manpower and equipment.
• Ground services building in TB3.
• The development of equipment hanger in Hurghada.
• Other projects whose budgets are as follows:



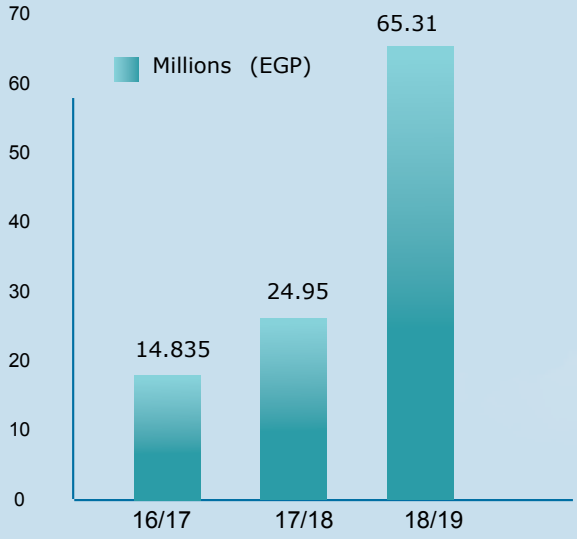
1st project:

Modernizing and increasing the equipment fleet to ensure competitive service Quality & to cover the core business growth requirements and replacement plan.
Actual Cost of 2017/2018: EGP 13.417 millions
Projected Cost for 2018/2019: EGP 12 millions



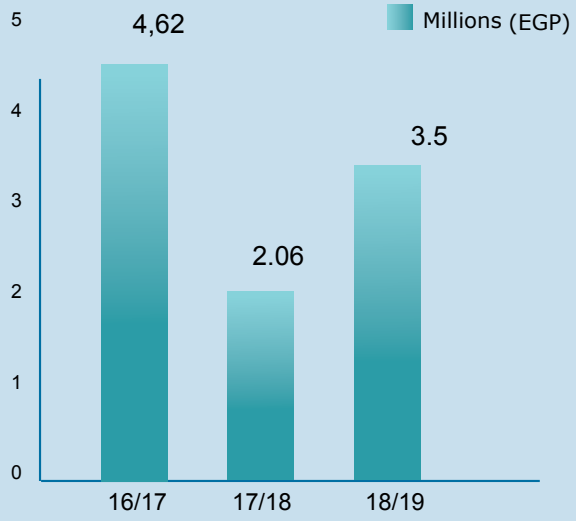
2nd project

Enhancement of the work space infrastructure, environment through upgrading and building workshops, staff accommodation sites in Cairo and stations to reach staff satisfaction and good presentation of work.
Actual Cost of 2017/2018: EGP 24.95millions
Projected Cost for 2018/2019: EGP 65.310 millions



3rd project:

Enhancing company activities automation through implementing resources management system, application of data center
Actual Cost of 2016/2017: EGP 11.363 millions
Projected Cost for 2017/2018: EGP 2 millions





Certificates:

- Ground Handling Operating Certificate (ECAA) (Jan. 2019)
- Agency Operation Certificate (ECAA) (May 2019)
- Approval for ULD's Maintenance & Repair (ECAA) (2019)
- Compliance with IATA Ground Operation Manual (Not Limited)
- IOSA GRH Section (IATA) (Dec. 2018)
- ISAGO Provider, CAI station (IATA) (Dec. 2018)
- ISAGO Provider, SSH station (IATA) (March 2020)
- ISAGO Provider, ASW station (IATA) (Jan. 2019)
- ISAGO Provider, LXR station (IATA) (Jan. 2019)
- ISAGO Provider, HRG station (IATA) (Aug. 2019)
- ISAGO Provider, HBE station (IATA) (Nov. 2019)











