



# EGYPTAIR ANNUAL REPORT 2019-2020



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## Chairman's Letter

The last year 2020 was an exceptionally difficult year as a result of the COVID-19 pandemic. The aviation industry had never experienced a crisis of this magnitude, that caused unprecedented disruptions not only to our lives but also to the whole world. Thus, the Air Transport has not been immune to the coronavirus crisis, nor will it be immune to its consequences. Demand fell dramatically during the pandemic outbreak due to the travel restrictions, however, it is still in our power to contain the damage and to be ready to make the recovery as quick and effective as possible.

Despite the challenging circumstances witnessed that year, we remain committed to the airline's sustainable future.

We have been tested in our ability and endurance to deal with this unforeseen situation; that, amidst the pandemic, EGYPTAIR continue to diversify our business through accelerating our company's strategic transformation, realizing synergies, boosting our profitability and delivering sustainable growth through market cycles, as for instance, EGYPTAIR CARGO was able in line with this crisis to transport shipments to cope with the pandemic confronting situation, attained a financial profit of EGP 31.4 million. EGYPTAIR TOURISM (KARNAK) & DUTY FREE attained a total profit of EGP 168.6 million, also EGYPTAIR MEDICAL SERVICES attained a surplus of EGP 30.2 million.

In accordance with EGYPTAIR's modernization fleet plan strategy; I am delighted to say that we been delivered nine A220-300 aircraft and four A320NEO, becoming the first operator of those models in the Middle east and Africa

In these circumstances, I would like to express my sincere thanks to the Board of Directors for their exceptional support during this turbulent year of operations. I would like also to thank our dedicated employees immensely for their commitment, diligence and working with such great professionalism through the considerable challenges of 2020 and to all our strategic partners, too, I must express my gratitude; wishing them all success and prosperity in 2021.



*Amr Abuelenein*

**Captain. Amr Abuelenein**

Board of Directors EGYPTAIR HOLDING

**Capt. Mohamed Roshdy Zakaria**

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

**Eng. MOHAMED Said Mahrous**

Chairman of EGYPTIAN HOLDING

Company for Airports and Air Navigation

**Dr. Ahmed Mahmoud Darwish**

Ex- Minister of Administrative Development

**Mr. Abd El-Aziz El-Shrbiny**

Vice Chairman of Arab African

Investment Company

**Mr. Ahmed Essa Taha Abu Hussein**

CEO of Retail Banking

at Commercial International Bank

**Mr. Ahmed Ashraf Aly Kajok**

Deputy Minister of Finance

for Financial Policies

**Mr. Hassan Mohammed Hassan Shehata**

Egyptian Trade Union Federation

Representative



### Corporate External Shareholding Structure

No	Company Name	%
1	Air Cairo Aviation	60.00%
2	SHOROUK AIR CO.	51.00%
3	Arab World / Egypt Air Hotels ( Le Passage)	50.00%
4	TABA For Tourism Development	32.50%
5	MISR Aswan Tourism	25.96%
6	Aerotel For Hotels And tourism Services	25.71%
7	United Tour International	25.00%
8	Egyptian Avition Services ( EAS )	20.00%
9	Civil Aviation Finance Holding Company ( CIAF )	20.00%
10	Smart Aviation Company	10.00%
11	Egypt Aero Management Services Company	10.00%
12	CIAF Consulting	10.00%
13	MISR Sinai Tourism Co.	8.23%
14	Aerosport Company	3.50%
15	Talaat Harb Sport Club	3.01%
16	Meratel For Tourism And Hotels	1.00%
17	Official Filing Co. (Japan)	1.00%
18	Misr Tourism	0.07%
19	Star Alliances Services Co. (GMBH)	4.55%
20	Orange Co. (France)	0.01%

## Portfolio Nutshell

### EGYPTAIR AIRLINES



EGYPTAIR Medium-Haul Fleet modernization with New A320neo and A220-300.

Equipping the entire Long-Haul Fleet :-

- Full Flat Bed seats.
- Personalized monitors with various entertainment options.
- Enhanced Economy cabin comfort by increasing the seat pitch to 32 inch.

### EGYPTAIR CARGO



- A Surplus of 31 Million EGP was achieved after taxation.
- Handling 138,950 Tons as a total of Cargo carried during the year.

### EGYPTAIR MAINTENANCE & ENGINEERING



Maintaining third party contribution at the level of 28% of the total revenue despite the negative impact of COVID-19.



## EGYPTAIR's Highlights

## 2019/2020 Highlights

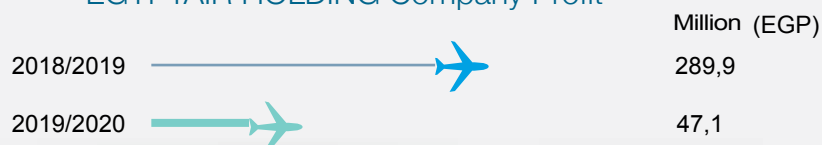
### Total Group Activity Revenue

01



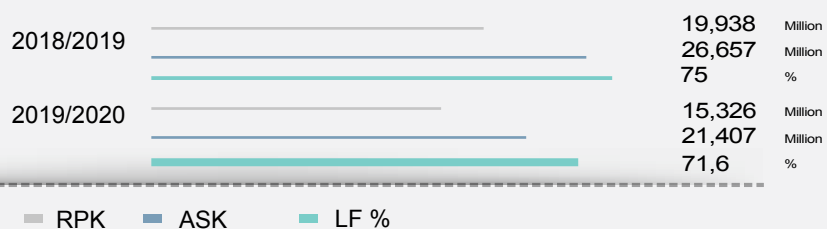
### EGYPTAIR HOLDING Company Profit

02



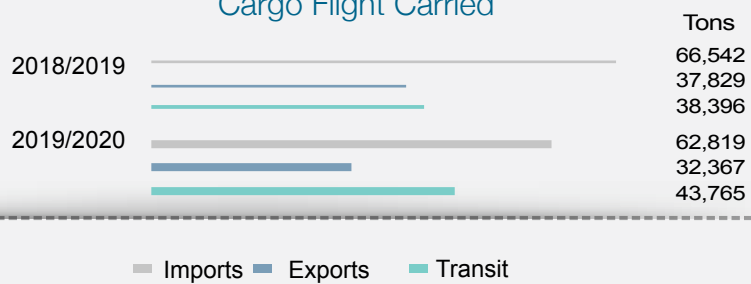
### Airlines Schedule Operating results

03



### Cargo Flight Carried

04





## Quality in Practice

1

Conducting Safety Assurance Program which carries out Internal Evaluation Program (IEP) using IATA Standard Manual (ISM) to review and make sure of the effectiveness and application of all of the IATA Standard and Recommended Practices (ISARP).

2

Conducting the Safety Action Group (SAG) meetings during the year for Flight, Ground and Cabin to elevate the level of flight safety by following up of :

- Continuous revising and updating of the Safety Policy.
- Showing 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 that is caused by external or internal vulnerabilities and that can be avoided through preventative actions.
- Monitoring for SAFA Audits & Findings to Improve SAFA ratio .
- Egyptair Safety Performance Indicators (SPI) comparing it with the regional & global Safety Indicators using IATA safety Trend evaluation , Analysis Data Exchange System (STEADS).
- Dissiminating our Cabin Safety policy , explaining new procedures in COMP manual and presenting Aircraft Safety Assessment (ASA) procedures.
- Accidents & Incidents Occurrences Investigations & Analysis.
- Global Aviation Data Mangement (GADM) included Flight Data Exchange(FDX) and Incident Data Exchange(IDX) .
- Safety Day (To ensure that safety culture reaches all Egyptair employees).
- Handling the procedures of Transporting Cargo in passengers compartment :
  - Approval ECAA
  - Maintenance Information Bulletin and Maintenance Work Order .
  - Loading / Offloading Procedures .
  - Transport cargo in passenger cabin checklist .
  - Flight and Cabin Crew SOP Bulletin .
  - Risk Management .

## Signposts of The Year



- EGYPTAIR received Five out of Six B787-900 Aircraft, marking a new achievement in the history of the Egyptian aviation industry, flying the longest flight with biofuel at a rate of 30-70 with the Trent1000 engine.
- Douala Airport in Cameroon celebrated the reception of the first EGYPTAIR flights with the tradition of spraying water. Souvenirs were given away to the attendees on the occasion. This route is the third of EGYPTAIR new points on the African continent. EGYPTAIR will operate 3 flights a week to Douala via N'Djamena Airport, Chad.
- A new international achievement for EGYPTAIR for the first time by electing EGYPTAIR Holding Company CEO for EGYPTAIR as a member of the IATA Presidential Committee for a period of three years until 2022.



- EGYPTAIR received the sixth and final Boeing Dreamliner Aircraft coming from Boeing Factory Airport in Seattle, USA, to complete the joining of all contracted aircraft of this B787-9 model to EGYPTAIR fleet in a record time of 5 months since receiving the first aircraft in March 2019.
- Airbus announced the completion of the first test flight of EGYPTAIR first A220-300 aircraft at the final assembly line in Mirabel in Canada. This is the first out of twelve A220 aircraft scheduled to be delivered to EGYPTAIR.
- EGYPTAIR Maintenance & Engineering signed a contract to establish a new maintenance station to provide daily maintenance services to companies operating to and from Dubai International Airport, the capital of aviation in the United Arab Emirates, in partnership with SKAN Aviation company.



- EGYPTAIR Express was merged with EGYPTAIR Airlines, as part of a project to develop and restructure EGYPTAIR Holding Company and its subsidiaries.
- EGYPTAIR celebrated the receiving of its first A220-300 aircraft, coming from Quebec, Canada. The deal includes the purchase of twelve aircraft of the same model, all arriving successively until July 2020.
- EGYPTAIR announced providing internet and video streaming services on its new Airbus A220-300 aircraft, in addition to the capabilities and level of luxury that characterize this aircraft.



- EGYPTAIR received the seventh Airbus A220-300 aircraft, coming from Montreal, out of a total of 12 aircraft of the same model.
- Under the auspices of Civil Aviation Ministry, the International Civil Aviation Organization (ICAO) celebrates with EGYPTAIR the 87th anniversary of its establishment. Conducting an advertising campaign on its aircrafts and in Terminal 3 at Cairo Airport, printing ICAO logo on the head rest on all its international flights and distributed chocolates with the celebration logo to publicize the event.
- EGYPTAIR Maintenance & Engineering passed the inspection of the European Aviation Safety Agency (EASA), which resulted in the renewal of accreditation and the addition of new models of aircraft and engines for international accreditation in domestic and international stations.



- EGYPTAIR has operated a new route to the Chinese city of Hangzhou with a 50% discount on the first flights of the new line. EGYPTAIR is scheduled to operate two weekly flights to Hangzhou.
- EGYPTAIR is the official carrier of the eleventh annual meeting of the Global Humanitarian Aviation Conference & Exhibition (GHAC) for the second year in a row in Sharm El-Sheikh, with the participation of a number of regional and international organizations.



- EGYPTAIR Cargo received the third and last aircraft type A330-200 after conversion from a commercial passenger aircraft to cargo aircraft from Dresden, Germany, on Sunday November 3<sup>rd</sup> 2019.



- EGYPTAIR received nine Airbus A220-300 aircraft from Airbus' factory in Canada to join its fleet.



- Four A320Neo aircraft were received out of a total of eight contracted on of the same model.
- Bangkok Airport received the first cargo flight for EGYPTAIR Cargo of the A330-200 with Cairo/Bangkok/Hong Kong route and back, and the arrival was celebrated by spraying the plane with water by the authorities of Suvarnabhumi Airport in Bangkok.



- Due to The outbreak of the Coronavirus pandemic in the world and its ramifications on the aviation industry at the international level, and its impact on the aviation industry in Egypt , EGYPTAIR conducted the following to face the crisis:
- Studying the position of operating aircraft in the fleet and determining the plan for storing aircraft that are suspended as a result of the procedures followed locally and internationally due to the repercussions of the Corona virus.
- Storage of some passenger aircraft to maintain their validity, provided that storage is removed in case of need.
- Keeping some passenger aircraft out of storage with the implementation of at least one flight weekly or every two weeks for each one whenever possible.
- Operating cargo flights using passenger aircraft in order to achieve operational revenues alternative to the revenues of passenger flights and to provide financial liquidity.
- Operating exceptional international flights to evacuate Egyptian nationals stranded abroad to Egypt, as well as to evacuate foreign nationals residing in Egypt to their country.
- An agreement was signed between EGYPTAIR Airlines and EGYPTAIR Cargo to transport goods using wide models to be exploited during the period of the air embargo on passenger transport.
- Activating online training courses for EGYPTAIR Training Academy in various fields, as well as addressing the Egyptian Civil Aviation Authority to approve the implementation of these courses for flight crew regarding the mandatory courses to renew the validity of their flight license, as well as courses in the field of technical training.



- EGYPTAIR Tourism and Duty Free Shops opened new shops in travel halls in passenger buildings No. (3,2,1) at Cairo Airport, and all sites have been equipped with prevention missions, automatic hand sterilization devices, posters and signboards to maintain safe distances between passengers.
- Arrival showrooms were prepared and opened at Cairo, Borg El-Arab, Assiut, and Sohag airports, to be ready for resuming aviation flights.



- A number of international flights have been operated to bring back Egyptian citizens stranded abroad.



## Financial Review



**EGYPTAIR HOLDING CO.**

**STATEMENT OF FINANCIAL POSITION AT 30/06/2020**

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	18,347,298,881	22,545,619,588
Projects In Progress	1,182,471,769	725,192,124
Long - Term Investments	3,773,749,569	3,861,483,737
Long - Term Loans And Debit Balances	205,602,590	164,809,470
<b>Total of Non-Current Assets</b>	<b>23,509,122,809</b>	<b>27,297,104,919</b>
<b>Current Assets</b>		
Stock	34,110,812	36,073,901
Customers , Notes Receivables And Debit Accounts	4,538,620,966	4,808,118,808
Cash in banks and in hand	131,326,780	595,433,728
<b>Total Current Assets</b>	<b>4,704,058,558</b>	<b>5,439,626,437</b>
<b>Total Assets</b>	<b>28,213,181,367</b>	<b>32,736,731,356</b>
<b>Equity</b>		
Paid Up Capital	4,078,806,000	4,128,806,000
Reserves	2,233,222,766	2,335,609,093
<b>Total Equity</b>	<b>6,312,028,766</b>	<b>6,464,415,093</b>
<b>Total of Non - Current Liabilities</b>	<b>12,613,349,699</b>	<b>14,407,758,773</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>18,925,378,465</b>	<b>20,872,173,866</b>
<b>Current Liabilities</b>		
Provisions	2,547,171,281	2,691,404,993
Creditor banks	3,877,399,934	4,037,645,855
Suppliers , Notes Payable And Credit Accounts	2,863,231,687	5,135,506,642
<b>Total of Current Liabilities</b>	<b>9,287,802,902</b>	<b>11,864,557,490</b>
<b>Total Equity &amp; Liabilities</b>	<b>28,213,181,367</b>	<b>32,736,731,356</b>

**Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020**

**REVENUES**

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	4,082,995,096	2,795,191,617
Grants & Donations.	60,837,408	93,375,504
Investments Revenues & Interests.	72,125,230	32,853,169
Other Revenues & Profits.	188,285,636	386,615,863
<b>Total Revenues</b>	<b>4,404,243,370</b>	<b>3,308,036,153</b>

**COSTS & EXPENDITURES**

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	59,268,994	60,651,782
Wages.	437,759,173	530,507,803
Expenditures.	2,611,886,947	2,223,977,669
Purchases of goods for sale purposes .	95,706	40,836
Burdens & Losses.	1,005,342,445	445,732,223
<b>Total Cost &amp; Expenditures.</b>	<b>4,114,353,265</b>	<b>3,260,910,313</b>
<b>Profit (Loss)</b>	<b>289,890,105</b>	<b>47,125,840</b>

## EGYPTAIR AIRLINES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	381,917,022	1,398,153,331
Projects In Progress	337,784,105	27,925,628
Long - Term Investments	33,328,922	33,358,922
Long - Term Loans And Debit Balances	114,212,168	188,974,102
<b>Total of Non-Current Assets</b>	<b>867,242,217</b>	<b>1,648,411,983</b>
<b>Current Assets</b>		
Stock	108,465,342	63,861,386
Customers , Notes Receivables And Debit Accounts	21,853,365,291	19,699,884,456
Cash in banks and in hand	2,864,255,313	2,088,700,899
<b>Total Current Assets</b>	<b>24,826,085,946</b>	<b>21,852,446,741</b>
<b>Total Assets</b>	<b>25,693,328,163</b>	<b>23,500,858,724</b>
<b>Equity</b>		
Paid Up Capital	2,050,000,000	2,050,000,000
Reserves	(18,233,919,520)	(21,004,088,342)
<b>Total Equity</b>	<b>(16,183,919,520)</b>	<b>(18,954,088,342)</b>
<b>Total Non-Current Liabilities</b>	<b>13,496,910</b>	<b>12,656,525</b>
<b>Total Equity &amp; Non-Current Liabilities</b>	<b>(16,170,422,610)</b>	<b>(18,941,431,817)</b>
<b>Current Liabilities</b>		
Provisions	291,826,147	301,645,913
Creditor banks	472,565,255	763,140,577
Suppliers , Notes Payable And Credit Accounts	41,099,359,371	41,377,504,052
<b>Total Current Liabilities</b>	<b>41,863,750,773</b>	<b>42,442,290,542</b>
<b>Total Equity &amp; Liabilities</b>	<b>25,693,328,163</b>	<b>23,500,858,725</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	34,365,516,810	25,213,264,619
Grants & Donations.	616,637	87,653
Investments Revenues & Interests.	46,410,286	27,085,909
Other Revenues & Profits.	347,082,921	20,092,593
<b>Total Revenues</b>	<b>34,759,626,654</b>	<b>25,260,530,774</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	9,936,342,976	6,406,200,410
Wages.	1,703,215,488	2,007,299,826
Expenditures.	22,081,124,664	18,808,106,828
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	740,577,653	464,136,568
<b>Total Cost &amp; Expenditures.</b>	<b>34,461,260,781</b>	<b>27,685,743,632</b>
<b>Profit (Loss)</b>	<b>298,365,873</b>	<b>(2,425,212,858)</b>

## EGYPTAIR MAINTENANCE & ENGINEERING CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	589,952,762	588,019,870
Projects In Progress	11,384,122	17,052,019
Long - Term Investments	43,735,510	44,735,510
Long - Term Loans And Debit Balances	54,722,472	44,586,495
<b>Total of Non - Current Assets</b>	<b>699,794,866</b>	<b>694,393,894</b>
<b>Current Assets</b>		
Stock	743,830,277	857,257,944
Customers , Notes Receivables And Debit Accounts	1,734,834,529	1,858,719,497
Cash in banks and in hand	55,821,241	63,213,707
<b>Total of Current Assets</b>	<b>2,534,486,047</b>	<b>2,779,191,148</b>
<b>Total Assets</b>	<b>3,234,280,913</b>	<b>3,473,585,042</b>
<b>Equity</b>		
Paid Up Capital	500,000,000	500,000,000
Reserves	696,833,685	421,627,648
<b>Total Equity</b>	<b>1,196,833,685</b>	<b>921,627,648</b>
<b>Total of Non - Current Liabilities</b>	<b>2,679,860</b>	<b>-</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>1,199,513,545</b>	<b>921,627,648</b>
<b>Current Liabilities</b>		
Provisions	113,856,683	111,361,312
Creditor banks	405,416,239	623,176,817
Suppliers , Notes Payable And Credit Accounts	1,515,494,446	1,817,419,265
<b>Total Current Liabilities</b>	<b>2,034,767,368</b>	<b>2,551,957,394</b>
<b>Total Equity &amp; Liabilities</b>	<b>3,234,280,913</b>	<b>3,473,585,042</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	3,223,390,383	2,520,395,533
Grants & Donations.	-	-
Investments Revenues & Interests.	5,054,862	3,835,903
Other Revenues & Profits.	35,763,476	14,486,264
<b>Total Revenues</b>	<b>3,264,208,721</b>	<b>2,538,717,700</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	617,359,884	432,979,003
Wages.	1,052,423,495	1,085,515,158
Expenditures.	1,259,984,945	1,014,715,851
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	141,162,645	111,369,339
<b>Total Cost &amp; Expenditures.</b>	<b>3,070,930,969</b>	<b>2,644,579,351</b>
<b>Profit (Loss)</b>	<b>193,277,752</b>	<b>(105,861,651)</b>

