



**A NON STOP** JOURNEY OF PROGRESS



## **EGYPTAIR ANNUAL REPORT 2018-2019**

A STAR ALLIANCE MEMBER 

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## Chairman's Letter

Dear Stakeholders,

It is with great pleasure that I submit the annual report of EGYPTAIR for the year 2018/2019, First of all, I would like to thank Captain Ahmed Adel the previous CEO of EGYPTAIR for his appreciated works and wishing him all the best. This year, EGYPTAIR Holding Company and its subsidiaries have achieved a financial surplus of one billion and EGP855 million for the first time in the history of the national company, as EGYPTAIR Holding Company has achieved a surplus of EGP323 million, although it waived the value of its own the rental aircraft to EGYPTAIR AIRLINES.



EGYPTAIR's Duty Free has got the first place in the total of profits as it hit a total surplus of EGP457 million. EGYPTAIR AIRLINES reached a total surplus of EGP284 million, compared to losses of the last year and this is considered as the first time in 10 years. EGYPTAIR Maintenance and Engineering shows positive results as it achieved a total surplus of EGP190 million.

We have received 3 Boeing Dreamliners B787-9 until 30/6/2019. In addition, there is a proposed cooperation between EGYPTAIR and Boeing to receive the next 4th Dreamliner by using biofuel from Seattle to Cairo in an average distance of 10,973 kilometers to be the world's longest sustainable flight using biofuel. We at EGYPTAIR have been evolving to meet our customer's needs and requirements. That's why we launched this year many new routes such as Washington, Kigali, Hangzhou routes. All to achieve our ambitious plan to expand our flight networks around the world.

As we know that Coronavirus (Covid-19) pandemic is having a great impact on the aviation field around the world, considering the duration and magnitude of the outbreak, containment measures and economic conditions; the impact forced airlines to ground their fleets in many countries of the world, but with hard work, cooperation and taking all the needed precautions we hope to overcome this crisis. And we are getting ready for flying resumption at any time to give our passengers the safest and distinguished experience they deserve.

Finally, I would like to thank the supervisory board, executive board and all employees for their contribution to this exceptionally positive performance and support.

*Roshdy Zakaria*

Captain Roshdy Zakaria

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 Elsherbiny**

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	%
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

6 aircraft B787-9s Dreamliner joined EGYPTAIR's fleet with seat capacity 30 C/ 279 Y



### EGYPTAIR CARGO

- A Surplus of 168 Million EGP was achieved after taxation
- 859 Flights were operated during Financial Year 2018/2019



### EGYPTAIR MAINTENANCE & ENGINEERING

8.3%  
profit margin (before tax)  
28%  
third-party business Contribution

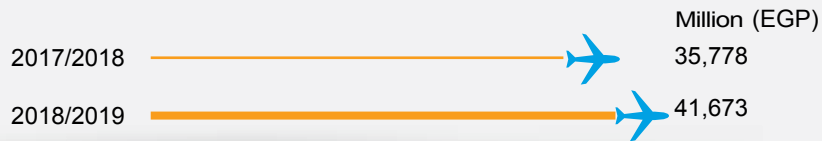


*EGYPTAIR's Highlights*

## 2018/2019 Highlights

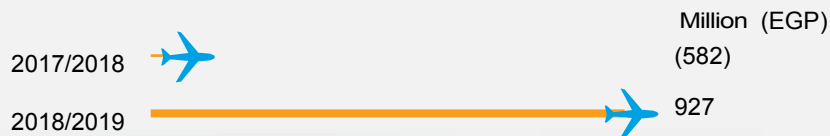
01

### Total Group Activity Revenue



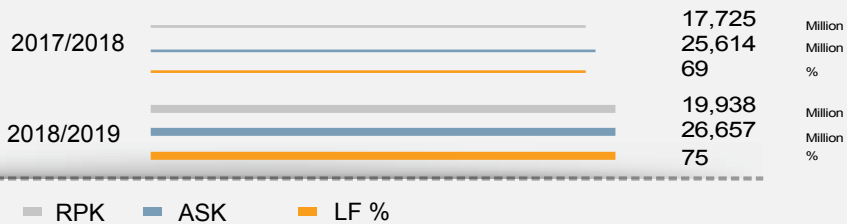
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### Total Group Profit



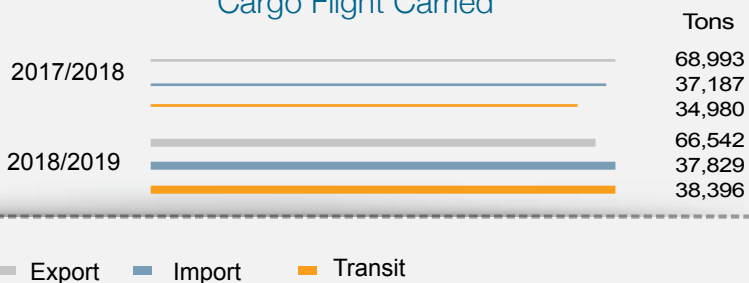
03

### Airlines Schedule Operating results



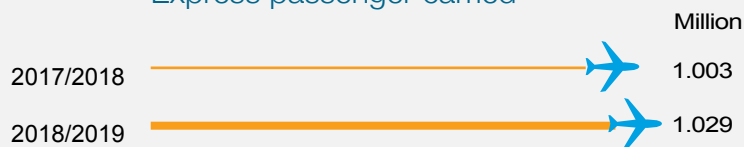
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### Cargo Flight Carried



05

### Express passenger carried



## Quality in Practice

1

Conducting Safety Assurance Program which carries out Internal Evaluation Program (IEP) twice a year using IATA Standard Manual to review the effectiveness and application of all of the IATA's Standard and Recommended Practices.

2

Conducting the Safety Review Board twice a year headed by the CEO of EGYPTAIR Holding Co. whose agenda is comprising of:

- EGYPTAIR Safety Performance Indicators (SPI), comparing it with the regional & global Safety Indicators, using IATA safety Trend evaluation , Analysis and Data Exchange System (STEADES).
- The Safety Board also shows the Risk Assessment for Identified Hazard and the preventative actions taken to reduce the effects of any hazard that may cause damage, injury, loss, or any other negative occurrence. This is caused by external or internal vulnerabilities which can be avoided through preventative actions.

3

Safety Action Group (SAG) meetings during the year for Ground and Flight Safety to elevate the level of flight safety by continuous following –up.

4

Continuous revising and updating of the Safety Policy.

5

Monitoring for SAFA Audits & Findings to Improve SAFA ratio.

6

Accidents & Incidents Occurrences Investigations & Analysis.

7

IATA Ground Damage Database (GDDDB).



## Signposts of The Year



- EGYPTAIR has concluded Umrah season this year by carrying 60K passengers during the holy month Ramadan From Saudi airports to Egypt after performing Umrah over 450 flights. In addition to this, carrying 60K passengers also during Umrah of Shaaban and Ragab months with the highest rates of regular operation. So EGYPTAIR carried a total of 120K passengers who performed Umrah this year.
- EGYPTAIR signed a code share partnership with Shenzhen Airlines that will enable Shenzhen Airlines to put their flights code as a carrier on EGYPTAIR flights between Cairo – Guangzhou.
- Captain Ahmed Adel nominated as a member in the executive committee of Arab Air Carriers Organization (AACO).
- League of Arab Nations praised on EGYPTAIR efforts in Jeddah, as EGYPTAIR was an official carrier for this event in its 47th session.
- EGYPTAIR MAINTENANCE & ENGINEERING succeeded in contracting with 26 clients at the last quarter of 2017-2018 including Asian, European, African and Middle East Airlines for providing maintenance services.
- EGYPTAIR participated in Farnborough Air show Events in Hampshire, UK.



- EGYPTAIR operated 12 flights from Cairo - Jeddah to carry 3321 pilgrims from Palestine with 3 daily flights, besides 20 flights to carry 5320 pilgrims from Mali.
- EGYPTAIR HOLDING Chairman & CEO was nominated for being a member in the Board of Governors of the International Air Transport Association "IATA".
- EGYPTAIR MAINTENANCE & ENGINEERING and the Civil Aviation in Ghana signed a contract to establish a center for technical services to serve airlines operating from - to Kotoko International Airport in Ghana's capital, Accra.



- EGYPTAIR hosted the 51st General Assembly of (AACO) which was held in Cairo.
- EGYPTAIR participated in London stock exchange show for tourism, and this was by cooperation with Tourism Promotion Authority.
- EGYPTAIR Maintenance and Engineering passed the European Aviation Safety Agency (EASA) inspection procedures in the company sites in Cairo.
- EGYPTAIR TOURISM & DUTY FREE launched a new Duty Free branch at Borg El Arab airport in Alexandria, in light of its development plan in different travel fields.



- EGYPTAIR MAINTENANCE & ENGINEERING and Engineering received a B777 aircraft with Flight No. EK927 from Emirates Airlines at terminal (2), which was considered as the first aircraft to receive in the signed contract between the two parties, this is to provide a daily maintenance services for Emirates Airlines aircraft.
- EGYPTAIR participated in the OTDYKH Leisure 2018 show for tourism and travel in the Russian capital, Moscow.
- EGYPTAIR concluded successfully the Hajj season in 1439 AH / 2018, as it carried 72K pilgrims over 337 flights.
- EGYPTAIR was the official carrier for the annual conference of the Federation of Belgian Tourist Companies (UPAV), which was held this year in the cities of Luxor and Aswan.



- EGYPTAIR HOLDING Chairman & CEO announced officially the launching of EGYPTAIR development and restructuring plan.
- EGYPTAIR GROUND SERVICES has successfully signed new contracts with Orange 2 fly and Somon air Airlines at Sharm AlSheikh to provide ground services for.
- EGYPTAIR participated as the Official Carrier for The first African trade fair in Africa, and it was held in Egypt.
- EGYPTAIR TRAINING ACADEMY renewed its (ISO) certificate in different fields.
- EGYPTAIR operates domestic flights from Sphinx International Airport for the first time, within the trial operation phase during the mid- year vacation.
- EGYPTAIR launched its electronic service "Flight Pass" in cooperation with Option town.



- EGYPTAIR GROUND SERVICES provides its services for the Korean Airlines at Cairo International Airport.
- EGYPTAIR CARGO applied Automatic review program for the first time in the Middle East in cooperation with IATA.
- EGYPTAIR CARGO succeeded in transporting a shipment of 3 pallet payload of 6600 kg From Johannesburg, South Africa to Beijing, China, via Cairo International Airport.



- The second Airbus A330 200 joined EGYPTAIR CARGO fleet after being converted from a passenger aircraft to a cargo aircraft (P2F).
- EGYPTAIR Ground Services renewed its contract with Romanian Airlines.



- The second Airbus A330 200 joined EGYPTAIR CARGO fleet after being converted from a passenger aircraft to a cargo aircraft (P2F).
- EGYPTAIR GROUND SERVICES renewed its contract • EGYPTAIR participated in Germany stock exchange for tourism 2019 that was held in Berlin, as well as operating Dreamliner on Frankfurt destination starting from next May.
- EGYPTAIR MAINTENANCE & ENGINEERING has passed the European Aviation Safety Agency (EASA) inspection of its stations in Jeddah, Riyadh, Dammam and Madinah.



- EGYPTAIR announced the operation of new destination to Washington.
- EGYPTAIR CARGO started its first flights to Johannesburg with the new A330-200 payload of 59 tons.
- EGYPTAIR participated in Moscow International Tourism show "MITT", as more than 1,800 exhibitors from airlines, tourism and service providers participated.
- EGYPTAIR CARGO operated the first cargo flight from Cairo to Bombay, India, by Airbus A330-200 with a payload of 59 tons.
- EGYPTAIR CARGO passed successfully the European Union inspection regarding security procedures for handling, cargo shipments and mail from Egypt to the European Union countries on its aircraft to renew the international ACC3 and RA3 for the next 5 years.



- EGYPTAIR MAINTENANCE & ENGINEERING received two aircraft from MyWay Airlines and Orange2fly.
- EGYPTAIR MAINTENANCE & ENGINEERING passed successfully The European Aviation Safety Agency (EASA) inspections on the company sites in Cairo.
- EGYPTAIR received the second Dreamliner B787-9.
- EGYPTAIR signed a cooperation protocol with Express Travel International (ETI), which is one of the biggest tourism companies in Europe.
- EGYPTAIR launched the first operation to the Rwandan capital Kigali.



- EGYPTAIR participated in "Executive Committee of the Federation of African Airlines" (Afra) meetings No. 178.
- EGYPTAIR and Ukraine International Airlines announced their code share partnership.
- EGYPTAIR announced the reoperation of its flights to Abidjan, Ivory Coast by two flights weekly.
- EGYPTAIR signed contract with Panasonic Avionics Aeromobile to provide communications service on EGYPTAIR Boeing aircraft, via internet applications and roaming services



- EGYPTAIR participated in the General Assembly No. 75 of the International Air Transport Association (IATA) in South Korea, and nominated Captain. Ahmed Adel, EGYPTAIR Holding Chairman & CEO as a member in the Board of Governors for 3 years ending in 2022.
- EGYPTAIR hosted the Regional Summit for Industrial Affairs "RIS" in cooperation with "TSA" the American Transportation Security Administration, which was held for the first time in Egypt and the third in the Middle East and Africa.
- EGYPTAIR received the third Dreamliner B 787- 9.
- EGYPTAIR GROUND SERVICES renewed the ISAGO certificate on Borg El Arab and Hurgada stations.
- EGYPTAIR MAINTENANCE & ENGINEERING got the approval from the US Federal Aviation Administration (FAA) on the company sites at the airport.



## *Financial Review*

## EGYPTAIR HOLDING CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	20,052,481,625	18,347,298,881
Projects In Progress	253,897,260	1,182,471,769
Long - Term Investments	3,940,417,880	3,773,749,569
Long - Term Loans And Debit Balances	152,928,888	205,602,590
<b>Total of Non-Current Assets</b>	<b>24,399,725,653</b>	<b>23,509,122,809</b>
<b>Current Assets</b>		
Stock	29,699,332	34,110,812
Customers , Notes Receivables And Debit Accounts	8,240,749,193	4,538,620,966
Cash in banks and in hand	128,929,767	131,326,780
<b>Total Current Assets</b>	<b>8,399,378,292</b>	<b>4,704,058,558</b>
<b>Total Assets</b>	<b>32,799,103,945</b>	<b>28,213,181,367</b>
<b>Equity</b>		
Paid Up Capital	4,078,806,000	4,078,806,000
Reserves	2,591,730,510	2,233,222,766
<b>Total Equity</b>	<b>6,670,536,510</b>	<b>6,312,028,766</b>
<b>Total of Non - Current Liabilities</b>	<b>16,521,253,370</b>	<b>12,613,349,699</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>23,191,789,880</b>	<b>18,925,378,465</b>
<b>Current Liabilities</b>		
Provisions	2,553,780,442	2,547,171,281
Creditor banks	4,223,604,121	3,877,399,934
Suppliers , Notes Payable And Credit Accounts	2,829,929,502	2,863,231,687
<b>Total of Current Liabilities</b>	<b>9,607,314,065</b>	<b>9,287,802,902</b>
<b>Total Equity &amp; Liabilities</b>	<b>32,799,103,945</b>	<b>28,213,181,367</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	4,362,475,932	4,082,995,096
Grants & Donations.	50,231,166	60,837,408
Investments Revenues & Interests.	60,315,974	72,125,230
Other Revenues & Profits.	241,274,921	188,285,636
<b>Total Revenues</b>	<b>4,714,297,993</b>	<b>4,404,243,370</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	38,057,475	59,268,994
Wages.	365,014,497	437,759,173
Expenditures.	2,557,104,204	2,611,886,947
Purchases of goods for sale purposes .	28,516	95,706
Burdens & Losses.	882,370,644	1,005,342,445
<b>Total Cost &amp; Expenditures.</b>	<b>3,842,575,336</b>	<b>4,114,353,265</b>
<b>Profit (Loss)</b>	<b>871,722,657</b>	<b>289,890,105</b>

## EGYPTAIR AIRLINES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	364,054,172	381,614,755
Projects In Progress	15,956,403	337,679,525
Long - Term Investments	33,325,138	33,328,922
Long - Term Loans And Debit Balances	177,352,349	110,090,442
<b>Total of Non-Current Assets</b>	<b>590,688,062</b>	<b>862,713,644</b>
<b>Current Assets</b>		
Stock	92,426,214	108,465,342
Customers , Notes Receivables And Debit Accounts	20,898,858,824	20,553,293,617
Cash in banks and in hand	2,667,514,574	2,839,044,830
<b>Total Current Assets</b>	<b>23,658,799,612</b>	<b>23,500,803,789</b>
<b>Total Assets</b>	<b>24,249,487,674</b>	<b>24,363,517,433</b>
<b>Equity</b>		
Paid Up Capital	1,800,000,000	1,800,000,000
Reserves	(20,123,610,714)	(18,192,686,557)
<b>Total Equity</b>	<b>(18,323,610,714)</b>	<b>(16,392,686,557)</b>
<b>Total Non-Current Liabilities</b>	<b>15,256,491</b>	<b>13,462,302</b>
<b>Total Equity &amp; Non-Current Liabilities</b>	<b>(18,308,354,223)</b>	<b>(16,379,224,255)</b>
<b>Current Liabilities</b>		
Provisions	285,209,851	243,336,378
Creditor banks	348,067,095	472,565,255
Suppliers , Notes Payable And Credit Accounts	41,924,564,951	40,026,840,055
<b>Total Current Liabilities</b>	<b>42,557,841,897</b>	<b>40,742,741,688</b>
<b>Total Equity &amp; Liabilities</b>	<b>24,249,487,674</b>	<b>24,363,517,433</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	28,251,094,230	32,566,955,705
Grants & Donations.	813,207	616,637
Investments Revenues & Interests.	66,982,598	43,280,660
Other Revenues & Profits.	328,859,523	346,397,622
<b>Total Revenues</b>	<b>28,647,749,558</b>	<b>32,957,250,624</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	9,057,437,918	9,576,847,110
Wages.	1,643,624,596	1,663,246,734
Expenditures.	19,376,413,546	20,774,707,065
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	485,718,594	662,975,866
<b>Total Cost &amp; Expenditures.</b>	<b>30,563,194,654</b>	<b>32,677,776,775</b>
<b>Profit (Loss)</b>	<b>(1,915,445,096)</b>	<b>279,473,849</b>



## EGYPTAIR MAINTENANCE & ENGINEERING CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	563,197,225	589,952,762
Projects In Progress	38,798,802	11,384,122
Long - Term Investments	43,735,510	43,735,510
Long - Term Loans And Debit Balances	6,815,136	54,722,472
<b>Total of Non - Current Assets</b>	<b>652,546,673</b>	<b>699,794,866</b>
<b>Current Assets</b>		
Stock	562,610,064	743,830,277
Customers , Notes Receivables And Debit Accounts	1,888,301,980	1,734,834,529
Cash in banks and in hand	70,368,857	55,821,241
<b>Total of Current Assets</b>	<b>2,521,280,901</b>	<b>2,534,486,047</b>
<b>Total Assets</b>	<b>3,173,827,574</b>	<b>3,234,280,913</b>
<b>Equity</b>		
Paid Up Capital	500,000,000	500,000,000
Reserves	770,518,317	696,833,685
<b>Total Equity</b>	<b>1,270,518,317</b>	<b>1,196,833,685</b>
<b>Total of Non - Current Liabilities</b>	<b>-</b>	<b>2,679,860.00</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>1,270,518,317</b>	<b>1,199,513,545</b>
<b>Current Liabilities</b>		
Provisions	135,599,466	113,856,683
Creditor banks	202,723,005	405,416,239
Suppliers , Notes Payable And Credit Accounts	1,564,986,786	1,515,494,446
<b>Total Current Liabilities</b>	<b>1,903,309,257</b>	<b>2,034,767,368</b>
<b>Total Equity &amp; Liabilities</b>	<b>3,173,827,574</b>	<b>3,234,280,913</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	3,260,216,540	3,223,390,383
Grants & Donations.	-	-
Investments Revenues & Interests.	3,041,493	5,054,862
Other Revenues & Profits.	33,472,079	35,763,476
<b>Total Revenues</b>	<b>3,296,730,112</b>	<b>3,264,208,721</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	630,756,682	617,359,884
Wages.	960,648,220	1,052,423,495
Expenditures.	1,100,724,341	1,259,984,945
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	207,171,328	141,162,645
<b>Total Cost &amp; Expenditures.</b>	<b>2,899,300,571</b>	<b>3,070,930,969</b>
<b>Profit (Loss)</b>	<b>397,429,541</b>	<b>193,277,752</b>

## EGYPTAIR IN-FLIGHT SERVICES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	78,665,577	89,974,340
Projects In Progress	23,999,397	27,342,163
Long - Term Investments	35,417,330	35,417,330
Long - Term Loans And Debit Balances	335,829	1,510,705
<b>Total of Non - Current Assets</b>	<b>138,418,133</b>	<b>154,244,538</b>
<b>Current Assets</b>		
Stock	43,795,556	47,959,618
Customers , Notes Receivables And Debit Accounts	345,479,496	338,728,829
Cash in banks and in hand	14,216,982	31,536,950
<b>Total of Current Assets</b>	<b>403,492,034</b>	<b>418,225,397</b>
<b>Total Assets</b>	<b>541,910,167</b>	<b>572,469,935</b>
<b>Equity</b>		
Paid Up Capital	50,000,000	50,000,000
Reserves	168,896,878	190,375,822
<b>Total Equity</b>	<b>218,896,878</b>	<b>240,375,822</b>
<b>Total of Non - Current Liabilities</b>	<b>1,055,592</b>	<b>3,940,535</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>219,952,470</b>	<b>244,316,357</b>
<b>Current Liabilities</b>		
Provisions	8,625,721	7,340,467
Creditor banks	271,539	227,479
Suppliers , Notes Payable And Credit Accounts	313,060,437	320,585,632
<b>Total of Current Liabilities</b>	<b>321,957,697</b>	<b>328,153,578</b>
<b>Total Equity &amp; Liabilities</b>	<b>541,910,167</b>	<b>572,469,935</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	687,684,747	789,129,370
Grants & Donations.	-	-
Investments Revenues & Interests.	1,963,787	52,830,266
Other Revenues & Profits.	9,463,462	13,278,780
<b>Total Revenues</b>	<b>699,111,996</b>	<b>855,238,416</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	213,238,158	264,605,382
Wages.	238,087,644	309,631,526
Expenditures.	78,978,699	89,933,443
Purchases of goods for sale purposes .	57,724,273	82,222,032
Burdens & Losses.	26,014,371	23,600,555
<b>Total Cost &amp; Expenditures.</b>	<b>614,043,145</b>	<b>769,992,938</b>
<b>Profit (Loss)</b>	<b>85,068,851</b>	<b>85,245,478</b>