EGYPTAIR

KARNAK & DUTY FREE

Board of Directors

Mr. Reda Mohamed Mettwaly

Chairman & CEO,

EGYPTAIR KARNAK

& DUTY-FREE

Mr. Mohsen Ismael Abul-Azm

Managing Director of Gulf, Egypt for Hotels & Tourism

Mr. Mohamed Yosry Abdallah

President of Commercial Sector, Egyptian Airport Company

Mr.Said Ismael Abdallah

Chairman of the Board

VP.General-Secretariat

& Board of directors Affairs

Mr. Wael Mohamed Kadry

Head of Services Sector

EGYPTAIR IN-FLIGHT SERVICES

Mr. Ashraf Ahmed El-Shafeay

Board Member

Mr. Ezzat Abdel Aziz Mohamed

Board Member

Mr. Ayman Fawzy Yousef

Senior Accountant Specialist

Mr. Ahmed Mekky Radwan

Board Member

Mr. Mohamed Seleim Saleh

Head of the Syndicate Committee

Duty-Free shops started operating in 1963 at the transit terminal in Cairo Airport. In 1967, the first Duty-Free shop was established in the arrival hall to become one of the first leading duty-free shops in the region.
In 2002, when EGYPTAIR became a Holding Company, according to Presidential Decree by the law No. (137) in 1991 and the law No. (159) in 1981 as an Egyptian joint stock company with seven subsidiaries, EGYPTAIR TOURISM (KARNAK) & DUTY FREE was established as one of the seven subsidiaries.
In 2009, a decision was made by President of the General Authority for Investment and Free Zones No. 21 / G of 2009 for licensing EGYPTAIR Tourism "Karnak" and Duty-Free Shops Company to operate the free zone activity subject to the provisions of Law No. 8 of 1997.
EGYPTAIR DUTY FREE offers the traditional duty-free items with a wide range of international brands.
The company manage and organize free Shops in Ports, Airports and on Egyptian airlines inside and outside the Arab Republic of Egypt.

Future vision

- A comprehensive development of free shops, warehouses all over Egypt.
- Launching a Duty-Free branch at Sphinx Airport.
- Introducing new items and varieties that meet the needs of passengers other than the current ones on display. Decreasing the slow-moving items during the Year 2017-2018.
- Providing the staff with modern training courses inside and outside Egypt.
- Preparing for a booklet of conditions and specifications in preparation for the purchase of an integrated computer system for the sales activity.
- Implementing a modernization strategy for developing the fleet of the Duty-Free Shops sector.

Development stages

- Inauguration of a new free-market branch in Terminal 2, site 281, Shop C.
- Opening of a travel market branch at Borg Al-Arab Airport in an area of 376 meters.
- Innovation in display of all commodity groups to meet the customers' needs and expectations.
- Innovating and establishment of a cooling area in our sub-stores for confectionery and cosmetic products.
- Preparing the new Duty-Free outlet at the new capital, Sphinx Airport.
- Boosting the Egyptian products and Egyptian-made commodities in the area of confectionery, handmade oriental products and clothes.
- Transfer the sales activity on aircraft from EGYPTAIR In-Flight Services to EGYPTAIR Duty-Free as of July first, 2017.
- EGYPTAIR Duty-Free participation in a Cannes exhibition in October 2017. The event witnessed signing successful agreements with other foreign counterparts.



Financial Performance

statement	Actual 2016/2017	Planned 2017/2018	Actual. 2017/2018
Total Revenue in Billion EGP	1.538	2.037	2.339
Total Expense in Billion EGP	1.407	1.816	1.900
The surplus (before taxes) in Million EGP	131.06	220.87	439

- A surplus of LE 439 million - before taxes - was achieved during the fiscal year 2017/2018, compared to a total of LE 131.06 million surplus during the period in FY 2016/2017. The figures indicated an increase of 98.8% from the target and an increase of 235% from the achieved in the previous fiscal year.
- The company signed a new cooperative protocol with Banque Misr to provide a credit facility for $10 million.
- The value of EGYPTAIR Duty-Free investment plan amounted to LE 90.500 million.

Ongoing Projects



- The purchase of five cooling medium-size trucks for confectionery.
- The renewal of contracts signed between the Duty-Free Company and the Egyptian Airports. Participating in Assuit tender. Gaining an area of 121 meters, located in the Arrival Hall of Burg Al-Arab.
- Finalizing the IT system RFP in compliance with the international standards.