## EGYPTAIR IN-FLIGHT SERVICES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	89,974,340	102,326,730
Projects In Progress	27,342,163	6,275,825
Long - Term Investments	35,417,330	35,417,330
Long - Term Loans And Debit Balances	1,510,705	2,044,513
<b>Total of Non - Current Assets</b>	<b>154,244,538</b>	<b>146,064,398</b>
<b>Current Assets</b>		
Stock	47,959,618	36,325,966
Customers , Notes Receivables And Debit Accounts	338,728,829	375,642,076
Cash in banks and in hand	31,536,950	12,459,510
<b>Total of Current Assets</b>	<b>418,225,397</b>	<b>424,427,552</b>
<b>Total Assets</b>	<b>572,469,935</b>	<b>570,491,950</b>
<b>Equity</b>		
Paid Up Capital	50,000,000	50,000,000
Reserves	190,375,822	109,472,388
<b>Total Equity</b>	<b>240,375,822</b>	<b>159,472,388</b>
<b>Total of Non - Current Liabilities</b>	<b>3,940,535</b>	<b>298,540</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>244,316,357</b>	<b>159,770,928</b>
<b>Current Liabilities</b>		
Provisions	7,340,467	7,730,721
Creditor banks	227,479	19,490,954
Suppliers , Notes Payable And Credit Accounts	320,585,632	383,499,347
<b>Total of Current Liabilities</b>	<b>328,153,578</b>	<b>410,721,022</b>
<b>Total Equity &amp; Liabilities</b>	<b>572,469,935</b>	<b>570,491,950</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	789,129,370	646,595,120
Grants & Donations.	-	-
Investments Revenues & Interests.	52,830,266	41,691,106
Other Revenues & Profits.	13,278,780	6,288,780
<b>Total Revenues</b>	<b>855,238,416</b>	<b>694,575,006</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	264,605,382	210,569,839
Wages.	309,631,526	349,747,697
Expenditures.	89,933,443	91,814,532
Purchases of goods for sale purposes .	82,222,032	58,487,690
Burdens & Losses.	23,600,555	924,574
<b>Total Cost &amp; Expenditures.</b>	<b>769,992,938</b>	<b>711,544,332</b>
<b>Profit (Loss)</b>	<b>85,245,478</b>	<b>(16,969,326)</b>



## EGYPTAIR GROUND SERVICES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	285,004,811	294,992,784
Projects In Progress	85,938,875	113,808,007
Long - Term Investments	28,261,375	28,261,375
Long - Term Loans And Debit Balances	25,703,770	25,015,188
<b>Total of Non - Current Assets</b>	<b>424,908,831</b>	<b>462,077,354</b>
<b>Current Assets</b>		
Stock	136,824,319	161,230,984
Customers , Notes Receivables And Debit Accounts	829,726,709	869,246,296
Cash in banks and in hand	56,431,697	33,562,087
<b>Total of Current Assets</b>	<b>1,022,982,725</b>	<b>1,064,039,367</b>
<b>Total Assets</b>	<b>1,447,891,556</b>	<b>1,526,116,721</b>
<b>Equity</b>		
Paid Up Capital	180,000,000	180,000,000
Reserves	300,716,973	38,459,128
<b>Total Equity (3)</b>	<b>480,716,973</b>	<b>218,459,128</b>
<b>Total of Non - Current Liabilities</b>	<b>54,167,459</b>	<b>54,895,563</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>534,884,432</b>	<b>273,354,691</b>
<b>Current Liabilities</b>		
Provisions	65,401,376	137,767,731
Creditor banks	375,979,608	654,654,149
Suppliers , Notes Payable And Credit Accounts	471,626,140	460,340,150
<b>Total of Current Liabilities</b>	<b>913,007,124</b>	<b>1,252,762,030</b>
<b>Total Equity &amp; Liabilities</b>	<b>1,447,891,556</b>	<b>1,526,116,721</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	1,305,323,580	1,145,212,322
Grants & Donations.	-	-
Investments Revenues & Interests.	1,975,030	1,412,888
Other Revenues & Profits.	42,369,427	43,134,496
<b>Total Revenues</b>	<b>1,349,668,037</b>	<b>1,189,759,706</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	113,110,809	107,291,719
Wages.	718,922,430	851,393,000
Expenditures.	320,033,577	309,918,640
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	57,306,816	80,406,606
<b>Total Cost &amp; Expenditures.</b>	<b>1,209,373,632</b>	<b>1,349,009,965</b>
<b>Profit (Loss)</b>	<b>140,294,405</b>	<b>(159,250,259)</b>

## EGYPTAIR CARGO CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	139,455,098	126,509,834
Projects In Progress	683,951,954	1,766,544,641
Long - Term Investments	2,300,000	1,957,653
Long - Term Loans And Debit Balances	47,677,822	47,677,822
<b>Total of Non - Current Assets</b>	<b>873,384,874</b>	<b>1,942,689,950</b>
<b>Current Assets</b>		
Stock	100,935,067	102,613,201
Customers , Notes Receivables And Debit Accounts	1,068,359,917	854,530,938
Cash in banks and in hand	79,032,769	217,573,049
<b>Total of Current Assets</b>	<b>1,248,327,753</b>	<b>1,174,717,188</b>
<b>Total Assets</b>	<b>2,121,712,627</b>	<b>3,117,407,138</b>
<b>Equity</b>		
Paid Up Capital	65,000,000	65,000,000
Reserves	463,318,970	314,875,524
<b>Total Equity</b>	<b>528,318,970</b>	<b>379,875,524</b>
<b>Total Non - Current Liabilities</b>	<b>1,317,362</b>	<b>996,983,341</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>529,636,332</b>	<b>1,376,858,865</b>
<b>Current Liabilities</b>		
Provisions	30,197,141	44,521,561
Creditor banks	238,856,647	169,616,916
Suppliers , Notes Payable And Credit Accounts	1,323,022,507	1,526,409,796
<b>Total of Current Liabilities</b>	<b>1,592,076,295</b>	<b>1,740,548,273</b>
<b>Total Equity &amp; Liabilities</b>	<b>2,121,712,627</b>	<b>3,117,407,138</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	1,660,163,080	1,710,628,948
Grants & Donations.	3,719,626	5,238,250
Investments Revenues & Interests.	5,096,568	4,725,325
Other Revenues & Profits.	50,011,220	72,187,797
<b>Total Revenues</b>	<b>1,718,990,494</b>	<b>1,792,780,320</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	431,255,055	390,051,584
Wages.	196,964,334	208,007,532
Expenditures.	810,201,915	1,093,836,576
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	111,844,383	69,474,820
<b>Total Cost &amp; Expenditures.</b>	<b>1,550,265,687</b>	<b>1,761,370,512</b>
<b>Profit (Loss)</b>	<b>168,724,807</b>	<b>31,409,808</b>

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

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	51,121,880	51,047,699
Projects In Progress	25,711,354	52,377,167
Long - Term Investments	3,280,850	2,835,900
Long - Term Loans And Debit Balances	17,586,829	30,090,688
<b>Total of Non - Current Assets</b>	<b>97,700,913</b>	<b>136,351,454</b>
<b>Current Assets</b>		
Stock	681,850,425	815,644,427
Customers , Notes Receivables And Debit Accounts	871,970,996	566,239,307
Cash in banks and in hand	108,366,011	57,664,155
<b>Total of Current Assets</b>	<b>1,662,187,432</b>	<b>1,439,547,889</b>
<b>Total Assets</b>	<b>1,759,888,345</b>	<b>1,575,899,343</b>
<b>Equity</b>		
Paid Up Capital	50,000,000	100,000,000
Reserves	679,732,271	458,766,401
<b>Total Equity</b>	<b>729,732,271</b>	<b>558,766,401</b>
<b>Total of Non - Current Liabilities</b>	<b>7,391,536</b>	<b>3,103,384</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>737,123,807</b>	<b>561,869,785</b>
<b>Current Liabilities</b>		
Provisions	38,376,765	44,397,695
Creditor banks	129,258,066	259,837,024
Suppliers , Notes Payable And Credit Accounts	855,129,707	709,794,839
<b>Total Current Liabilities</b>	<b>1,022,764,538</b>	<b>1,014,029,558</b>
<b>Total Equity &amp; Liabilities</b>	<b>1,759,888,345</b>	<b>1,575,899,343</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	2,879,373,140	2,082,512,271
Grants & Donations.	-	-
Investments Revenues & Interests.	3,789,141	1,248,967
Other Revenues & Profits.	137,625,184	60,695,938
<b>Total Revenues</b>	<b>3,020,787,465</b>	<b>2,144,457,176</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	23,280,464	24,430,096
Wages.	230,849,276	242,743,918
Expenditures.	981,144,199	691,864,426
Purchases of goods for sale purposes .	1,274,539,103	971,664,803
Burdens & Losses.	64,422,902	45,150,525
<b>Total Cost &amp; Expenditures.</b>	<b>2,574,235,944</b>	<b>1,975,853,768</b>
<b>Profit (Loss)</b>	<b>446,551,521</b>	<b>168,603,408</b>

## EGYPTAIR MEDICAL SERVICES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	104,085,176	112,618,593
Projects In Progress	1,837,888	5,120,760
Long - Term Investments	3,164,250	2,943,995
Long - Term Loans And Debit Balances	14,070,798	6,158,707
<b>Total of Non - Current Assets</b>	<b>123,158,112</b>	<b>126,842,055</b>
<b>Current Assets</b>		
Stock	53,987,994	64,088,181
Customers , Notes Receivables And Debit Accounts	327,601,309	335,400,403
Cash in banks and in hand	7,198,692	26,424,546
<b>Total of Current Assets</b>	<b>388,787,995</b>	<b>425,913,130</b>
<b>Total Assets</b>	<b>511,946,107</b>	<b>552,755,185</b>
<b>Equity</b>		
Paid Up Capital	71,600,000	71,600,000
Reserves	77,031,290	72,816,902
<b>Total Equity</b>	<b>148,631,290</b>	<b>144,416,902</b>
<b>Total of Non - Current Liabilities</b>	<b>17,084,411</b>	<b>16,263,550</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>165,715,701</b>	<b>160,680,452</b>
<b>Current Liabilities</b>		
Provisions	7,571,659	10,571,659
Creditor banks	1,936,127	20,635,410
Suppliers , Notes Payable And Credit Accounts	336,722,620	360,867,664
<b>Total Current Liabilities</b>	<b>346,230,406</b>	<b>392,074,733</b>
<b>Total Equity &amp; Liabilities</b>	<b>511,946,107</b>	<b>552,755,185</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	661,983,353	720,493,919
Grants & Donations.	3,543,997	13,722,401
Investments Revenues & Interests.	2,725,272	1,894,942
Other Revenues & Profits.	6,616,022	4,729,075
<b>Total Revenues</b>	<b>674,868,644</b>	<b>740,840,337</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	322,361,869	345,596,417
Wages.	199,940,878	231,421,037
Expenditures.	86,465,663	111,911,159
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	19,754,256	21,718,373
<b>Total Cost &amp; Expenditures.</b>	<b>628,522,666</b>	<b>710,646,986</b>
<b>Profit (Loss)</b>	<b>46,345,978</b>	<b>30,193,351</b>



## EGYPTAIR SUPPLEMENTARY INDUSTRIES CO.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	33,266,529	33,206,045
Projects In Progress	2,918,747	3,172,183
Long - Term Investments	-	-
Long - Term Loans And Debit Balances	-	6,229,804
<b>Total of Non - Current Assets</b>	<b>36,185,276</b>	<b>42,608,032</b>
<b>Current Assets</b>		
Stock	54,130,822	61,316,635
Customers , Notes Receivables And Debit Accounts	63,954,524	65,698,625
Cash in banks and in hand	5,771,630	948,955
<b>Total of Current Assets</b>	<b>123,856,976</b>	<b>127,964,215</b>
<b>Total Assets</b>	<b>160,042,252</b>	<b>170,572,247</b>
<b>Equity</b>		
Paid Up Capital	50,000,000	50,000,000
Reserves	(11,953,174)	(36,337,266)
<b>Total Equity</b>	<b>38,046,826</b>	<b>13,662,734</b>
<b>Total of Non - Current Liabilities</b>	<b>854,408</b>	<b>-</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>38,901,234</b>	<b>13,662,734</b>
<b>Current Liabilities</b>		
Provisions	6,879,975	6,380,218
Creditor banks	-	-
Suppliers , Notes Payable And Credit Accounts	114,261,043	150,529,295
<b>Total Current Liabilities</b>	<b>121,141,018</b>	<b>156,909,513</b>
<b>Total Equity &amp; Liabilities</b>	<b>160,042,252</b>	<b>170,572,247</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	204,039,415	110,283,318
Grants & Donations.	631,071	340,309
Investments Revenues & Interests.	729,815	482,960
Other Revenues & Profits.	3,442,360	1,251,612
<b>Total Revenues</b>	<b>208,842,661</b>	<b>112,358,199</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	77,813,845	45,261,093
Wages.	85,937,213	71,941,112
Expenditures.	21,276,105	19,504,050
Purchases of goods for sale purposes .	8,716,093	6,000,312
Burdens & Losses.	3,822,208	(5,964,277)
<b>Total Cost &amp; Expenditures.</b>	<b>197,565,464</b>	<b>136,742,290</b>
<b>Profit (Loss)</b>	<b>11,277,197</b>	<b>(24,384,091)</b>

## EGYPTAIR CONSOLIDATED.

### STATEMENT OF FINANCIAL POSITION AT 30/06/2020

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
<b>Non-Current Assets</b>		
Fixed Assets (Net )	20,109,732,552	25,252,494,474
Projects In Progress	2,359,340,977	2,717,468,354
Long - Term Investments	906,637,806	944,394,422
Long - Term Loans And Debit Balances	481,087,155	515,586,789
<b>Total of Non - Current Assets</b>	<b>23,856,798,490</b>	<b>29,429,944,039</b>
<b>Current Assets</b>		
Stock	1,874,438,623	2,198,412,625
Customers , Notes Receivables And Debit Accounts	25,193,609,660	23,691,248,674
Cash in banks and in hand	3,339,741,082	3,095,980,637
<b>Total Current Assets</b>	<b>30,407,789,365</b>	<b>28,985,641,936</b>
<b>Total Assets</b>	<b>54,264,587,855</b>	<b>58,415,585,975</b>
<b>Equity</b>		
Paid Up Capital	4,078,806,000	4,128,806,000
Reserves	(14,357,129,973)	(17,426,695,128)
<b>Total Equity</b>	<b>(10,278,323,973)</b>	<b>(13,297,889,128)</b>
<b>Total of Non - Current Liabilities</b>	<b>12,714,282,180</b>	<b>15,491,959,676</b>
<b>Total Equity &amp; Non - Current Liabilities</b>	<b>2,435,958,207</b>	<b>2,194,070,548</b>
<b>Current Liabilities</b>		
Provisions	3,108,621,495	3,355,781,803
Creditor banks	5,501,639,355	6,548,197,702
Suppliers , Notes Payable And Credit Accounts	43,218,368,798	46,317,535,922
<b>Total of Current Liabilities</b>	<b>51,828,629,648</b>	<b>56,221,515,427</b>
<b>Total Equity &amp; Liabilities</b>	<b>54,264,587,855</b>	<b>58,415,585,975</b>

### Operating & Profit & Loss Accounts From 1/7/2017 To 30/6/2020

#### REVENUES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Activity Revenues .	41,672,750,247	30,925,417,892
Grants & Donations.	69,348,739	112,764,117
Investments Revenues & Interests.	190,736,470	115,231,169
Other Revenues & Profits.	824,475,026	609,482,418
<b>Total Revenues</b>	<b>42,757,310,482</b>	<b>31,762,895,596</b>

#### COSTS & EXPENDITURES

PARTICULARS	2018/2019(EGP)	2019/2020(EGP)
Raw Material , Requisites, Fuel & Spare Parts.	11,715,249,263	7,944,975,615
Wages.	4,533,508,846	5,242,312,022
Expenditures.	22,047,661,514	18,898,707,949
Purchases of goods for sale purposes .	1,365,572,934	1,036,193,641
Burdens & Losses.	2,167,833,865	1,232,948,751
<b>Total Cost &amp; Expenditures.</b>	<b>41,829,826,422</b>	<b>34,355,137,978</b>
<b>Profit (Loss)</b>	<b>927,484,060</b>	<b>(2,592,242,382)</b>



## Performance Review

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

EGYPTAIR has sold (2) A321-200 aircraft YOM 1997 to 3Top Aviation through a public Auction no. PL289-2018/2019

EGYPTAIR continues fleet growth and modernization plan, which was approved by EGYPTAIR board of directors in Jan. 2017, by continuing taking delivery for the new aircraft during 2020 as follow:

■ (9) A220-300 aircraft through Sep. 2019 till Feb. 2020.

■ (4) A320neo aircraft through Feb. 2020.

EGYPTAIR has signed Lease amendment to replace (7) A320 neo with (7) A321 neo which will be delivered from Mar. 2022 till Dec. 2022

EGYPTAIR has signed Lease Agreement for (2) B787-9 which will be delivered during Nov. 2022 till Feb. 2023.





### EGYPTAIR Fleet at 30/6/2020

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	29	
A320-200	4			4	145	16.9	
A321-200	2			2	161	23.3	
A330-200	4			4	268	15	
A330-300		4		4	301	9	
A340-200	3			3	260	23.7	
B737-800	11	10	8	29	144 / 154	8.4	
B777-200ER	4			4	319	21.1	
B777-300ER			6	6	346	9.9	
B787-9			6	6	309	1.1	
A320neo			4	4	142	0.4	4
ERJ170	9			9	76	12	
A220-300		9		9	140	0.6	3
A321neo							7
<b>Sub Total</b>	<b>38</b>	<b>23</b>	<b>24</b>	<b>85</b>			<b>14</b>
<b>EGYPTAIR CARGO</b>							
A330-200P2F	3			3		15.7	
A300-600RF	2			2	N.A	29.7	
A300B4-200	1			1	N.A	38	
<b>Sub Total</b>	<b>6</b>			<b>6</b>			
<b>Leased Out</b>							
A340-200	3			3	260	23.7	
<b>Sub Total</b>	<b>3</b>			<b>6</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>							
A320-200	1			1	145	28.5	
A320-200	4			4	145	22.3	
A321-200	2			2	161		
A330-200	4			4	268		
B777-200ER	4			4	319		
E170	9			9	76		
<b>Sub Total</b>	<b>24</b>			<b>24</b>			



**Together, we'll bring back  
the colour**



**ALLIANCES & CODE-SHARE  
AGREEMENTS**

## Alliances

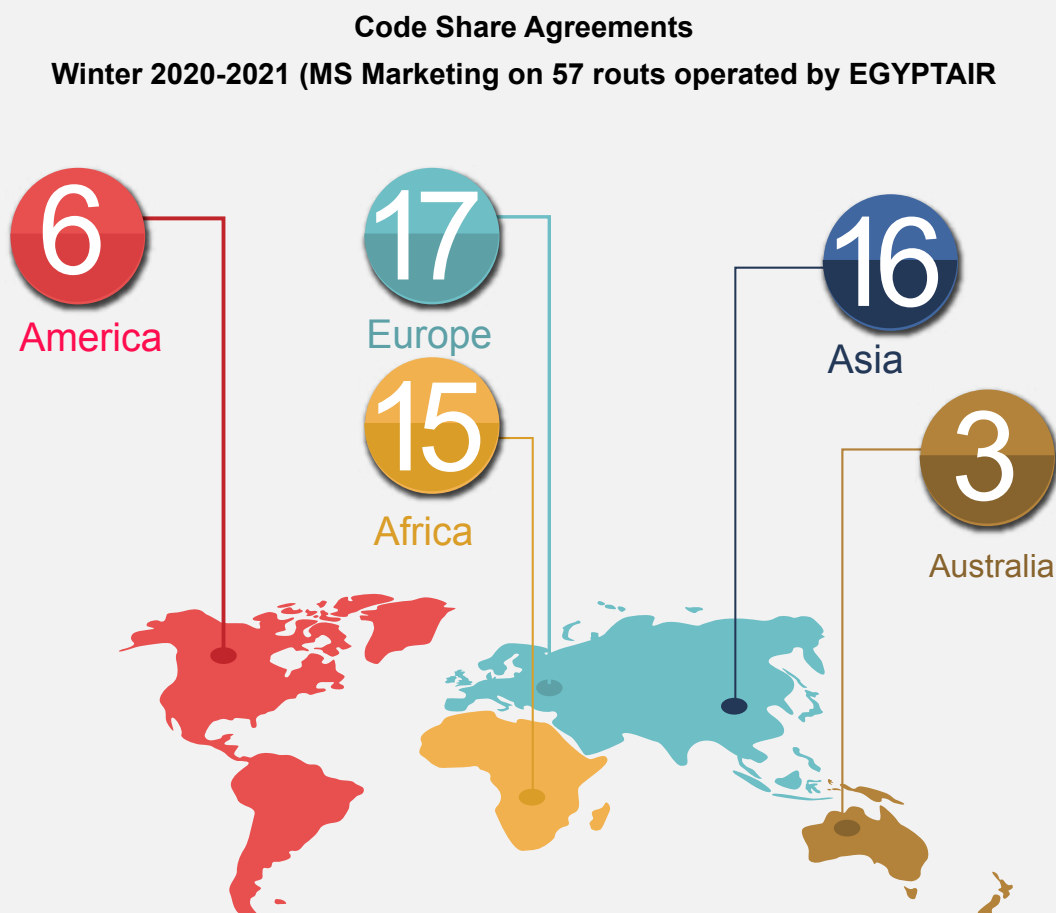
Since 2008, EGYPTAIR has been a member of Star Alliance the development of commercial alliances with international carriers continues to be an important aspect of EGYPTAIR's business strategy.

## Code-Share Agreements

Such agreements provide EGYPTAIR with an effective way to expand and broaden its network that enhances its sales capacity.

EGYPTAIR extends its global reach through its membership in Star Alliance, which is comprised of 26 members.

It is not a requirement that Star Alliance member's code-share with each other, EGYPTAIR does code-share with major Star Alliance members as well as with other non-Star Alliance carriers.