## EGYPTAIR GROUND SERVICES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	280,836,526	285,004,811
Projects In Progress	68,905,781	85,938,875
Long - Term Investments	28,261,375	28,261,375
Long - Term Loans And Debit Balances	8,489,927	25,703,770
<b>Total of Non - Current Assets</b>	<b>386,493,609</b>	<b>424,908,831</b>
<b>Current Assets</b>		
Stock	118,187,104	136,824,319
Customers , Notes Receivables And Debit Accounts	812,306,886	829,726,709
Cash in banks and in hand	68,224,090	56,431,697
<b>Total of Current Assets</b>	<b>998,718,080</b>	<b>1,022,982,725</b>
<b>Total Assets</b>	<b>1,385,211,689</b>	<b>1,447,891,556</b>
<b>Equity</b>		
Paid Up Capital	180,000,000	180,000,000
Reserves	186,219,001	300,716,973
<b>Total Equity (3)</b>	<b>366,219,001</b>	<b>480,716,973</b>
<b>Total of Non - Current Liabilities</b>	<b>61,124,092</b>	<b>54,167,459</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>427,343,093</b>	<b>534,884,432</b>
<b>Current Liabilities</b>		
Provisions	46,091,201	65,401,376
Creditor banks	493,804,898	375,979,608
Suppliers , Notes Payable And Credit Accounts	417,972,497	471,626,140
<b>Total of Current Liabilities</b>	<b>957,868,596</b>	<b>913,007,124</b>
<b>Total Equity &amp; Liabilities</b>	<b>1,385,211,689</b>	<b>1,447,891,556</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	1,157,394,658	1,305,323,580
Grants & Donations.	-	-
Investments Revenues & Interests.	2,476,902	1,975,030
Other Revenues & Profits.	27,595,531	42,369,427
<b>Total Revenues</b>	<b>1,187,467,091</b>	<b>1,349,668,037</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	84,264,997	113,110,809
Wages.	559,093,528	718,922,430
Expenditures.	276,660,831	320,033,577
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	171,824,313	57,306,816
<b>Total Cost &amp; Expenditures.</b>	<b>1,091,843,669</b>	<b>1,209,373,632</b>
<b>Profit (Loss)</b>	<b>95,623,422</b>	<b>140,294,405</b>

## EGYPTAIR CARGO CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	279,874,274	227,111,151
Projects In Progress	332,499,475	683,951,954
Long - Term Investments	2,300,000	2,300,000
Long - Term Loans And Debit Balances	44,176,195	47,677,822
<b>Total of Non - Current Assets</b>	<b>658,849,944</b>	<b>961,040,927</b>
<b>Current Assets</b>		
Stock	16,024,269	13,279,014
Customers , Notes Receivables And Debit Accounts	741,949,294	1,068,359,917
Cash in banks and in hand	104,281,150	79,032,769
<b>Total of Current Assets</b>	<b>862,254,713</b>	<b>1,160,671,700</b>
<b>Total Assets</b>	<b>1,521,104,657</b>	<b>2,121,712,627</b>
<b>Equity</b>		
Paid Up Capital	65,000,000	65,000,000
Reserves	406,578,136	463,318,970
<b>Total Equity</b>	<b>471,578,136</b>	<b>528,318,970</b>
<b>Total Non - Current Liabilities</b>	<b>1,317,362</b>	<b>1,317,362</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>472,895,498</b>	<b>529,636,332</b>
<b>Current Liabilities</b>		
Provisions	30,107,752	30,197,141
Creditor banks	211,865,946	238,856,647
Suppliers , Notes Payable And Credit Accounts	806,235,461	1,323,022,507
<b>Total of Current Liabilities</b>	<b>1,048,209,159</b>	<b>1,592,076,295</b>
<b>Total Equity &amp; Liabilities</b>	<b>1,521,104,657</b>	<b>2,121,712,627</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	1,487,959,552	1,660,163,080
Grants & Donations.	2,784,100	3,719,626
Investments Revenues & Interests.	5,157,367	5,096,568
Other Revenues & Profits.	78,469,644	50,011,220
<b>Total Revenues</b>	<b>1,574,370,663</b>	<b>1,718,990,494</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	465,897,418	431,255,055
Wages.	163,705,255	196,964,334
Expenditures.	670,056,297	810,201,915
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	97,855,107	111,844,383
<b>Total Cost &amp; Expenditures.</b>	<b>1,397,514,077</b>	<b>1,550,265,687</b>
<b>Profit (Loss)</b>	<b>176,856,586</b>	<b>168,724,807</b>

## EGYPTAIR TOURISM (KARNAK) & DUTY FREE CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	45,516,527	51,121,880
Projects In Progress	17,141,386	25,711,354
Long - Term Investments	3,280,850	3,280,850
Long - Term Loans And Debit Balances	13,551,777	17,586,829
<b>Total of Non - Current Assets</b>	<b>79,490,540</b>	<b>97,700,913</b>
<b>Current Assets</b>		
Stock	522,603,001	681,850,425
Customers , Notes Receivables And Debit Accounts	890,058,258	871,970,996
Cash in banks and in hand	110,851,823	108,366,011
<b>Total of Current Assets</b>	<b>1,523,513,082</b>	<b>1,662,187,432</b>
<b>Total Assets</b>	<b>1,603,003,622</b>	<b>1,759,888,345</b>
<b>Equity</b>		
Paid Up Capital	50,000,000	50,000,000
Reserves	534,513,624	679,732,271
<b>Total Equity</b>	<b>584,513,624</b>	<b>729,732,271</b>
<b>Total of Non - Current Liabilities</b>	<b>1,894,351</b>	<b>7,391,536</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>586,407,975</b>	<b>737,123,807</b>
<b>Current Liabilities</b>		
Provisions	40,140,661	38,376,765
Creditor banks	177,064,939	129,258,066
Suppliers , Notes Payable And Credit Accounts	799,390,047	855,129,707
<b>Total Current Liabilities</b>	<b>1,016,595,647</b>	<b>1,022,764,538</b>
<b>Total Equity &amp; Liabilities</b>	<b>1,603,003,622</b>	<b>1,759,888,345</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	2,245,495,999	2,879,373,140
Grants & Donations.	-	-
Investments Revenues & Interests.	2,228,309	3,789,141
Other Revenues & Profits.	92,142,696	137,625,184
<b>Total Revenues</b>	<b>2,339,867,004</b>	<b>3,020,787,465</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	15,947,398	23,280,463
Wages.	209,057,624	230,849,276
Expenditures.	738,712,375	981,144,199
Purchases of goods for sale purposes .	916,061,660	1,274,539,103
Burdens & Losses.	82,017,053	64,422,903
<b>Total Cost &amp; Expenditures.</b>	<b>1,961,796,110</b>	<b>2,574,235,944</b>
<b>Profit (Loss)</b>	<b>378,070,894</b>	<b>446,551,521</b>



## EGYPTAIR MEDICAL SERVICES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	101,202,170	104,085,176
Projects In Progress	2,580,879	1,837,888
Long - Term Investments	3,356,674	3,164,250
Long - Term Loans And Debit Balances	13,562,524	14,070,798
<b>Total of Non - Current Assets</b>	<b>120,702,247</b>	<b>123,158,112</b>
<b>Current Assets</b>		
Stock	48,410,767	53,987,994
Customers , Notes Receivables And Debit Accounts	228,562,696	327,601,309
Cash in banks and in hand	10,554,601	7,198,692
<b>Total of Current Assets</b>	<b>287,528,064</b>	<b>388,787,995</b>
<b>Total Assets</b>	<b>408,230,311</b>	<b>511,946,107</b>
<b>Equity</b>		
Paid Up Capital	71,600,000	71,600,000
Reserves	49,282,462	77,031,290
<b>Total Equity</b>	<b>120,882,462</b>	<b>148,631,290</b>
<b>Total of Non - Current Liabilities</b>	<b>19,982,102</b>	<b>17,084,411</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>140,864,564</b>	<b>165,715,701</b>
<b>Current Liabilities</b>		
Provisions	9,556,000	7,571,659
Creditor banks	21,343,653	1,936,127
Suppliers , Notes Payable And Credit Accounts	236,466,094	336,722,620
<b>Total Current Liabilities</b>	<b>267,365,747</b>	<b>346,230,406</b>
<b>Total Equity &amp; Liabilities</b>	<b>408,230,311</b>	<b>511,946,107</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	527,274,025	661,983,353
Grants & Donations.	5,022,918	3,543,997
Investments Revenues & Interests.	2,416,159	2,725,272
Other Revenues & Profits.	3,462,935	6,616,022
<b>Total Revenues</b>	<b>538,176,037</b>	<b>674,868,644</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	271,284,237	322,361,869
Wages.	158,576,378	199,940,878
Expenditures.	66,002,337	86,465,663
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	16,543,552	19,754,256
<b>Total Cost &amp; Expenditures.</b>	<b>512,406,504</b>	<b>628,522,666</b>
<b>Profit (Loss)</b>	<b>25,769,533</b>	<b>46,345,978</b>

## EGYPTAIR SUPPLEMENTARY INDUSTRIES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	34,649,756	33,266,529
Projects In Progress	85,925	2,918,747
Long - Term Investments	-	-
Long - Term Loans And Debit Balances	-	-
<b>Total of Non - Current Assets</b>	<b>34,735,681</b>	<b>36,185,276</b>
<b>Current Assets</b>		
Stock	48,722,385	54,130,822
Customers , Notes Receivables And Debit Accounts	44,831,282	63,954,524
Cash in banks and in hand	3,512,676	5,771,630
<b>Total of Current Assets</b>	<b>97,066,343</b>	<b>123,856,976</b>
<b>Total Assets</b>	<b>131,802,024</b>	<b>160,042,252</b>
<b>Equity</b>		
Paid Up Capital	50,000,000	50,000,000
Reserves	(22,958,339)	(11,953,174)
<b>Total Equity</b>	<b>27,041,661</b>	<b>38,046,826</b>
<b>Total of Non - Current Liabilities</b>	<b>996,652</b>	<b>854,408</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>28,038,313</b>	<b>38,901,234</b>
<b>Current Liabilities</b>		
Provisions	10,281,490	6,879,975
Creditor banks	-	-
Suppliers , Notes Payable And Credit Accounts	93,482,221	114,261,043
<b>Total Current Liabilities</b>	<b>103,763,711</b>	<b>121,141,018</b>
<b>Total Equity &amp; Liabilities</b>	<b>131,802,024</b>	<b>160,042,252</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	165,400,562	204,039,415
Grants & Donations.	631,071	631,071
Investments Revenues & Interests.	632,415	729,815
Other Revenues & Profits.	1,383,096	3,442,360
<b>Total Revenues</b>	<b>168,047,144</b>	<b>208,842,661</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	62,431,435	77,813,845
Wages.	75,036,025	85,937,213
Expenditures.	19,126,439	21,276,105
Purchases of goods for sale purposes .	9,708,548	8,716,093
Burdens & Losses.	182,343	3,822,208
<b>Total Cost &amp; Expenditures.</b>	<b>166,484,790</b>	<b>197,565,464</b>
<b>Profit (Loss)</b>	<b>1,562,354</b>	<b>11,277,197</b>

## EGYPTAIR DOMESTIC & REGIONAL AIRLINES(EXPRESS).

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	326,034	302,267
Projects In Progress	119,520	104,580
Long - Term Investments	-	-
Long - Term Loans And Debit Balances	5,719,602	4,121,727
<b>Total of Non - Current Assets</b>	<b>6,165,156</b>	<b>4,528,574</b>
<b>Current Assets</b>		
Stock	-	-
Customers , Notes Receivables And Debit Accounts	1,022,221,414	1,300,071,674
Cash in banks and in hand	16,467,228	25,210,482
<b>Total of Current Assets</b>	<b>1,038,688,642</b>	<b>1,325,282,156</b>
<b>Total Assets</b>	<b>1,044,853,798</b>	<b>1,329,810,730</b>
<b>Equity</b>		
Paid Up Capital	250,000,000	250,000,000
Reserves	(121,082,159)	(41,232,961)
<b>Total Equity</b>	<b>128,917,841</b>	<b>208,767,039</b>
<b>Total of Non - Current Liabilities</b>	<b>37,972</b>	<b>34,608</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>128,955,813</b>	<b>208,801,647</b>
<b>Current Liabilities</b>		
Provisions	17,989,770	48,489,770
Creditor banks	-	-
Suppliers , Notes Payable And Credit Accounts	897,908,215	1,072,519,313
<b>Total Current Liabilities</b>	<b>915,897,985</b>	<b>1,121,009,083</b>
<b>Total Equity &amp; Liabilities</b>	<b>1,044,853,798</b>	<b>1,329,810,730</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	1,614,259,229	1,798,561,105
Grants & Donations.	-	-
Investments Revenues & Interests.	1,551,147	3,129,626
Other Revenues & Profits.	7,706,676	685,299
<b>Total Revenues</b>	<b>1,623,517,052</b>	<b>1,802,376,030</b>

#### COSTS & EXPENDITURES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	378,281,435	359,495,866
Wages.	35,677,060	39,968,752
Expenditures.	1,145,092,223	1,306,417,599
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	21,250,424	77,601,787
<b>Total Cost &amp; Expenditures.</b>	<b>1,580,301,142</b>	<b>1,783,484,004</b>
<b>Profit (Loss)</b>	<b>43,215,910</b>	<b>18,892,026</b>

## EGYPTAIR CONSOLIDATED.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2019

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	21,800,803,886	20,109,732,552
Projects In Progress	753,984,828	2,359,340,977
Long - Term Investments	1,073,494,757	906,637,806
Long - Term Loans And Debit Balances	422,932,227	481,087,155
<b>Total of Non - Current Assets</b>	<b>24,051,215,698</b>	<b>23,856,798,490</b>
<b>Current Assets</b>		
Stock	1,482,478,692	1,874,438,623
Customers , Notes Receivables And Debit Accounts	25,523,280,595	25,193,609,660
Cash in banks and in hand	3,194,921,748	3,339,741,082
<b>Total Current Assets</b>	<b>30,200,681,035</b>	<b>30,407,789,365</b>
<b>Total Assets</b>	<b>54,251,896,733</b>	<b>54,264,587,855</b>
<b>Equity</b>		
Paid Up Capital	4,078,806,000	4,078,806,000
Reserves	(16,301,939,994)	(14,357,129,973)
<b>Total Equity</b>	<b>(12,223,133,994)</b>	<b>(10,278,323,973)</b>
<b>Total of Non - Current Liabilities</b>	<b>16,622,917,984</b>	<b>12,714,282,180</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>4,399,783,990</b>	<b>2,435,958,207</b>
<b>Current Liabilities</b>		
Provisions	3,137,382,355	3,108,621,495
Creditor banks	5,678,745,196	5,501,639,355
Suppliers , Notes Payable And Credit Accounts	41,035,985,192	43,218,368,798
<b>Total of Current Liabilities</b>	<b>49,852,112,743</b>	<b>51,828,629,648</b>
<b>Total Equity &amp; Liabilities</b>	<b>54,251,896,733</b>	<b>54,264,587,855</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2019

#### REVENUES

PARTICULARS	2017/2018(EGP)	2018/2019(EGP)
Activity Revenues .	35,778,700,277	41,672,750,247
Grants & Donations.	59,482,462	69,348,739
Investments Revenues & Interests.	146,766,151	190,736,470
Other Revenues & Profits.	823,830,563	824,475,026
<b>Total Revenues</b>	<b>36,808,779,453</b>	<b>42,757,310,482</b>

#### COSTS & EXPENDITURES

PARTICULARS	2016/2017(EGP)	2017/2018(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	11,112,374,733	11,715,249,263
Wages.	4,057,931,786	4,533,508,846
Expenditures.	19,246,155,265	22,047,661,515
Purchases of goods for sale purposes .	983,522,997	1,365,572,934
Burdens & Losses.	1,990,947,728	2,167,833,864
<b>Total Cost &amp; Expenditures.</b>	<b>37,390,932,509</b>	<b>41,829,826,422</b>
<b>Profit (Loss)</b>	<b>(582,153,056)</b>	<b>927,484,060</b>



*Performance Review*



### Fleet Status at June 30<sup>th</sup> 2019:

EGYPTAIR has sold (3) E170 aircraft YOM 2007 to CIAF Leasing through a public Auction no. PL289-2018/2019

EGYPTAIR has been working on its fleet growth and modernization plan which was approved by EGYPTAIR board of directors in Jan. 2017, according to EGYPTAIR plan the following aircraft types will be delivered to EGYPTAIR fleet as follows:

- (6) B787-9, three of them have been delivered.
- (12) A200-300.
- (8) A320neo & (7) A321-200.

EGYPTAIR has taken delivery of the second converted A330-200 P2F and the third will be delivered by the end of 2019.





### EGYPTAIR Fleet at 30/6/2019

Aircraft Type	Owned	Finance Lease	Operating Lease	Total	Seats in Configuration	Average in Years	on Firm Order
<b>EGYPTAIR Airline</b>							
A320-200	1			1	145	28.5	
A320-200	4			4	145	15.9	
A321-200	4			4	161	22.3	
A330-200	5			5	268	14.2	
A330-300		4		4	301	8	
A340-200	3			3		22.5	
B737-800	11	10	8	29	144 / 154	7.4	
B777-200ER	4			4	319	20.1	
B777-300ER			6	6	346	8.8	
B787-9			3	3	309		3
A320neo							8
A321neo							7
<b>Sub Total</b>	<b>32</b>	<b>14</b>	<b>17</b>	<b>63</b>			
<b>EGYPTAIR Express</b>							
ERJ170	10			10	76	11.3	
A220-300							12
<b>Sub Total</b>	<b>10</b>			<b>10</b>			
<b>EGYPTAIR CARGO</b>							
A300-600RF	2			2	N.A	28.7	
A300B4-200	1			1	N.A	37	
A330-200P2F	2			2		14.5	
<b>Sub Total</b>	<b>5</b>			<b>5</b>			
<b>Leased Out</b>							
A340-200	3			3	260	22.7	
B777-200ER	2			2	319	17	
<b>Sub Total</b>	<b>5</b>			<b>5</b>			
<b>Grounded A/C</b>							
A320-200	1			1	145	28.5	
A321-200	4			4	161	22.3	
<b>Sub Total</b>	<b>5</b>			<b>5</b>			
<b>In Conversion program A/C</b>							
A330-200	1			1		14.5	



## WE FLY TO 98% OF THE WORLD. WHERE WILL YOU GO NEXT?

Star Alliance brings together 28 member airlines to connect you seamlessly to over 1,300 destinations around the world. So whether you are flying for business or leisure or a little bit of both, our network can take you almost anywhere.

Search for your next flight at [booking.staralliance.com](https://booking.staralliance.com)

#details  
matter

STAR ALLIANCE  
THE WAY THE EARTH CONNECTS



*ALLIANCES & CODE-SHARE AGREEMENTS*

## Alliances

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

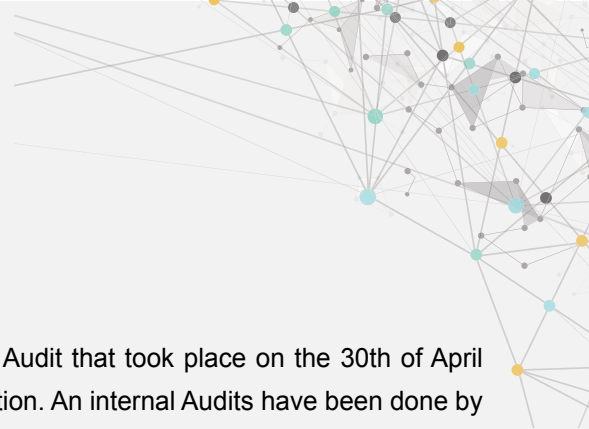
## Code-Share Agreements

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 composed of 26 members.

EGYPTAIR has renewed its Code-Share agreements for FY 2018/2019 and covered 60 destinations as a marketing carrier.

### EGYPTAIR Star Alliance Code-Share





## Achievements of the year

- EGYPTAIR has successfully passed Star Alliance Assisted Self Verification Audit that took place on the 30th of April 2019. In addition to this preparation to the Star Alliance Assisted Self Verification. An internal Audits have been done by the Alliances Auditors prior to the ASV on the 14th of April 2019.
- Implementing the Lounge Finder Project.
- Implementing the Seat MAP Provider.
- Expanding cooperation with Gulf Airways and move to Free Sale code share in conjunction with Cairo - Bahrain flight v.v.

## Bilateral Air Services Negotiations during FY 2018-2019

### **Kuwait**

**23 - 24 Jan 2019**

- Increased capacity entitlements .
- Designation of EGYPTAIR AIRLINES, EGYPTAIR CARGO, Nile Air, Air Cairo, Air Arabia Egypt, Nesma Air, Fly Egypt, Al-Masria Universal, Cairo Aviation and Alexandria Airlines as the designated Carriers of the Egyptian side.

### **Oman**

**11 Feb 2019**

- Initialed a new Air Services Agreement between Egypt and Oman with attached Route Schedule (open entry, intermediate, and beyond points).

### **Cameroon**

**4 - 5 Mar 2019**

- Initialed a new Air Services Agreement pursuant to the Principles of the Yamoussoukro Decision with attached Route Schedule (open entry, intermediate, and beyond points).

### **Austria**

**3 - 4 Jul 2019**

- Increased capacity entitlements.
- Updated the Route schedule (open entry, intermediate and beyond points)

### **Czech Republic**

**29 - 30 Jul 2019**

- Initialed a new Air Services Agreement pursuant to the provisions of the EU Law with attached Route Schedule (open entry, intermediate, and beyond points).

## Agreements via correspondences during FY 2018-2019

**China**  
**April 2019**

- Addition of point “HANGZHOU” as an entry point in the Route Schedule to be used by the Egyptian side, pursuant to the Networks department’s plan to operate direct flights.

**Iraq**  
**May 2019**

- Increased MS capacity allotment starting Summer2020 season.

**Switzerland**  
**July 2019**

- The nomination of point “LISBON” as a beyond point in the Route schedule to be used by the Egyptian side for the purpose of code-sharing operations.



SUCCESS  
TEAM  
INNOVATION  
VISION  
INFLUENCE  
STRATEGY



EGYPTAR TRAINING ACADEMY is a leading provider of training support for airlines and aviation professionals in the Middle East and Africa.

EGYPTAR TRAINING ACADEMY has more than 50 years of airline training experience. Our academy provides customer training needs in the Middle East and Africa.

We're dedicated in providing a professional training experience with the commitment to meet our customer objectives. Our professional staff and facilities are ready to deliver the highest quality training at the best value for our customers.

### 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 ATO European Aviation Safety Agency	ECAA Egyptian Civil Aviation Regulations
<b>Aviation Training</b>		

- 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.

EGYPTAIR TRAINING ACADEMY full flight simulators approval certificates are in compliance with EASA and also in compliance with Egyptian Civil Aviation Regulations according to the table below:

<b>Simulator Type</b>		
<b>B777</b>		
<b>B 737/800</b>		
<b>A 320/321</b>		
<b>A 340/330</b>		
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:

		
	<b>EASA 147</b> <b>European Aviation Safety Agency</b>	<b>ECAA</b> <b>Egyptian Civil Aviation Regulations</b>
<b>Technical Type</b>		

EGYPTAIR TRAINING ACADEMY has Successfully renewed 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)



## Milestones

### New A220-300 and A320 NEO FFS in 2020

EGYPTAIR has selected Flight Safety International to design and manufacture a full flight simulator for the Airbus A220-300 aircraft. Also L3 Commercial Aviation has been awarded a contract with EGYPTAIR to provide a new A320 Reality Seven Full Flight Simulator (FFS). The simulators will be installed at the EGYPTAIR TRAINING ACADEMY headquarters located at Cairo International Airport. “We are continuously looking to evolve and ultimately enhance our Training Academy by incorporating new technologies into our full range of training devices. “This step is in line with the EGYPTAIR fleet modernization strategy, which is necessary as an upgrade of EGYPTAIR TRAINING ACADEMY simulation devices by installing new types of simulators that could serve well with EGYPTAIR’s new fleet.”