Prospects for 2018/2019

- The opening of Shop (B) in TB2 on September 2018.
- Foreseeing a potential growth in sales during 2018/2019.
- Approving the expansion plan which includes the inauguration of four branches of the Duty-Free in the New Administrative Capital, New Cairo, Naama Bay in Sharm El-Sheikh and Hurghada. The four new branches will help increase revenues, profitability, and enhance the brand.



EGYPTAIR
MEDICAL SERVICES

Board of Directors

Dr. Ashraf El Kadi

Chairman & CEO

EGYPTAIR MEDICAL SERVICES

Dr. Ayman Salah

Head of Opthamology Department

EGYPTAIR MEDICAL SERVICES

Dr. Ahmed Taha

G.M of Planning Department

EGYPTAIR MEDICAL SERVICES

Dr. Hassan Abdel Moneim

G.M of El Galaa Hospital

Dr, El Zaher Hassan El Zaher

Orthopaedic Consultant

Mr. Abd El Hameed Mersal

VP Human Resources

EGYPTAIR HOLDING

Mr. Sayed Ahmed Ismail

G.M of Financial Dept.

EGYPTAIR AIRLINES

Dr. Islam Nemraz

Physiotherapy Specialist

EGYPTAIR MEDICAL SERVICES

Mrs. Noha Mohamed Aly

Head of PR Department

EGYPTAIR MEDICAL SERVICES

Mr. Ahmed Soliman

Head of Syndicate Committee

EGYPTAIR MEDICAL SERVICES

EGYPTAIR HOSPITAL was established in 1983 as EGYPTAIR Medical Sector offering services exclusive to EGYPTAIR employees & their families over the years; its services were extended to cover all civil aviation field works. Now we offer health care to a number of medical insurance companies, to the public and through our novel medical tourism programs reaching to customers and patients from all around the world.
In 2002, the hospital became EGYPTAIR MEDICAL SERVICES, a subsidiary of the main EGYPTAIR Holding Company. Our services have expanded and evolved to cover much more than customary departments (general surgery & medical departments)
EGYPTAIR HOSPITAL now provides sophisticated and specialized medical care, through advanced surgeries (spinal cord, brain surgeries, open- heart surgery, liver and kidney transplant), as well as cardiac catheterization, renal dialysis and endoscopic procedures, that accommodates over 250 in-patient beds, receiving an average of 1500 outpatients per day.

Major milestones achieved during the year

- Adding a new oncology surgery unit.
- Adding the women health care unit (breast& uterus cancer investigation).
- Reconstruction & renewal of the intensive care unit (ground floor) & adding 9 beds to the intensive care unit 5th floor.
- Upgrading & renewal of the emergency department(ER).
- Adding to the dental department laser surgical unit for treatment & cosmetic needs.
- Adding new outpatient clinics down town Cairo at Emad El Din Street with full day operation.
- New Cardiac Catheterization System.
- Upgrading the rehabilitation & physiotherapy Department.
- Staff training either for administrative employees or medical sector.
- Establishing minimal Invasive therapy Unit for treatment of backache without surgical intervention.
- Nephrology Department has been upgraded with new modern hemodialysis systems.
- The completion of renovating hospital interface and entrances.
- Raising the efficiency of hospital infrastructure.
- Updated information network profile.
- Upgrading and automation of the hospital's communication network.
- Developing catering for patients' diets and meals and establishing a restaurant for physicians and staff.
- Automating all hospital systems, financial or administrative activities, as well as medical records and patients filing systems.

- Establishing a VIDEOCONFERENCE and TELEMEDICINE system at EGYPTAIR HOSPITAL to allow the exchange of opinions with French and international experts and to allow French consultants to give live updated lectures.
- Creation of a schedule for the visit of medical experts coming from our French partner George Pompidou hospital and from other international institutions to offer the best medical services to our customers.
- Signing contracts with experienced seniors of Egyptian or international consultants and medical professors.