**EGYPTAIR has 23 Code-Share partners and marketing on 57 routes not operated by MS.**

During Covid-19 pandemic, we focused on coordinating along with the Egyptian Civil Aviation Authority to Plan and manage the exceptional flights that were scheduled and operated to evacuate Egyptian citizens in several countries around the world, in addition to taking the necessary permissions for all cargo and charter flights to/from all the airports of the Arab Republic of Egypt.

## Restoring confidence in Air Travel

### Star Travel Information HUB

EGYPTAIR defined necessary travel information related to COVID-19 to be reflected in Star Alliance Portal; through the Travel Information HUB customers can access the most relevant health and hygiene measures adopted by all Star Alliance member airlines and an extensive range of airports in the Star Alliance network. The information resource is intended to help customers prepare for their journey and to fly with confidence

### Commitments on Health and Hygiene Safety

The 26 member airlines of Star Alliance including EGYPTAIR have agreed to a common set of health and hygiene safety measures intended to provide customers the comfort of knowing that whenever they are onboard any Star Alliance flight, they can expect consistent care on access to hygiene amenities, protective wear by fellow passengers and crew, special procedures for handling unwell passengers and crew, and enhanced processes and disinfectant products for aircraft cleaning.

### Bilateral Air Services Negotiations held during FY 2019/2020

**Austria**  
**3-4 Jul 2019**

- Agreed upon increased capacity entitlements up to 11 weekly frequencies (maximum 9 flights on sector CAI/VIE and 2 flights on ALY/VIE).
- Agreed upon new Route schedule (open entry, intermediate and beyond points).the designated Carriers of the Egyptian side.

**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).
- Designation of EGYPTAIR airlines, EGYPTAIR Cargo, Nile Air, Air Cairo, Air Arabia Egypt as the designated Carriers of the Egyptian side.

**Latvia**  
**5 - 6 Nov 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).
- Agreed upon inclusion of third party code share provision.

**Emirates**  
**5 - 6 Feb 2020**

- Agreed upon gradual increase capacity entitlements on all sectors starting by 20% every 2 years starting Winter 21/22.
- Agreed upon new Route schedule (open entry, intermediate and beyond points) to give more flexibility to designated airlines of both sides to operate codeshare flights.

Bilateral Agreements via Correspondences during FY 2019/2020

**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.

**USA**  
**August 2019**

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

**Maldives**  
**October 2019**

- The nomination of point “ABU DHABI” as an intermediate point in the Route schedule to be used by the Egyptian side for the purpose of code-sharing operations.
- Inclusion of third party code share provision.

**Turkey**  
**October 2019**

- The nomination of points “Ouagadougou, Zagreb, Niamey, Ljubljana and Bamako” as beyond points in the Route schedule to be used by the Egyptian side for the purpose of code-sharing operations.

**Italy**  
**January 2020**

- Agreed upon increased capacity entitlements up to 39 weekly frequencies for passengers' services, in which Egyptair allocated 31 weekly flights.
- The nomination of point “BOLOGNA” as an entry point in the Route schedule of the Egyptian side for the purpose of operating CAI/BLQ.



**Brazil**  
**January 2020**

- The right of the Egyptian side to exercise fifth freedom from one point in Africa (Accra or Abidjan), to be determined later by the Egyptian side.

## Code Share Operational Enhancement

### Codeshare Destinations in OTAS:

- Defining Codeshare destinations on OTAS (Online Travel Agents) Booking Engine Like Expedia, Travel Start and C-Trip to boost up sales.

### Website Chatbot:

- Adding Codeshare information to Online Chatbot on EGYPTAIR website customer gets the information clearly and smoothly.

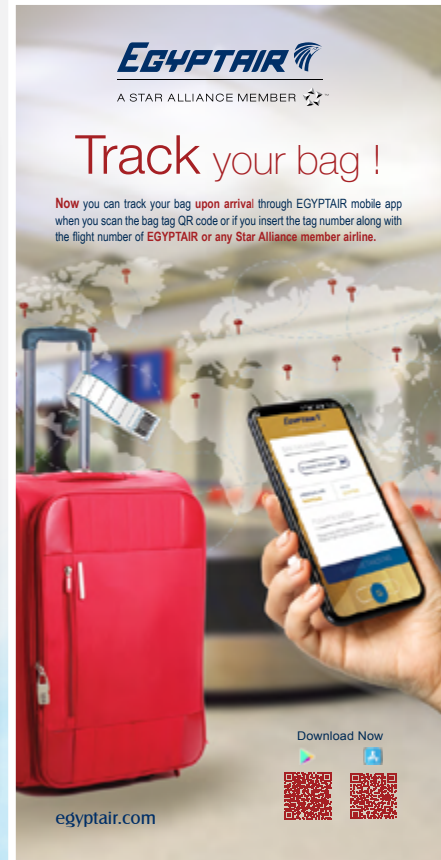
## Star Alliance Digital Projects

### Unpaid Seats Selection:

- EGYPTAIR integrated with Star Alliance Digital Platform to become Seat Map provider for Star Alliance members.
- EGYPTAIR deployed in production with UA its seat Map so that UA consumes MS Seats on its digital channels.

### Baggage Tracking:

- EGYPTAIR deployed baggage-tracking service in which Customers can use this service upon arrival to their destination through EGYPTAIR mobile application on android or IOS under the baggage tab by scanning the QR code on the bag tag, or by entering the baggage tracking and flight numbers, then all the baggage details will be shown on the application.





EGYPTAIR TRAINING ACADEMY



## Overview

EGYPTAIR TRAINING ACADEMY was established in the early 70's and since then has been undertaking the task of training all categories of EGYPTAIR employees to the levels of competency for the safe operation and the efficient accomplishment of supporting commercial activities.

Now we are offering the experience we accumulated over the years to customers from all over the world in the form of various training programs that suit their needs. Our Vision is to become the regional leader of aviation training and one of the best worldwide.

We are confident that any Airline seeking programs to match its own particular needs will find something suitable inside this website.

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

EGYPTAIR TRAINING ACADEMY has more than 50 years of airline training experience that suit customer training needs.

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

EGYPTAIR TRAINING ACADEMY cover training activities are as following

- Flight Crew Training
- Technical Training
- Cabin Crew Training
- HR Training
- Ground Services Training

## 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.
- We have successfully renewed EGYPTAIR Training Academy approvals in the training activities related to the following aircraft types:
  - Airbus A319/A320/A321
  - Boeing 737- 600/700/800/900
  - Airbus 330
  - Boeing 777-200/300
  - Airbus 340
  - Embraer ERJ-170 Series

## Full Flight Simulators

EGYPTAR TRAINING ACADEMY offers many training courses on many fleet types. With ECAA and EASA approvals, EGYPTAR 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.

EGYPTAR 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:

Simulator Type		
<b>B777</b>	✓	✓
<b>B737NG</b>	✓	✓
<b>A321/320</b>	✓	✓
<b>A330/340</b>	✓	✓
<b>A321/320 NEO</b>	In Progress	In Progress
Cabin Emergency Evacuation (CEET) A320, A340, A330, B737 & B777		✓

- **Cabin Crew Training**
- **Cabin Emergency Training**

Cabin Emergency Training department is part of EGYPTAIR TRAINING ACADEMY and provides safety training for flight and cabin crewmembers. The focus of our training is to adequately train crewmembers in accordance with the operator's requirements and the legal requirements and recommendations for the safe operation of the aircraft.

## Training Courses

Training courses consist of classroom instruction (including power point presentations and video presentations) and may include the use of a cabin mock-up, and a door trainer, other representative training devices and equipment.

The following training courses are available for flight crew and/or cabin crewmembers:

- Initial training
- Initial / Conversion training
- Type Conversion training
- Recurrent training
- Refresher training
- Senior Cabin Crewmember training
- Crew Resource Management training
- Medical aspects and First aid training
- Firefighting and Smoke handling training
- Water Survival and Survival training
- Dangerous Goods training
- Operator's Conversion training

All training courses are in compliance with the requirements and recommendations of the Egyptian Civil Aviation Authority.

## Cabin Service Courses

- Grooming
- Etiquette
- Crew members' coordination and communication
- Nutrition
- Crew security and safety
- Managing passenger interaction
- Customer service
- Airline catering & food service

## Technical Training

At EGYPTAR 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. EGYPTAR TRAINING ACADEMY has a better understanding of airlines need to maintain the highest training standards while keeping cost under control. EGYPTAR TRAINING ACADEMY's maintenance training programs have been developed with these goals in mind.

		
	EASA 147 European Aviation Safety Agency	ECAA Egyptian Civil Aviation Regulations
Technical Type	✓	✓

EGYPTAIR TRAINING ACADEMY Technical Training approval certificates are in compliance with local and international Regulations according to the table below:

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

### HR training

In the HR training the employees are EGYPTAIR's number one resource and the HR training have to maximize their potential. The human resources function is an essential and effective partner in developing and executing the EGYPTAIR strategy. HR training introduces to the employees the major skills to Understand the key of strategic HR issues and trends that are relevant to today's HR managers, the HR training Learn the employees how to integrate job descriptions and evaluations with adequate training and compensation, and they will Understand the principles and applications of performance benchmarking.

The main purpose of HR training is to create a new level of teamwork awareness and increase participants' ability to work with others, in a collaborative and effective fashion, while continually building teamwork within their organization. Employees will learn how to build trust with peers and plan strategies to manage stakeholder interaction and engagement.

### Milestones

#### First A320Neo Simulator in Africa

Emphasizing on the leadership of EGYPTAIR TRAINING ACADEMY among the international centers specialized in the various fields of training and keeping pace with the highest international standards in the air transport industry

EGYPTAIR TRAINING ACADEMY announces launching of new simulator Airbus A320neo as the first operator in Africa in mid-November, with the approval of EASA FSTD Issue 2 Level D), with engines (IAE V2527-A5 CEO) (CFM 56-5B4 CEO/CFM LEAP-1A26 NEO) designed and manufactured completely by L3 Harris apparatus.

In addition, the simulator Airbus A220-300 will start operating in mid-February with the approval of (EASA FFS LEVEL D) and with an engine (PW1524G), designed and manufactured completely by Flight Safety.





It is worth noting that operating these advanced simulators is a great support for the Academy to attract new customers and reflects its interest in expanding and targeting more pilots of African, Arab, European as well as Indian airlines, own these two models. In a related context, the academy is constantly looking to develop and improve training by integrating new technologies into its full set of training simulators.

In addition, this step is also in line with the strategy of modernizing the aviation fleet of EGYPTAIR Holding Company, which also requires the upgrade of simulators in the academy by operating new types that can help the academy to provide training services at the highest level of technology and quality.

“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 FFSSs, 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,” added Captain Abdel-Hady El Shakanqiry, the Head of the EGYPTAIR Training Academy.

**The selection of the devices follows a rigorous technical evaluation and competitive tender process**





## Cooperation with the African continent



Within the framework of the keenness of EGYPTAIR Training Academy on the presence and spreading in the African continent, and the trend towards the expansion in the African market in order to transfer expertise and provide all means of support to all countries in the black continent.

### **A delegation of Republic of Malawi Visited EGYPTAIR Training Academy**

EGYPTAIR Training Academy received a high-level delegation from the Republic of Malawi headed by Mrs. Rhoda Gadama, Executive Director of Airports Development Authority, to discuss ways of cooperation in various training fields.

The discussions were also completed to discuss aspects of partnership and cooperation. The delegation expressed its great admiration for the facilities available at EGYPTAIR Training Academy that help to raise the efficiency of the human factor in the field of air transport industry in the continent, especially the Republic of Malawi

### Visit of Tanzanian Airlines Delegation to EGYPTAIR Training Academy

In the belief of EGYPTAIR Training Academy in its strategic role towards enhancing cooperation with the airlines of the African continent and the expansion in the African market in the field of training, a delegation from Tanzanian Airlines was received to discuss ways of joint cooperation to train Tanzanian pilots in EGYPTAIR Training Academy.

## Safety awareness

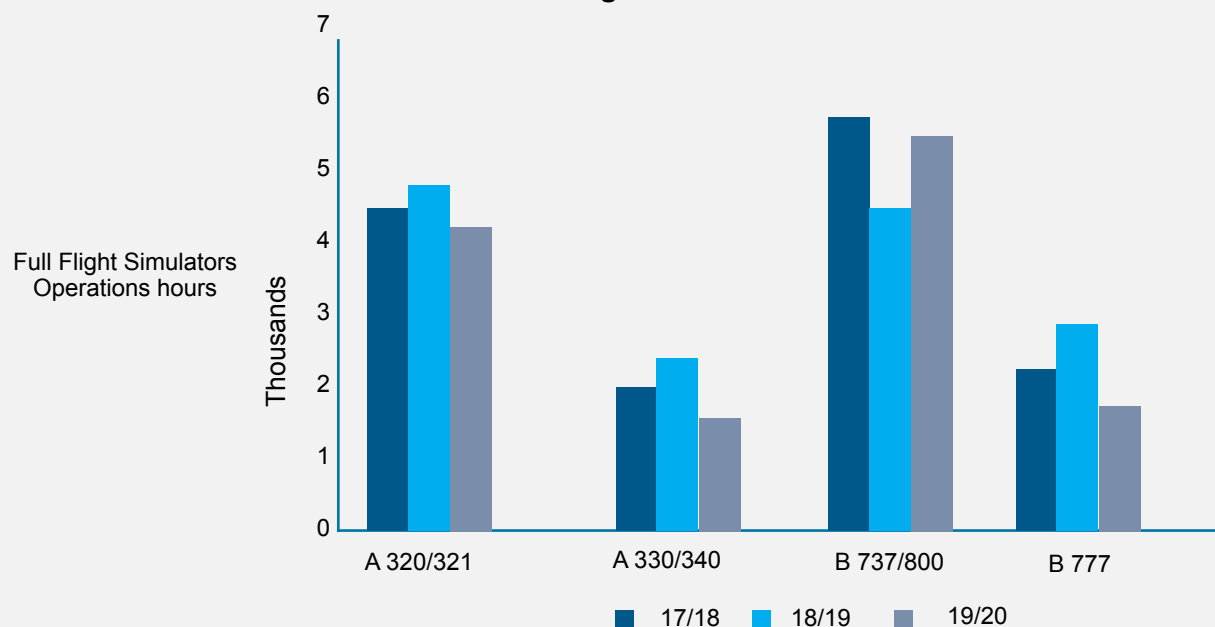
EGYPTAIR Training Academy developed a series of new courses to support safety in the airline's activities.

- Safety Fundamentals and culture course
- SMS implementation and control course
- Safety Performance Management course
- Safety data collection and analysis course

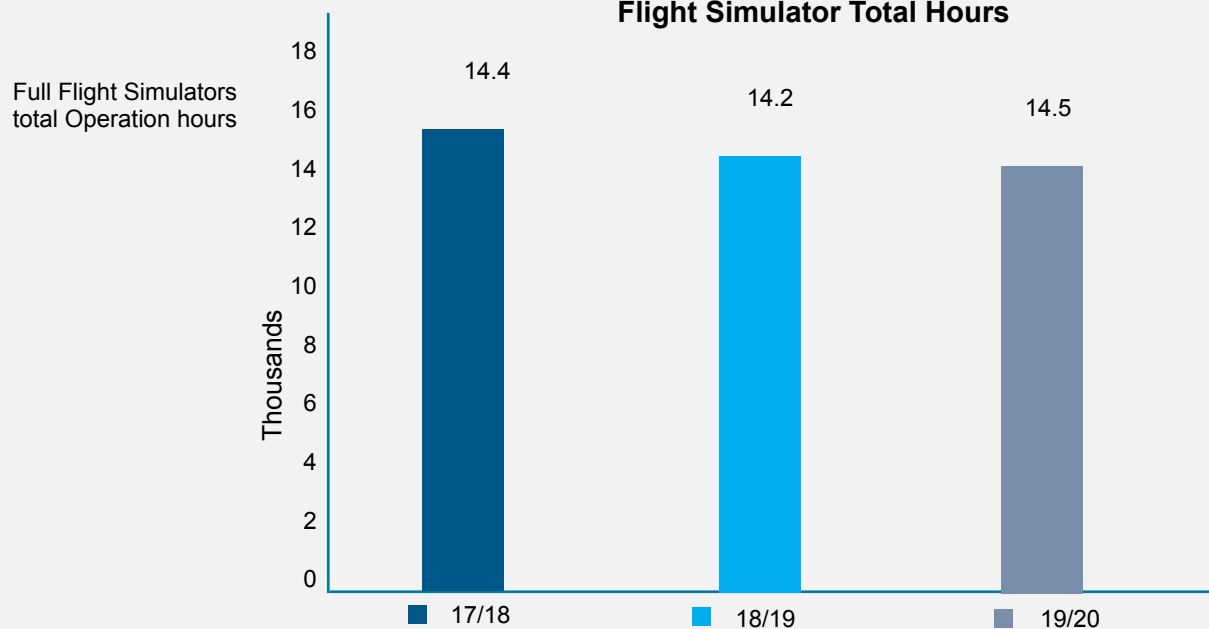


## Performance Charts

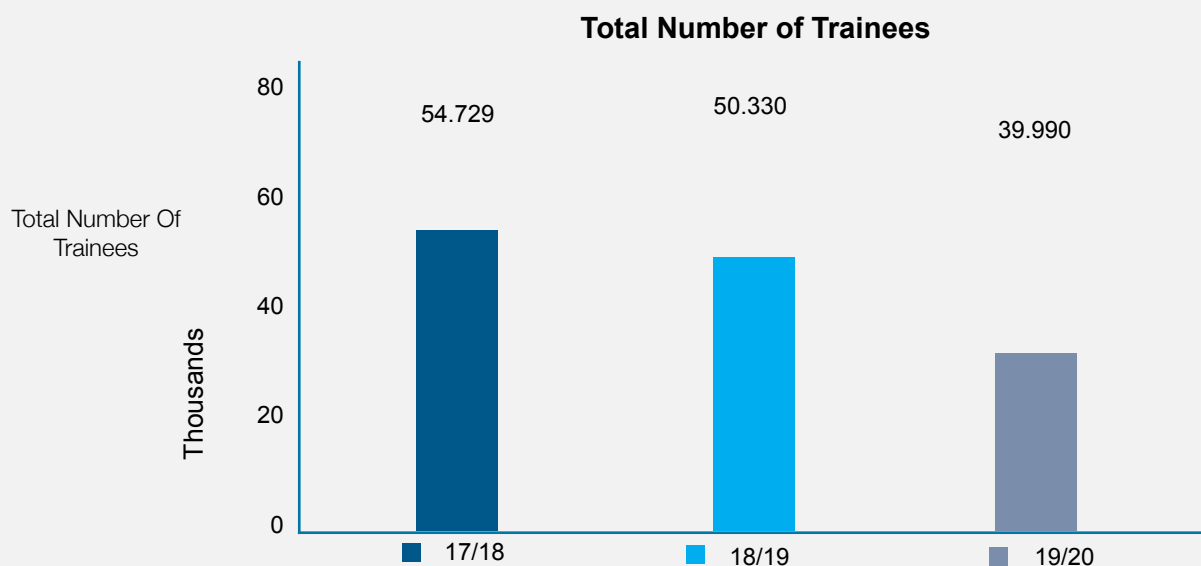
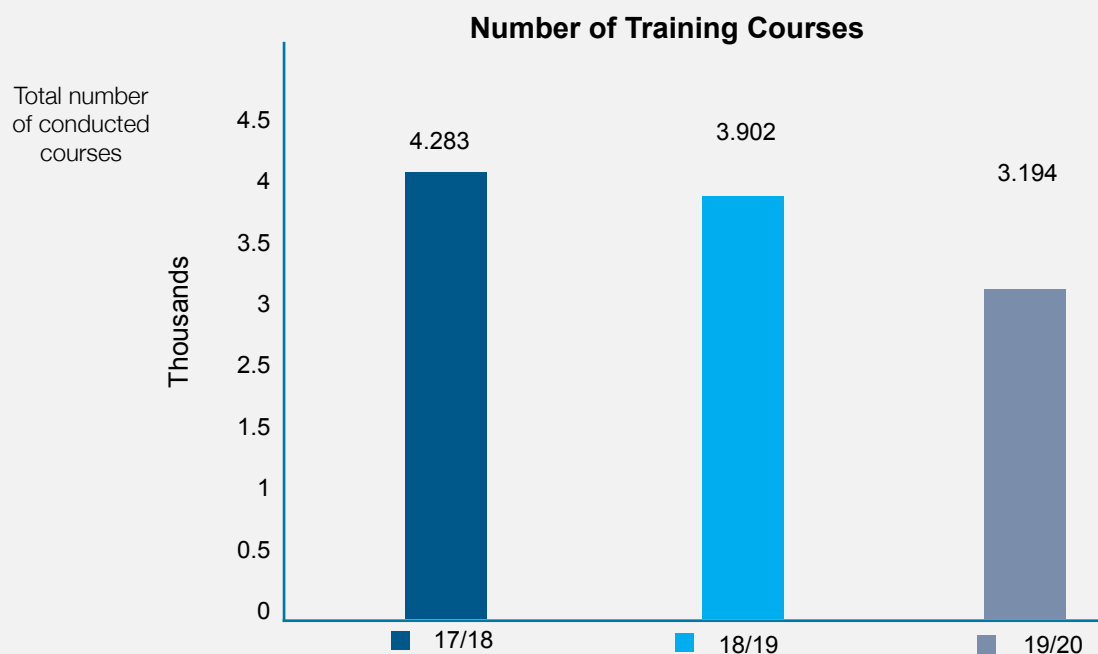
**Flight Simulator Hours**



**Flight Simulator Total Hours**



There is a change in the full flight simulator training demand related to the EGYPTAIR Holding company fleet modernization policy.  
The effect of the Covid19 pandemic in the reduction of number of flight simulator hours



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

The effect of the Covid19 pandemic in the reduction of number of courses and number of trainees



## Information Technology sector

EGYPTAIR information Technology sector provides services to manage, implement, operate & develop all technical solutions & services across EYPTAIR Group. We are aiming to enhance the continuous development of IT services by investing in human resources, especially with the huge technological development & high competition in the aviation industry in all its fields.