“The training and provision of high-quality pilots play a vital role in supporting our business. The new state-of-the-art devices will complement the four FFSs, which are already in operation and will support us in delivering our pilot training programs. This will also allow us to provide high-quality, third-party simulator time to other customers in the region at our Cairo-based Training Academy.

The selection of the devices follows a rigorous technical evaluation and competitive tender process. It is scheduled to be ready for training in the summer of 2020.





### The Visit of the Chinese government's AVIC delegation to EGYPTAIR TRAINING ACADEMY

EGYPTAIR TRAINING ACADEMY role is to enhance cooperation with Asian airlines and expand with clients in the field of training in order to increase marketing and sales. A high level delegation from the Chinese government's AVIC was received to discuss ways of joint cooperation to train. The delegation has seen a detailed presentation of all the activities of the Academy and the latest training programs from the representative aviation and aviation training systems, which include the Airbus A330-A340-A320, Boeing B777 / B737-800, emergency, service for airline crews and previous experience and existing customers around the world.

There is a fruitful cooperation between the Academy and South East Asian countries. The delegation members were very impressed with the high potential of the academy and the presence of this large training facility in Egypt.

### Co-operation between EGYPTAIR TRAINING ACADEMY and the Higher Institute of Tourism and Hotels

**Signing a memorandum of understanding cooperation between (EGYPTAIR TRAINING ACADEMY and the Higher Institute of Tourism and Hotels )**

EGYPTAIR TRAINING ACADEMY develops a cooperation between the universities and the higher institutes for training and consulting in the field of training in EGYPT.

EGYPTAIR TRAINING ACADEMY welcomed Dr. Manal Al-Kholy, Head of the Quality Assurance and Training Center at the Higher Institute of Tourism and Hotels in Sheraton, to sign a cooperation protocol between the EGYPTAIR TRAINING ACADEMY and the Institute to provide training opportunities for the Institute's students in the field of tourism and hospitality.

## ICAO TRAINAIR PLUS programme

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

With this certification and the implementation of a training programme certified by the ICAO within the TRAINAIR PLUS programme, EGYPTAR TRAINING ACADEMY can provide high-quality training and a training programme recognized at the highest level of the aviation sector, which is an important consideration as regards to the aircraft safety.



## Aviation Security Training

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



EGYPTAR TRAINING ACADEMY achieved the endorsement as an ICAO Regional Aviation Security Training Center in the Middle East Region





## Approving New ICAO Aviation Security Instructors

### EGYPTAIR TRAINING ACADEMY Prepares ICAO Aviation Security Instructors

EGYPTAIR TRAINING ACADEMY provides the latest training programs accredited of international organizations that help to improve the performance of the company's employees.

The Academy has held a new training course entitled "Airport Security Supervisor Course", from 13 to 21 July 2019 for Managers, General Managers, and Security Training Managers in EGYPTAIR Security Sector.

This course is the first step in the implementation of a complete plan to qualify a number of security sector personnel approved by the International Civil Aviation Organization (ICAO) to conduct these courses inside and outside Egypt.

## Safety awareness

Safety awareness is an essential priority in the aviation industry. EGYPTAIR TRAINING ACADEMY has continued to conduct aviation safety training courses.

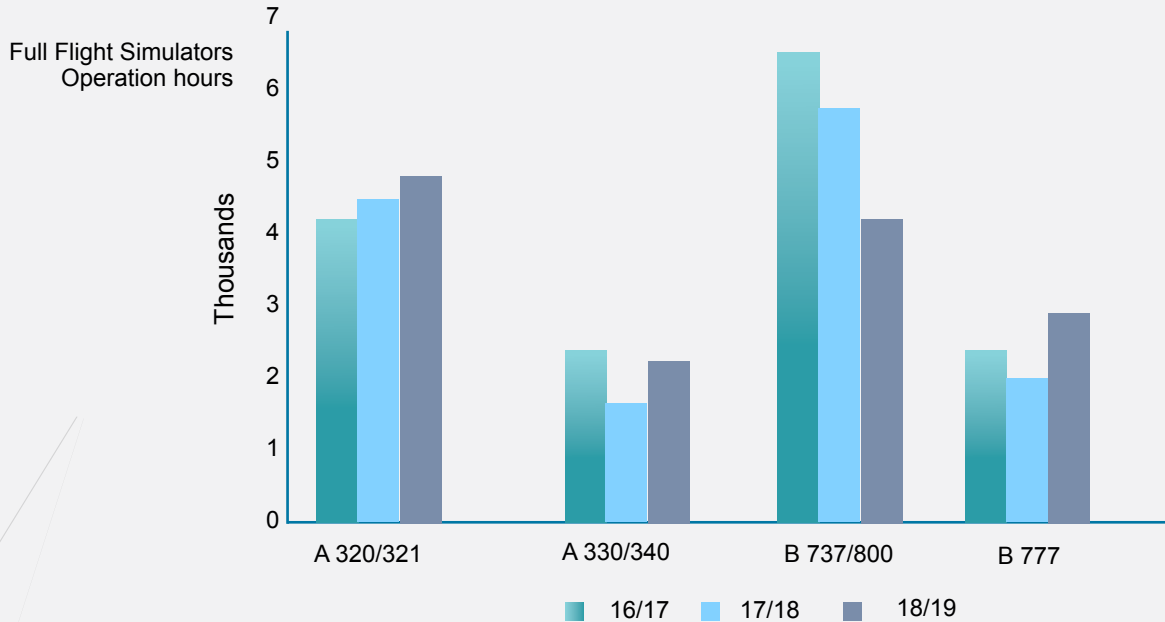
## Customer Service

EGYPTAIR TRAINING ACADEMY introduced new customer service training courses that cover the competencies for airline staff.

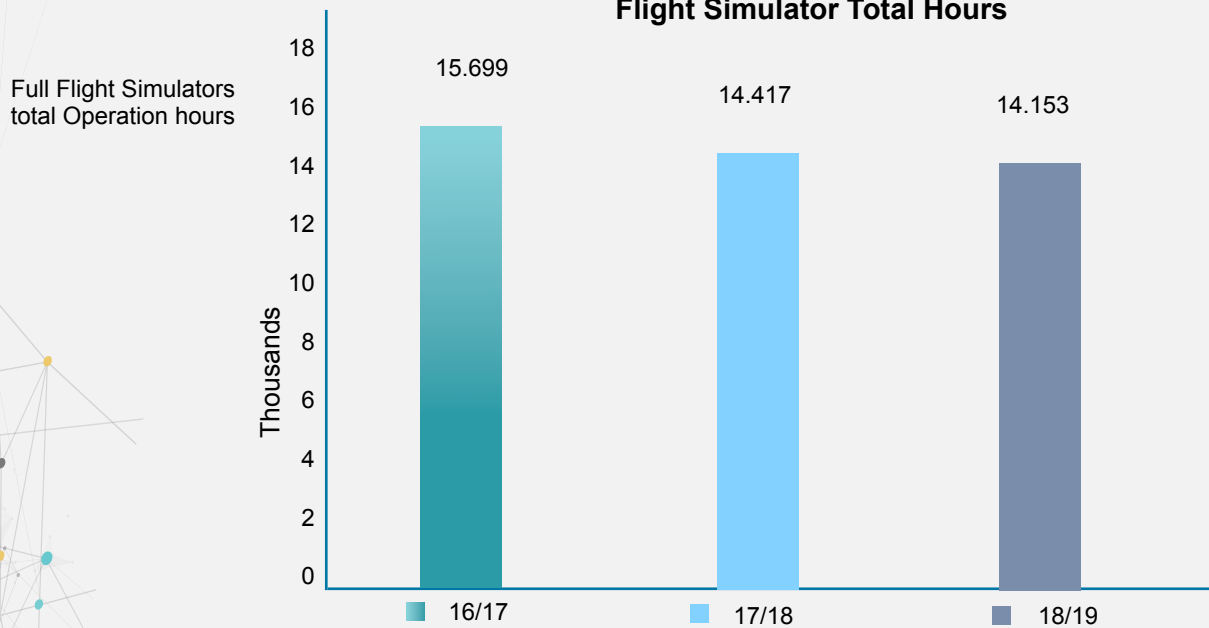


## Performance Charts

**Flight Simulator Hours**



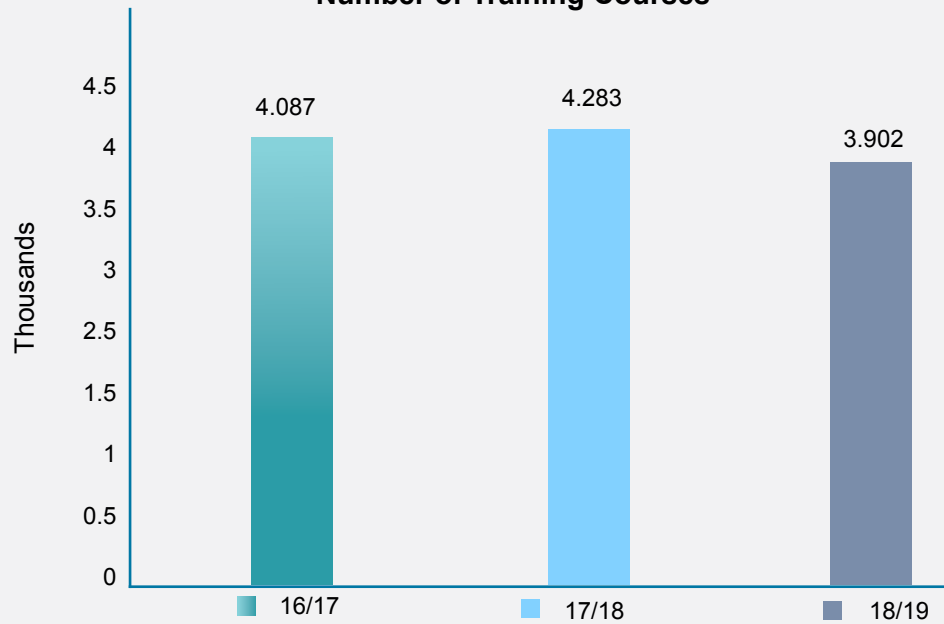
**Flight Simulator Total Hours**



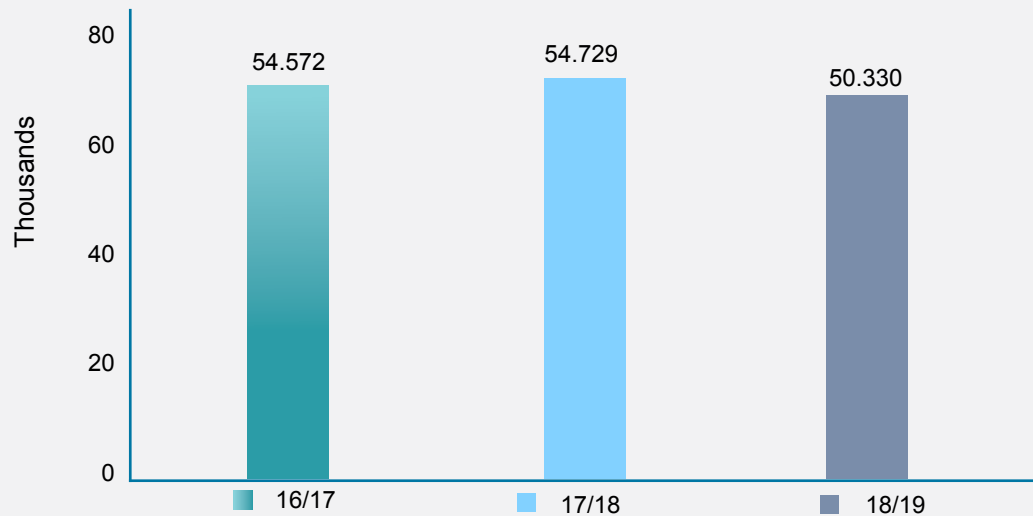
There is a change in the full flight simulator training demand related to the EGYPTAIR Holding company fleet modernization policy.

### Number of Training Courses

Total number of conducted courses



### Total Number of Trainees



The annual training plans are matching training needs all over EGYPTAIR HOLDING COMPANY & its subsidiaries.



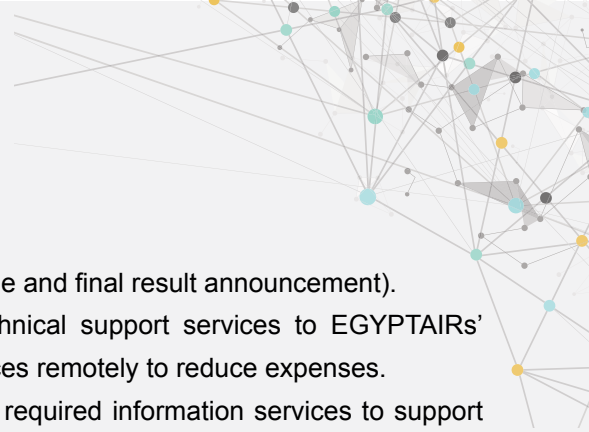
*Information Technology sector*

EGYPTAIR information technology sector follows a sustainable plan to develop IT services by investing in human resources, tacking into consideration the huge technological development and high competition in the aviation industry in all its fields.

### Development stages:

- Building an automated archiving system solution for EGYPTAIR flights documents, integrated with different systems (Amadeus Reservation, Amadeus DCS, Lido Flight plans, General Declaration System). This solution will shift all EGYPTAIR stations & overseas offices (83 stations so far) to a paperless working environment.
- Two-way Integration with Lido system by feeding the system with schedule and actual flights Data including time, AC Reg, locations during flight (wavy points), in addition to fuel consumption during flights. It is through receiving from the system the flight plan route and, wind aloft. It will feed this data directly to the aircraft through ACARS.
- Building a unified data warehouse solution for EGYPTAIR flights (Opera system) which can be accessed by end users (SAP, LIDO, Schedule connect, AMOS, Inform, etc.)
- Linking with the Ministry of the Interior to send pilgrims system data to/ from Saudi Arabia during Hajj season.
- Designing and implementing emissions programs in accordance with the European Union (Emission Trading Scheme) legislation through the opera system. This was approved by the European Union authorities with compliance to CORSIA regulation.
- Implementing EFB (Electronic flight bag) solution for EGYPTAIR pilots through IPAD devices connected with infrastructure allocated at IOCC (Integrated operations control center).
- Designing and implementing Crew APIS programs to provide flying crew information which is required for countries authorities at the arrival.
- Activating IP telephone technology to avail the communication with around (60) EGYPTAIR overseas offices through (SITA) network. This will reduce the international calls expenses.
- Developing a new system for EGYPTAIR Ground Services, which is tracking all maintenance operations' steps required for ULDs (Unit load Devices) till dispatching and generating the approved certification. It also calculates the total cost of all the maintenance operations.
- Modifications of the duty free system to match with new technology in newly opened airports such as Sphinx, the new administrative capital and Burg Al Arab.
- Designing, developing and integrating the attendance web application system for HR IT sector & station employees, this will lead to organize the attendance, vacations, training, missions, work shifts , reports and everything related to employees in a systematic way in line with the trend to save time, money, efforts, and paper work.





- Integration between attendance web application system and IT training system.
- Developing a new system for registering exams at EGYPTAIR TRAINING ACADEMY center.
- Launching EGYPTAIR Cargo website to include different company activities and E-Form: for shipment tracking, to request charter flight and to send complaints.
- Upgrading Pilots Information system INFOS on the Intranet.
- Enhancing WeCare System by updating the Survey sub system to auto-create complaints for customers.
- Generating analytics report which highlights the weakness points for top management and modifying Complaints handling system with our overseas stations and sales offices.
- Generating Careers Site for EGYPTAIR Maintenance and Engineering Company which includes (electronic application form, interview appointments displaying, exam schedule and final result announcement).
- Providing technical support services to EGYPTAIRs' overseas offices remotely to reduce expenses.
- Providing the required information services to support the operations of EGYPTAIR new destination in Hong Kong & Washington.
- Modernizing and developing the IT computer lab center.
- Providing and organizing workshops and courses to improve the employee's self-development, cooperative work and technical skills.
- Serving more than 5,000 network points and 10,000 email mailboxes.
- Maintenance of all devices (about 250 devices, 150 printers per month, monitoring the operations of more than 50 applications and more than 100 servers).

### New & Ongoing Projects:



- Implementing EGYPTAIR holding & subsidiaries digital transformation.
- Development of IT strategy & operational model.
- Development and innovation of IT sector infrastructure and designing EGYPTAIR private cloud infrastructure.
- Assessing EGYPTAIR needs to implement ERP system including basic modules.
- Acquiring ISO 27k certificate.
- Acquiring ISO 9001- 2015 certificate.





**EGYPTAIR** 

A STAR ALLIANCE MEMBER 

Board of Directors

**Cap. Hassan Ashraf Monir Ismail Elkholy**

Chairman and CEO

EGYPTAIR AIRLINES

**Mr. Ehab Gomaa Elsayed Ghazy**

Vice Chairman EGYPTAIR Holding Company

**Mr. Saeed Abdelsatar Mohamed Soliman**

Vice President Of State Council

**Mr. Nidal Elkasseem Mohamed Assar**

CEO & Managing Director Eg bank

Former. Deputy Central Bank Of Egypt

**Eng. Ahmed Fawzy Abdelazim Abdellatif**

Chairman & CEO

Cairo Airport Company

**Cap. Hady Abdelmotelb Mahmoud Rabie**

Senior Pilot

EGYPTAIR AIRLINES

**Cap. Sherif Ali Hussein Elmistikawy**

Senior Pilot

EGYPTAIR AIRLINES

**Mr. Ahmed Aly Hassan Mohamed**

Senior Cabin Crew

EGYPTAIR AIRLINES

**Mr. Ehab Ibrahim Amin Korraha**

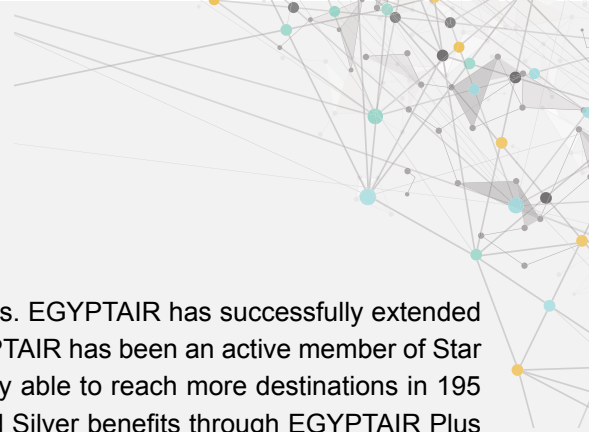
Senior Traffic Officer

EGYPTAIR AIRLINES

**Mr. Amr Farouk Younis Eissa**

Head Syndicate

EGYPTAIR AIRLINES



EGYPTAIR AIRLINES has been providing its service for more than 87 years. EGYPTAIR has successfully extended its network to reach major destinations across the world. Since July 2008 EGYPTAIR has been an active member of Star Alliance, and a part of that huge network. EGYPTAIR's customers are currently able to reach more destinations in 195 countries all over the globe. They are also entitled to all Star Alliance Gold and Silver benefits through EGYPTAIR Plus Loyalty Programs.

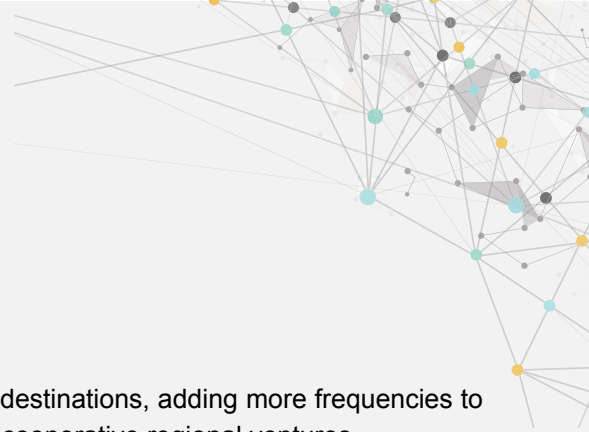
### EGYPTAIR history

- In May 1932, EGYPTAIR was established; and has evolved 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 during the Second World War. Then, 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 Beechcrafts were purchased adding American technology to the fleet.
- In 1949, MisrAir bought 10 Vickers Vikings and in 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 was subjected to the Presidential Decree number 137 and the civil aviation ministerial decree number 216. It has become a Holding Company with 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 re-structuring 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 Star Alliance network, the largest Airline Alliance in the World, enabling EGYPTAIR's customers to have access to 1,250 destinations in 195 countries nowadays. EGYPTAIR's membership to the Star Alliance network is unique as it is the only airline that is based in North Africa & Middle East. Star Alliance offers its customers the privilege of priority treatment across 26 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. It also sustains 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 this a WI-FI internet access 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 has started its 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 a contracts for six aircrafts B787-9s Dreamliner with seat capacity 30 C/ 279 Y and fifteen Aircrafts A320 NEOs with seat capacity 16 C/126 Y Respectively.
- During the period from March-August 2019, EGYPTAIR had received six Aircrafts type B787-9
- In September 2019, EGYPTAIR had amended the contracts signed in February 2018 to Lease Fifteen Aircrafts type A320 Neo to be as follows:
  - Eight Aircrafts A320 Neo (to be delivered during the First Half of 2020)
  - Seven Aircrafts A321 Neo (to be delivered during 2022)
  - Two Aircrafts B787-9 (to be delivered in November 2021 and February 2022).
- EGYPTAIR plans to receive Twelve Aircrafts type A220-300 During the period from September 2019 - July 2020.





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, 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. This will help in attracting new and retaining existing ones. Focusing on quality control and consistent high service delivery which are essential to keep our valued customers satisfied. Therefore it will maintain customer loyalty.