Performance Highlights

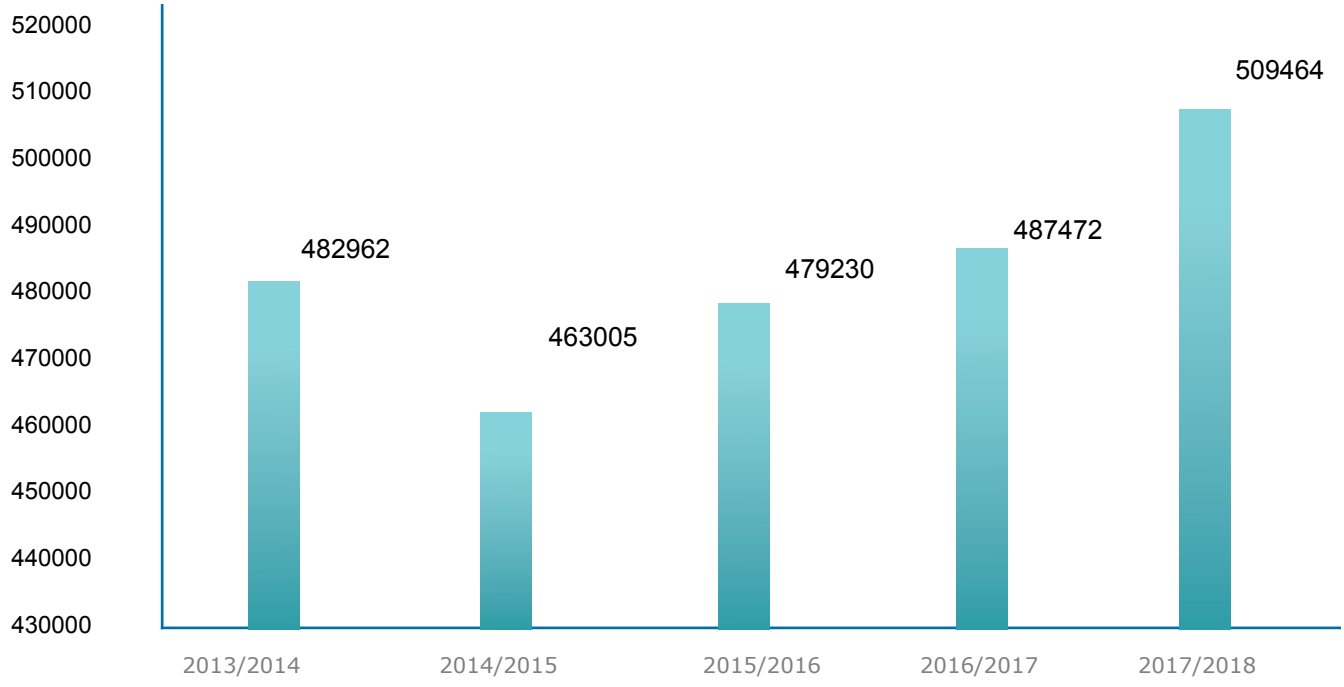
- Upgrading Surgery & Oncology Departments.
- Upgrading emergency department (ER) through qualified staff of specialists & experts
- Advanced surgical operative theater (second floor) on the general surgery, obstetrics & gynecological surgeries.
- Creation of seven new medical units: Radio Interventional Unit, Intestinal Haemmorrhage Unit, Plastic Surgery Unit, Dental Laser Unit, Stroke Unit, Hypertension, Diabetology Unit.
- Upgrading the Shock Wave lithotripsy Unit.
- Introducing Shock Wave therapy for orthopedic cases.
- Radio diagnosis Department has been equipped with new open MRI unit as well as high precision CT-scan system.
- Kidney dialysis Instruments (14 machines)

In-Patient & Out Patient Clinics Figures

Year	Private cases	Family Patients	Contracting Companies	EGYPTAIR Employees	Total
2013-2014	3847	5356	6359	16045	31607
2014-2015	3772	5562	6037	16580	31950
2015-2016	3763	6343	5292	17057	32455
2016-2017	2978	7036	4466	16627	31107
2017-2018	3043	7080	4997	18868	33988

Year	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Number of patients	482962	463005	479230	487472	509464

Total Patient Comparison



In 2017- 2018, there is an increase nearly around 21 thousand patients compared to 2016 -2017.