COVID-19 pandemic had a positive impact to accelerate the digital transformation and adoption of new technologies in coherence with the governmental directions to reduce employment within the company premises and to promote the work from home during this period.

### Development stages:

- EGYPTAIR information Technology sector has developed an assets management program to allow management of different assets and facilitate any planned merger programs.
- Modifying EGYPTAIR Airline Software system to add the aircraft types A220 and A320Neo.
- Creating new Assets tracking System and mobile application that help in the classification process of assets/fixed equipment (machines - furniture) and the 1st phase of the implementation was carried out in EGYPTAIR Training Academy and the Information Technology Sector.
- Implementing Microsoft Teams application for the Board of Directors, CEOs, and EGYPTAIR Group employees to follow safety precautions and overcome the repercussions of the COVID-19 pandemic.
- Raising the efficiency of EGYPTAIR Duty Free Network by upgrading the network bandwidth which will increase the networking services efficiency for EGYPTAIR Holding, EGYPTAIR Tourism & Duty free, EGYPTAIR Airlines, EGYPTAIR Ground Service and all in the same building.
- Following up with EGYPTAIR Airlines plan to implement the New Distribution Capability (NDC) system by performing the necessary actions needed during each step of implementation.
- Coordinating with EGYPTAIR Airlines Company to activate the Interline E-Ticket agreement between EGYPTAIR and Rwanda Air (WB), Air Cairo (SM) and Smile Thai (WE) after completing the necessary tests.
- Creating, operating and managing SFTP Server for data exchange with Amadeus and Star Alliance securely.
- Upgrading EGYPTAIR Airline's SIRAX revenue system four components (Operation - Database - SAP - Sirax) to the new release CP20A on TS1 with zero cost.
- Design, develop and implement a reservation system for EGYPTAIR Medical Services and activating the disbursement of 3 months treatment for retired employees and coordinating to provide emergency medical care during flights through voice communication for emergency cases.
- Modifying loyalty program website to add a new level of membership, which is the Elite level with new and attractive set of benefits.
- Coordinating with EGYPTAIR Airlines and Star Alliance Sector to minimize the problems and errors during the IATCI (Through check-in) between EGYPTAIR Airlines and Star Alliance carriers.
- Launching of the third phase of customer support system, which handles passengers' complaints, including compensation handling, circulars, survey auto-filling and calendar task-list in addition to developing new reports for market research for periodic inspections.
- Developing a new application for EGYPTAIR Cargo system for freight data loading.
- Adding Air Cairo Airline company to the PDC Flight Ops application and provide the required support.
- Updating Inflight Services Company Pricing system, Running the monthly stores settlements for EGYPTAIR and Express stores and automating the invoicing for Sharm-El-Sheikh and Hurghada systems.



- Protecting EGYPTAIR domain and e-mail from all threats and fraud based on the similarity of domain names and renewing licenses for Anti-virus and Anti-spam programs.
- Running necessary maintenance Procedures for:
  - DID &DOD circuits in EGYPTAIR COMPLEX and transfer to MSAN RACK.
  - VHF stations & the HF stations of the IOCC Operations Rooms to increase the work efficiency, performance and reduce work malfunctions.
- Serving more than 5,000 network points and 10,000 email mailboxes, Maintenance of all devices (about 250 devices and 150 printers per month, monitoring the operations of more than 50 applications and more than 100 servers.

### New & Ongoing Projects:

- Innovation of EGYPTAIR Group IT infrastructure including: network and security innovation, Data center preparation, establishment of security operations center (SOC) and Network Operations Center (NOC).
- Acquiring ISO 9001- 2015 and ISO 27k certificates.
- Modifying the IT operations manual (ISM) in Arabic version.
- Planning to renew the infrastructure of EGYPTAIR cargo and EGYPTAIR medical services company and Training Academy.
- Planning to renew EGYPTAIR Holding company data center& Assessing EGYPTAIR needs to implement ERP system.
- Designing EGYPTAIR Medical services website to enhance the clients' services.
- Designing, a staff free tickets site to update employees data to activate MyID Travel
- Implementing LMS (Learning Management System) to unify an LMS platform through EGYPTAIR Group to reduce cost and execute the HR development strategy.
- Following up ARD WEB application implementation of the provided by Amadeus to access the reservation system through the regular internet and intranet for more secured data exchange.
- Creating a data Lock for all crew management system to secure all data in the current system.
- Increase security measures implemented in different systems to comply with different Data Protection Regulations.
- Follow up the implementation of NDC.
- Innovation of EGYPTAIR central and HF Station in IOCC
- Continuing phases 3,4 and 5 of IT power station development.





EGYPTAIR AIRLINES

**EGYPTAIR** 

A STAR ALLIANCE MEMBER 



EGYPTAIR AIRLINES is the core activity of EGYPTAIR HOLDING Company with more than 88 years in service, throughout these years EGYPTAIR has successfully extended its network to reach major destinations across the world. Being an active member of Star Alliance since July 2008, and as a part of that huge network, EGYPTAIR customers are currently able to reach more destinations in 195 countries all over the globe; and we are 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.
- During the period from September 2019 to September 2020, EGYPTAIR had received twelve Aircraft type A220-300, by receiving nine aircraft till end of February 2020 and three aircraft during the period from July - September 2020.
- During the period from February-June 2020, EGYPTAIR had received Five Aircraft type A320neo and the other three were received in July 2020.
- EGYPTAIR also succeeded in delaying the delivery dates of two aircraft type B787-9 for a period of one year and rescheduling their deliveries to take place in November 2022 and February 2023.
- On 19 of March 2020 Egypt suspended all scheduled passenger flights as part of the pandemic response, EGYPTAIR attained rapid action to respond to the dynamic situation always prioritizing the health and safety our teams and our customers.

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

■ **Growth and regional leadership:**

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

■ **Deliver high-quality products and services**

Offering and delivering high-quality products and services that satisfy the needs of our customers will help attracting new customers and retaining existing ones. Focusing on quality control and consistent high service delivery are essential to keep our valued customers satisfied; this will maintain customer loyalty and obtain repeat business.

■ **Develop high-performance culture**

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

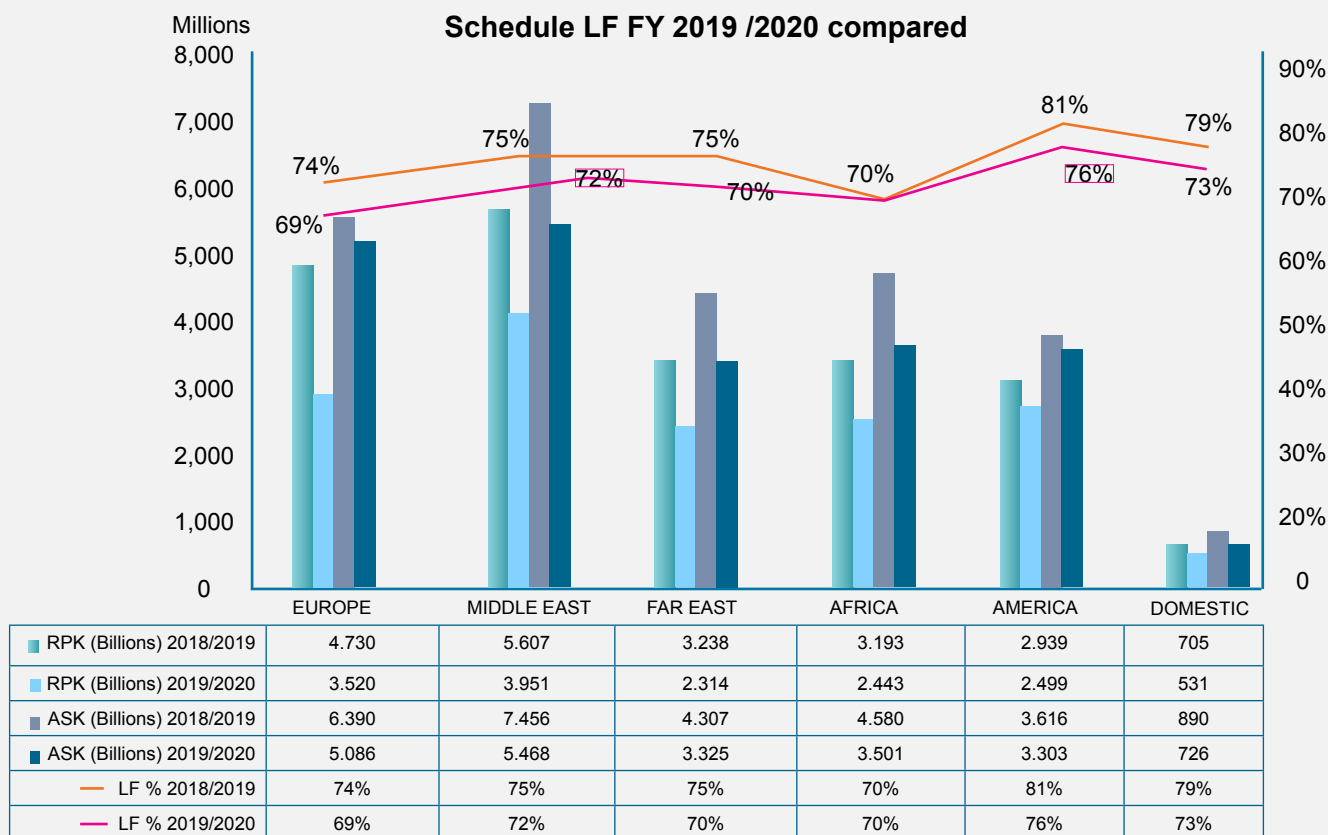
■ **Fund the future**

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

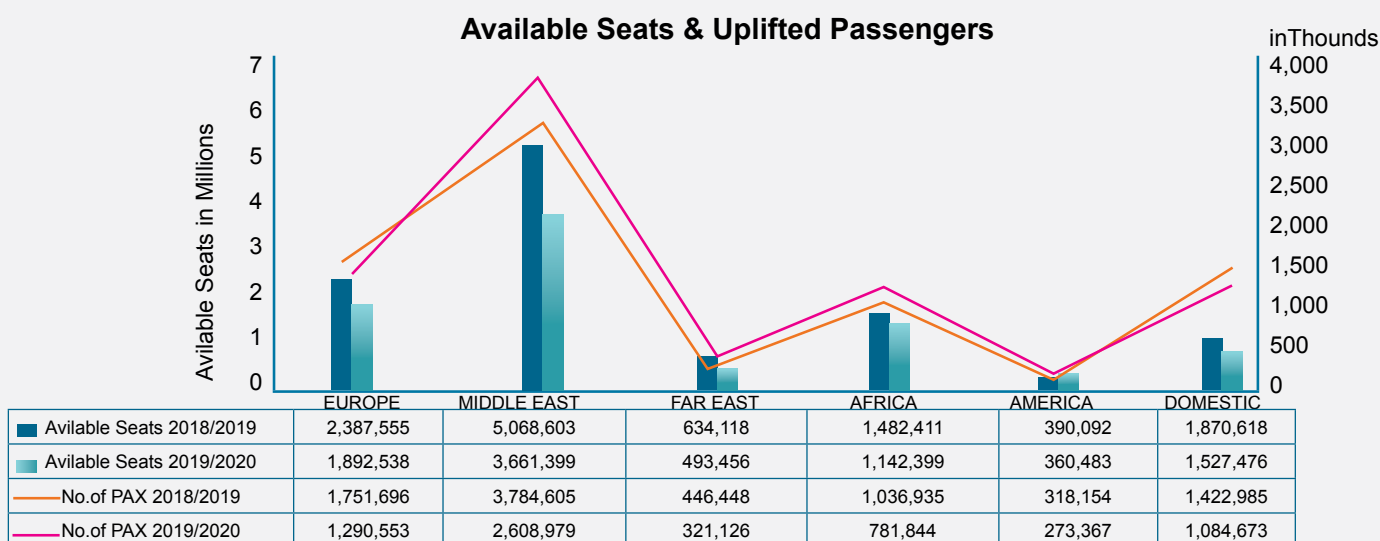
Expansion of the Cairo Hub will bring in more traffic and revenues. Attaining economies of scale will keep costs in check. A performance-driven organization will lead the growth plan and deliver consistent quality services and products that help attract new and retain existing customers. Successful delivery will generate profits to fund fleet replacement and growth with new, efficient aircrafts.



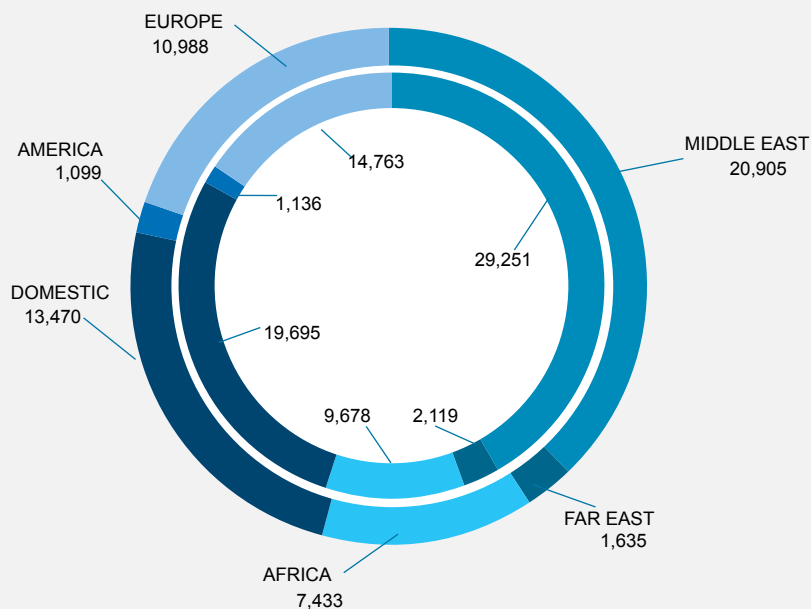
## Network Development Highlights



- The above chart shows to how extent COVID-19 pandemic resulted in a tremendous drop in demand for international air travel as countries closed their borders and executed firm travel restrictions.



### Number Of Departures 2019/2020 Compared



- The above chart shows the number of departures for each region in FY2019/2020 compared by the previous financial year, the numbers reflect the fourth quarter effect on numbers due to Covid19.

Operating Fleet in 30/6/2019			Operating Fleet in 30/6/2020		
Narrow Body Aircraft	A 320-232	4	Narrow Body Aircraft	A 320Neo	5
	B737-800	20		A220-300	9
	B737-800 NG	9		B737-800	20
	<b>Total NB</b>	<b>33</b>		B737-800 NG	9
Wide Body Aircraft	A 330-200	4	Wide Body Aircraft	<b>Total NB</b>	<b>43</b>
	A 330-300	4		B787-9	6
	B 777-300	6		A 330-300	4
	B787-9	4		B 777-300	6
	<b>Total WB</b>	<b>18</b>		<b>Total WB</b>	<b>16</b>
<b>Total Operating Fleet</b>		<b>51</b>	<b>Total Operating Fleet</b>		<b>59</b>



## EGYPTAIR Destinations (winter 19/20)

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

## PRODUCT & Service Development

- 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 B737-800, A320 –Neo, A220-300.
  - 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 B/C Headsets on B787-9, B777-300, A330-300 & A320-neo but because of COVID19 we stopped loading noise cancellation headsets.
- Increasing no. of passengers using CUSS Kiosk check-in (no more long queues).
- Passport Control Fast Track facility at Cairo Airport for EGYPTAIR's First & Business Class Customers, EGYPTAIR Plus Platinum & Golden members, in addition to Star Alliance Gold Members.
- Entertainment system improved by adding media for special needs passengers (audio description for blind &

closed captures for deaf) 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 - due to COVID19 we stopped loading newspapers & magazines.
- Entertainment systems were improved by adding translation in English for manasik Hajj and manasik Umra.
- The entertainment system presents video Quran channel with English and French subtitle.
- Visual channels increased to be more than 150 visual channels in the entertainment system onboard aircraft types with personal screens for Economy Class seats.
- EGYPTAIR assigned golf cars to help the customers with

reduced mobility to reach their boarding gates.

- EGYPTAIR assigned a dedicated check-in counter to the customers with reduced mobility.
- 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” which aims to notify the customers via SMS or emails with any schedule change may occur to their flight.

## Human Resource Developments

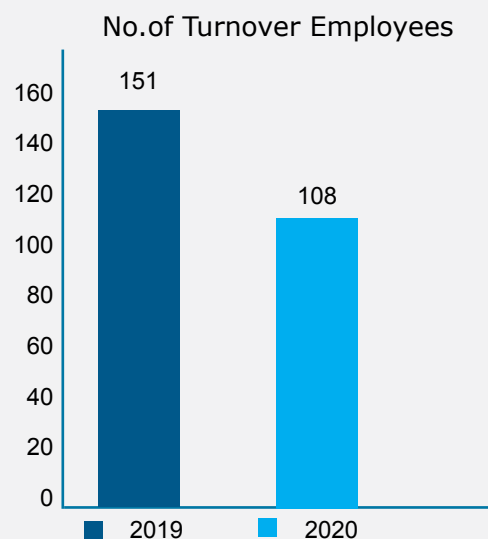
### HR Department Developments

- Applying more than 80 % of the approved training plan 2019/2020.
- Training Plan Based On Training Needs Analysis According to Job Competencies.
- Training Data Base Created with All Employees Data as a Reference For Career Planning Process.
- Database for Selected and Evaluate the Trainers of the Company
- Update Job Description Based on Real P. A (Performance Appraisal) Mechanism.
- Decreasing the documentary cycle without prejudice to laws or regulations.
- 80% of the requirements for employee turnover were met through internal advertisements without the need for external advertisements
- The electronic library has been updated and activated in all HR departments.
- An electronic archive system was created for incoming, outgoing and published letters

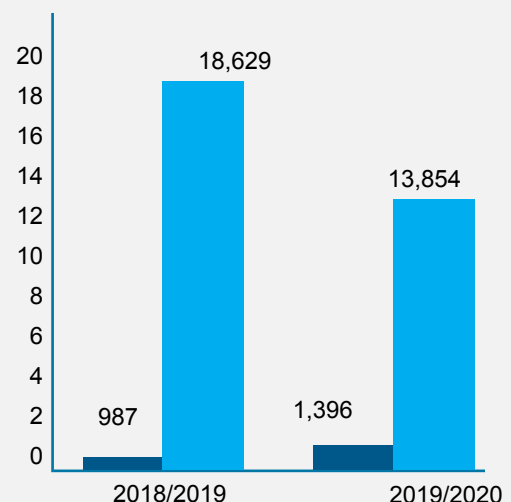
### IT systems in HR Department

- Employee's data entry and Queries System.
- Resolutions System.
- Electronic Archiving System.
- Electronic Correspondence Distribution system
- Training information system.

### Turnover ratio



### Training plan



## Upcoming Projects

### The crew management system

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

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

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

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

### Customer Relationship Management (CRM)

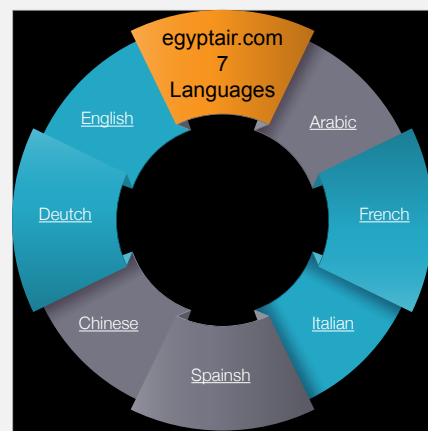
Customer Relationship Management is a system for managing EGYPTAIR's interaction with its customers by following-up customer data and communicating with customers, aiming to improve our service and strengthen our relationships with our customer.

## STATION ON-GOING PROJECTS

- Implementation of "Mobile Bag Hub" a new Star Alliance product to facilitate baggage handling operation that helps in providing better service to our valued customers.
- Implementation of new project "Reclaim & Arrival Notification" to offer customers an ease baggage reclaim at arrival stage.

## E-Commerce Development

- As EGYPTAIR constantly aims to deliver a high quality travel experience, our website [www.EGYPTAIR.com](http://www.EGYPTAIR.com) now offers our valued customers with more online services in addition to online booking to meet their expectations and fulfill their needs.
- A wide range of services are granted and more information is offered such as, Flex Pricier, Seat Selection, Special Meals Requests, Excess Baggage's, Checking Flight Status, Display Timetable, Reservation Details, Online Check In, Hand Bag Tag and Booking against miles .
- Moreover, our website is also considered one of the official channels for publishing press releases.
- EGYPTAIR website is now available in 7 languages for 35 countries plus worldwide page for the rest countries\*.