■ **Develop high-performance culture**

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

■ **Fund the future**

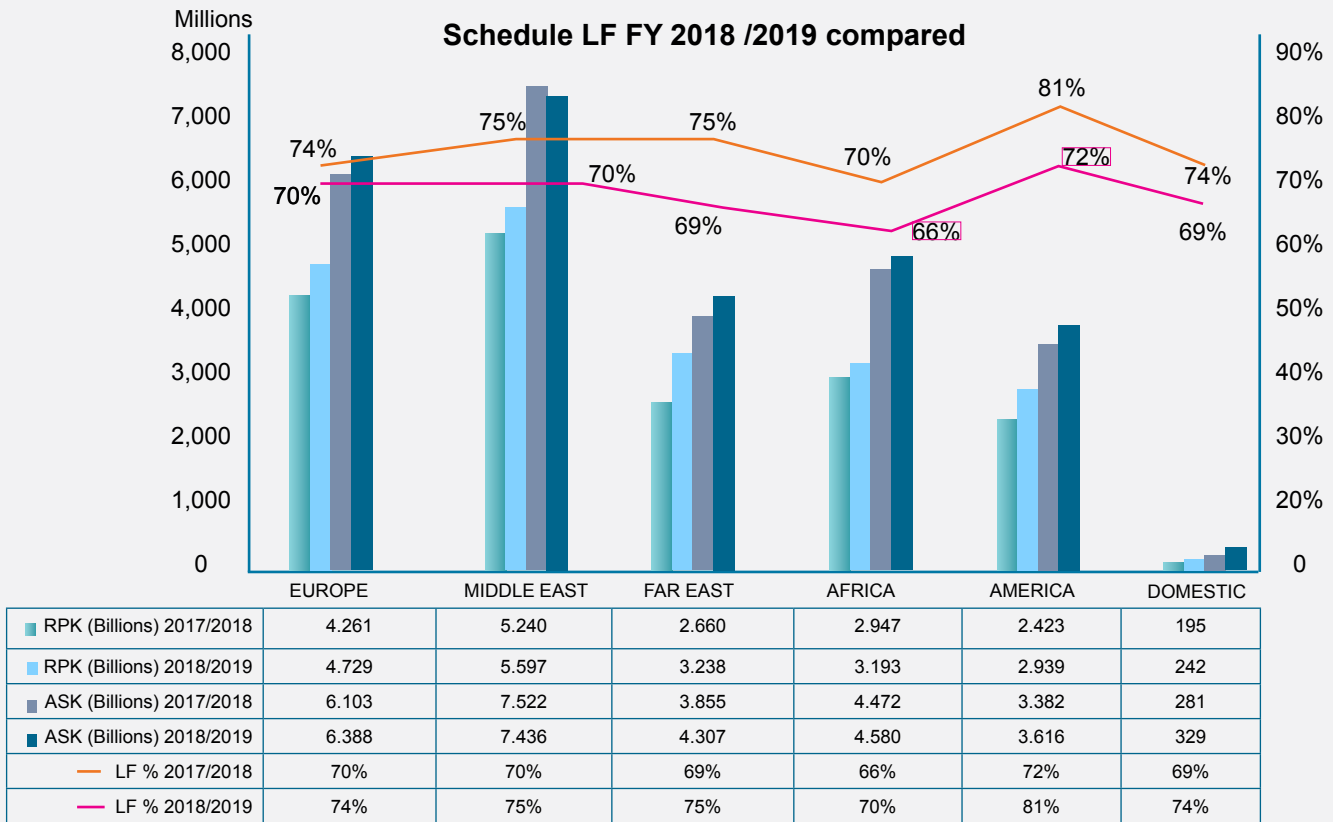
This will be achieved by leveraging the three above-mentioned strategic pillars of growth and leadership, delivering high-quality products and services, and developing a performance culture. The fourth pillar will spontaneously achieve success by generating profits required to fund future growth.

The expansion of the Cairo Hub will bring in more traffic and revenues. It will attain economies of scale and keep costs in check. A performance-driven organization will lead the growth plan and deliver consistent quality services and products. This will help in attracting new and retaining existing customers. Successful delivery will generate profits to fund fleet replacement and growth with new efficient aircrafts.

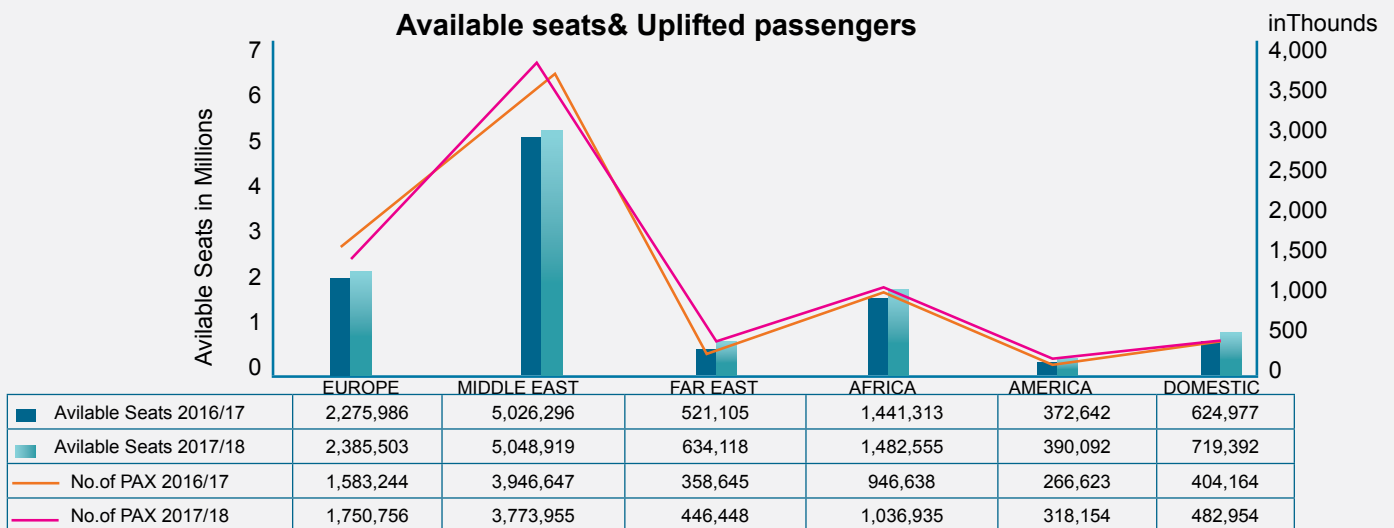




## Network Development Highlights

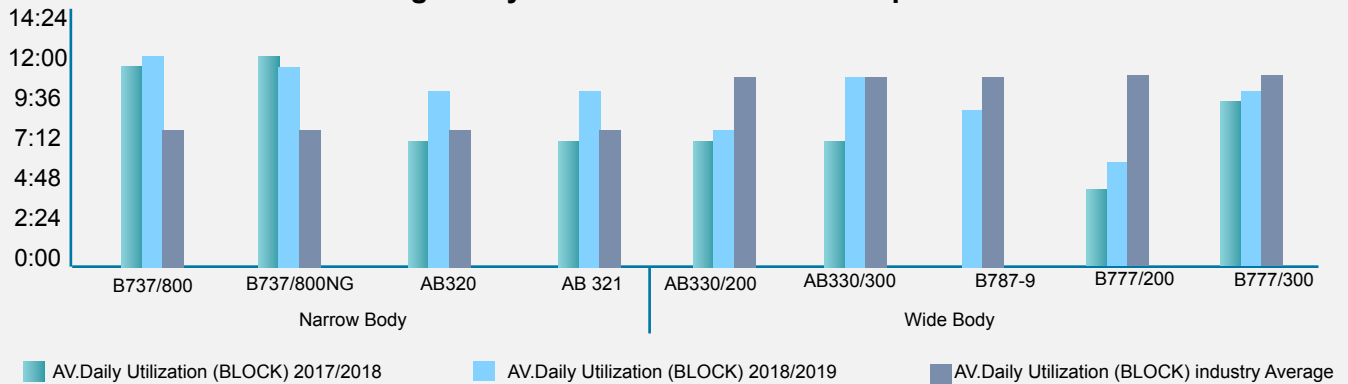


- The chart shows an improvement in most of network statistics in FY2018/2019, especially in the RPKs that increased by 12 % for FY2018/2019 compared to FY2017/2018 in all regions.
- Load factor increased by 6% in FY 2018/2019 compared to FY 2017/2018



- EGYPTAIR offered more ASKs in FY 2018/2019 in all regions compared to FY 2017/2018.

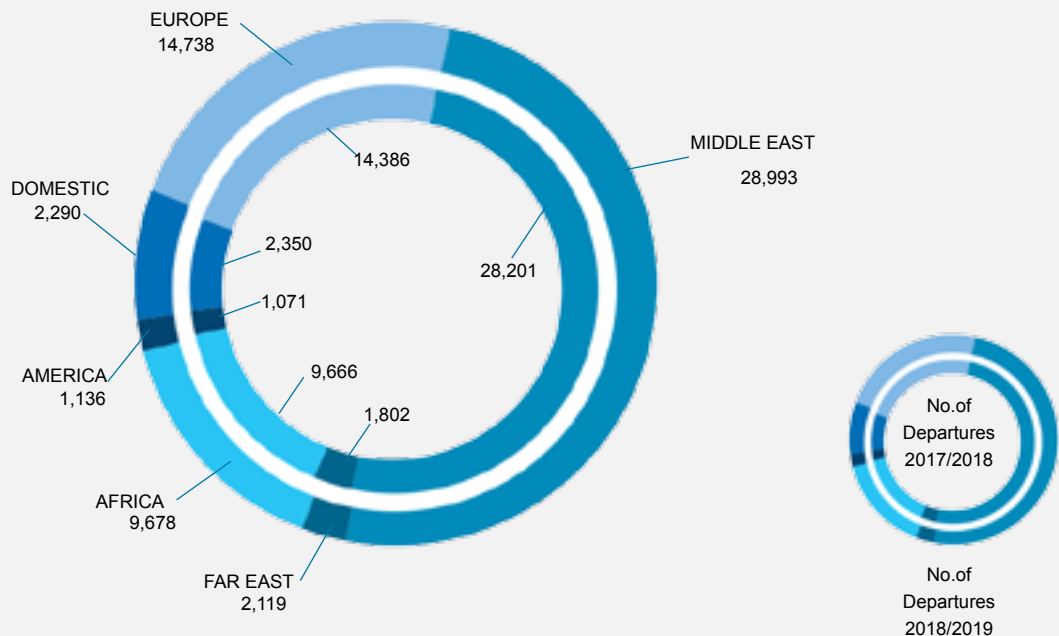
### Average Daily Utilization 2018/2019 Compared



\* Industry Average is from Sep. 2018 to Feb. 2019 for Boeing and from Aug. 2017 to Jan. 2018 for Airbus.

- Herein above a chart shows the average daily utilization for EGYPTAIR fleet types during FY2018/2019 and FY 2017/2018 compared with industry average daily utilizations 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 FY2018/2019 compared by previous year but still less than Industry average daily utilization standards.

### Number Of Departures 2018/2019 Compared



- The above chart shows the number of departures for each region in FY2018/2019 compared by the previous financial year, reflecting the great share in the Middle East followed by Europe and Africa from EGYPTAIR departures.

## EGYPTAIR Destinations (S19)

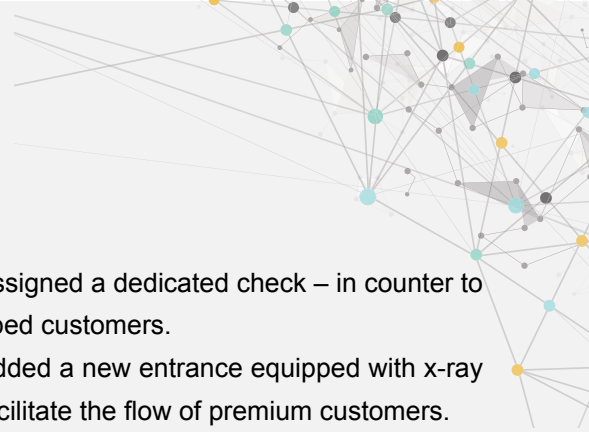
EGYPTAIR is serving 64 cities in 4 continents with 654 weekly international frequency in addition to 60 cities through code share.

Nourth America	Europe		Africa		Middle East	Far East	
<b>Tornto</b>	<b>Amsterdam</b>	Düsseldorf	<b>Abuja</b>	Bujumbura	<b>Abha</b>	<b>Bangkok</b>	Almaty
<b>New York</b>	<b>Athens</b>	Oslo	<b>Accra</b>	Cap Town	<b>Abu Dhabi</b>	<b>Hong Kong</b>	Baku
<b>Washington</b>	<b>Barcelona</b>	Goteborg	<b>Addis Ababa</b>	Djibouti	<b>Amman</b>	<b>Beijing</b>	Tbilisi
Montreal	<b>Berlin</b>	Stockholm	<b>Algiers</b>	Durban	<b>Baghdad</b>	<b>Guangzhou</b>	Singapore
<a href="#">South America</a>	<b>Brussels</b>	Aarhus	<b>Asmara</b>	Harare	<b>Bahrain</b>	<b>Bombay</b>	Delhi
San Paulo	<b>Budapest</b>	Aalborg	<b>Casablanca</b>	Hargeisa	<b>Beirut</b>	<b>Tokyo</b>	Kochi
	<b>Copenhagen</b>	Helsinki	<b>Dar Es Salaam</b>	Kigali	<b>Dammam</b>	<b>Hangzhou</b>	Hyderabad
	<b>Frankfurt</b>	Prague	<b>Entebbe</b>	Luanda	<b>Dubai</b>		Goa
<a href="#">Non Base</a>	<b>Geneva</b>	Sofia	<b>Johannesburg</b>	Lusaka	<b>Erbil</b>		Bengaluru
<b>HBE/JED</b>	<b>Istanbul</b>	Kiev	<b>Juba</b>	Mauritius	<b>Jeddah</b>		Ghennai
<b>HBE/MED</b>	<b>Laranka</b>	Lisbon	<b>Kano</b>	Ndola	<b>Kuwait</b>		Ahmedabad
<b>HBE/RUH</b>	<b>London</b>	Porto	<b>Khartoum</b>	Mombasa	<b>Madinah</b>		Chiang Mai
<b>HBE/KWI</b>	<b>Madrid</b>	Belgrade	<b>Lagos</b>		<b>Muscat</b>		Kualalumpur
<b>LXR/LHR</b>	<b>Milan</b>	Marseille	<b>Nairobi</b>		<b>Qassim</b>		Jakarta
	<b>Moscow</b>	Zürich	<b>N'Djamena</b>		<b>Riyadh</b>		Phuket
	<b>Munich</b>	Warsaw	<b>Tunis</b>		<b>Sharjah</b>		Seoul
	<b>Paris</b>		<b>Kigali</b>		<b>Tel Aviv</b>		Melbourne
	<b>Rome</b>		<b>Douala</b>				Sydney
	<b>Vienna</b>						Brisbane
EGYPTAIR as Operating: In Blue Color, EGYPTAIR as Marketing: In Whit Color							

- ☐ New routes through 2018/2019 Washington, Hong Kong, Abidjan and Kigali.
- ☐ Planned to operate through 2019/2020 Hangzhou, Dublin and Douala.

## PRODUCT & Service Developbment

- ☐ 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 inch.
- ☐ Medium-Haul Fleet modernization with New B737-800NG
  - Enhanced cabin comfort; business seat pitch 46 inch, economy seat pitch 31-32 inch.
  - In-Arm video entertainment system in business class zone.
  - Seat Row equipped with PC power outlet.
  - LCD Video monitor in each seat-back in economy class zone.
  - Audio Video on Demand (AVOD).
- ☐ Lounges for first, business, & frequent flyer passengers (Platinum & Golden), and Star Alliance Gold Members.
- ☐ Implementing Noise Cancellation Headsets on B787-9 for B/C.
- ☐ 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 has been improved by adding media for special needs passengers (audio description for blind & closed captures for deaf) free of charge.
- ☐ Adding Braille booklets for special needs 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 were improved by adding translation in English for manasiq Hajj and manasiq Omra.
- The entertainment system presents video Quran channel with English and French subtitle.
- Visual channels have been increased to be more than 150 visual channels in the entertainment system onboard aircraft types with personal screens for Economy Class seats.
- EGYPTAIR assigned golf cars to help the handicapped customers to reach their boarding gates.
- EGYPTAIR assigned a dedicated check – in counter to the handicapped customers.
- EGYPTAIR added a new entrance equipped with x-ray machine to facilitate the flow of premium customers.
- EGYPTAIR increased self-check – in counters to be (32) machine and increased baggage drop off counters to be (5) counters for international flights +(1) counter for domestic flights.
- EGYPTAIR activated new service “keep me informed “. It aims to notify the customers via SMS or emails with any schedule change in their flights.

## Upcoming Projects

### The Crew Management System

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

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

Crew management system encompass crew availability and training requirements, fair distribution of work and crew preferences that 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. This will enable them to focus on creating, maintaining efficient, comprehensive, legal, economic, fair and satisfying duty rosters.

### Customer Relationship Management (CRM)

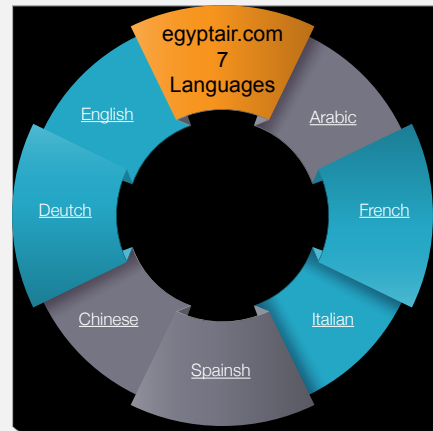
Customer Relationship Management is a system for managing EGYPTAIR's interaction with its customers by following-up customer data and communicating with customers. It also aims to improve our service and strengthen our relationship with our customers.



## E-Commerce Development

- As EGYPTAIR aims constantly to deliver a high quality travel experience. Now our website [www.EGYPTAIR.com](http://www.EGYPTAIR.com) 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 Pricing, Seat Selection, Special Meals Requests, Checking Flight Status, Display Timetable, Reservation Details, Online Check In, Hand Bag Tag and Booking against miles .
- A full update of EGYPTAIR website to apply the American Transportation Law requirements which impose that airlines' websites should be useable for internet users with special needs.
- Moreover, our website is also considered to be 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	Ghana	Oman	Thailand
Bahrain	Greece	Portugal	Tunisia
Belgium	Hong Kong	Qatar	Turkey
Canada	Hungary	Russia	United Arab Emirates
China	India	Saudi Arabia	United Kingdom
Cyprus	Italy	Scandinavia	Scandinavia
Egypt	Japan	South Africa	South Africa
France	Morocco	Spain	Kuwait
Germany	Netherlands	Switzerland	Lebanon
United States	* Worldwide Page (for the rest Countries)		




## Online Services ([www.EGYPTAIR.com](http://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.
- Round the world tickets.
- EGYPTAIR destinations route map.
- Online Seat Assignment & Extra Baggage Allowance.
- Activation of pre-paid ancillary services (Extra Baggage & Seat Assignment).
- 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).
- Overseas online sales increased by 7% for FY2018/2019 over FY2017/2018.
- Egypt online sales increased by 19% for FY2018/2019 over FY2017/2018.
- Implement APIS fields for 20 POS pages which apply passport details to be filled by passengers which affects positively on automatic check-in rates "Star Alliance Compliance".
- Transferring website and mobile hosting from local to cloud with high level of enhancements & to be GDPR compliant.
- 6 hours payment availability prior departure.



a Number **Big Difference**



Your easiest way to book a flight

**EGYPTAIR**  
 A STAR ALLIANCE MEMBER

- Same Number **Big Difference**
- 24/7**
- 
- 1717 .. Your easiest way to book a flight**
- [egyptair.com](http://egyptair.com)
-    
- EGYPTAIR** 
- A STAR ALLIANCE MEMBER 

## EGYPTAIR E-Commerce Future Plans

- |   |                      |   |                                  |   |             |
|---|----------------------|---|----------------------------------|---|-------------|
|  | Giropay              |  | Blaucontact / Master Net         |  | Amex        |
|  | iDEAL                |  | Solent Business<br>(Netherlands) |  | Directa     |
|  | Digi Home Pay        |  | Solent Business<br>(Germany)     |  | Maestro     |
|  | Belfix Direct<br>Net |  | VISA                             |  | Master Card |
|  | KBC Online           |  | Ferry Egypt                      |   |             |
|  | CIBC Online          |   |                                  |   |             |
|  | UATP                 |   |                                  |   |             |



## Sales Development

- **Egypt Sales Offices:** The revenue increased by 14 % for FY 2018/2019 over FY 2017/2018.
- **Corporate Sales:** The revenue increased by 396 % for FY 2018/2019 over FY 2017/2018 and Corporate agreements: increased by 179 % for FY 2018/2019 over FY 2017/2018.
- **Travel Agents:** The revenue increased by 25 % for FY 2018/2019 over FY 2017/2018 and uplift coupons: increased by 13 % for FY 2018/2019 over FY 2017/2018.
- **Omra:** The Revenue increased by 55.5% in FY 2018/2019 over FY 2017/2018.
- **Haj:** The Revenues increased by 4% in FY 2018/2019 over FY 2017/2018.
- **Call Center:** Total sales decreased by -5.5% in FY 2018/2019 over FY 2017/2018.
- **Future Plan:** The duties of EGYPTAIR Call Center will be assigned to an outsourcing company to implement the job responsibilities from their location using their own systems. This will enable them to receive calls on EGYPTAIR hot line number, handle our customers and provide the required service from November 2019.

## Sales Progress

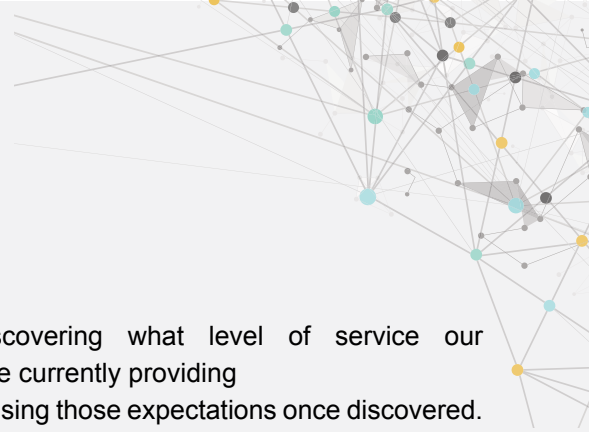
- Assigning new GSAs in Budapest, Yemen, Abuja, Kigali-Rwanda, Douala-Cameron, Liberia, Senegal, New Zealand and Guangzhou-China. The future plan will assign new GSAs for FY 2019/2020 such as Warsaw, Dublin and Brazil.
- OTAs becomes an Urgent necessity for the era of technological progress and fastest sales channel and marketing online. The number of OTAs will be in the starting point During F/Y 2018/2019 (60 OTA's) Compared to F/Y 2017/2018 (25 OTA's).
- Assigning new PSSA in Malaysia and Sanaa (include 2 PSSA's in Aden).

## Risk & Interline Agreements

Protecting and securing the online payment against stolen data of credit cards. It will reduce Fraud percentage to keep in sales processing via web site and Call Center.

## Pricing & Revenue Mangment Development

- Revisit of all current special prorate agreements (SPA) and Code Share Agreements with foreign carriers. It will insert the corresponding fares into all reservation systems (GDS's) worldwide, and perform new agreements. In order to reach the largest possible number of destinations with competitive fares to meet EGYPTAIR's customers' expectations, we are serving 300 offline destinations in 2018/2019 which aren't operated with EGYPTAIR network.
- Modifying upgrade fees policy at airport according to current sales fares. Which will provide more facility to customers.
- Increase negotiable special prorate agreements (SPA) to feed EGYPTAIR network, attract more passengers traffic flow from new areas. This will create new process to insure optimal use of these agreements.
- Increased overall revenue for highly competitive routes by focusing on price sensitivity for customer segments who valued price. It will generate the highest revenue from the other segments eliminating the anxiety of breakeven factor as a mechanism to secure new business.
- Increase employees productivity, overall efficiency and performance per unit. This will be achieved 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. As it will facilitate monitoring and avoiding system errors.
- EGYPTAIR signed NEW Interline Agreements with Jet Blue airways (B6).