New & Ongoing Projects

- Renovation of I.C unit (ground and 5th floor)
- Renovation of the emergency department (ER)
- Moving the outpatient clinic at the airport & the Holding Company building to the IT building nearby to the mentioned previous locations.
- C- arm
- Femto- lazer
- Cardiac Catheterization Unit
- Establishing fire resistant unit
- Establishing electricity unit.





EGYPTAIR

SUPPLEMENTARY INDUSTRIES

Board of Directors

Eng. Adel Kamel Mansour

Chairman- EGYPTAIR

SUPPLEMENTARY INDUSTRIES

Mr. Ismail Abd Elmonem

Head of Security Sector

EGYPTAIR HOLDING CO

Mr. Mohammed Mohmmed Heba

V.P Finance Sector

EGYPTAIR HOLDING CO

Mr. Basem Abd El Kareem

Head of Central Administration for Internal & External

Relationship – Ministry

of Civil Aviation

Eng. Hani Salah El Din

Base maintenance director – EGYPTAIR MAINTENANCE

AND ENGINEERING CO

Mrs. Amani Mahmoud Sabri

Mgr, Social Insurance Dept.

EGYPTAIR SUPPLEMENTARY INDUSTRIES

Eng. Mohamed Abd El Hafeez

Mgr. Technical Office and Assays Dept. and supervisor

of Aeroplast factory

EGYPTAIR SUPPLEMENTARY

INDUSTRIES

Mr. Tamer Hussein Hussein

Mgr, Needs Planning Dept.

EGYPTAIR SUPPLEMENTARY

INDUSTRIES

Mr. Mohammed Salah El Sayed

Technician- EGYPTAIR

SUPPLEMENTARY INDUSTRIES

Mr. Mohammed Abd ELWalee

Union Rep.- EGYPTAIR

SUPPLEMENTARY INDUSTRIES

Here Before we go through our report let's have an overview of EGYPTAIR Supplementary Industries Company's profile. EGYPTAIR Supplementary Industries was established in April 2006 as one of EGYPTAIR Holding company subsidiaries to achieve the concept of integration with EGYPTAIR group through collecting all the production activities of these companies under one entity named EGYPTAIR Supplementary Industries which re-categorize and develop these activities to be major activities implementing all the needs of EGYPTAIR HOLDING COMPANY and its subsidiaries, the Ministry of Civil Aviation, its companies and authorities, and local and foreign markets through five major activities.
We would like to ensure the satisfaction of our customers, thus, EGYPTAIR Supplementary Industries Company (EASI) always seeks to provide the most competent products and services. EGYPTAIR Supplementary Industries Company comprises four different factories: Printing House, Uniform and Leather, Plastic Products and wooden Furniture products.

AeroPrint

AeroPrint is a modern printing house with the latest technologies to cover all EGYPTAIR's needs. The AeroPrint production process starts with a team of professionals who create designs and continues through the montage process and printing. After printing is completed, on high-tech machines, the product goes through a finishing process at the packaging section. All stages are subject to inspections, which assures the product quality.

AeroFashion

AeroFashion is a ready-made clothing factory, which uses the latest designs and sewing machines to satisfy all needs of EGYPTAIR for employees' uniforms and shoes in addition to its customers. AeroFashion produces uniforms for industrial, medical and hospitality wear. From the conception of an idea to the final product, AeroFashion focuses on quality and is dedicated to give its customers unbeatable value by offering fashion and quality at competitive prices.

AeroPlast

AeroPlast produces all plastic items used for in-flight catering services. AeroPlast also provides pre-packed items using a selection of materials, which meet the international quality standards. The company has also established a line for manufacturing interior aircraft cabin parts which are reviewed and certified by the Egyptian Civil Aviation Authority. The factory operates a variety of production lines which are:

- Plastic rolls production line to produce sheets for thermoforming products.
- Thermoforming production line to produce items such as lunch box, sandwich container, bowel, lid...etc.)
- Injection production line to produce items such as tray, cup, plate, bowel, lids… etc.)
- Filling and Packing production line to produce items such as refreshing towel, sachets (sugar-cream-er-salt-pepper), cutlery packing…etc.
- aluminum foil food container production line
- Production of paper cups for the hot drinks
- production line for high density plastic bags for all purposes

In addition, a unique CNC complex produces all kinds of molds. AeroPlast is equipped with three key machines for the manufacturing of molds, which serve all the production lines.