Austria	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).
- 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.

#### **“Horus” Chatbot is now available on EGYPTAIR website in both Arabic and English.**

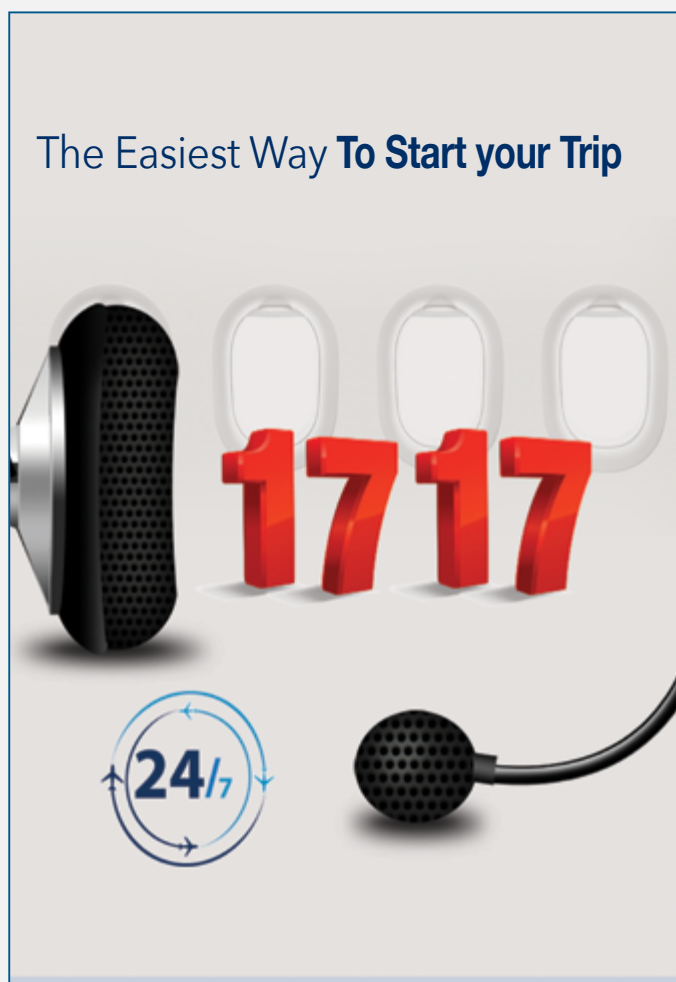
Both of Arabic and English Chatbot includes all information related to COVID-19 restrictions, in addition a general guide to almost all main EGYPTAIR services:

- Frequent Flyer
- Star Alliance
- Baggage Allowance and Excess Baggage
- Codeshare
- Visa & Health
- EGYPTAIR news
- Redesigning of EGYPTAIR website booking flow to an updated version which allows more stability and better customer experience
- 0.23 % fraudulent percentage on all transactions done through EGYPTAIR website or mobile applications , which indicates that EGYPTAIR succeeded in maintain the highest measurements in securing EGYPTAIR customers online payment transactions.
- Daily E-Marketing campaigns which providing all EGYPTAIR customers by all updates concerning EGYPTAIR news, Sales Promotions for all online markets...etc., those campaigns have been announced through all EGYPTAIR online channels: (EGYPTAIR website. Facebook Instagram Twitter LinkedIn)
- “EGYPTAIR Mobile App” is now available inside Huawei App Gallery as the first airline in Africa and the Middle East to make its mobile application available on the online store of the applications of the second largest mobile company in the world “Huawei.
- Full update of EGYPTAIR website to apply the Canadian Transportation Law requirements, which impose that AIRLINES’ websites should be useable for internet users with special needs.
- Creating new pages in order to share more details with EGYPTAIR valued customers: Sustainability , Groups , Charter, PRM (Passenger with reduces mobility), Customer Feedback
- Applying all SkyTrax requirements on [www.EGYPTAIR.com](http://www.EGYPTAIR.com) and mobile applications by all languages, which reflects on obtaining the highest quality degree from Star Alliance.

**EGYPTAIR has Mobile Portal Application for IOS and Android devices, with new facilities provided. It allows boarding passes to be saved on passbook application, regardless the device type used (now available at App Store).**

### Mobile Portal Services

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



### Methods of Payment



Giro pay



Bancontact / Master Net



Amex



IDEAL



SofortÜberweisung  
[Austria ]



Diners club



ING Home Pay



SofortÜberweisung  
[Germany ]



Belfius Direct  
Net



Visa



KBC Online



Master Card



CBC Online



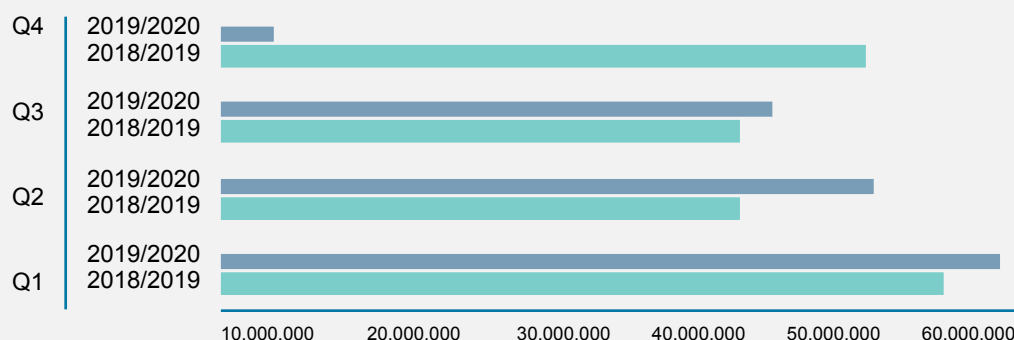
Fawry Egypt



UATP



## The impact of Covid-19 pandemic on online sales



The above chart reflects the first three quarters in 2019/2020 results, we were on track according to our business target. By the fourth quarter COVID-19 pandemic resulted in a tremendous drop in demand for international air travel as countries closed their borders and executed firm travel restrictions

### EGYPTAIR E-Commerce Future Plans:

- Rail and Fly Service.
- Adding new method of payments: Amadeus Payment Platform to increase the number of forms of payments in the website and the mobile portal (Pay Pal - K-Net - MIR - WeChat Pay - AliPay - Google Pay - Apple Pay).
- New Online markets (Nigeria - Jordan - Worldwide EUR)
- The following currencies will be applied and offered to EGYPTAIR customers to pay with, that instead of USD:
  - BHD (Bahrain)
  - TND (Tunis)
  - KWD (Kuwait)



## SALES DEVELOPMENTS

**Egypt Sales Offices:** The revenue decreased by -3% in the fiscal year 2019/2020 compared to the previous year 2018/2019.

**Corporate Sales:** In the presence of the Corona pandemic the corporate sales revenue shrank by -36% compared to the previous year 2018/2019; the total corporates agreements reached 236 corporates in the fiscal year 2019/2020 with 34% lower than the previous year 2018/2019 that were 354 corporates.

**Travel Agents:** Working to increase market share and sales by setting motivational selling policies for travel agents, providing services and follow-up for nearly 900 travel agents.

**Umra and Hajj:** Affected by the Covid-19 pandemic the revenue Decreased by 15.57% compared to the previous year 2018/2019.

**Call Center:** Working on direct communication with customers from inside and outside Egypt to provide all round-the-clock services related to air traffic and to ensure the continuous development of these services, dealing with all inquiries regarding procedures related to the Corona pandemic.

## Pricing & Revenue Mangment Development

### Pricing Achievements

- Using up-to-date pricing tools to refine pricing products in order to offer our customers the best service & reach their satisfaction, as we Offer competitive promotional fares to attract traffic in off-peak periods and to maximize market share.
- During COVID-19 pandemic EGYPTAIR grants customers more flexible options to change travel dates or to refund their tickets without charges.
- We 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 customer's expectations, we are serving 373 offline destinations in 2019/2020.
- Applying new scheme fares dedicated to COVID-19 crisis to allow passengers to travel in case of evacuation.
- EGYPTAIR signed New Interline and Code Share agreements with Croatia AIRLINES (OU), Rowand Air (WB), kenya Airways (KQ), Ukranian Air (PS), Air Cairo (SM).

### Revenue Management Tools:

- EGYPTAIR uses Revenue Management Systems (RAAV) that assist in maneuvering and giving preference to higher price points or higher demand volume in order to maximize revenue and achieve higher load factor.
- Monitor the prices offered by competitors throughout the INFARE system in order to match EGYPTAIR prices with it and always have a competitive advantage.
- Using Analysis Tools ( different reports ):
  - WABR (Weekly Advanced Booking Report) to follow the incremental bookings with MS network for eight weeks ahead.
  - Direct Data Solutions (DDS).
  - Load Factor KPI.
  - SIRAX.

- Upgrade the current revenue management system into RMEN, (under implementation) that will help in providing more accurate solution to guarantee achieving more revenue.



### 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 contributed their data to the DDS and another 5 AIRLINES on their way to sign with the IATA by Q1 2020.

## MARKETING DEVELOPMENTS

### Marketing Communications Progress:

- This year witnessed the implementation of a great part of EGYPTAIR expansion plan, accordingly this was reflected on wider reach of marketing activities and the more enhanced presence on various marketing platforms.
- EGYPTAIR has implemented a number of consecutive marketing campaigns for the inauguration of new routes to Washington, Abidjan and Hangzhou, meanwhile the company was implementing its fleet modernization plan by adding new Boeing Dreamliners 787-9, Airbus A220-300 and A320Neo.
- A wider network reach was also achieved by announcing the implementation of new codeshare agreements reaching beyond EGYPTAIR network.
- EGYPTAIR has been a great supporter and promoter of sports throughout the whole fiscal year, as EGYPTAIR

played its role as the official carrier for the African Cup of Nations 2019 and Africa Cup of Nations under-23 both held in Egypt. Furthermore, EGYPTAIR has signed a number of marketing cooperation protocols with a number of High-end sporting clubs in Egypt; such as Al-Gezira – Heliopolis - Al-Shams clubs. Moreover, EGYPTAIR has placed its first advertising campaigns in the English premier league and Spanish La Liga during season 2019/2020.

- Having a positive role on the social responsibility landscape is one of the main goals for EGYPTAIR and this was crystallized by sponsoring 57357 Hospital and “Ahl Masr” Hospital through providing these entities with air travel support.

### Marketing Projects

#### STAR ALLIANCE PROJECT CHECK DIGIT ROUTINE

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

### EGYPTAIR PLUS:

EGYPTAIR PLUS, with its 5 tiers: Blue, Silver, Gold, Elite, and platinum, is distinguished loyalty brand offering value, premium services and benefits for its members, an example of this is priority baggage handling, priority airport check-in, priority airport lounge access, and extra baggage allowance, etc.

New privileges have been added to Elite and Platinum members such as transferring and purchasing tier miles, and one free change of reservation.

### EGYPTAIR PLUS Projects

- General Data Protection Regulation (GDPR): Regulation (EU) 2016/679 of the European Parliament adopted the protection of natural personal data against any breach or mishandling.
- Adding new Tier level: EGYPTAIR PLUS has introduced a new Elite Tier Level between Gold and Platinum tier levels with new privileges.
- Upgrading Amadeus Interactive Award (AIA) to 15.1 version: is a project for upgrading the reservation system which is responsible of issuing or upgrading the

- On the loyalty part, EGYPTAIR has announced the revamp of its frequent flyer program “EGYPTAIR Plus” introducing new features, new design and a new tier.
- EGYPTAIR has also enhanced its partnership with CIB Bank through launching a marketing campaign for EGYPTAIR and CIB “MILES EVERYWHERE” co-branded credit card, this is in addition to launching a co-marketing campaign with CIB Bank for tickets installment with zero interest.
- Eventually, throughout the year, EGYPTAIR has participated in and sponsored many important events such as Dubai Airshow, World Youth Forum in Sharm El-Sheikh, WTM London sponsoring “Cirque du Soleil” show in Egypt and the international tour for EL-Mamar movie stars in addition to many other events.

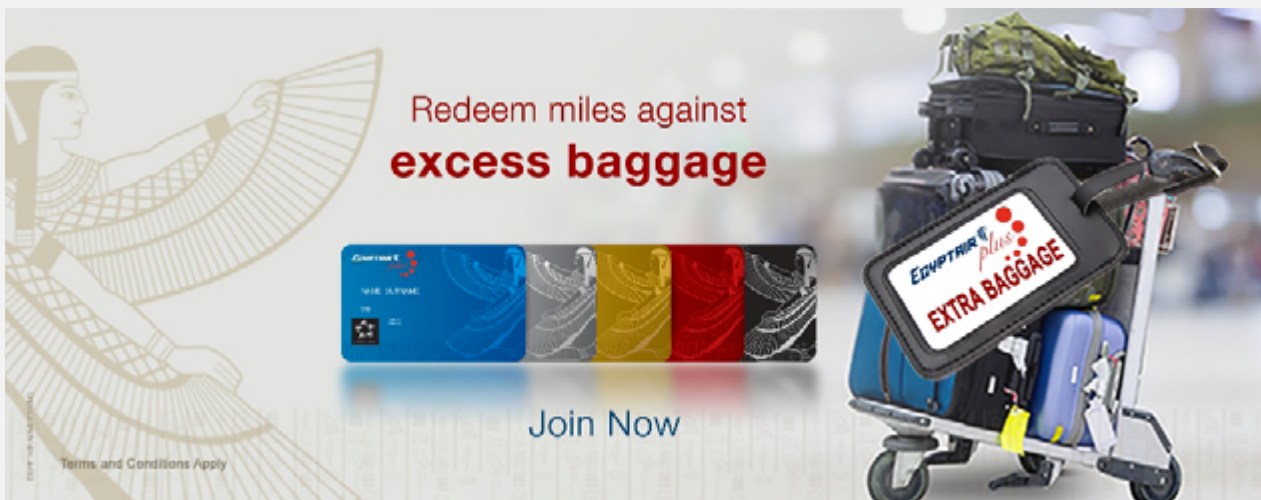


reward tickets automatically through EGYPTAIR sales office to solve the difficulties of reissuing the reward tickets.

- Corporate program: it is a marketing program which helps in expanding the number of members and revenue as the non-airline partners can earn miles through their employee's flights.

### Upcoming EGYPTAIR PLUS Projects:

- Instant Accrual: miles will be added automatically in real time after flight departure instead of 7 days.
- FQTV recognition & validation: it is a project to exchange members' information to validate the ticketed name with the profile name and ensure that the membership number is correct.
- Cash & miles: enables members to purchase revenue tickets partially with miles and the other with credit through the website.
- APIs project for dealing with non-airline partners: a project which enables members to use their miles to purchase items from our non-airline partners.



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

Yanni, the iconic Greek composer; has performed a big summer concert at the North Coast's Mountain View on 26 July 2019. EGYPTAIR sponsored the concert as the official carrier of the history lover, YANNI; to start his second historical experience over the clouds with EGYPTAIR.

As a national carrier, always encouraging the youth and the purposeful events, EGYPTAIR was the official carrier of the World Youth Forum held in December 2019. Such important and valued events need more effort and branding material to spread the success to the world.

EGPTAIR was the official carrier of the Egyptian Military Teams participating in the 7th World Military Games held in Ohan, China from 12 to 28 October 2019 .

EGYPTAIR is always keen to provide all the facilities for the teams in order to highlight the Egyptian sports and global representation.

EGPTAIR always do not miss the opportunity to participate as the official carrier of the biggest cultural annual event ElGouna Film Festival from 19 to 27 September 2019.

EGYPTAIR is behind and beside sports, youth, art and cultural events providing support and giving all the tools and facilities.



## Karnak Activities

KARNAK is the tourism division of EGYPTAIR AIRLINES.

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

### KARNAK current situation Analysis

- Prospects looked starkly different before the pandemic. After years of unstable tourism industry till end of the year 2015, tourism was finally booming!!
- In the Fiscal year 2018/2019, Karnak has reached its highest Income compared to previous years, the year 2019/2020 were expected to be a promising year.
- Despite Corona virus Pandemic, Karnak Team has worked together trying to create New ways to overcome this critical situation, and here are some of the solutions that helped a little bit to minimize the losses as follows:

#### 1- The Domestic Tourism:

Several New programs for Egyptians where created and distributed in the Local market through Karnak website, Social Media and Newsletters.

#### 2- Chinese Transit groups:

As the Chinese Government has stated a new regulation during the pandemic that every passenger coming to China should have a Negative PCR & Blood tests from the transit point which is in our case is Cairo, EGYPT, Karnak benefited from the situation by operating these groups with a professional handling and good income & profit.

#### 3- Corporate accounts special trips:

Karnak has contacted all corporate accounts trying to promote several special programs and trips for their clients and this was a successful step which came up with satisfying benefits.

- Few months before the pandemic (from July2019 to Feb.2020) made some profit to Karnak compared to previous years.
- Also, one of the major activities of Karnak is the conference & Exhibitions and here below are some of the Major and Successful Events during FY 2019/2020



Karnak has organized and handled:

- AFRAA Executive Committee Meeting, July 2019
- Furniture Council African Mission, August 2019
- Sahara Exhibition, September2019
- Togo Textile Mission, October2019
- Food Africa Exhibition, December2019
- Egyhome Tex Exhibition, February2020
- N.B: The COVID19 Pandemic Lockdown started in Egypt in March2020 and since that date no events have been held on an international scale.
- One of the alternate Ideas to contact our customers and corporate accounts to avoid direct contact during the pandemic were as follows:
  - 1- Zoom Meetings
  - 2- Email our new products to customersOur customer care team is patient, empathetic, and passionately communicative via:
  - Email: [Customercare@EGYPTAIR.com](mailto:Customercare@EGYPTAIR.com)
  - [Ican@EGYPTAIR.com](mailto:Ican@EGYPTAIR.com)
- 3- Whatsapp:
  - New programs and promotions are sent to our customers by whatsapp number +2012-853-115-58
- 4- Website: <https://karnak.EGYPTAIR.com>



## INTERNATIONAL CERTIFICATES Renewal



- 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

INSTITUTE OF GLOBAL CERTIFICATION



Management System Certification Body No. MSCB-105

### CERTIFICATE

No. 19-C-0524 Rev. 0

This is to certify that the Environmental Management System of



**EGYPTAIR AIRLINES**

EGYPTAIR Administrative Complex - Airport Road  
Cairo - Egypt  
Company Reg. No. N/A

has implemented and documented an environment management system in compliance with the requirements of the standard

**ISO 14001:2015**

for

Commercial Air Carrier Services

The certificate is issued on the basis of the results mentioned in the previous audit report.  
Validity of the certificate is continuously limited by positive results of surveillance audits, which the certified company committed to undergo.  
This certificate can be annulled if the certificate holder does not fulfill the conditions set out in the certification agreement.