## Revenue Management Tools

- 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 RM team to take 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 IT Section.
- O&D 2  
PROS O&D II system applied on 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 time tables to pursue the revenue gain with MS network on weekly basis
  - Increase load factor from 69% year 17/18 to 75% year 18/19.
- The current Revenue management system have been upgraded into RMEN (still under implementation). It will help in giving more accurate solution to guarantee achieving more revenue.
- Market Research Creates different kind of survey to collect and analyze the feedback of EGYPTAIR Passengers in various fields. One of the most important survey is The Mystery Shopper.  
It's a type of research in determining customer satisfaction to define areas with a potential to improve by giving feedback on how the company is perceived from a customer's perspective.  
We launched it on FEBRUARY 2019 till the present time by inviting 1,400 Frequent Flyer Customers to give their feedback on the following:
  - First, gaining an understanding of what service expectations' customers have

- Second discovering what level of service our employees are currently providing
  - Third addressing those expectations once discovered.
- Ancillaries such as:
    - Applying seat selection policy on all EGYPTAIR network from January 2019 as it was before concerned only for routes (NYC, LON, and JNB).
    - Establishing new pricing policy for seats according to the difference in seat product and request (exit-aisle, window and first row).
    - The new chargeable seats policy contributed to increase the revenue in the total sales from jan2019 to Jun 2019 by "EGP 17,935,884".
    - Amending excess baggage policy on the international routes in time with completions to ensure 22% increase for prepaid excess baggage issued from website or sales offices and 74% for excess baggage issued from stations worldwide.
    - Amending station upgrade policy according to the load factor via promoting less load factor routes and increase prices for most demanding routes with 24%.
    - Applying new service Cairo airport lounge access for economy class passengers.
- Applying new policy for UM and young passengers.

## 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. Renewal of the DDS contract between EGYPTAIR and IATA 1 JUN 2019 for the next 3 years There are 95 airlines who contributed their data to the DDS and another 5 airlines on their way to sign with the IATA by Q1 2020.



## Marketing Development

### Marketing Communications Progress

Throughout the financial year 2018/2019, EGYPTAIR executed a number of activities, sponsorships and launched a number of marketing campaigns in EGYPT and worldwide, herein under as follows:

- Sponsoring a number of the international events held in Egypt such as World Youth Forum 2018.
- EGYPTAIR continued its sponsorship to the Egyptian national football team, the Egyptian Football federation and the national football games.
- In November 2018, EGYPTAIR sponsored the Belgium French Speaking Travel Agents Annual Meeting (UPAV) in Luxor and Aswan.
- The production and airing of a TV ad and intensive marketing campaign, announcing the sponsoring of African Cup 2019.
- The launch of the marketing campaigns announces the delivery of the B787-9 Dreamliner and the announcement about the facilities provided onboard.
- The launch of the marketing campaigns promoting a number of codeshare destinations such as Mauritius, Kuala Lumpur, Australia, Tbilisi, multiple points in the USA, etc.
- The Launch of market campaigns announce the start of new routes to Washington, Kigali & Douala.
- There is a launch of a number of Co-press releases with other airlines announcing codeshare agreements such as Air Ukraine, Shenzhen Airlines & Tap Portugal.
- Promoting Star Alliance Marketing Messages within the year.
  - October 2018: How with Star Alliance you can Earn and redeem miles to fly to points you have never been before.
  - December 2018: How in Star Alliance we're working behind the scenes with the member airlines, technologically, to make our customer's journeys seamless – now and in the future.
  - April 2019: How the Star Alliance network can take our customers almost anywhere around the world.
  - June 2019: How the Star Alliance Connection Service helps the customers to connect seamlessly between the members.
- The renewal of marketing cooperation protocols with Cairo Opera House, CIB bank and launching the tickets installment campaign with the bank.
- EGYPTAIR continues its corporate social responsibility CSR through co-operation with 57357 Hospital.

### Marketing Projects

#### STAR ALLIANCE project check digit routine

STAR ALLIANCE project check digit routine reduces the missing miles and fraud prevention and adding the flown miles automatically.



## 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. An example of this 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.

### EGYPTAIR PLUS Projects

- 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

- New Program Features: EGYPTAIR Plus is in the process of introducing a new tier level, new rules and new privileges.
- Partner Portal: A system that will allow the members to use their miles to purchase items from our non-airline partners.
- 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.



### Meetings, Incentives, Conferencing, Exhibitions (MICE):

- 1- TTG Incontri 2018 in Rimini - Italy during 10-12 October 2018
- 2-EDEX Egypt International Exhibition Centre from 3-5 Dec. 2018
- 3-Comesa 2018 in Egypt – Sharm El Sheikh during 8-9 Dec. 2018
- 4-Fitur – Spain during 23-27 Feb. 2019
- 5-ITB in Berlin - Germany during 6-10 March 2019
- 6-ACI Airport Council International in Egypt - Luxor during 4-10 March 2019



## Karnak Activities

KARNAK is the tourism division of EGYPTAIR AIRLINES.

KARNAK has started its business since 1955, with around 60 years of experience under license number 6 category (A).

We believe, passionately, in the power of ideas by providing our customers and travelers the access to a smarter, cheaper, enjoyable trip or event.



## 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. Consequently we develop new ideas that are essential in the success of your trip or event.

## KARNAK Organizing your Trip or Event

- Multilingual staff with 24 hour response to request
- 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 team has 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.

## 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 humankind! 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 in 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 visit the World.**

### **Hajj & Umrah**

Offering pilgrims Hajj and Umrah, our packages include hotels and transfers. You will be guided and accompanied by skilled tour operators. There are also 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 specialists have high experience combined with specialized local destination know-how.

### **Among our Major and Successful Events during FY 2018/2019 are...**

- EgyHome Tex Exhibition, Cairo - Feb.2019
- Cairo Fashion & Leather Exhibition, Cairo - Feb.2019
- ACI Annual General Conference, Luxor – Mar.2019
- COMESA Meeting, Cairo – Mar.2019
- Metal & Steel Exhibition, Cairo – Apr.2019
- Medgate African Mission, Cairo – Apr.2019
- TSA Regional Summit, Cairo – Jun2019

### **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.

## INTERNATIONAL CERTIFICATES



- 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 international certificates by 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 through 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 14001:2004**  
Certificate Number: **01 104 80720 E**

Client/Company Name:



**EGYPTAIR AIRLINES**  
EGYPTAIR Administrative Complex - Airport Road  
Cairo - Egypt

Scope:

Commercial Air Carrier

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

The due date for all future audits is 30-09-2005 (or later).

Validity:

The certificate is valid from 2013-01-05 until 2018-01-05.  
First certification: 2004

Signature:



### Certificate

Standard: **ISO 9001:2008**  
Certificate Number: **01 100 80001 E**

Client/Company Name:



**EGYPTAIR AIRLINES**  
EGYPTAIR Administrative Complex - Airport Road  
Cairo - Egypt

Scope:

Commercial Air Carrier

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

The due date for all future audits is 30-09-2009 (or later).

Validity:

The certificate is valid from 2013-01-05 until 2018-01-05.  
First certification: 2009

Signature:



### Certificate

Standard: **BS OHSAS 18001:2007**  
Certificate Number: **01 111 000000 E**

Client/Company Name:



**EGYPTAIR AIRLINES**  
EGYPTAIR Administrative Complex - Airport Road  
Cairo - Egypt

Scope:

Commercial Air Carrier

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

The due date for all future audits is 30-09-2009 (or later).

Validity:

The certificate is valid from 2013-01-05 until 2018-01-05.  
First certification: 2008

Signature:









Board of Directors

**Eng. Mostafa Ali El Din Emam**

Chairman and CEO

**Mr. Mounir Abd El-Wahab El-Zahed**

Banque Du Caire, Chairman & CEO

**Eng. Mohamed Tarek Mahmoud Gholam**

EGYPTAIR MAINTENANCE & ENGINEERING

Chairman Assistant

**Mr. Sherif Kamal Abdel Gelalil**

EGYPTAIR HOLDING COMPANY, VP Financial Sector

**Capt. Sherif Ali Ali Khalil**

EGYPTAIR EXPRESS, Chairman

**Eng. Mohamed Samy**

Board Member

EGYPTAIR MAINTENANCE & ENGINEERING

**Eng. Khaled Mohamed Ahmed Omar**

Director of Advertising & Communication,

EGYPTAIR MAINTENANCE & ENGINEERING

**Mr. Sarwat Okahsa Said Ismail**

Board Member

EGYPTAIR MAINTENANCE & ENGINEERING

**Mr. Haytham ElSaed Hassan**

Board Member

EGYPTAIR MAINTENANCE & ENGINEERING

**Eng. Alaa El-Din Ahmed Hashim**

Syndicate Representative

EGYPTAIR MAINTENANCE & ENGINEERING (M&E) is the only full-maintenance, repair and overhaul (MRO) service provider in Egypt. EGYPTAIR M&E adapts 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 support EGYPTAIR operators. EGYPTAIR M&E works under the approval of the Egyptian Civil Aviation Authority, as well as, EASA Part145 and FAR Part145 approvals.

## Solutions & Services Portfolio

### Continuous Airworthiness Management

Extensive range of tailored solutions are provided; taking into considerations operator's technical, operational, financial and regulatory aspects including but not limited to:

- 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 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 for the following aircraft types:
  - Airbus aircraft types: A320 Family, A340/A330 Family, 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, CFM56-7B, and CFM56-5C with the scope of quick engine change (QEC) strip & build,

modular replacement and engine core overhaul.

- CFM56-3C, PW 4090/4158 and Trent 700 with the scope of quick engine change (QEC) strip & build and modular replacement.

### Maintenance & Support Component

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

### Calibration Services

EGYPTAIR M&E has the capacity to calibrate many types of measurement instrument and devices such as:

- Electrical instrument and devices: DC/AC voltage, electrical current and resistance
- Pressure instrument and devices: Gas and hydraulic gauges
- Frequency
- Torque

### NDT

EGYPTAIR M&E provides NDT services using Eddy current, Ultrasonic, X-ray and Gamma ray, Penetrant inspection, Magnetic partial inspection, Radio graphic inspection and Thermographic Inspection.



## Development Stages

- 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.
- September 2006, EGYPTAIR M&E elevated the rating of EASA approval by adding the Base Maintenance activities (Airbus types).
- September 2007, EGYPTAIR M&E expanded the EASA approval to cover Boeing types.
- End of 2007, EGYPTAIR M&E fulfilled ISO 9001:2000 requirements to be a certified organization, also the calibration lab was certified according to ISO 17025.
- Early 2008, EGYPTAIR M&E celebrated the opening of brand new Engine Overhaul Workshop.
- March 2008, EGYPTAIR M&E obtained the EASA approval for the new Engine Overhaul Workshop.
- December 2008, EGYPTAIR M&E celebrated the releasing of first CFM56-5C engine, according to EASA 145 release to service certificate.
- May 2009, EGYPTAIR M&E was nominated “The Best Airline Third Party MRO” in the yearly Aviation Industry Awards.
- 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 limit of 1 billion EGP as total revenue.
- June 2010, EGYPTAIR M&E was approved as B/E Aerospace Service Center for Galley Inserts in the African continent.
- 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 authorized service center for the EMBRAER 170/190 family in the region.
- May 2012, EGYPTAIR M&E launched its new Line station in Baghdad, IRAQ to support IRAQI Airways operation.
- May 2013, EGYPTAIR M&E opened the Integrated Drive Generator (IDG) units test workshop after renovation.
- Aug. 2015, EGYPTAIR M&E launched a project for adding the overhaul capability for engine type CFM56-7B.
- November 2015, EGYPTAIR M&E signed a Joint venture agreement with Global Aerotec, South Africa, to launch a technical base at Johannesburg.
- Jun 2016, EGYPTAIR M&E take delivery of its new complex in Terminal # 3 to mobilize it for opening in 2016/2017.
- November 2016, EGYPTAIR M&E launches the Implementation Project for AMOS; the modern MRO IT Platform.
- December 2016, EGYPTAIR M&E state-of-the-art Calibration Labs have been accredited by the National Accreditation Board ANAB of the U.S.A.
- September 2017, EGYPTAIR M&E Obtained ECAA Approval for adding capability for Engine Type CFM56- 7B.
- February 2018, EGYPTAIR M&E hosted the 27th MRO Africa Conference & Exhibition.
- August 2018, EGYPTAIR MAINTENANCE & ENGINEERING Wins Membership of IATP Board of Directors for Third Time.



### Certifications & Accreditations

- EGYPTAIR M&E holds and maintains the following accreditations & certifications which governs the continuous compliance in-reference to 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
  - U.S. Department of Transportation (DOT)
- EGYPTAIR M&E certified to implement the ISO Standards:
  - ISO 9001:2015
  - ISO14001:2018
  - OHSAS 18001
- In addition to many local Authorities approvals, that enable EGYPTAIR M&E to provision 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 for 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 2018/2019, EGYPTAIR MAINTENANCE & ENGINEERING (EGME) maintained its turnover with almost 3.3 billion EGP turnovers, with profit margin (before tax) 8.3%
- Following EGME strategy to leverage the total income through increasing the third-party business, EGYPTAIR MAINTENANCE & ENGINEERING managed to achieve 28% contribution with growth of 4.3% when compared to 17/18. 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 has impressively maintained its international approvals & accreditations by following worldwide-recognized standards to secure its clients' requirements, due to the performance of the company, its qualified staff & the dedicated commitment of the management team.
- EGYPTAIR MAINTENANCE & ENGINEERING is currently implementing ambitious Transformation Program to modernize the technology platform as well as adding new facilities to enable the company to achieve its vision of being the leading MRO in the region.



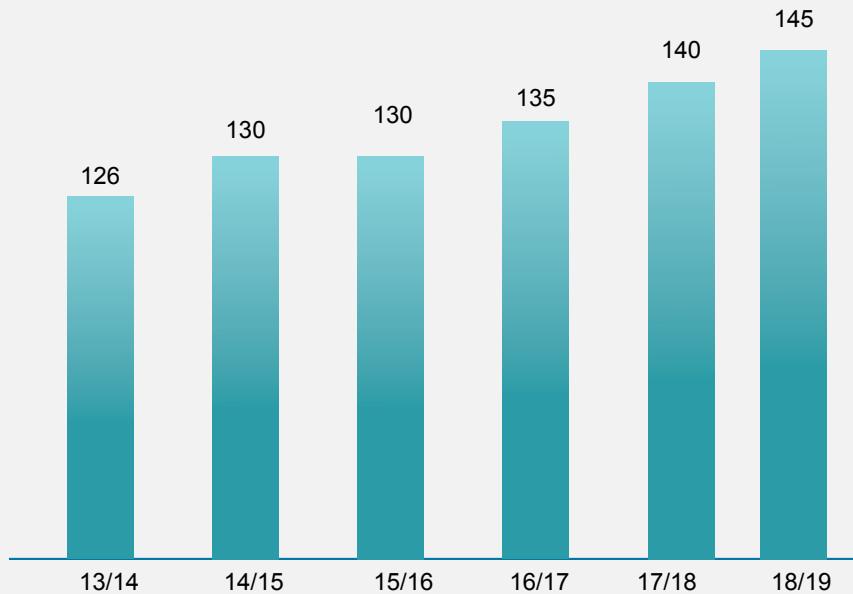


## Performance Highlights

### Customers Base

In 2018/2019, EGYPTAIR M&E maintains its customer base at the level of 145 contracted customer across its active business streams.

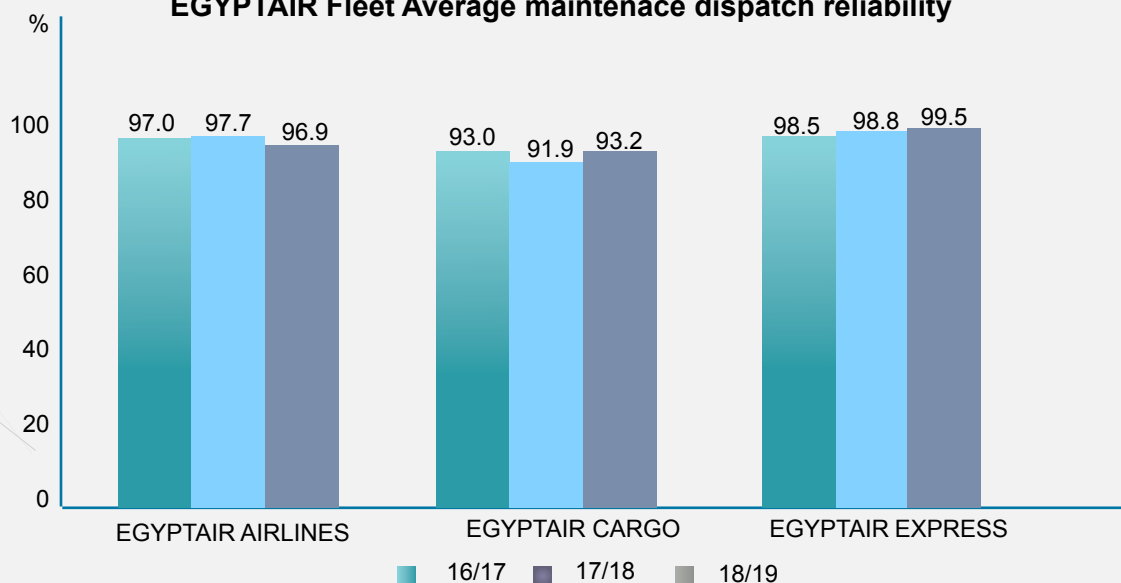
**EGYPTAIR M&E Customer Base**



### Technical Dispatch Reliability for EGYPTAIR Fleet

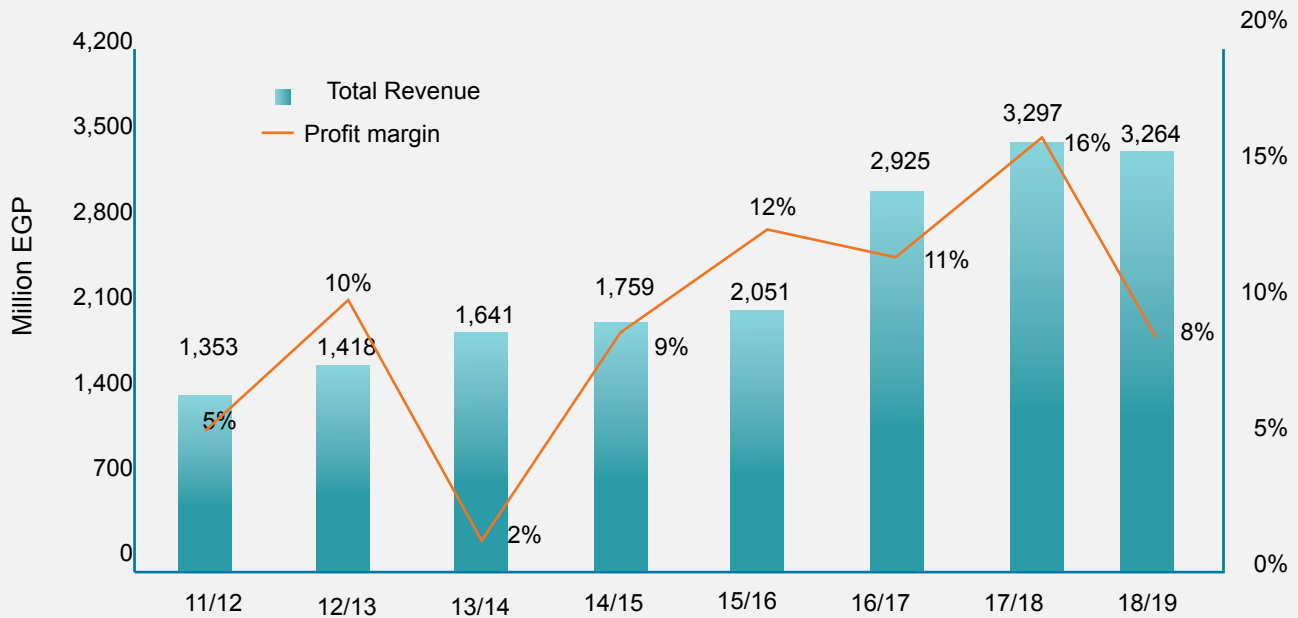
EGYPTAIR M&E maintained the Technical Dispatch Reliability for all EGYPTAIR's fleet types

**EGYPTAIR Fleet Average maintenance dispatch reliability**



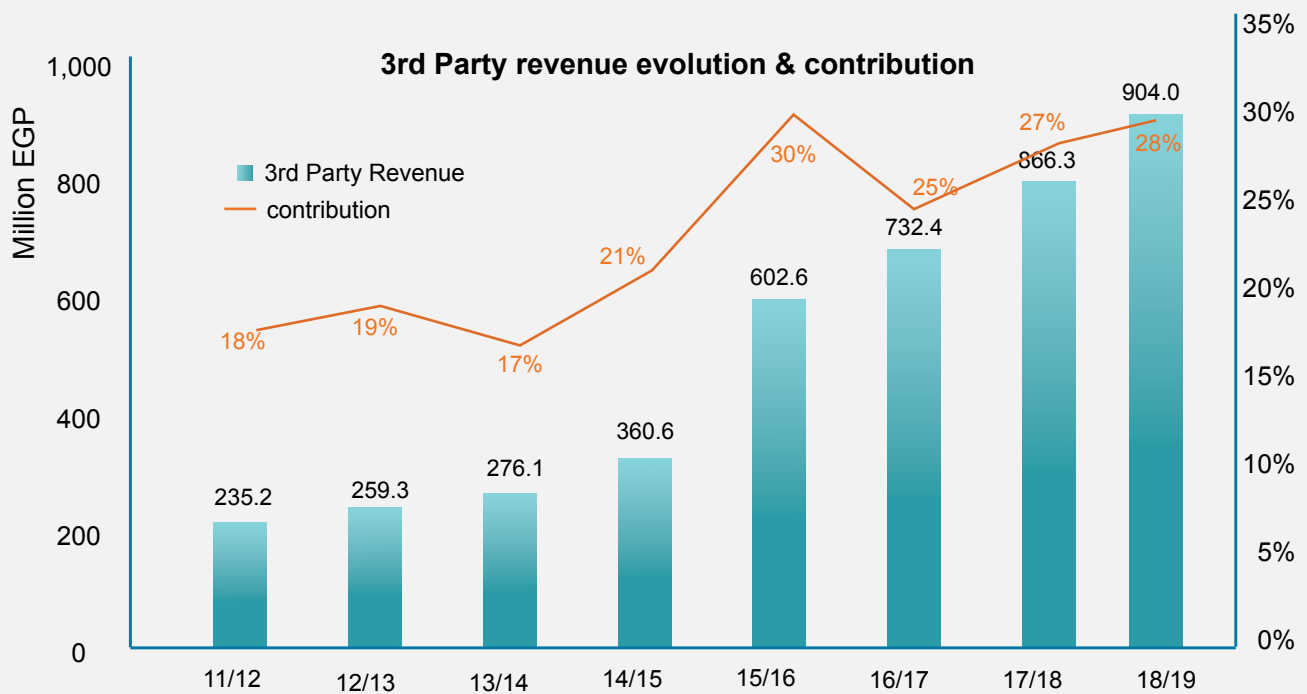
EGYPTAIR M&E sustained the Total Revenue relative to the previous fiscal year