Flammability Test Lab

The flammability test lab measures the ignition resistant properties for aircraft interior cabin parts materials, protective clothing, tents, carpets curtains, automotive interiors, electric wire insulation. EGYPTAIR Supplementary Industries Flammability Test Lab is accredited by the Egyptian Accreditation Council (EGAC) in compliance with the requirements of the ISO/IEC 17025:2005 international standards. EGYPTAIR Supplementary Industries Company plans to acquire additional approvals and certifications and is carrying on all pre-requisite preparations to meet the requirements.

AeroWood

Only the finest materials are selected and the best manufacturing processes are employed in the AeroWood furniture with capability to manufacture all types of furniture (house, office and hotel furniture).



Major Milestones Achieved During the Year

Overcoming financial losses accumulated and achieving a net profit of 1.6 million EGP with increment in total revenue by 37.5% compared to the same period of the previous year. As in financial year 2016/2017 the total revenue was 122.3 million EGP while in financial year 2017/2018, the total revenue is 168.2 million EGP

Increase 3rd party revenues by 112% compared with the financial year 2015/2016 as we have plans to streamline, improve operations and supply chain management in all our business lines in order to improve both quality and efficiency. This should help us to properly serve our primary customers and compete effectively in the open market; we try to compete and maneuver in prices, especially in tenders

Now we become a supplier for catering equipment for many airlines, hotels (Yemenia AirWays –Nile Air- EAS- PAS- Almasria Universal Airlines- Nesma Airlines – AMC catering –Sky Star for In-flight Service (Libya)- Agawid for In-flight Service (Libya) – Le Passage – Sheraton)

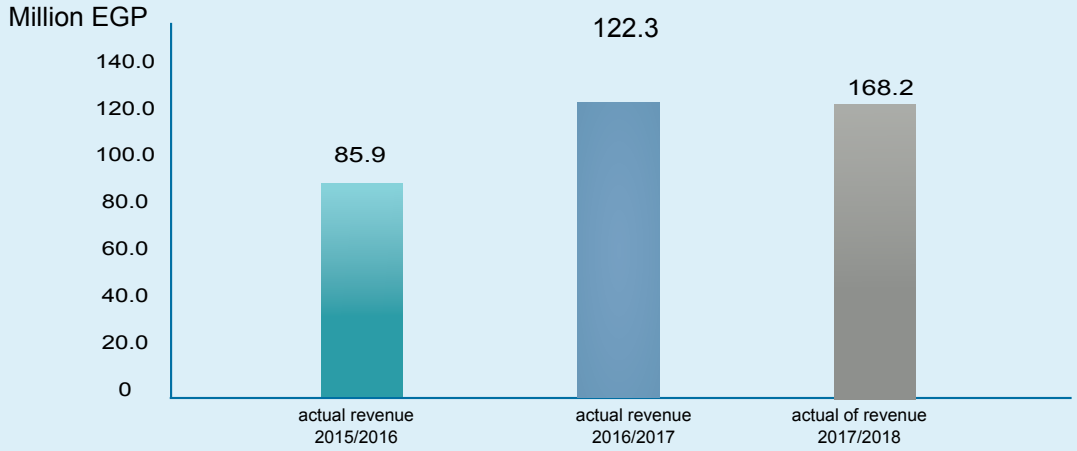
AeroFashion factory has started working through the newly established complex building with storing facility, a total area of 1500 meter square which represents a new well-equipped building for Aerofashion factory, and increasing the storage area which becomes a necessary demand for storing the martial and production needs for all our facilities in the fourth quarter of the fiscal year with a total investment of 6.7 million EGP.