Initial issue date: Dec. 11, 2016  
Review date: Nov. 26, 2019  
Expiry date: May 10, 2021

*Reddy Kim*  
Reddy Kim  
Head of Certification Body

Rm. 301, Daeyang Techno town, 479, Seokhae-gil, Gwangju-si, Jeon, Republic of Korea  
www.igic.org

INSTITUTE OF GLOBAL CERTIFICATION



Management System Certification Body No. MSCB-105

### CERTIFICATE

No. 19-A-1689 Rev. 0

This is to certify that the Quality Management System of



**EGYPTAIR AIRLINES**

EGYPTAIR Administrative Complex - Airport Road  
Cairo - Egypt  
Company Reg. No. N/A

has implemented and documented a quality management system in compliance with the requirements of the standard

**ISO 9001:2015**

for

Commercial Air Carrier Services

The certificate is issued on the basis of the results mentioned in the previous audit report.  
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INSTITUTE OF GLOBAL CERTIFICATION



Management System Certification Body No. MSCB-105

### CERTIFICATE

No. 19-D-0230 Rev. 0

This is to certify that the Occupational Health and Safety Management System of



**EGYPTAIR AIRLINES**

EGYPTAIR Administrative Complex - Airport Road  
Cairo - Egypt  
Company Reg. No. N/A

has implemented and documented an occupational health & safety management system in compliance with the requirements of the standard

**ISO 45001:2018**

for

Commercial Air Carrier Services

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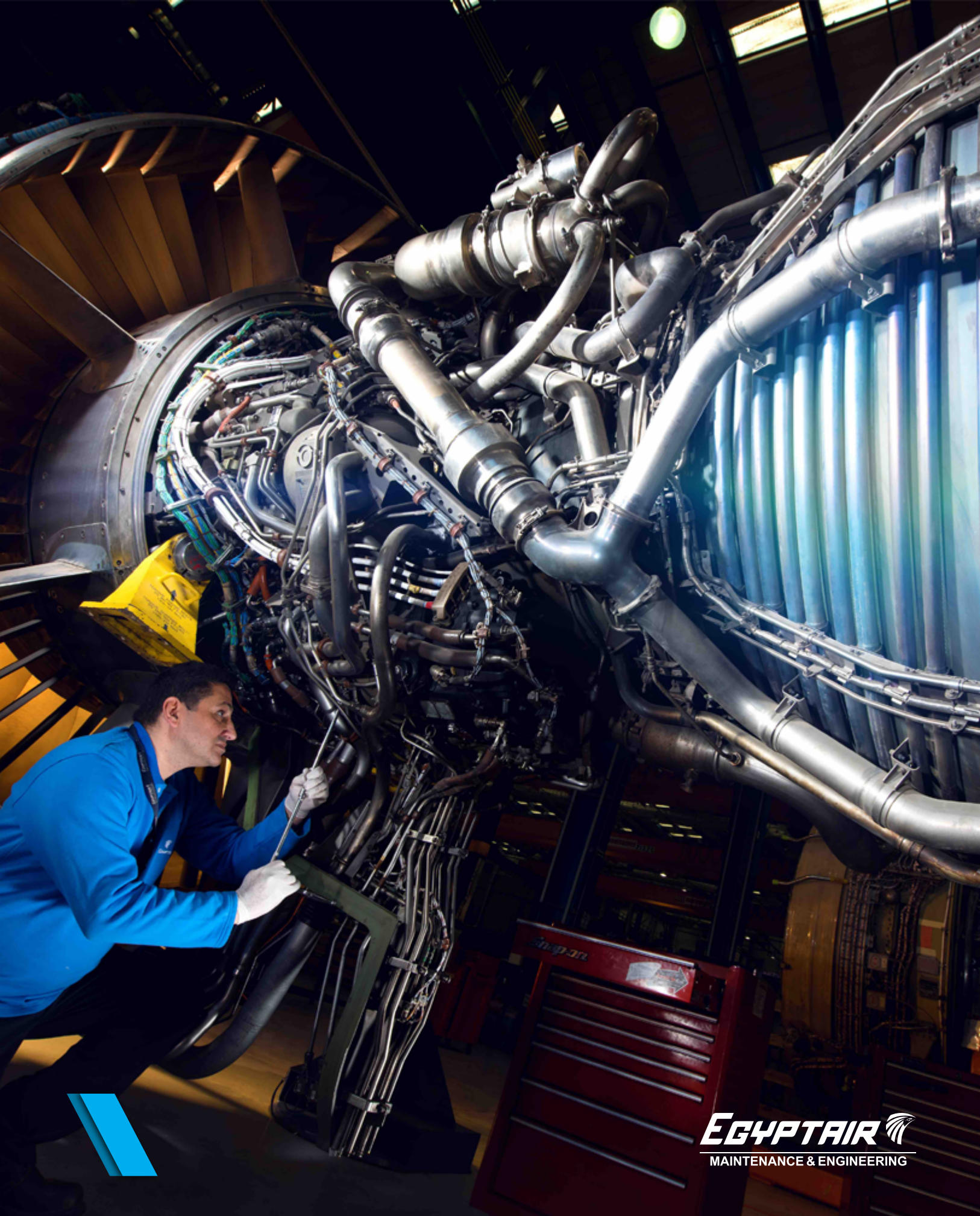


## Certificate



AIR OPERATOR CERTIFICATE		
	<b>Arab Republic of Egypt</b> Egyptian Civil Aviation Authority ECAA	
AOC : 010	Operator Name : <b>EGYPT AIR AIRLINES</b> Operator Address : Admin. Complex, South Bridge , Airport Road , Cairo _ Egypt .	Operational Points of Contact: Contact details, at which operational management can be contacted without undue delay, are listed in: <i>Company Operations Manual</i>
Expiry Date : 31/10/2020	Telephone : (+202) 22681730/38 Fax : (+202) 26964996 Email : <a href="mailto:al.chairman@egyptair.com">al.chairman@egyptair.com</a>	
This certificate certifies that Egypt Air Airlines is authorized to perform Commercial Air Operations, as defined in the attached Operations Specifications, in accordance with the Operations Manual and ECAR Part 121 .		
Date of issue: 1/11/2005	Name and Signature : Title: <i>President ,Egyptian Civil Aviation Authority</i>	





EGYPTAIR Maintenance & Engineering (M&E) is the 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. EGYPTAIR M&E has an authorized capital of 500 million EGP.

#### 2002:

- EGYPTAIR M&E became a separate business entity as a subsidiary of EGYPTAIR Holding Company.

#### 2007:

- Obtained the EASA Part 145 approval for Line Maintenance activities, the rating has been elevated later by adding the Base Maintenance activities for Airbus types, then the Boeing types has been added.
- Fulfilled ISO 9001:2000 requirements to be a certified organization and the calibration lab was certified according to ISO 17025.

#### 2008:

- Launched a brand-new Engine Overhaul Workshop then the EASA approval has been obtained to release into service the first CFM56-5C engine, according to EASA 145.

#### 2009:

- Launched a joint venture with Rolls Royce (Egypt Aero Management Service - EAMS).
- Nominated as "The Best Airline Third Party MRO" in the yearly Aviation Industry Awards.

#### 2010:

- Approved as B/E Aerospace Service Center for Galley Inserts in the African continent.

#### 2011:

- Obtained the FAA approval under FAR 145 as an approved Repair Station and joined Embraer aircraft services network as authorized service center for the EMBRAER 170/190 family in the region.

#### 2012:

Launched its new Line station in Baghdad, IRAQ supporting the IRAQI Airways operation.

#### 2013:

- Opened the Integrated Drive Generator (IDG) units test workshop after renovation.

#### 2016:

- Accredited its state-of-the-art Calibration Labs by the National Accreditation Board ANAB of the U.S.A.

#### ■

#### 2017:

- Obtained ECAA Approval for adding capability for Engine Type CFM56- 7B.

#### 2018:

- Winning the Membership of IATP Board of Directors for Third Time.

#### 2019:

- Launched the new integrated IT platform with AMOS solution at the core and granted operation licenses to its branches in Kingdom of Saudi Arabia.
- Signed the MRO service agreement with Boeing to be Boeing's first maintenance supplier in Africa and the Middle East region providing aircraft, engines and components maintenance services and solutions to Boeing Global Service's Customers.



## 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 maintaining the capability for 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 components maintenance services for a wide range of aircraft's components (7551 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 DC/Low Frequency: AC/DC voltage, electrical current and resistance.
- Electrical Calibration of Thermocouple Indicators.
- Length/Dimensional Metrology.
- Pressure instrument and devices: Gas and hydraulic gauges.
- Time and Frequency.
- Mass and Mass Related (Torque Wrench/Transducer...).
- Thermodynamic (Temperature Measuring Equipment...).
- Dimensional Measurement.

### 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.

## 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. ECAA/AW/AI/B0001R6).
  - EASA Part 145 (approval certificate no 0290).
  - FAR part 145 (approval Certificate no. 3EMY437B).
  - U.S. Department of Transportation (DOT).
- EGYPTAIR M&E certified to implement the ISO Standards:
  - ISO 9001:2015.
  - ISO14001:2018.
  - ISO/IEC 17025:2017; ANSI National Accreditation Board.
  - OHSAS 18001.
- In addition to many local Authorities approvals, that enable EGYPTAIR M&E to provision its services to its customers.
- 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.





## Company Milestones & Highlights

In 2019/2020, EGYPTAIR MAINTENANCE & ENGINEERING (EGME) turnover shrank to 2.54 billion EGP driven by the negative impact of COVID-19 pervasion that hit the aviation sector.

Facing such unprecedented situation, losses would not be avoidable, even though, EGME managed to maintain third party contribution at the level of 28% of the total revenue.

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

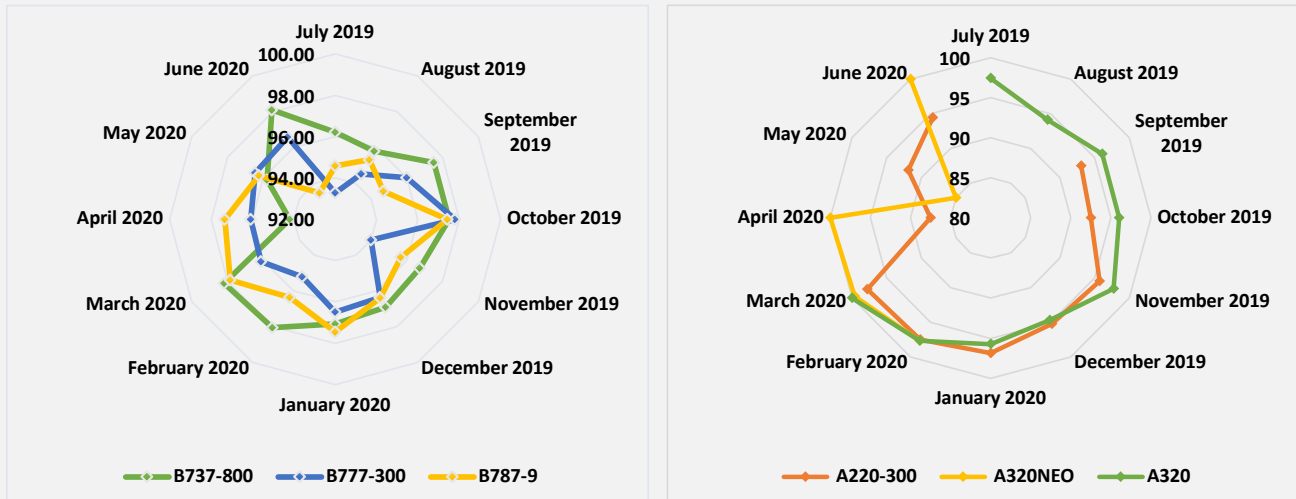
- Signed supplier agreement with Boeing to include EGYPTAIR M&E as a regional MRO-provider in Boeing's growing global network. In addition to, MRO Service Agreement that secures supply chain deals include Landing Gear Exchange and Quick Engine Change kit solutions to support EGYPTAIR fleet.
- Maintained the current approvals, authorization & accreditation granted from regulatory & compliance bodies and organizations.
- Strongly participated in Dubai Air Show in its 2019 edition.
- Successfully supported the entry to service for EGYPTAIR new fleet; A220, Sep.2019. In addition to, the A320neo fleet joined early Feb.2020.
- Managed to secure safe and healthy working environment for maintenance crews and support staff that enabled them to continue their commitment to support our customers' operation even though the travel restrictions.
- Participated in MRO Middle East held in Dubai, Feb.2020.
- EGYPTAIR MAINTENANCE & ENGINEERING is currently developing & implementing a comprehensive recovery plan to address the built-up challenges resulted upon the unfolded crisis of COVID pandemic.



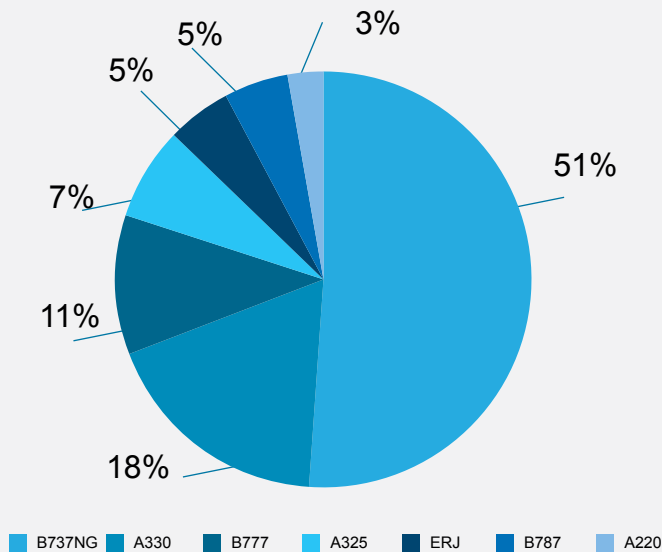
## Performance Analysis

### Technical Dispatch Reliability for managed Fleet

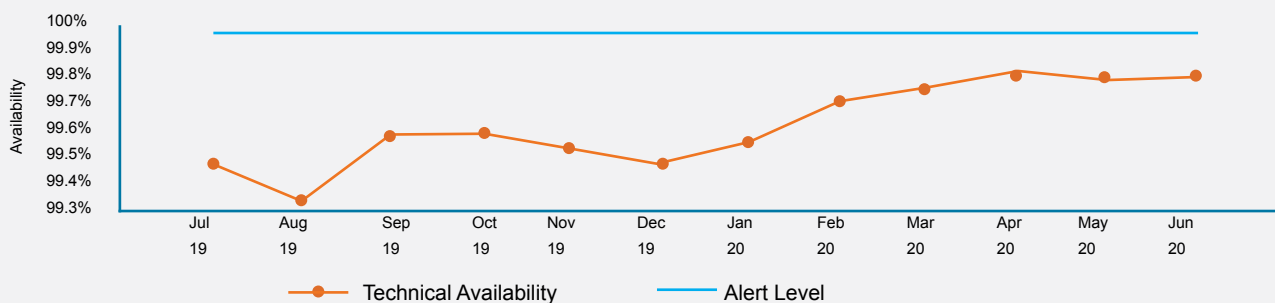
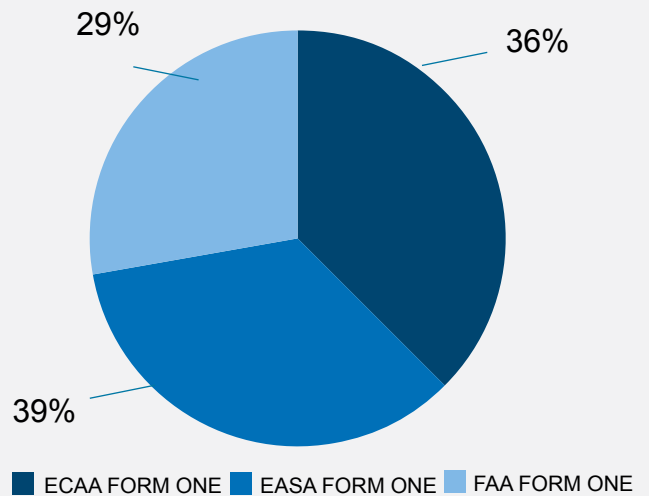
#### Monthly Technical Availability for EGYPTAIR Fleet



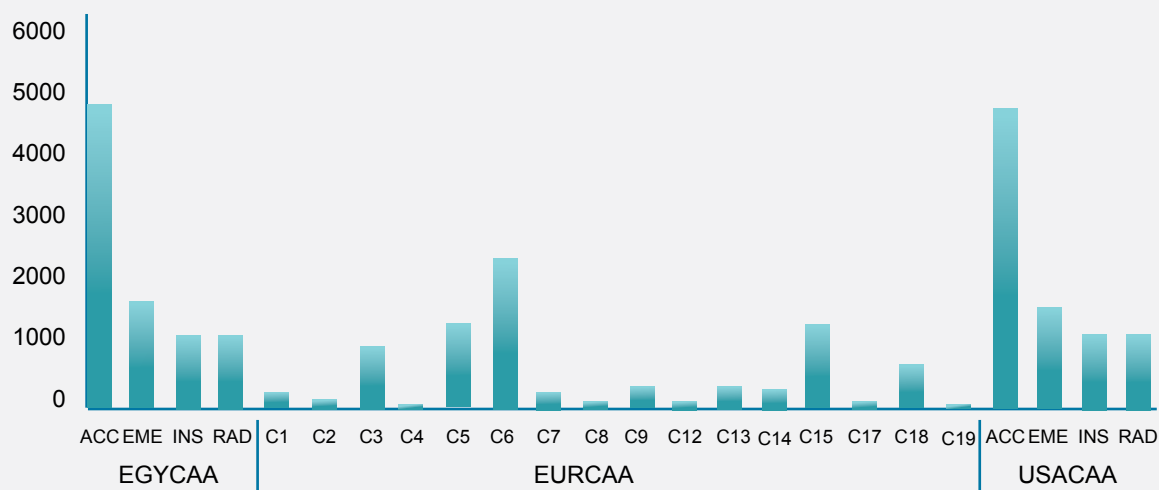
#### Findings & Defects Clearing Activities



#### In-house Components Release to Services



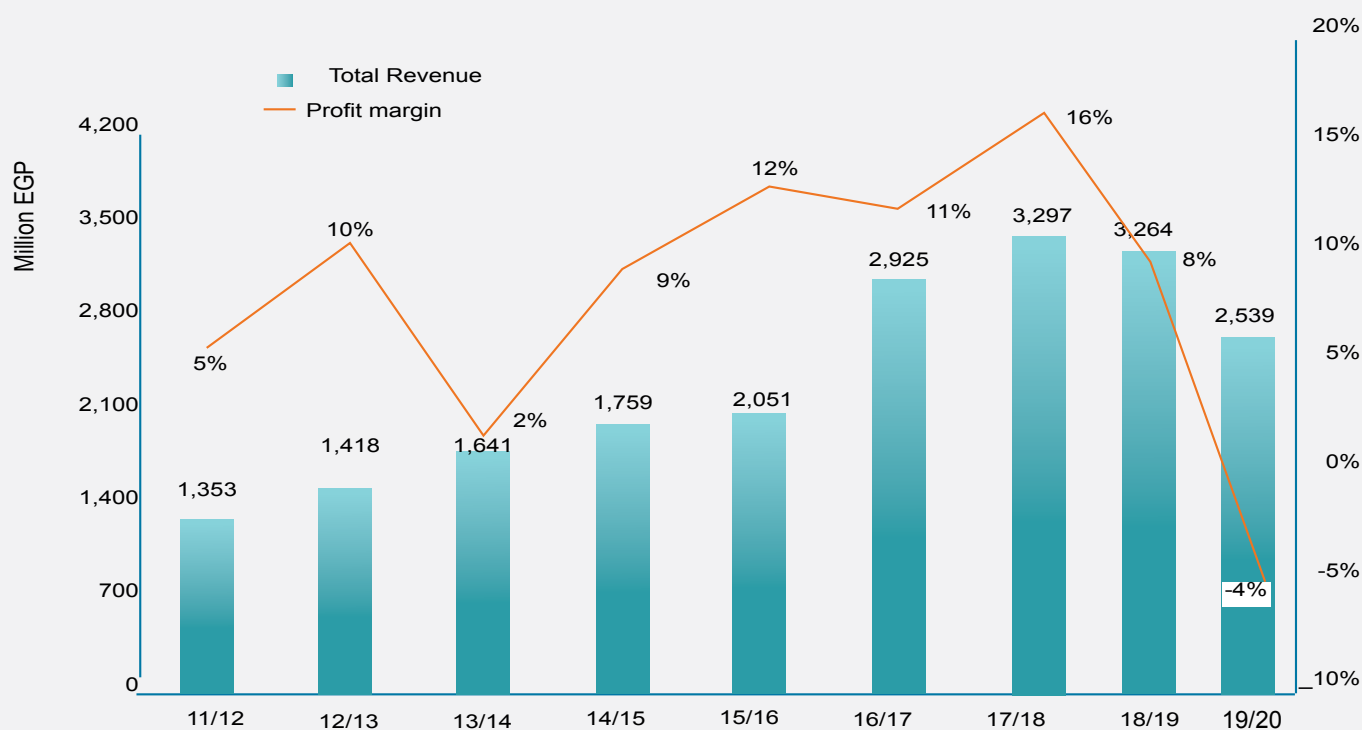
### Capability Size Rating & Release Type



### Financial Analysis

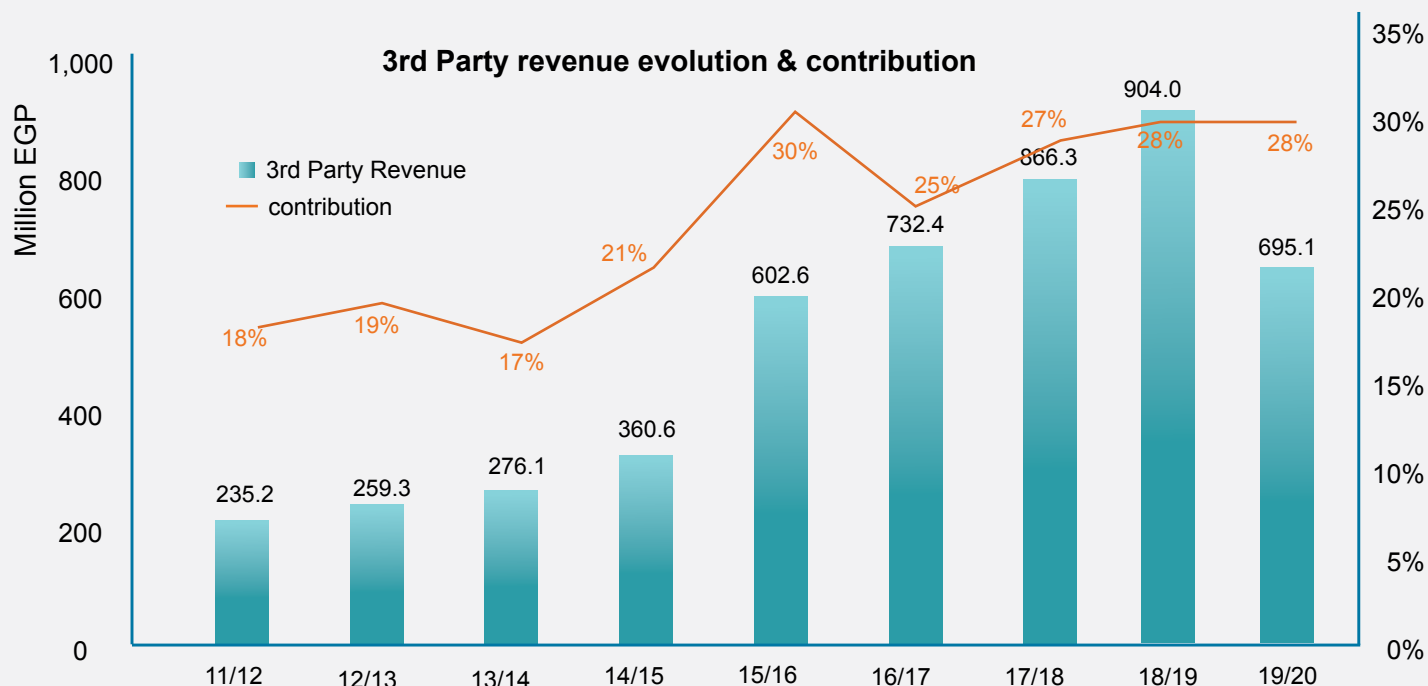
Total Revenue decreased significantly (-22.2%) due to the hit of COVID-19 consequences relative to the previous fiscal year, that resulted in losses of 109.8 million EGP.