**Total revenue growth vs profit margin**



EGYPTAIR M&E increased its third-party revenue by 4.3% to count for 28% of Total Revenue

**3rd Party revenue evolution & contribution**



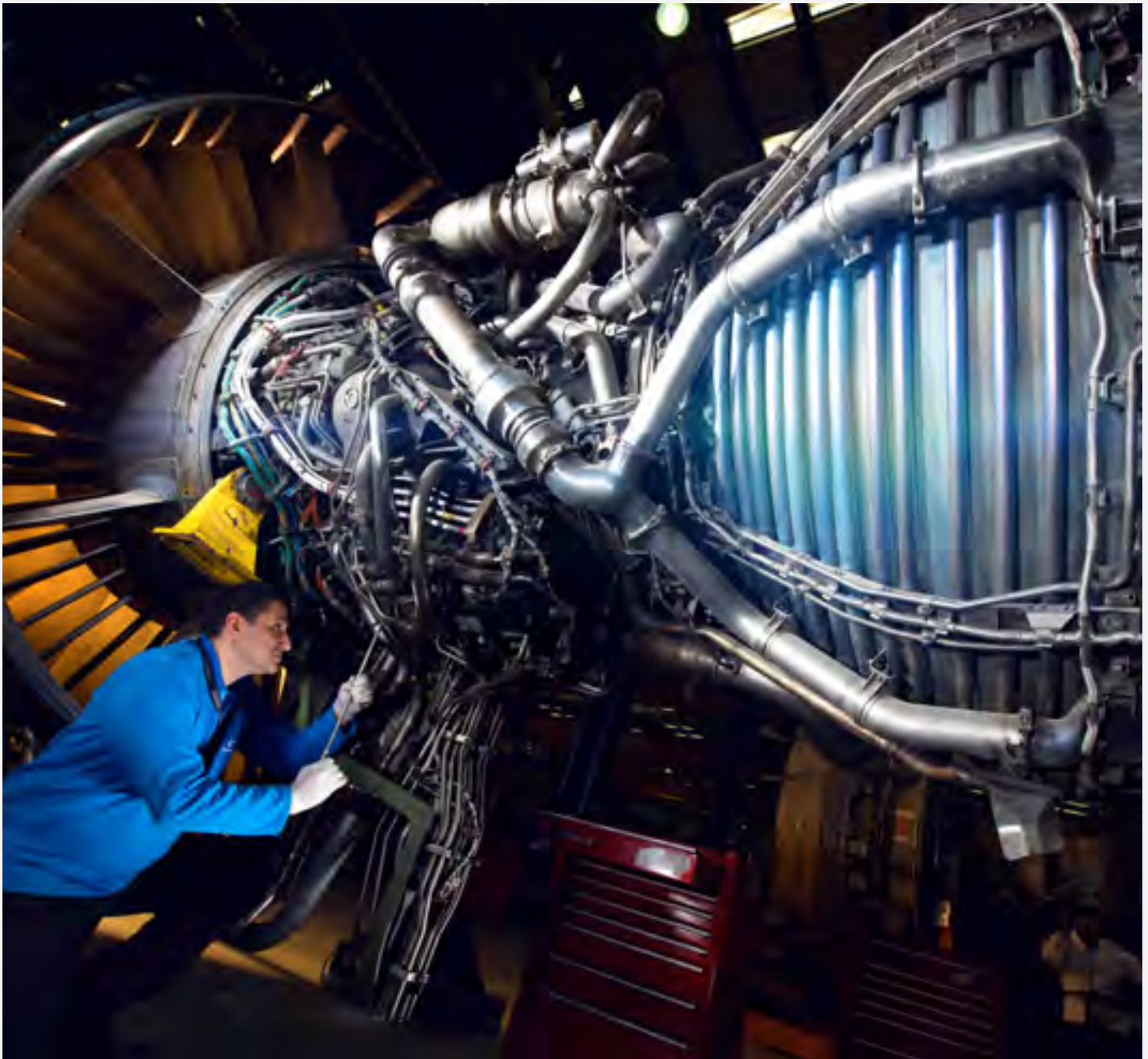
## New & Ongoing Projects

### ICT Modernization

EGYPTAIR M&E successfully launch the new MRO IT solution (Platform) to replace its legacy system, as one of EGYPTAIR M&E's Transformational Program milestones, which integrate all EGME activities and optimize the management of resources that lead to higher effectiveness.

### New Maintenance Capabilities

EGYPTAIR M&E, following EGYPTAIR modernization program, successfully managed to extend its scope of capabilities to include the new fleet types (B787, A220 & A320neo).







Board of Directors

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Chairman & CEO

EGYPTAIR CARGO

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Chairman of Customs Authority

**Captain Hassan Tohamy Abd El-raoof**

Civil Aviation Secretary- General

**Captain Sherif Saad El-din Galal**

Civil Aviation Expert

**Captain Assad Darwish**

Civil Aviation Expert

**Mr. Ahmed Mahmoud Hamza**

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Assistant Import GM

EGYPTAIR CARGO

**Mr. Hamed Saad**

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EGYPTAIR CARGO

**Eng. Tarek Mohammed Osman**

GM Engineering

EGYPTAIR CARGO

**Mr. Hassan Mohammed Shehata**

Head of Syndicate Committee





EGYPTAIR CARGO was founded in 2002, as a subsidiary business unit of EGYPTAIR HOLDING. Since its foundation, EGYPTAIR CARGO has been on the forefront of transporting and handling general and special cargo. EGYPTAIR CARGO is handling the cargo through its terminals in Cairo, Alexandria and Luxor serving the northern and southern region of Egypt. EGYPTAIR CARGO extended their business to include the management and operation of other related projects like the Perishable Center at Cairo Int'l Airport in conjunction with HEIA (Horticulture Export Improvement Association) Community.

EGYPTAIR CARGO's main Hub is located at Cairo International Airport. The Company 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 the Middle East.

The company has become a Regulated Agent (RA3) and has obtained ACC3 (an Air Cargo or mail Carrier carrying Cargo and Mail into the European Union). In addition, EGYPTAIR CARGO has successfully obtained the EASA-TCO certificate (European Aviation Safety Agency), concerning the authorization permits as a third country operator into the European Union.

## 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 fleet is currently composed of three long-range wide-body aircraft "A330-200 p2f"; the bellies capacity of the sister company's planes "EGYPTAIR AIRLINES" is a significant capacity added to EGYPTAIR CARGO's capability. This allows us to fly and serve around 59 scheduled international destinations in the major cities in USA, Europe, Africa, Gulf area and the Far East, in addition to the capability to operate charter and ad-hoc freighter flights.

EGYPTAIR CARGO is now studying to develop the fleet by adding 2 narrow-body aircraft of type B737-800 to be able to reach the African market and enable the efficient maneuvering between different fleet types.

## Terminals

EGYPTAIR CARGO Terminals cover most regions all over Egypt from North to South;

- EGYPTAIR CARGO established its 1st cargo terminal in May 1981 with 60,000 SQM areas and a capacity of 150,000 tons / year.
- 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. Both terminals are connecting their operations through a surface transportation in addition to the domestic flights.
- A third cargo facility with a capacity of 30,000 tons /year has been constructed at the industrial zone of the 10th of Ramadan City, 45minutes from Cairo cargo terminal. The facility is operated as a storage area for a third party.
- 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 now has a team of more than 1300 employees serving EGYPTAIR CARGO business and also foreign carriers operating in Cairo international airport, in addition to Luxor and Borg AL-Arab airports.

EGYPTAIR CARGO is expected to double its storage capacity within the next two years while following the national strategy, as EGYPTAIR CARGO has a significant role in developing and succeeding in the operation of 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 square meters to the current complex which will contribute to add 40% storage areas.

### Major Milestones

- Introducing 2 A330-200 P2F into operation, as a part of replacing plan for our old fleet.
- Total Cargo carried in the fiscal Year 2018/2019 through Cairo cargo complex reached 142,769 Tons.
- Total Cargo Handled for foreign airlines through Cairo cargo complex reached 39,753 tons during Fiscal year 2018/2019
- A Surplus of 168 Million EGP was achieved after taxation.
- A stability in market share, carrying and handling approximately 60% from total export market weight and 66% from total import market weight.
- 859 Flights were operated during the fiscal Year 2018/2019.
- Implementing 63% of investment plan budget.
- Rental of Tenth of Ramadan offices and warehousing areas.
- Activating phase one of CRA (Cargo Revenue Accounting System) to link between operation and financial system.
- Extending the contract with CAC for 40 years to manage the current Cairo Cargo Complex including the new extension area of 15,000 sqm.





- **EGYPTAIR CARGO has signed many special prorate agreements with 31 large airlines ; in order to serve more destinations worldwide and increase the load factor on its flights as follow:**

Air Baltic, Air Macau ,Astral Aviation, Pakistan International Airlines, Air France, Biman Bangladesh Airlines , China Airlines, Air China, Ethiopian Airlines, Gulf Air, Air Namibia, 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 , Cargo Jet Airways, Fits Aviation, Asiana, Qantas Airways, Thai Airways International Public Company, Vietnam Airlines, Air Malta, Air Bridge, Kuwait Airways and United Parcel Services.

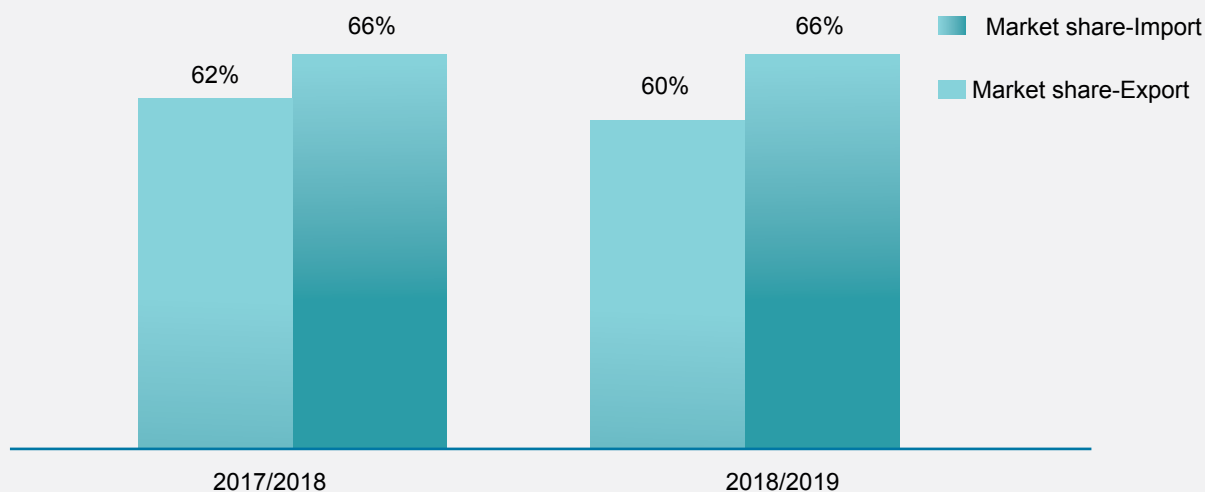


### Futures vision

- 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 a 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.
- Redesigning network & launching new destinations in Africa, Middle East and Far East.
- Fleet development to face challenges and increase competitiveness.
- Enriching product & customer portfolio.
- Enhancing the IT system.
- Implementation of cost budget system.
- C2K membership.
- Upgrading service level.
- Application of automated air cargo handling systems
- Implementation of E-Freight.

## Performance Highlights

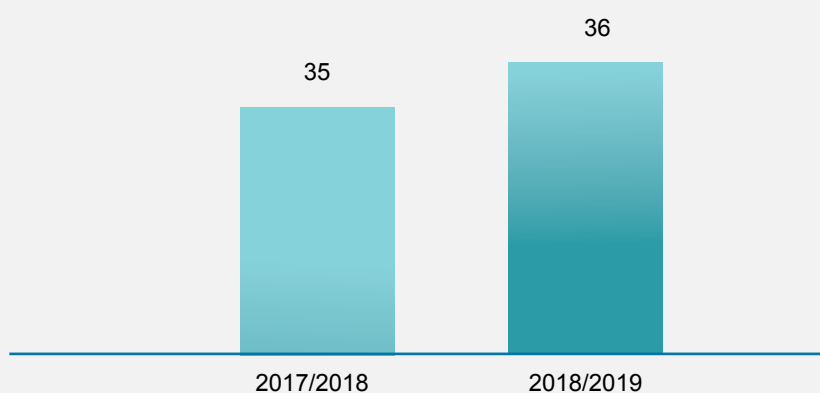
### Key Performance Indicators 2018/2019



Total market weight (Inbound & Outbound) increased from 288,935 tons in the financial year 2017/2018 to become 291,592 tons in the financial year 2018/2019.

EGYPTAIR CARGO Market Share for export recorded 60% in FY 2018/2019 versus 62% in the previous financial year, while EGYPTAIR CARGO Market Share for import recorded 66% in FY 2018/2019 as the same in FY 2017/2018.

### Productivity / Ton

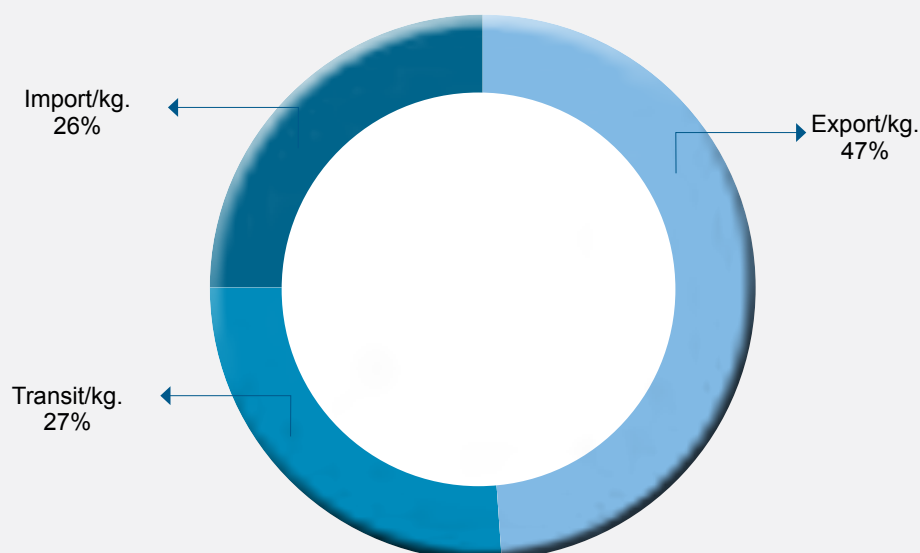


Monthly Staff Productivity was increased from 35 tons per employee in FY 2017/2018 to become 36 tons per employee in FY 2018/2019.

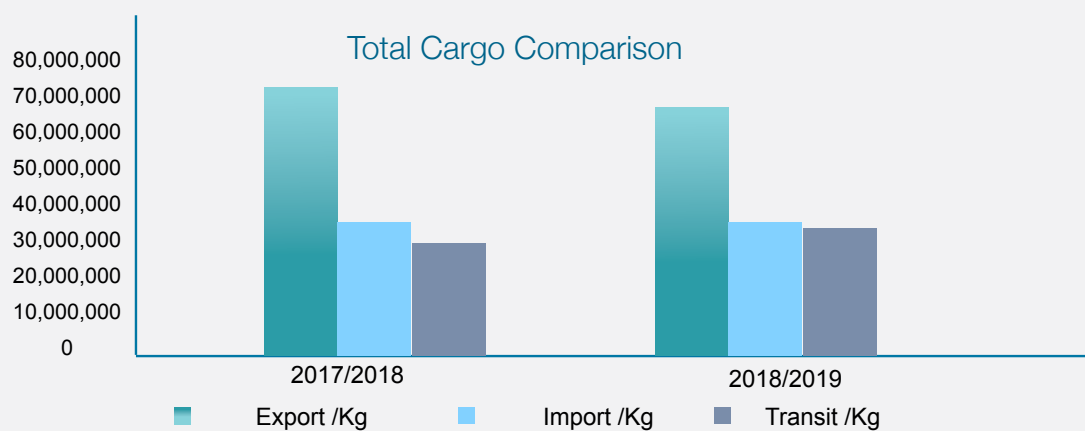


Total Cargo Carried 2018/2019			
	Freighter	bellies	TOTAL
Export/kg.	24,036,305	42,506,123	66,542,428
Import/kg.	16,163,753	21,665,600	37,829,353
Transit/kg.	11,600,360	26,796,572	38,396,932

Cargo distribution 2018/2019



Load Comparison			
Years	Export/kg.	Import/kg.	Transit/kg.
2017-2018	68,993,298	37,187,529	34,980,296
2018-2019	66,542,428	37,829,353	38,396,932



- ❑ Export cargo carried was decreased by 4% while import cargo carried was increased by 2%.
- ❑ As for transit shipments 38,397 tons were carried in FY 2018/2019 compared to 34,980 tons in the previous financial year by an Increase of 10 %.
- ❑ The load carried recorded an increase by 1% compared to the previous financial year.
- ❑ The company focused on customer retention strategy as well as capturing new customers adding value to its existing product.
- ❑ Also the product portfolio was diversified to include more products other than vegetables & fruits with high yield contributing to raise profitability and market share.
- ❑ The company is plotted as Star in BCG Matrix due to high share and high growth. It was able to defend its position in a fierce competing market situation.
- ❑ Flexible pricing strategy has a great impact to skim potential markets however a mix of premium pricing and price penetration strategy was also applied.
- ❑ The company is still positioned as a market leader in the Middle East & Africa by applying a broad differentiation strategy that makes it different and unique from competitors.
- ❑ In a nutshell, alternate plans were always in place for use where there is a risk to defend.



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Chairman & CEO

EGYPTAIR KARNAK & DUTY FREE

**Mr. Mohsen Ismael Abu Elazm**

CEO, gulf Egypt for hotels& tourism

**Mr. Mohamed Ebrahim El bakery**

General Secretariat VP

EGYPTAIR HOLDING

**Mr. Amr Adwy Elashmawy**

Commercial VP

EGYPTAIR AIRLINES

**Mrs. Loris Beshara Gerges Rofaiel**

Commercial VP

Egyptian Airports Company.

**Mr. Ashraf Ahmed El Shafeay**

Board Member

EGYPTAIR KARNAK & DUTY FREE

**Mr. Ezzat Abd Elaziz Mohamed**

Board Member

EGYPTAIR KARNAK & DUTY FREE

**Mr. Ayman Fawzy Yousef**

Senior Accountant Specialist

EGYPTAIR KARNAK & DUTY FREE

**Mr. Ahmed Mekky Radwan**

Board Member

EGYPTAIR KARNAK & DUTY FREE

**Mr. Mohamed Seleim Saleh**

Syndicate Committee Head



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.

According to Presidential Decree by the law No. (137) in 1991 and the law No. (159) in 1981 EGYPTAIR became a holding company in 2002 and EGYPTAIR TOURISM (KARNAK) & DUTY FREE was one of its 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.

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.

As a Star Alliance member EGYPTAIR is not only striving for business excellence and further growth, but also for the enhancement of efficiency and effectiveness. To support these objectives, EGYPTAIR DUTY FREE (EADF) adopts "ENJOY SHOPPING WITH US" tools. It provides solutions to enhance accessible, comprehensive Passenger Retail Services. EGYPTAIR DUTY FREE offers the traditional duty free items with a wide range of international brands, in addition to Egyptian oriental products and food stuff. Furthermore, EGYPTAIR DUTY FREE provides a new service to customers through website and mobile application, where customer can

reserve products online and pick them at the collection point (Terminal 3, Cairo International Airport)

We drive to ensure quality, customer-focused and competitive prices.

### Stores:

EGYPTAIR DUTY FREE (EADF) operates 146 retail outlets, which includes Diplomatic shops, located in all airports in Egypt. As well as there are retail units outside airports in Cairo, Sharm EL-Sheikh, Hurghada, Taba, Gouna, Aswan in addition to In-flight shopping services onboard EGYPTAIR AIRLINES & AIR CAIRO.

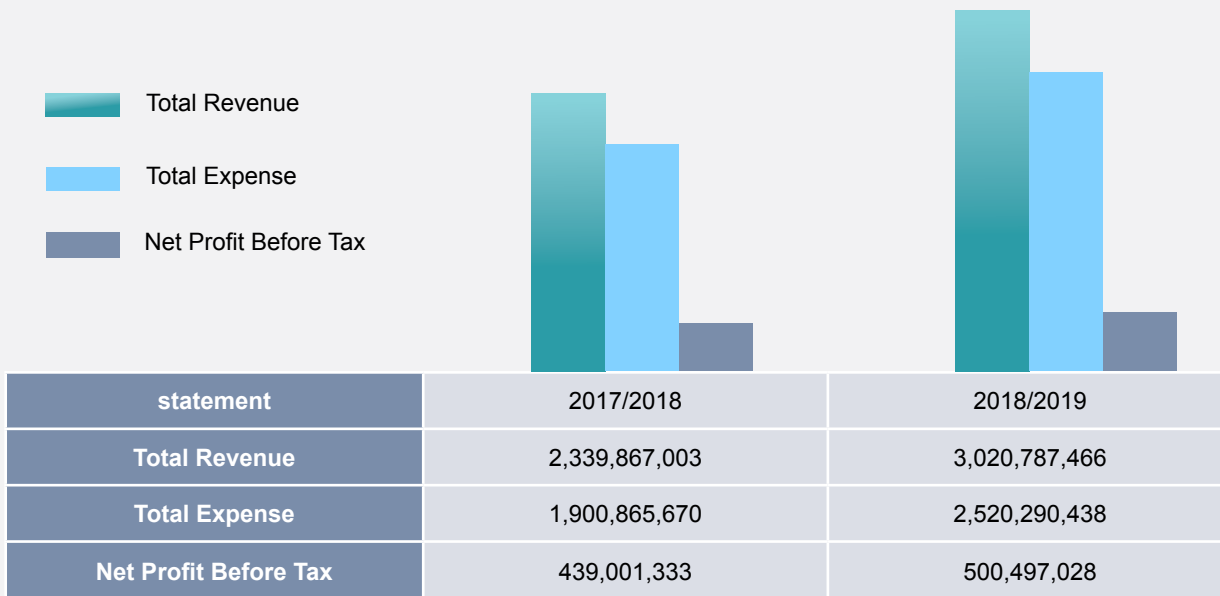
Shops and Warehouses are combined to reach 31,527 square meters approximately of floor space. The largest space goes to the existing retail units in Cairo Terminal 3 airport which is 4,335 sq. More progress comes along with the opening of New Borg ElArab Airport, Sphinx Airport, and Assuit Airport. EADF measurable progress continues along with the upcoming opening of new stores in Touristic Passage in Sharm EL-Sheikh & Hurghada.