Performance Highlight

EGYPTAIR Supplementary Industries Company did not get a finance support this fiscal year 17/18 from The Holding Company to overcome the budget balance deficit, and despite this the company achieved a growth rate of 37.5%, due to the return on investment for implemented projects, and increased factories operating productivity and statement of protocols amendment.
The already existed certificates: ISO 9001:2015 for AeroPlast is renewed where it becomes certified as an Approved Production Organization for 231 aircraft cabin interior parts by the Egyptian Civil Aviation Authority.
The Flammability Testing Lab, which is certified by Egyptian Accreditation Council (EGAC) according to the requirements of ISO/ICE 17025-2008, has got a renewal for this accreditation.

- Arrangements completed for the production line of low and high density plastic bags for all purposes, machines delivered, and the line of production established and run into operation during the first quarter of the fiscal year 2017/2018.
- Manufacturing all display units in duty free hall belonging to EGYPTAIR Tourism &Duty free In Borg El Arab International Airport.
- Supplying wood furniture for Aerosport Club.
- There was an extensive study for each production unit to decide the root causes for the deficit and how to improve and develop the performance and also to increase the revenues. Such kind of study is already done for AeroFashion and it is carried out for other factories in the beginning of the fiscal year 2017/2018. We are looking to have a positive impact due to the work procedures improvement.

Comparison of Commercial revenue activity



- At the beginning of the fiscal year 2017/2018, the total revenue target was estimated to be 148.7 million EGP, but by the end of the year the company business results recorded total revenue of 168.2 million EGP with 11% increment higher than the planned revenue.
- Also this represents a 37.5% increase in revenue in comparison with the fiscal year 2016/2017
- The company's losses for the fiscal year 2015/2016 were recorded 34,8 million EGP without a subsidy, which decreased by the end of the fiscal year 2016/2017 to 4.7 million EGP with a decrease in losses for about 30,1 million EGP which means a rate of losses reduction reached to 87% and turns into financial gains with 1.6 million EGP by the end of the fiscal year 2017/2018.

Revenue increased due to:

- Increase factories operating productivity through supporting the existing production lines with new machines
- The launching of new production lines (plastic bags)
- Statement of protocols amendment.
- Increase in third party revenues

Corporate Social Responsibilities



Social Responsibility programs:

August:

• EGYPTAIR sponsored the world junior squash champion under-13 Abdullah Amr so that it is the official carrier of him in all competitions in which he participates



September:

• EGYPTAIR carried 33 of the first high school students in Egypt to Berlin.

October:

• EGYPTAIR participated as an official carrier in the dinner held by Telemed, at a US hotel in California. The proceeds from the sale of tickets are dedicated to the purchase of equipment for Abu Al-Reesh hospital.

January:

• EGYPTAIR is the official sponsor of the Egyptian the world squash champions Nour El Tayeb and Ali Faraj. The company offers all support and sponsorship to the champions and is the official carrier for all competitions in which they participate locally and internationally.

• EGYPTAIR participated in the 49th session of the Cairo International Book Fair where the company is holding a unique pavilion, where a complete travel experience was simulated for children, starting with receiving them, ending their travel procedures, stamping the passport, hosting them by air hostesses and providing meals in a model of an aircraft.

February:

• EGYPTAIR Training Academy offers training courses for students of colleges and higher engineering institutes.

• EGYPTAIR organized a cycling marathon for workers with the participation of more than 80 cycling enthusiasts in order to enhance the relations between the employees and provide an atmosphere of entertainment.

March:

• EGYPTAIR Airlines labor union committee honored 45 mothers of its employees on the occasion of Mother's Day

• EGYPTAIR hosted more than 80 girls from the Sacred Heart School on a tour in the company.

• EGYPTAIR honored 31 mothers of its employees on the occasion of Mother's Day

April:

• EGYPTAIR labor union committee honored the employees who participated in the five-ball championship organized by the committee at Aero Sport and won gold, silver and bronze medals.

May:

• EGYPTAIR organized a visit to Egypt's Children's Cancer Hospital 57357, where a group of its cabin crews participated in hanging Ramadan decorations with the children and in their art and painting works and gave the children Ramadan lanterns, wishing them speed recovery.

• EGYPTAIR made a visit to the children of Qasr El Eyni hospital in cooperation with Boeing International for the second year.



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