### Total revenue growth vs profit margin





- EGYPTAIR M&E maintained its third-party revenue share at 28%



## New & On-going Projects

### Engine Maintenance Capability

EGYPTAIR M&E, launch Phase II for CFM56-7B maintenance capability to deepening and increase capacity to accommodate many shop visits at the same time

### 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).







## Company History and Profile

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 cargo through its terminals in Cairo, Alexandria and Luxor serving the northern and southern region of Egypt.

EGYPTAIR CARGO extended overall business to include managing and operating of other related Projects like Perishable Center at Cairo Int'l Airport in conjunction with HEIA (Horticulture Export Improvement Association) Community.

EGYPTAIR CARGO 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 Middle East.

EGYPTAIR CARGO is a Regulated Agent (RA3) with 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 composed currently of three long range - wide body aircrafts of type A300-200 p2f, the bellies capacity of the sister company planes " EGYPTAIR AIRLINES" are a significant capacity added to EGYPTAIR CARGO capability, this allows to fly and serve around 60 scheduled international destinations in the major cities in USA, Europe, Africa, Gulf area and Far east, in addition the capability to operate charter and ad-hoc freighter flights.

## 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 capacity of 30,000 tons/year has been constructed at the industrial zone of the 10th of Ramadan City, 45 minutes from Cairo cargo terminal. The facility is operated as storage areas for 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.
- Our main cargo Hub located at Cairo International Airport, we established several regional hubs at Ostend-Belgium, Cologne-Germany, and Sharjah-U.A.E., Offering direct access from and to the most important trading centers in Europe and Middle East.
- EGYPTAIR CARGO now boasts a team of more than 1300 employees serving 46 international airlines from Cairo, 13 international airlines from Luxor and 19 international airlines from Alexandria



### Company Milestones and Highlights

- Achieved a surplus of 31 Million EGP after taxes.
- Acquired and operated 3 A330-200 P2F as part of company's fleet renewal plan.
- Handled 138,950 Tons as a total of Cargo carried in through Cairo cargo complex of which 31,252 tons for foreign airlines.
- Achieved stability in market share carrying and handling approximately 60% from total export market weight and 69% from total import market weight.
- Operated 997 Flights.
- Implemented 90% of budgeted capital investment plan.
- Rented the Tenth of Ramadan offices and warehousing areas.
- Activated phase one of CRA (Cargo Revenue Accounting System) to link between operation and financial system.
- Extended the contract with CAC for 40 years to manage the current Cairo Cargo Complex including the new extension area of 15 SQM.
- Signed special prorated agreements with 32 large airlines; in order to serve more destinations worldwide and increase the load factor on its flights as follow:

BT,NX,8V,AA,AF,BG,OK,CI,CA,ET,GF,HX,JL,KE,MH,SN,-SU,SV,UL,LX,VS,OZ,QF,TG,5X,VN, KZ,KM,RU,WY,CV,KU.

BT,NX,8V,AA,AF,BG,OK,CI,CA,ET,GF,HX,JL,KE,MH,SN,-SU,SV,UL,LX,VS,OZ,QF,TG,5X,VN, KZ,KM,RU,WY,CV,KU.

### Human Resources Development

- EGYPTAIR CARGO main objective is to design an organizational structure conducive to change and supportive of re –designed process.
- We focus on training courses given to our employees, which are relative to their job responsibility to improve the knowledgeable and vocational employee's skills.
- EGYPTAIR CARGO analyses current training needs of managers and employees, then elaborate a training plan including description of target group, other airlines, contents, and appropriate training methods leads to productivity.
- EGYPTAIR CARGO organized 146 Courses for 1942 trainees, including engineers, employees, technicians, and workers for the year 2019-2020.
- EGYPTAIR CARGO develops an effective work force through forecasting HR needs and projecting matched individuals with expected job vacancies

## Performance Analysis

- EGYPTAIR CARGO focused on customer retention strategy as well as capturing new customers adding value to its existing product, in addition, the product portfolio was diversified to include more products other than vegetables & fruits with high yield contributing to raise profitability and market share.
- EGYPTAIR CARGO is plotted as Star in BCG Matrix due to high share and high growth, the co. was able to defend its position in a fierce competing market situation.
- Flexible pricing strategy has a great impact to skim potential market however, a mix of premium pricing and price penetration strategy was applied.
- EGYPTAIR CARGO is still positioned as market leader in Middle East & Africa by applying 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 .



## Performance Analysis

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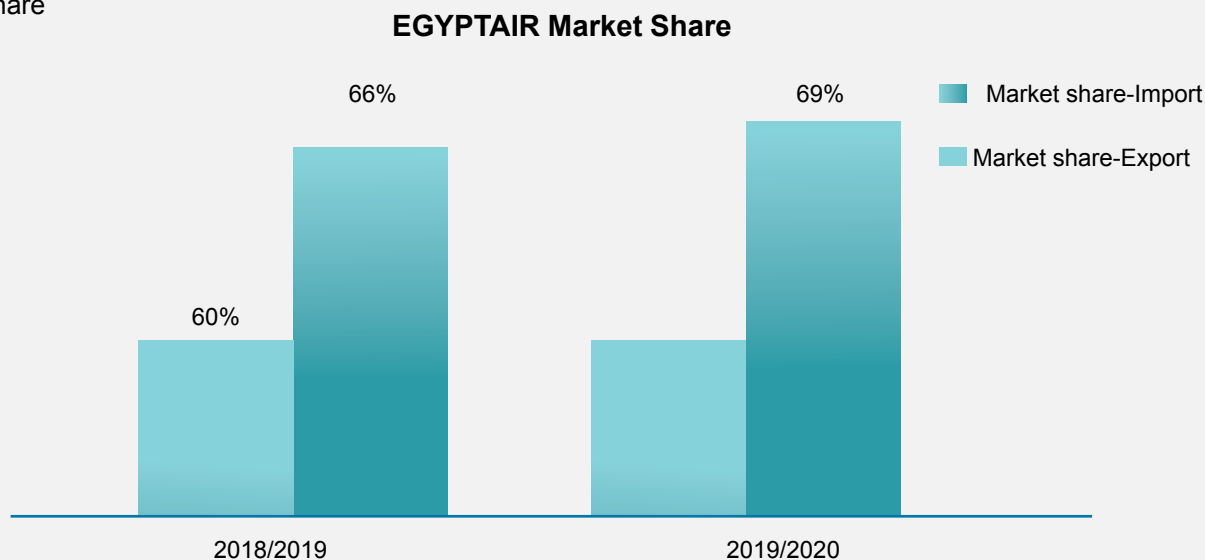
In a nutshell, alternate plans were always in place for use where there is a risk to defend.





## Key Performance Indicators 2019/2020

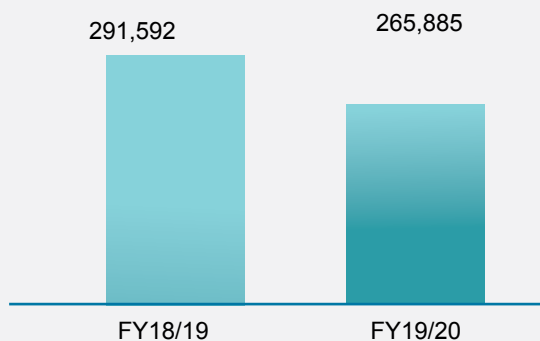
### 1-Market share



FY 2019/2020 experienced a decrease by market volume by 9% compared to same previous level.

### 2- Market volume

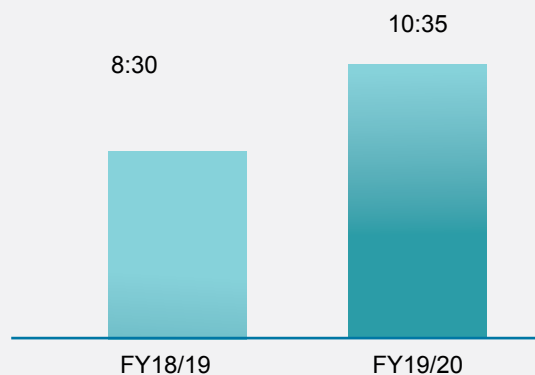
#### Total Market Weight FY 19/20



FY 2019/2020 experienced a decrease by market volume by 9% compared to same previous level.

### 3- Fleet utilization

#### Average Fleet Utilization

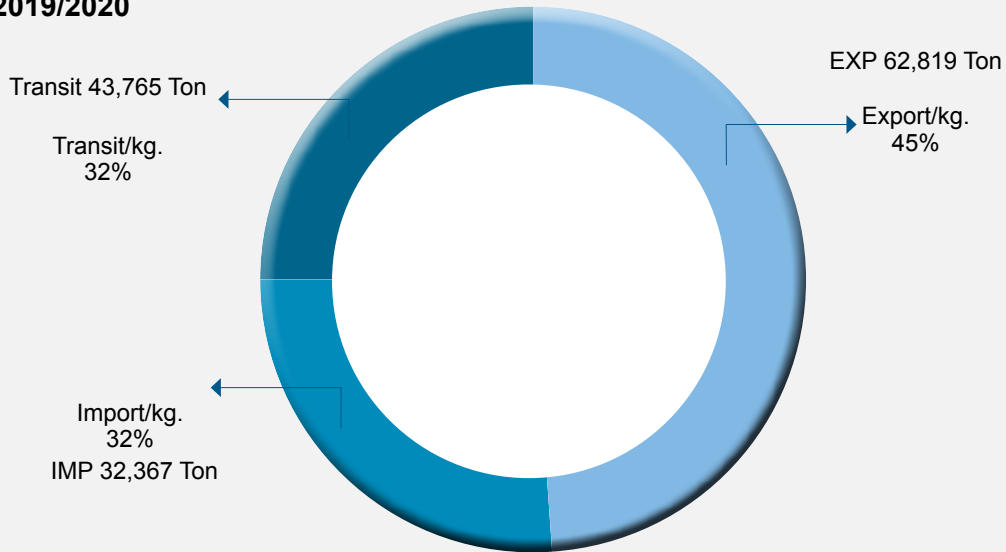


Average utilization increased by 25% in FY 2019/2020 compared to same previous level

### 4- Traffic analysis

Total Cargo Carried 2019/2020			
	Freighter	Bellies	TOTAL
Export/ton.	30,590	32,228	62,819
Import/ton.	16,436	15,931	32,367
Transit/ton.	19,195	24,570	43,765

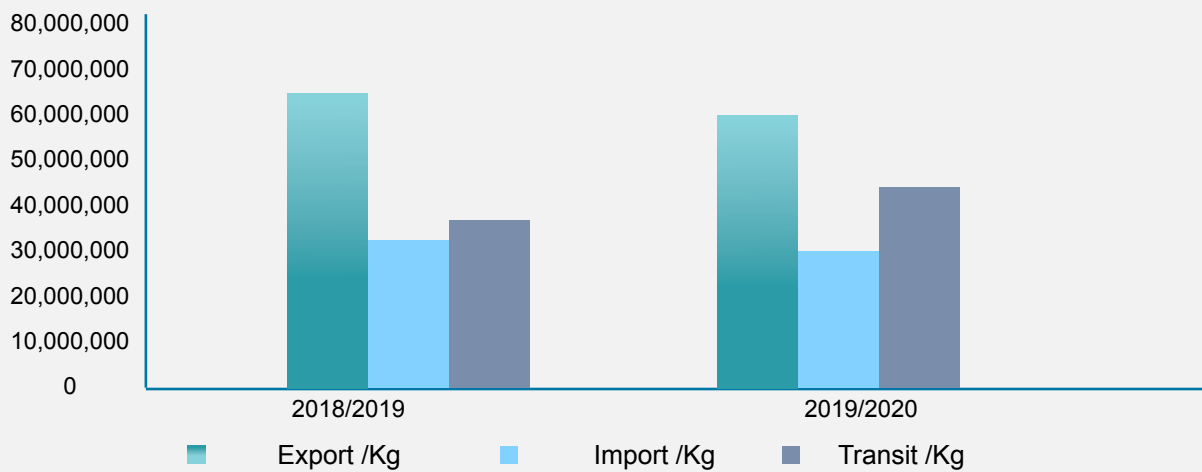
### Total Cargo 2019/2020



### Two Financial Years Load Comparison

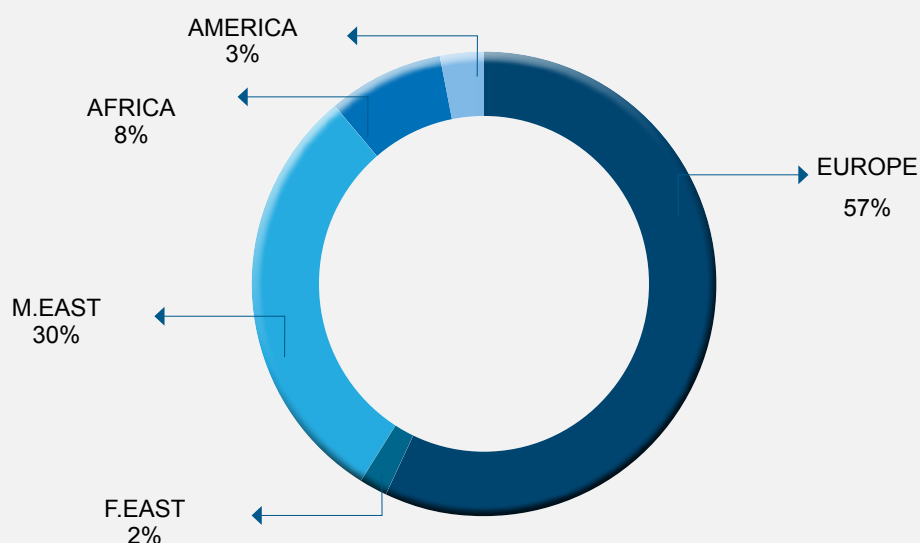
Years	Export/kg.	Import/kg.	Transit/kg.
2018-2019	66,542	37,829	38,397
2019-2020	62,819	32,367	43,765

### Total Cargo Comparison



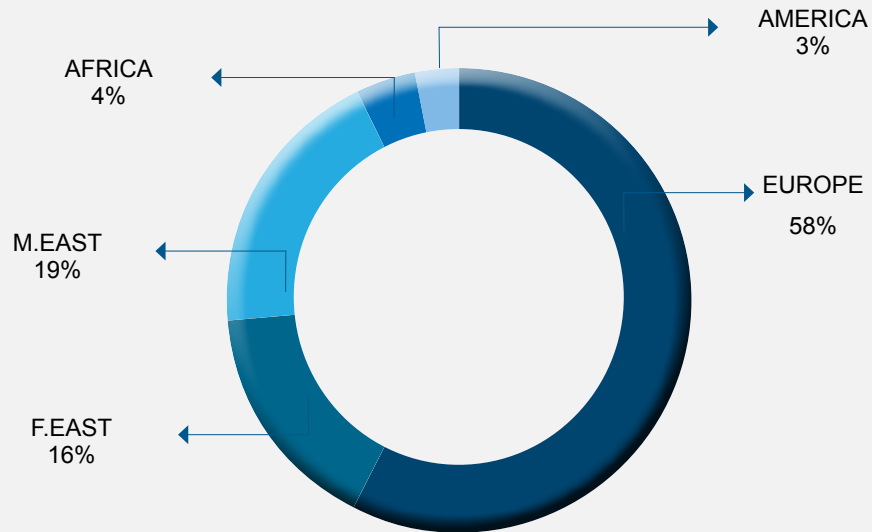
Export Load by Region / kg.			
Region	FREIGHTER	BELLIES	TOTAL
AFRICA	3,529,277	1,574,174	5,103,451
AMERICA	-	1,908,658	1,908,658
EUROPE	20,586,445	15,439,460	36,025,905
F. EAST	161,264	1,041,586	1,202,850
M . EAST	6,313,253	12,264,551	18,577,805
<b>TOTAL</b>	<b>30,590,239</b>	<b>32,228,429</b>	<b>62,818,668</b>

2019/2020 Export Percent Share by Region



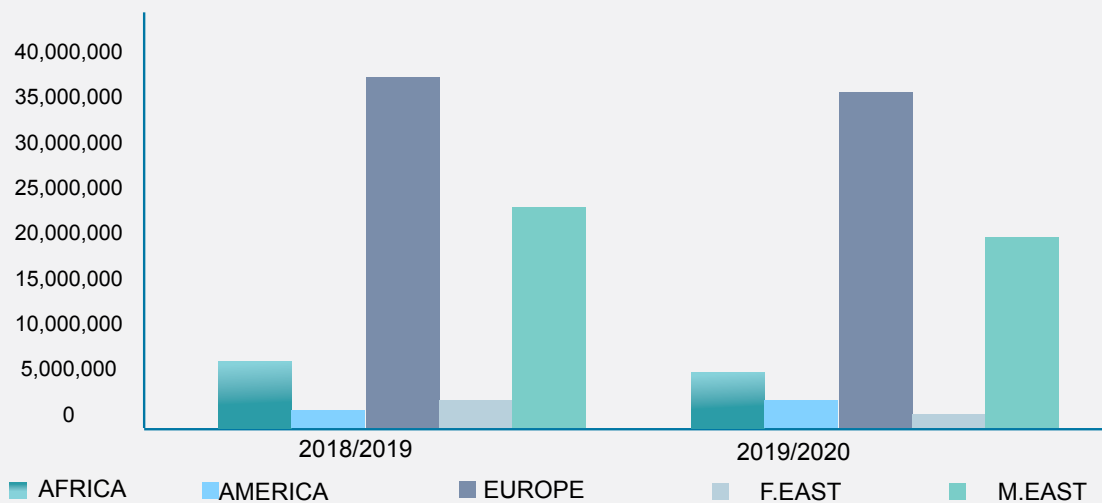
Import Load by Region / kg.			
Region	FREIGHTER	BELLIES	TOTAL
AFRICA	469,632	838,001	1,307,633
AMERICA	-	844,279	844,279
EUROPE	11,656,838	7,161,244	18,818,082
F. EAST	1,844,637	3,213,028	5,057,665
M . EAST	2,464,423	3,874,520	6,338,943
<b>TOTAL</b>	<b>16,435,531</b>	<b>15,931,070</b>	<b>32,366,601</b>

## 2019/2020 Import Percent Share by Region



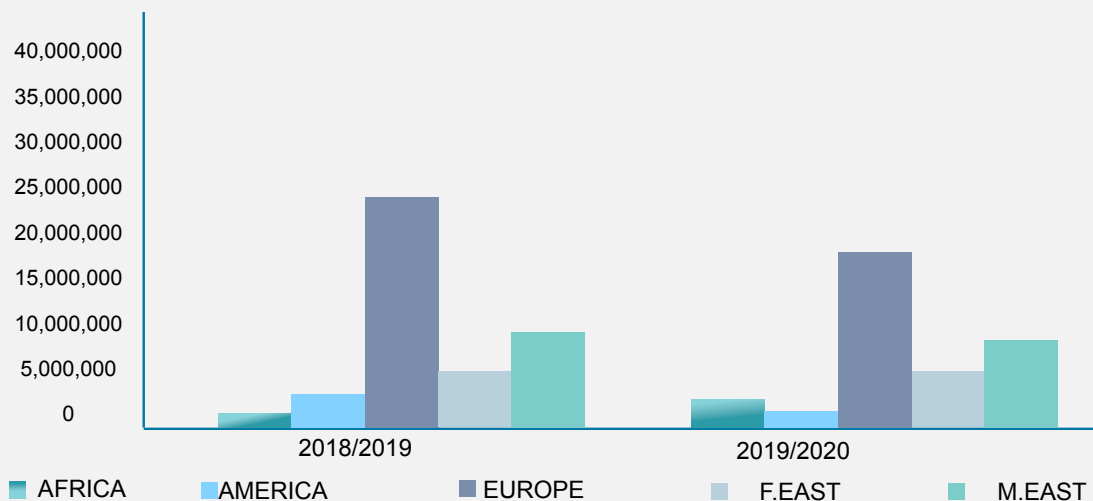
Export Load Comparison 2 Years by Region/kg.		
Region	2018-2019	2019-2020
AFRICA	5,473,323	5,103,451
AMERICA	1,017,858	1,908,658
EUROPE	36,437,958	36,025,905
F. EAST	2,113,562	1,202,850
M . EAST	21,499,728	18,577,805

## Export Load Comparison



Import Load Comparison 2 Years by Region/kg.		
Region	2018-2019	2019-2020
AFRICA	1,055,800	1,307,633
AMERICA	1,877,604	844,279
EUROPE	22,797,879	18,818,082
F. EAST	5,089,483	5,057,665
M . EAST	7,008,588	6,338,943

### Import Load Comparison



The total load carried in FY2019/2020 recorded a decrease by 3% compared to same previous level.