### Steps to Success:

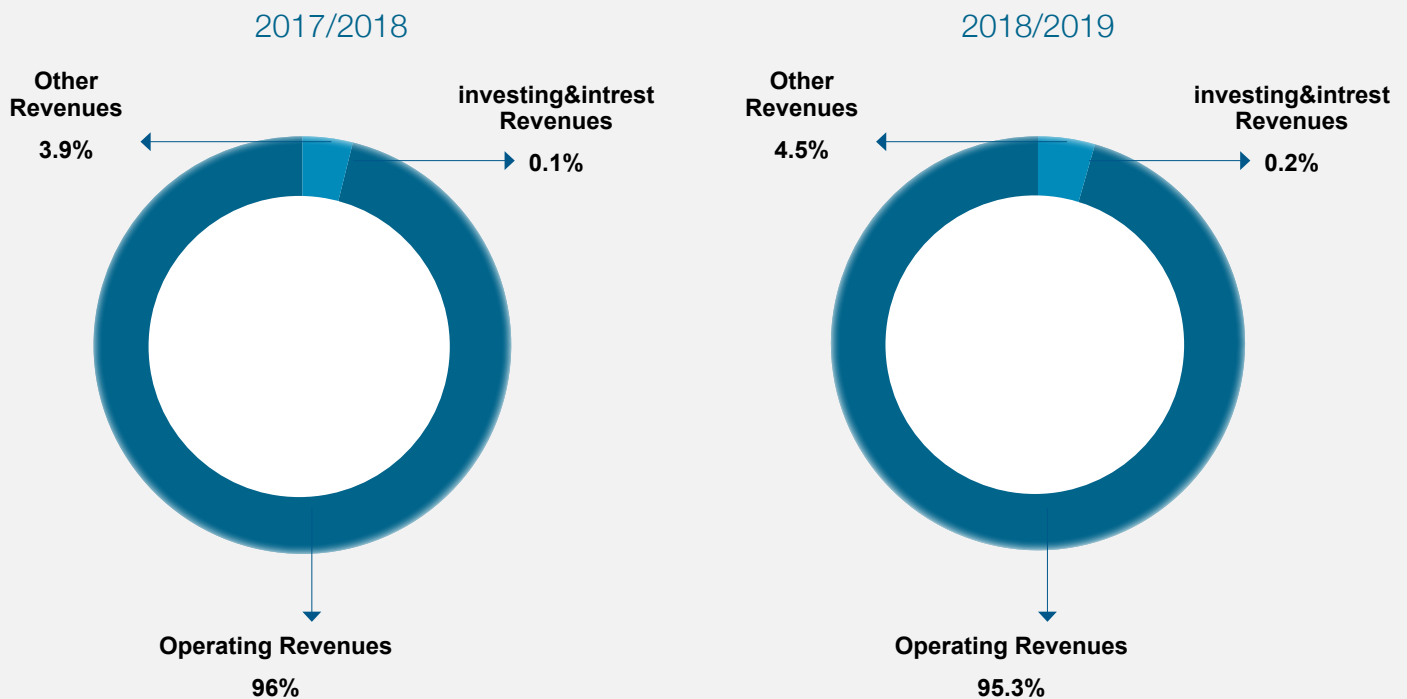
- Comprehensive development of EADF warehouse.
- Support Plan for developing EADF vehicle fleet.
- Direct agreements with international suppliers.
- Applying the latest Duty Free Retail solutions by purchasing a new travel retail system.



## Financial highlights :



Revenues for FY 2018/2019 have increased to EGP 3.020.787.466 Billion EGP. There is an increase compared to previous FY 2017/2018 by 29% because sales revenue increased at free market fairs due to the company's Success plan. It ensures the presence of the latest versions of commodity groups with international brands. Consequently there is an increase in profits for FY 2018/2019 which reached to 500.497.028 EGP compared to FY 2017/2018 with 439.007.333 EGP.





Board of Directors

**Eng. Magdy Mohammaden**

Chairman, EGYPTAIR GROUND SERVICES

**Pilot. Wael Samer ELnashar**

Chairman, Egyptian Airports Company

**Eng. MOSTAFA Aly Eldeen**

Chairman, EGYPTAIR MAINTENANCE & ENGINEERING

**Mr. Bahader Said Hassan**

VP, Legal Affairs Division

EGYPTAIR HOLDING

**Mr. Adel Mohammed Helal Mohammed**

VP, Economic Affairs Division - EGYPTAIR CARGO

**Eng. Waleed Hussein Mohammed**

VP, Operation Division

EGYPTAIR GROUND SERVICES

**Eng. Refaat Ma'moun El-Bastawesy**

Chairman Consultant

EGYPTAIR GROUND SERVICES

**Mr. Ahmed Abdallah Saber**

Coordination Manager

EGYPTAIR GROUND SERVICES

**Mr. Samer Fathy omar**

Board Member

**Mr. Salah Ibrahim Khoreshy**

Syndicate committee Head



In 2003, EGYPTAIR GROUND SERVICES was established according to the Law No. 203 of 1991 and the Law No. 159 of 1981 as subsidiary of EGYPTAIR HOLDING.

EGYPTAIR GROUND SERVICES provides high quality aircraft ground handling in accordance with the international standards for more than 85 years in all Egyptian airports.

During the year 2018/2019 EGYPTAIR GROUND SERVICES provided high quality standards of ground services for more than 145 customers and over 111,155 flights. It has utilized more than 1,246 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:

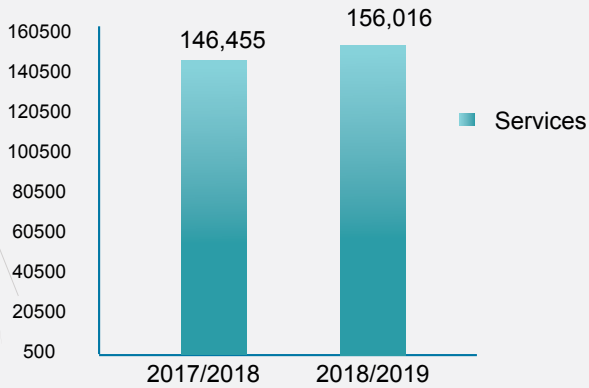
1. Passenger and baggage handling.
2. Ramp handling for all kinds of A/C.
3. Loading and unloading for all types of A/C.
4. Crew and employees ground transportation.
5. Maintenance and repair up to overhaul for all types of airport ground equipment.
6. Representing our customers covering :
  - a) Supervision 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.



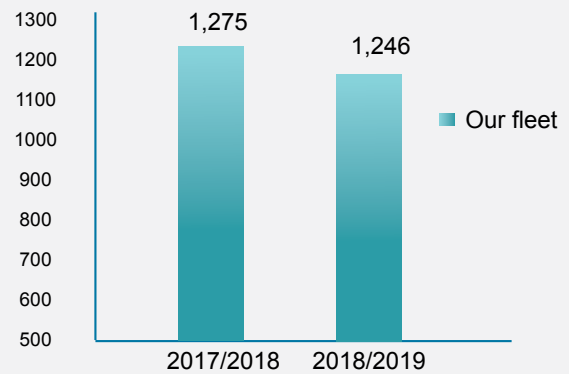
## Performance Highlights:

### Services

- We offered about 156,016 services to EGYPTAIR and foreign companies using about 1,246 equipment.

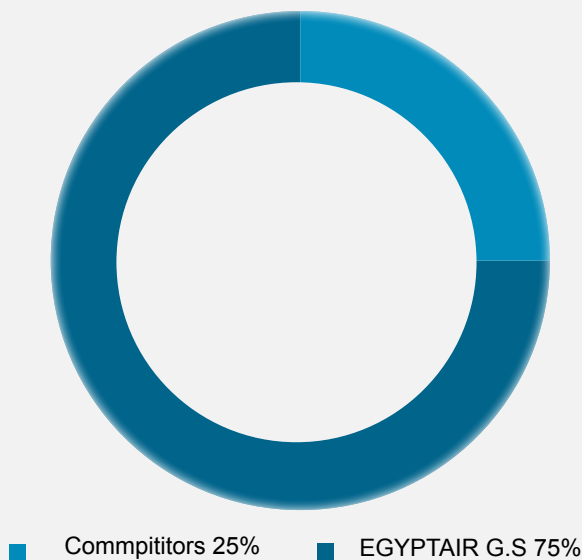


### Fleet

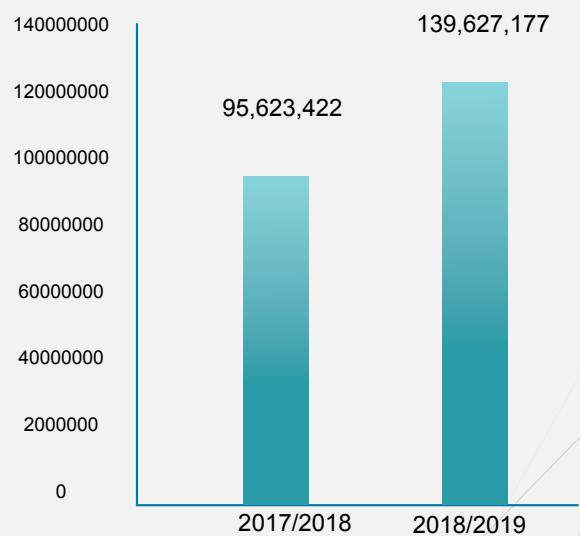


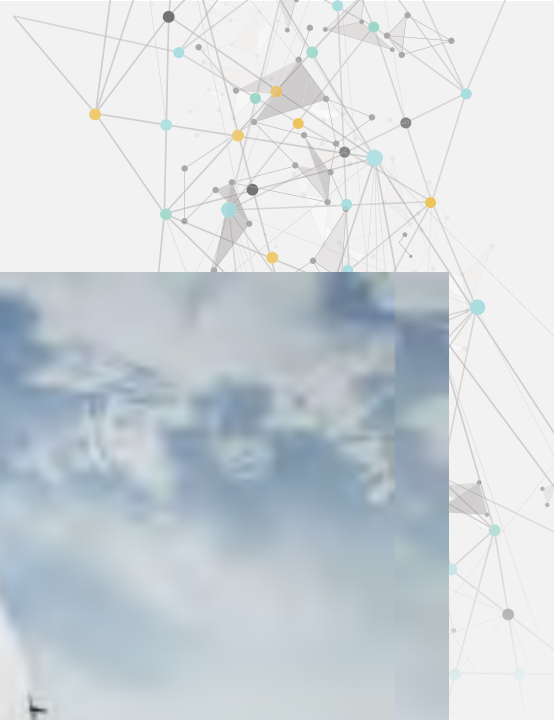
### Market share %

- EGYPTAIR Ground Services achieved 75% of the total Egyptian market.



### Net Profit





#### Services Contracts:

Service	2017/2018	2018/2019
<b>Full handling</b>	39 companies	30 companies
<b>Ramp handling</b>	90 companies	102 companies
<b>Agents</b>	13 Agents	14 Agents
<b>Total</b>	142 contracts	146 contracts



## New and ongoing projects

- An Enterprise Resources Management system for manpower and equipment.
- Ground services building in TB3.
- Modernizing and increasing the equipment fleet.
- Enhancement of the work space infrastructure and environment.
- Enhancing company activities automation.





## Certificates:

- Ground Handling Operating Certificate (ECAA) Jan. 2021
- Agency Operation Certificate (ECAA) May 2020
- Certificate of Approval Number ECAA/AW/AI/E0027/RJ (ECAA) 2020
- Compliance with IATA Ground Operation Manual (DEC 2020)
- ISAGO Provider, HQ (IATA) Dec. 2021
- ISAGO Provider, CAI station (IATA) Dec. 2020
- ISAGO Provider, SSH station (IATA) March 2020
- ISAGO Provider, HBE station (IATA) NOV. 2021
- ISAGO Provider, HRG station (IATA) AUG. 2021





Board of Directors

**Eng. Hesham Abdelhafiz Mohammed**

Chairman and CEO

EGYPTAIR IN-FLIGHT SERVICES

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GM

HILTON Hurghada Resort

**Cap. Mohammed Mostafa El-Shorbagy**

VP Safety and Quality

**Cap. Fouad Mohammed Radwan**

Pilot

**Mrs. Maha Abd El Fattah El Zomor**

VP deputy Air Hospitality Sector

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EGYPTAIR IN-FLIGHT SERVICES

**Mr. Mohammed Elsayed Meselhy**

Board Member

EGYPTAIR IN-FLIGHT SERVICES

**Mr. Tarek Sayed Zorek**

Board Member

EGYPTAIR IN-FLIGHT SERVICES

**Mr. Hesham Mahmoud Mohammed**

Board Member

EGYPTAIR IN-FLIGHT SERVICES

**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 in Cairo International Airport. It evolved throughout the years from a catering service section in United Arab Airlines in 1958 until it became a subsidiary of EGYPTAIR Holding under the name EGYPTAIR In-Flight Services in December 2002. The company provides catering services, sales on board, cafeterias and restaurants, event catering, laundry services, washing equipment, dry ice from our factory, and Loading/ Offloading Services. All the above mentioned activities are carried by approximately 2383 devoted employees. Throughout the progress EGYPTAIR In-Flight Services has proved great 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. It also focuses on obtaining and maintaining the certificates of:

- ☐ ISO 9001 / 2018 Certification of Quality Management System.
- ☐ ISAGO Certification.
- ☐ Legislations of the Civil Aviation Authority ECAR301 SUBPART A 301-3-C.

These certificates are required for our operations, food safety, and international quality standards.



## Performance Highlights

EGYPTAIR IN-FLIGHT SERVICES has sustained a high performance level throughout the years. 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: (2) in Suhag, (9) in Borg Al Arab, (3 ) in Asyut and (1) in Hurghada. Also EGYPTAIR IN-FLIGHT SERVICES manages transit hotels at TB3

EGYPTAIR IN-FLIGHT SERVICES has performed 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 type to meet the different needs of passengers such as diabetic meals, gluten-free meals, low-calorie meals...etc.

During the fiscal year 2018/ 2019, EGYPTAIR IN-FLIGHT SERVICES starts providing catering services in Marsa Alam international Airport through Hurghada catering units.

During the fiscal year 2018/2019, EGYPTAIR IN-FLIGHT SERVICES achieved sales of 855 Million EGP and showed profit of 85 Million EGP.

Cost Control is an important policy that the company is focusing on. There are Systems related to this policy which are applied in different departments in the company and production areas. This is reflected positively on the total cost, as it decreased by 10% less than expected.



## Ongoing Projects

- Development of Cairo catering complex to keep up with the expansion of the fleet of EGYPTAIR AIRLINES and EGYPTAIR EXPRESS as they are the main clients for EGYPTAIR IN-FLIGHT SERVICES.
- Developing the IT network for all departments and for all activities.
- 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.

## New contracts

During the fiscal year 2018/2019, EGYPTAIR IN-FLIGHT SERVICES signed new catering contracts with ASIANA AIRLINES, KOREAN AIR and Air Arabia Airlines to provide our services from Cairo, Sharm El-Sheikh and Hurghada catering units .







Board of Directors

**Dr. Ashraf El Kadi**

Chairman & CEO

EGYPTAIR MEDICAL SERVICES

**Dr. Ahmed Taha**

G.M of Planning Department

EGYPTAIR MEDICAL SERVICES

**Dr. Ayman Sallah**

Head of Ophthalmology Department

EGYPTAIR MEDICAL SERVICES

**Dr. Ehab Mekhaeil**

Manager, El Galaa Emergency Hospital

**Dr. Ahmed Bahaa El din EL Serowi**

Prof .of Radiology Intervention For  
Cerebral Catheterization, Ain Shams University

**Mr. Ahmed Abdel Rahman Bassiouni**

G.M of Financial Dept.

EGYPTAIR AIRLINES

**Mr. Abd El Hameed Salama Mersal**

CEO Consultant

EGYPTAIR HOLDING

**Mrs. Noha Mohamed Aly**

Head Of PR Department

EGYPTAIR MEDICAL SERVICES

**Dr. Islam Nemraz**

Physiotherapy Specialist

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 exclusively\*to EGYPTAIR employees & their families. IT extended to cover all civil aviation field workers.

In 2002, EGYPTAIR HOSPITAL became a subsidiary of the main EGYPTAIR HOLDING Company. Our services have expanded to cover much more than customary departments (General Surgery & Medical Departments).

EGYPTAIR HOSPITAL now provides sophisticated & specialized medical care through advanced surgeries (spinal cord surgeries, brain surgeries, open heart surgery, liver & kidney transplant, Tumor Surgeries, Cochlear Implant Surgery unit), as well as cardiac catheterization, renal dialysis, endoscopic procedures . We also accommodates over 280 in-patient beds, receiving an average of 1500 out-patient per day.

## Development Stages during the year

- Adding 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.
- Adding new outpatient clinics down town Cairo at Emad El Din Street with fully 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 patient's 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.
- Upgrading Surgery & Oncology Departments. Mammogram for breast tumor investigations.
- Upgrading emergency department (ER) through qualified staff of specialist & experts.
- Increasing the No. of admission by renovating & creating more inpatient rooms.
- Advanced surgical operative theater (second floor) on the general surgery, obstetrics & gynecological surgeries.
- Creation of seven new medical units: Radio Interventional Unit, Intestinal Hemorrhage Unit, Plastic Surgery Unit, Dental Laser Unit, Stroke Unit, Intestinal Hemorrhage Unit, Hypertension, Dialectology Unit & 3D Dental Imaging & Panoramic Room.
- 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 machine).
- Creation & Renovation of new dental department.
- Creation of Therapeutic & abuse drug analysis unit (UAPLC MsMs) (Chromatography).
- Thermal frequency for the treatment of tumors of the glans without surgery.
- Thermal frequency for the treatment & management of pain.
- Thermal frequency for the treatment of varicose veins.
- Obesity surgeries & weight control unit.



## External Review

- Establishing a Videoconference and Telemedicine system at EGYPTAIR HOSPITAL to allow the exchange of opinions with French 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.



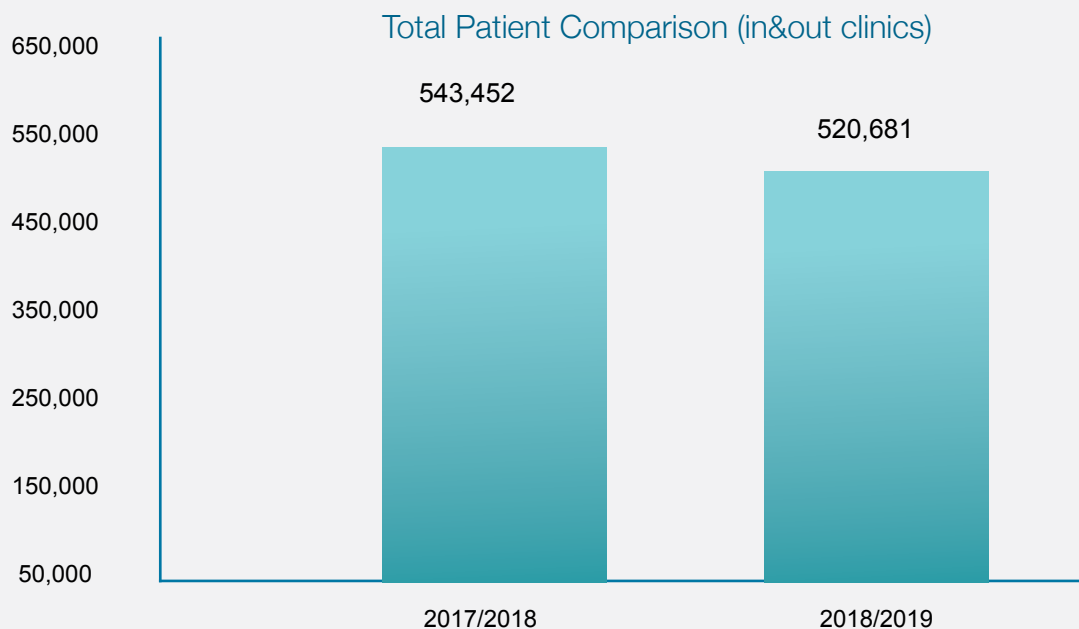
## PERFORMANCE HIGHLIGHTS

### Number of Patients in In-Patient Clinic

Year	Private cases	Family Patients	Contracting Companies	EGYPT AIR Employees	Total
2014-2015	3,772	5,562	6,037	16,580	31,950
2015-2016	3,763	6,343	5,292	17,057	32,455
2016-2017	2,978	7,036	4,466	16,627	31,107
2017-2018	3,043	7,080	4,997	18,868	33,988
2018-2019	2,188	9,786	9,216	21,320	42,510
<b>Total</b>	<b>15,744</b>	<b>35,807</b>	<b>30,008</b>	<b>90,452</b>	<b>172,010</b>

### Number of patients in out-patient clinic

Year	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
<b>patients</b>	463,005	479,230	487,472	509,464	478,171





## New & Ongoing Projects



- Renovation I.C unit (ground&5th floors).
- 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.
- Renovation of Nephrology Department.
- Establishing fire resistant unit.
- Establishing electricity unit.



Board of Directors

**Eng. Adel Kamel Mansour**

Chairman EGYPTAIR SUPPLEMENTARY INDUSTRIES

**Mr. Ismail Abd Elmonem Abd El Gwaad**

VP Security - EGYPTAIR HOLDING

**Mr. Mohammed Nabil Mohmmmed Heba**

Deputy, VP Finance - EGYPTAIR HOLDING

**Mr. Basem Samy Abd El Kareem**

Head of Central Administration  
for Internal and External Relationship  
Ministry of Civil Aviation

**Eng. Hani Salah El Deen Mahmoud**

Base maintenance director  
EGYPTAIR MAINTENANCE AND ENGINEERING

**Mrs. Amani Mahmoud Sabri**

Manager, Social Insurance Dept.  
EGYPTAIR SUPPLEMENTARY INDUSTRIES

**Eng. Mohamed Ishaq Abd El Hafeez**

Manager, technical office and assays Dept.  
and supervisor of Aeroplast factory  
EGYPTAIR SUPPLEMENTARY INDUSTRIES

**Mr. Tamer Hussein Hussein**

Manager, Needs Planning Dept.  
EGYPTAIR SUPPLEMENTARY INDUSTRIES

**Mr. Mohammed Salah El Sayed**

Technician EGYPTAIR SUPPLEMENTARY INDUSTRIES

**Mr. Mohamed Abd ELWalee**

Syndicate Representative.  
EGYPTAIR SUPPLEMENTARY INDUSTRIES



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. It categorizes and develops these activities to be major activities to cover all the needs of EGYPTAIR group, the Ministry of Civil Aviation and its companies, authorities and local and foreign markets through five major activities.

We would like to ensure that customer satisfaction is our main goal, EGYPTAIR Supplementary Industries (EASI) always seeks to provide the most competent product and services. EGYPTAIR Supplementary Industries manages and controls 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. AeroPrint production process starts with a team of professionals who create designs and continues through the montage process and printing. The product goes through a finishing process at the packaging section. All stages are subject to inspections, which assure the product quality.



### AeroFashion

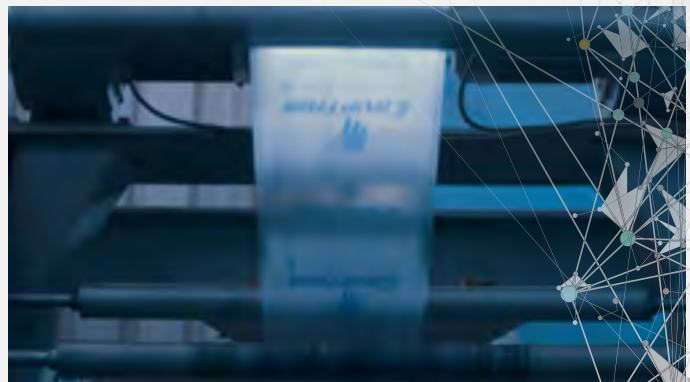
AeroFashion is a ready-made clothing factory, which uses the latest designs and sewing machines to satisfy all needs of EGYPTAIR for employees' uniforms. AeroFashion produces uniforms for industrial, medical and cabin crew. AeroFashion focuses on quality and is dedicated to give its customers competitive 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, bowl, lid...etc.)
- Injection production line to produce items such as tray, cup, plate, bowl, lids... etc.)
- Filling and Packing production line to produce items such as refreshing towel, sachets (sugar-cream-salt-pepper), cutlery packing...etc.
- aluminum foil food container production line
- Production line for paper cups suiting 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 plans to acquire additional approvals and certifications and perform all prerequisite preparations to meet the requirements.



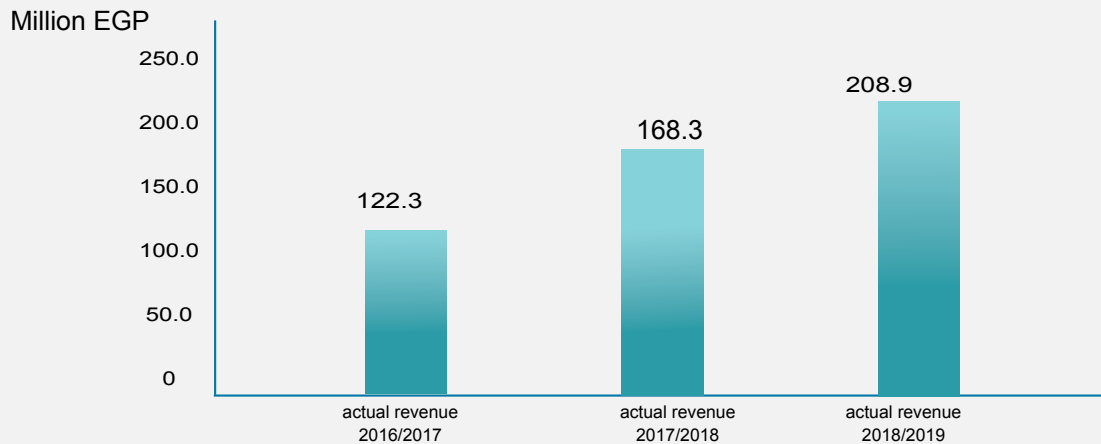
#### AeroWood

With finest materials and qualified staff AeroWood has the capability to manufacture all types of furniture (house, office and hotel furniture). The house furniture includes all classic or modern designs for bedrooms, dining, reception, kid's rooms and kitchens. In addition to custom-made furniture, AeroWood can also carry out interior design and furnishing.

## Major Milestones Achieved During the Year

- EGYPTAIR SUPPLEMENTARY INDUSTRIES achieved a profit of 11.3 Million EGP in FY 2018-2019 with an increase in total revenue by 24.3% compared to FY 2017-2018.
- Improving operations and supply chain management in all our production lines to ensure both quality and efficiency is our main goal.
- EGYPTAIR SUPPLEMENTARY INDUSTRIES provides catering equipment for many airlines, hotels such as (Yemenia Airways – Nile Air- EAS- PAS - Almasria Universal Airlines - Nesma Flight – AMC catering – sky star for inflight service (Libya) - Agawid for inflight service (Libya) – Le Passage – Sheraton)
- EGYPTAIR SUPPLEMENTARY INDUSTRIES achieved revenue growth rate of 24.3% in FY 2018/2019 due to the return on investment for implemented projects, increased factories operating productivity and the impact of the amendment protocols.
- providing all display units in duty free shops for our sister company EGYPTAIR TOURISM & DUTY FREE.
- Supplying wood furniture to Aerosport club.

### Comparison of commercial revenue activity



## Certificates

- ISO 9001:2015 for AeroPlast has been renewed for 251 aircraft cabin interior parts by the Egyptian Civil Aviation Authority.
- Flammability Testing Lab, which is certified by Egyptian Accreditation Council (EGAC) according to the requirements of ISO/ICE 17025-2008, has been renewed for this accreditation.
- EGYPTAIR SUPPLEMENTARY INDUSTRIES signed a contract with a French global leader in certificates (Bureau Veritas) to complete the requirements for the EASA certificate.



Board of Directors

**Capt. SHERIF KHALIL**

Chairman & CEO, EGYPTAIR EXPRESS

**Mr. SHERIF ELMAGHLOB**

VP Commercial, EGYPTAIR AIRLINES

**Mr. Ihab Gomaa Ghazy**

Chairman Assistant

EGYPTAIR HOLDING COMPANY

**Mr. Abd elmaseh fayez**

Board Member

EGYPTAIR EXPRESS

**Mrs. HEBA SALAMA**

Air hostess

EGYPTAIR EXPRESS

**Mrs. MAIADA SAID**

Air hostess

EGYPTAIR EXPRESS

**Mr. EHAB MAGDY MOHAMMED**

Budget & Financial analysis Manager

EGYPTAIR EXPRESS

**Mr. AHMED MOHAMMED SAAD**

Network Planning Manager

EGYPTAIR EXPRESS

**Mr. AHMED MOHAMMED ALY**

Syndicate Committee Head



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.

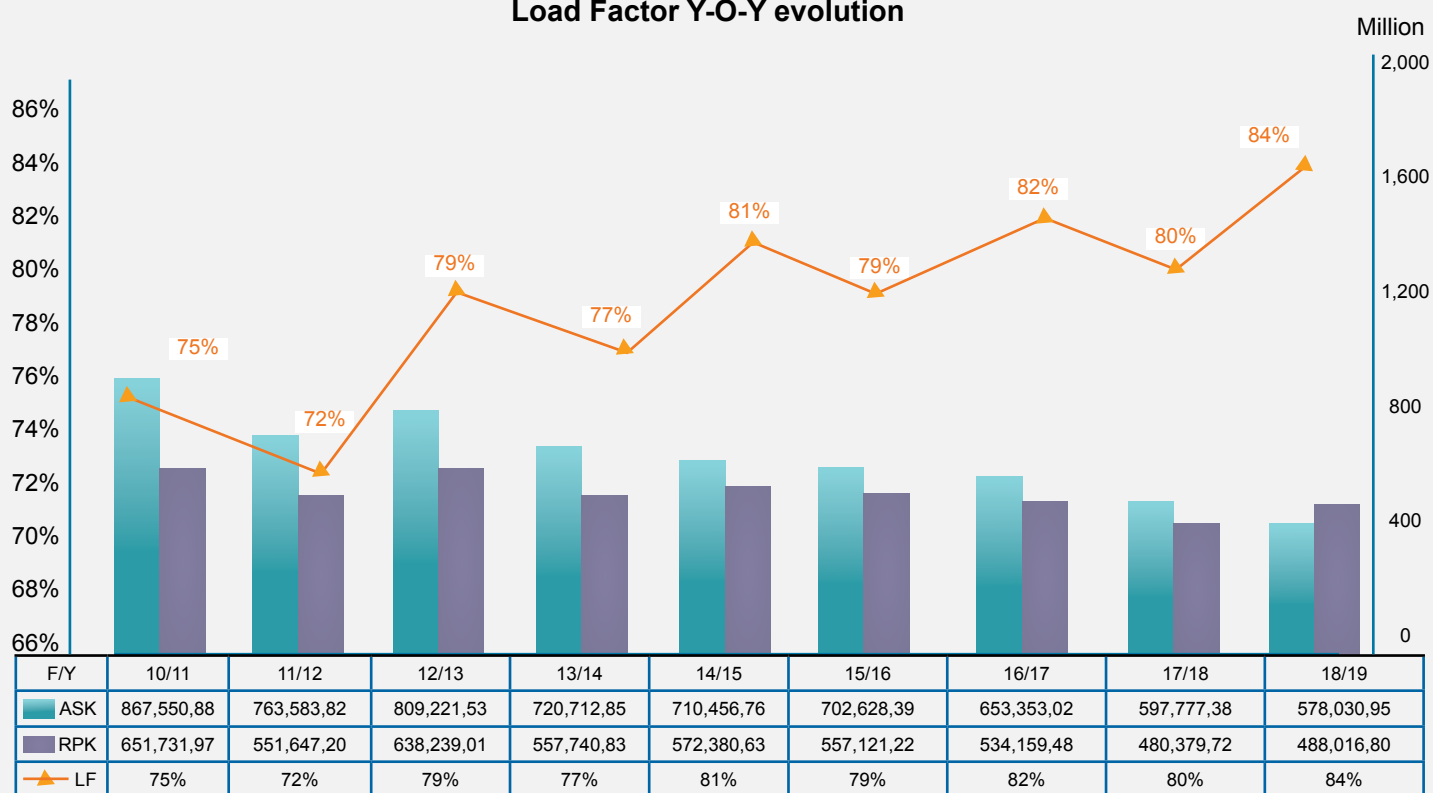
EGYPTAIR EXPRESS network in FY 2018/2019 includes 15 domestic and international routes covering 13 cities The company will receive its first brand new aircraft A220-300 in FY 2019/2020 which is equipped with 140 seats through 2 classes as follows: 15 seats for business class and 125 seats for economy class. This new product will offer to our passengers more relaxation and other facilities such as WI-FI and V/A streaming through mobile phones and laptops.

## Performance Highlights

### Load Factor Y-O-Y evolution

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.

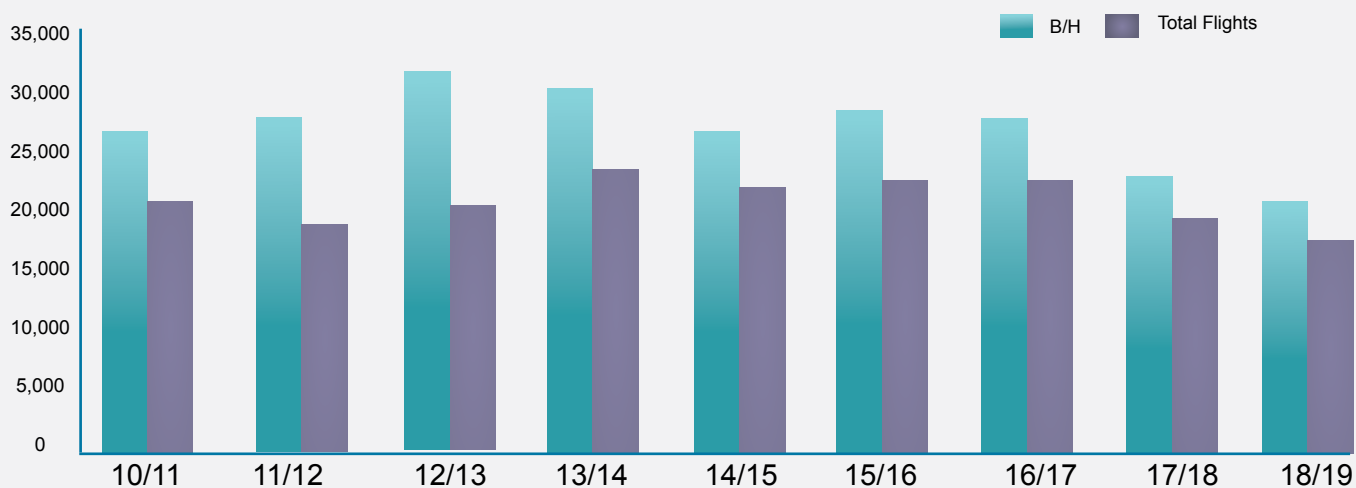
**Load Factor Y-O-Y evolution**



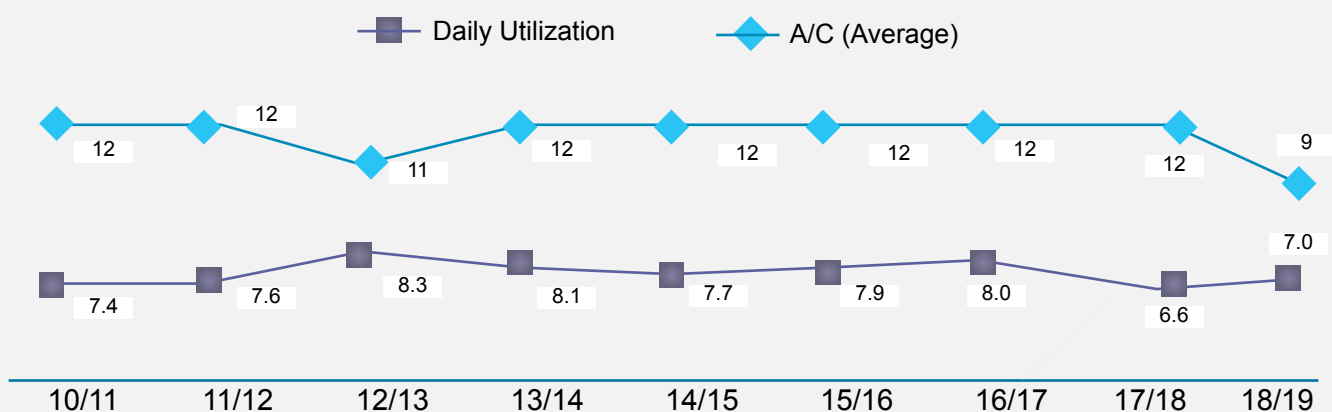
Load factor increased from 80% to 84% in comparison to the previous financial year due to the aircraft replacement plan and high competition in the domestic market, The ASK decreases by 3% in accordance to and the RPK increases by 2%. the improvement in the economic performance.

## Operational data Y-O-Y evolution

Date	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
A/C (Average)	12	12	11	12	12	12	12	12	9
B/H	28,437	29,143	33,250	31,722	28,095	29,619	29,156	24,185	22,880
TOTAL FLIGHTS	22,099	19,967	21,501	24,668	23,330	24,096	23,813	20,080	18,726
Daily Utilization	7.4	7.6	8.3	8.1	7.7	7.9	8.0	6.6	7.0

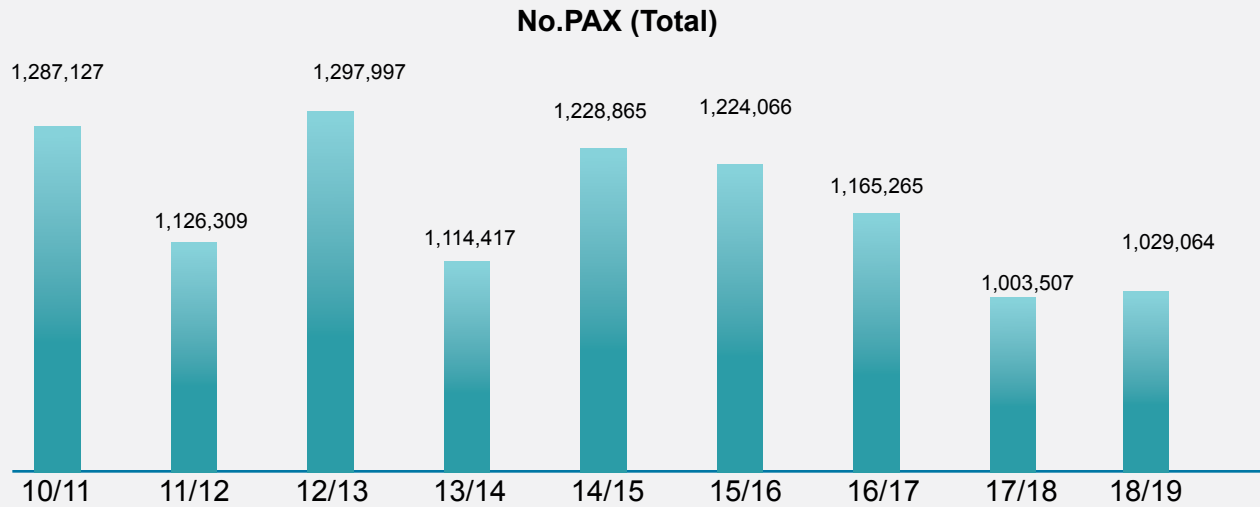


Due to the aircraft replacement plan the total flights decreased by 7% compared to the previous financial year to maintain convenient load factor.



Daily utilization increased to reach 7 hours daily compared to 6.6 hours daily in the previous financial year.

## Number of passengers Y-O-Y evolution

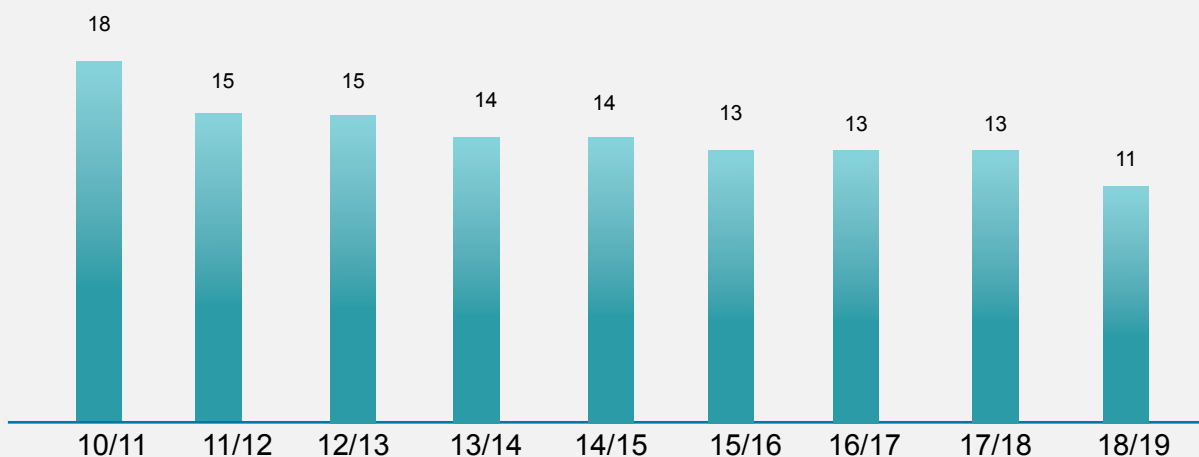


The number of passengers increased by 3% due to the economic reforms and the return of the cultural tourism



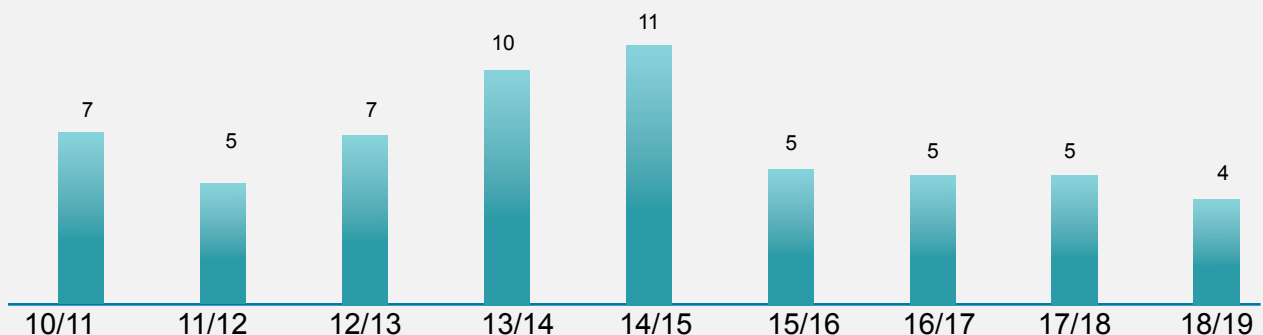
## Domestic Network

Destinations



## International Network

Destinations



- EGYPTAIR EXPRESS is always the main gate for 9 domestic destinations in Egypt, on the top of the list are Sharm El-Sheikh, Hurghada, Aswan and Luxor. Five daily flights to Sharm El-Sheikh that serves the biggest tourism city in Sinai, connecting it with EGYPTAIR Mainline international Network from Cairo airport as a hub.
- 13 daily flights to Hurghada, Aswan, and Luxor that connects Upper Egypt to the world through Cairo. With the addition of four international destinations operated from our second base in Alexandria to ATH and BEY, and operation from our third base in Sharm El-Sheikh to KWI & JED.





*Corporate Social Responsibility*

### September

- EGYPTAIR TRAINING ACADEMY organized a visit for students of Faculty of Media and Mass Communication, 6th of October University in its buildings, to learn about the advanced capabilities within the academy and inform them of the advanced civil aviation system.
- EGYPTAIR carried 60 of the first high school students in Egypt to Milan.

### October

- EGYPTAIR was the official carrier of Cairo International Exhibition for Innovation.

### January

- EGYPTAIR participated in Cairo International Book Fair where the company is holding a unique pavilion, where a complete travel experience was simulated for children, and part of the experience was allocated for visually impaired and disabled children.
- EGYPTAIR Hospital organized an educational symposium entitled "The child, civilization, and the future" in coordination with the Supreme Council of Culture. The symposium addressed several topics related to children's psychological problems and their impact on the family and society and how to address them.

### February

- EGYPTAIR followed up the case of the child Adam while he was in the hospital in Athens to check on his condition, that he fainted aboard the company's flight to Algeria, and the flight leader decided to land at Athens airport to save him. Then the company flew him to Algeria, gave him a souvenir and paid the fares of his travel and his family on another airline after his recovery to transfer him from Athens to Algeria.

### March

- EGYPTAIR celebrates with its customers Mother's Day with flowers and chocolates, and launched a new competition on its official pages on social media. The company offers a free trip as a gift to the winning mother. Also, the duty-free shops distributed some souvenirs to mothers and their children.

### April

- EGYPTAIR provides PRM / Fast track service to its clients with special needs who are traveling aboard domestic flights, where a counter and a shortest way to exit were allocated for them to take them by the special cases car to the plane.
- EGYPTAIR is the official carrier of Magda El Romy for Raie Misr Organization.

### May

- EGYPTAIR, in cooperation with Boeing International, celebrates Ramadan in Al Nour Wal Amal Association for blind and visually impaired women in Cairo, where the two companies gave gifts to women and their children in the association.

### June

- Out of its social responsibility, EGYPTAIR provided free iftar meals during the Holy Month of Ramadan to orphanages.
- A joint protocol was signed between EGYPTAIR Airlines and the Children's Cancer Hospital Egypt (CCHE 57357).



[egyptair.com](http://egyptair.com)