Export cargo carried was decreased by 6%, exports recorded 62,819 tons in FY2019/2020 versus 66,542 tons same previous level,

While import cargo carried was decreased by 14% ,imports recorded 32,367 tons in FY 2019/2020 compared to 37,829 tons same previous level .

As for transit shipments 43,765 tons were carried in FY 2019/2020 compared to 38,397 tons same previous level by an Increase of 14 %.

### New Products

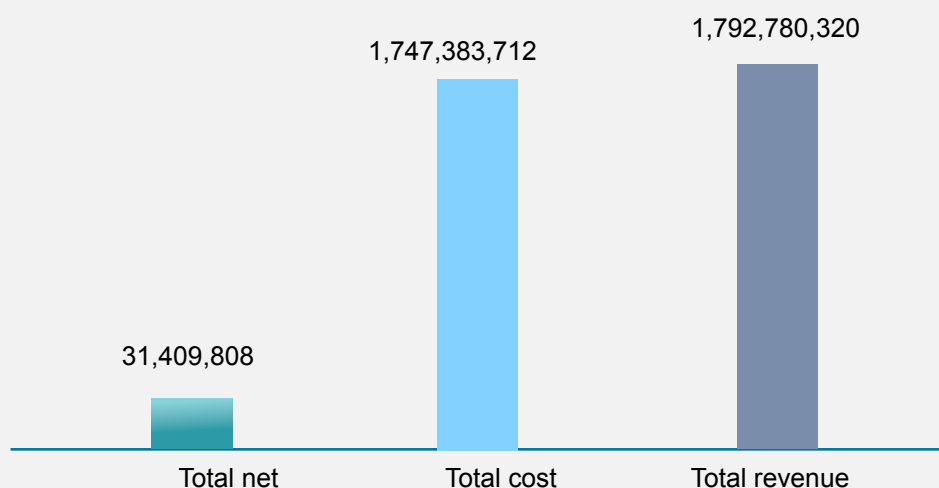
- ☑ COVID-19 Vaccines.
- ☑ Medical Masks.
- ☑ Medicinal Alcohol.
- ☑ Anti-Virus Protective Suits.
- ☑ Protective Glasses.



## Financial Analysis

Total revenue/EGP	Total cost/EGP	Total net/EGP
1,792,780,320	1,747,383,712	31,409,808

### Financial Analysis 19/20



## COVID-19 Impact

- The COVID-19 crisis had a significant impact on air cargo sector, with initial demand for transporting medical supplies leading to some airlines temporarily converting grounded passenger aircraft into freighters , COVID-19 had a more severe and more rapid impact on air traffic numbers as sudden increases in flight cancellations, aircraft groundings, travel bans and border closures are quickly felt in lower load factors and yields for airlines
- COVID-19 crisis has brought a spotlight on air cargo. Despite the global lockdown, the global pandemic has also highlighted the urgent need for air cargo to accelerate its digital and sustainable transformation.
- While broadly destructive for aviation, the pandemic has also hastened a global transition to eCommerce in a way that is destined to benefit all providers of cargo transportation. The pandemic may have accelerated the global transition to eCommerce by five years; online ordering would shape the industry's future.
- Whereas cargo has often been regarded as the 'freeloader' of the airline industry because it has always been a by-product of far greater passenger revenues, right now it is passengers who are the 'freeloaders' because cargo is the main source of revenue for many airlines and helping to get passenger flights back into the air.
- Freighter utilization increased steadily from early April 20th and stabilized along the upcoming months



### Our Accreditations

- Air Operator Certificate.
- Cargo Facility Certificate.
- Dangerous Goods Operator Certificate.
- IOSA Operator since 2004.
- ISAGO Operator.
- EASA TCO operator since 2015.
- Regulated Agent (RA3) (Cairo Complex/Perishable Terminal/Borg El-Arab/Luxor) since 2014.
- Air Cargo or mail Carrier carrying Cargo and Mail into the European Union (ACC3) since 2014.

### New and ongoing projects

EGYPTAIR CARGO expects to invest in three main projects aiming to reach a steady state of a good operation & performance;

- Development and replacement of the current infrastructure.
- Future Expansion of current Cargo facility.
- Fleet Evolution Plan.

All company departments are involved in the above projects but the main departments are the cargo operation including maintenance and engineering department, planning, commercial, quality, and the information technology. These projects expected to keep and increase our market level in a manner that helps to have a positive impact on our revenue.

### Future vision

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



**EGYPTAIR**   
KARNAK & DUTY FREE



### Company History:

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 established as 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 subject to the provisions of Law No. 8 of 1997.

### Company Profile:

EGYPTAIR Tourism (Karnak) & Duty Free is operating duty free outlets in all Egyptian airports in departures and arrivals as well as tax free shops inside the cities.

EADF is managing international brands with international suppliers of perfumes, cosmetics, tobacco, beverages, food stuff, small electrical home appliances, and gifts. Ensuring compliance with the government policy to promote local products, EADF displays high standard local Egyptian items of foodstuff, beverages, silver handicrafts, handmade embroideries, upholstery, garments, and ancient Egyptian artefacts. Such product diversification helps to satisfy customer needs.

### Stores:

EGYPTAIR DUTY FREE (EADF) operates retail outlets, which includes Diplomatic shops, located in all airports in Egypt. As well, there are retail units outside airports in Cairo, Sharm El-Sheikh, Hurghada, Taba, Gouna, Aswan in addition to In-flight shopping services on-board EGYPTAIR AIRLINES & 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. In November 2015, EGYPTAIR DUTY FREE has witnessed the opening of shops in Hurghada airport new building. A great development has come with the opening of retail units in Cairo airport Terminal 2 in September 2016, while more progress comes along with the opening of New Borg El-Arab Airport, Sphinx Airport, and Assiut Airport.

EADF measurable progress continues along with the upcoming opening of new stores in Touristic Passage in Sharm El-Sheikh & Hurghada.



### Highlights:

- EADF established and opened a store in Arrivals at Assiut International Airport in February 2020.
- EADF started operating in Terminal (3) Departures, Finger (F) (Oriental Shop) at Cairo International Airport in February 2020.
- EADF started operating in Terminal (3) Departures, Finger (G) (Oriental Shop) at Cairo International Airport in February 2020.
- Reopening Terminal (2) store at Hurghada International Airport in August 2019.
- Setting Up city shop in Hurghada in May 2021.
- Setting Up city shop in Ne'ma Bay- Sharm El-Sheikh by July 2021.
- Acquiring Location (7/8) in Terminal (2)-Cairo International Airport, the location is ready for operation once receiving licenses required.
- As per our Renovation Plan, Kasfareet Warehouse (near to Cairo Airport runways) was refurbished and the main Warehouse was renovated in three phases.
- In December 2019, SAP Corporation's bid is submitted. By signing the contract with SAP in February 2020, EADF provides a new "Travel Retail Software Solution".
- EADF in Departures & Arrivals at Sphinx International Airport and Capital International Airport stand ready for operation.



### Initiatives for Environment Protection:

EADF(EGYPTAIR Tourism (Karnak) & Duty Free) has taken the following initiatives to preserve and protect our Environmental protection:

- Upgrading EADF transport fleet by introducing eco-friendly trucks with low gas consumption.
- National bank of Egypt initiative to provide EADF with eco-friendly bags.
- Replacing Light bulbs with Led in all EADF outlets to reduce energy consumption.

### New Services:

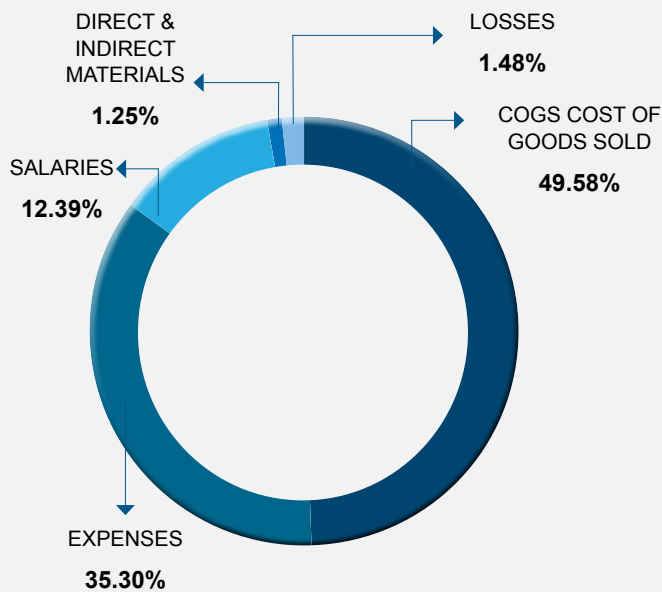
Preparing RFI to introduce eCommerce module after new system installation.

### Financial Analysis:

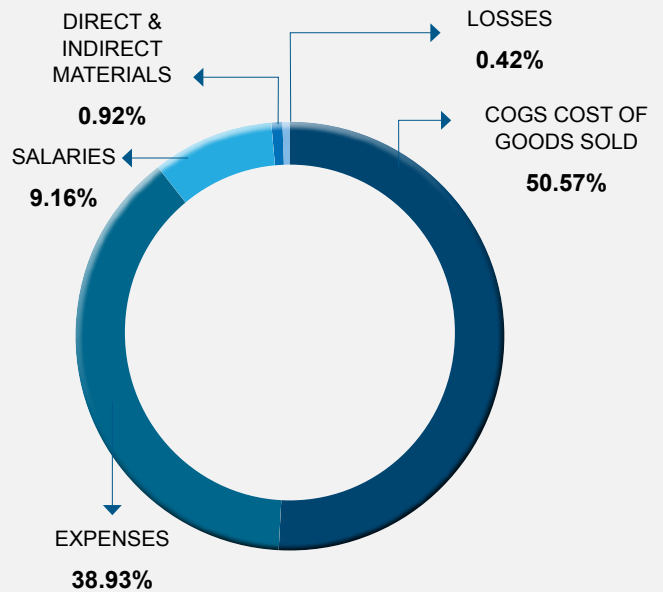
Due to the severe impact of Covid-19 on Aviation and the closure of airports from March to July 2020, EADF managed to achieve a pre-tax surplus (surplus excluding taxes) of 184.8 million EGP

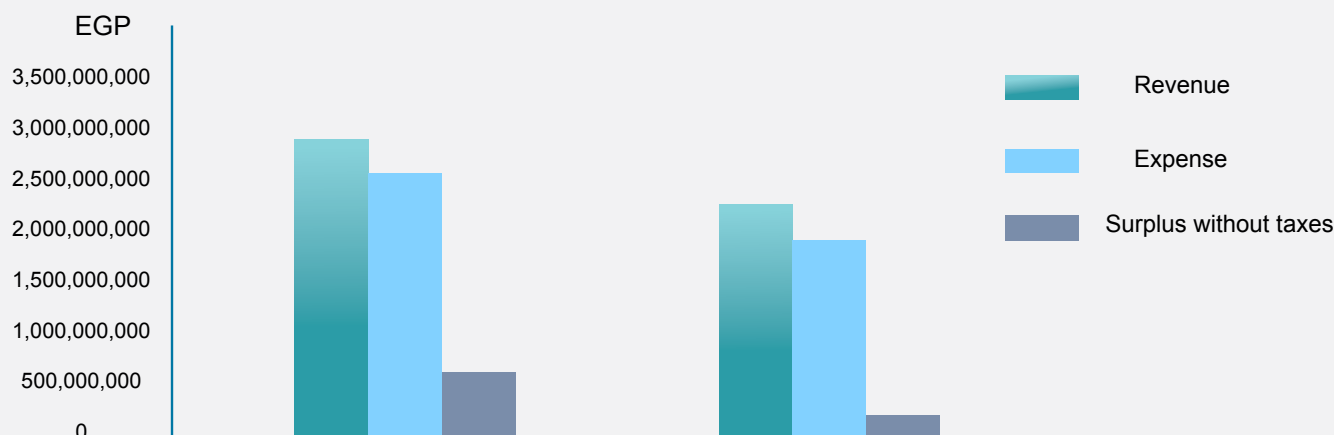
#### **Expenses and Costs**

2018/2019



2019/2020





	2018/2019	2019/2020
Revenue	3,020,787,466	2,144,513,929
Expense	2,250,290,418	1,959,427,767
Surplus without taxes	500,497,028	184,789,162

### Covid-19 Impact on Performance:

Due to air traffic suspension during Covid-19, except for emergency flights, EADF revenue declined by EGP 876 Million EGP from March to June 2020 compared to the previous year.

### Challenges:

- ❑ Unstable Air Traffic. Sudden restrictions are issued from different countries without prior notice affecting passenger traffic volume.
- ❑ Quarantine imposed by the main tourist providers, such as KSA & UK, on passengers arriving from Egypt.
- ❑ Shipping delays in addition to Supply chain disruption due to Covid-19 restriction on factories in various countries.
- ❑ The new customs regulations causing goods delivery delay.
- ❑ Shift of flights from terminal (3) to terminal (2), negatively impacted on EADF revenue because of the prolonged time taken to renovate the luggage system and the unknown time frame assigned for it – especially in the presence of other competitors.
- ❑ The unclear vision of Terminal (1) renovation plan, nor of the new floor plan in Terminal (3) – negatively affecting planning with suppliers.
- ❑ Airport authorities allocating multiple locations to competing suppliers.

### Action Taken to Face the crisis:

- ❑ Stock Transfer from Departures to Arrivals and vice versa -within regulations limits- to increase cash flow.
- ❑ Promotions for items (in co-operation with suppliers), especially for near expiry products.
- ❑ Suspension of purchase orders to reduce stocks and to increase cash flow.



Board of Directors

**Eng. Magdy Mohamaden**

Chairman

Mr. Basem Samy Abdelkereem

Assistant to The Minister of Civil Aviation For  
International, Commercial And Information Affairs

**Eng. Abo Taleb Tawfeek**

Chairman- EGYPTAIR Maintenance and Engi-  
neering HOLDING

**Mr. Bahader Saied Hasan**

Head of Legal Affairs Division Sector  
EGYPTAIR HOLDING

**Mr. Adel Mohamed Helal Mohamed**

Consultant of Chairman  
EGYPTAIR AIRLINES

**Eng. Waled Hussien Mohamed**

Head of of Operation Division Sector - EGYPTAIR  
GROUND SERVICES (Board Member)

**Eng. Refaat Mamoon El-Bastawesy**

Consultant of Chairman  
EGYPTAIR GROUND SERVICES  
(Board Member)

**Mr. Ahmed abdellah saber**

Director of cordination depertment (Board Mem-  
ber)

**Mr. Samir fathy omar**

Board Member

**Mr. Mohamed Maghraby**

Syndicate committee Head

## Company profile:

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

EGYPTAIR GROUND SERVICES COMPANY has been providing since then a high quality aircraft ground handling in accordance with the international standards for more than 88 years in all Egyptian airports.

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

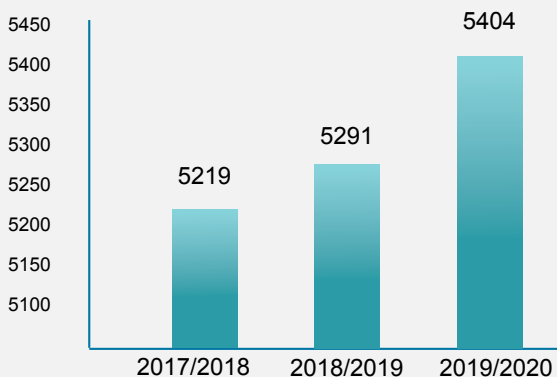
1. Passenger and baggage handling.
2. Ramp handling for all kinds of A/C.
3. Loading and unloading for all types of A/C.
4. Crew and employees ground transportation.
5. Maintenance and repair up to overhaul for all types of airport ground equipment.
6. Representation of our customers covering:
  - a)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

During the year 2019/2020 EGYPTAIR GROUND SERVICES provided high quality standards of ground services for 147 contracted customers for over 84430 flights utilizing more than 1261 of most developed equipment and highly qualified & trained ground handling staff in accordance with IATA and ICAO regulations.

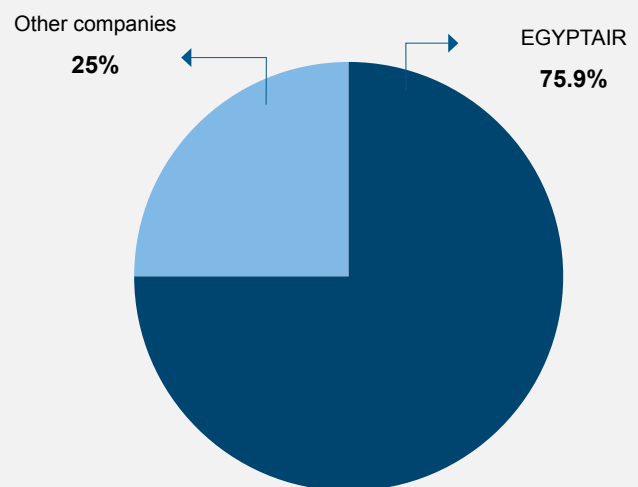
## Performance Highlights:

### Operational Analysis:

- We offered about 168742 services to EGYPTAIR and third party companies using about 1261 equipment.



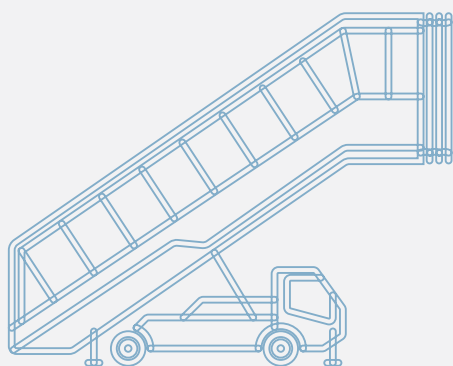
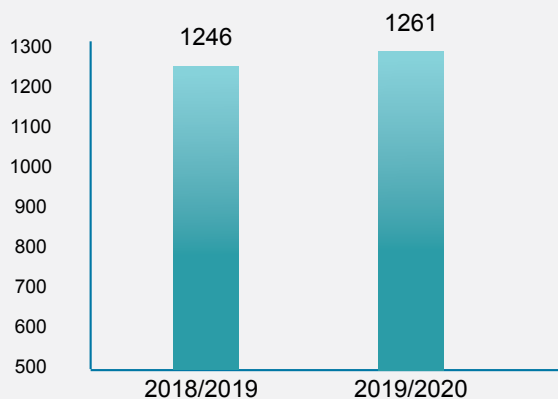
- Percentage of market share of Egypt air ground services to other companies



- EGYPTAIR ground services achieved 75.9% market share of total ground services provided at the Egyptian airports

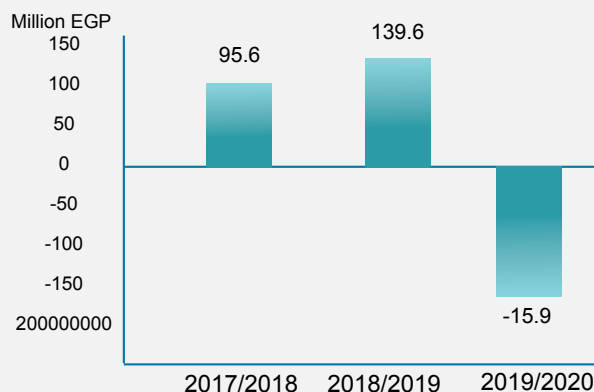


- Our equipment fleet to be about 1261 inside the ramp area.



### Financial Analysis:

- GA profit about 95.6 Million EGP was achieved in year 2017/2018 and in 2018/2019 Egypt Air ground services achieved profit about 139.6 Million EGP. In 2019/2020 we reported net losses of 159.3 Million EGP due to shutdown of airports all over the world including Egyptian airports due to the negative impact of Covid-19 virus on ground services operation.



### Contracts

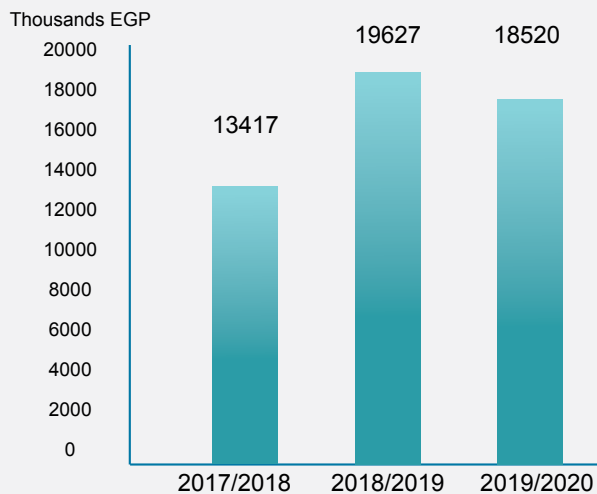
Service	2018/2019	2019/2020
Full handling	30 companies	27 companies
Ramp handling	102 companies	106 companies
Agents	14 Agents	14 companies
Total	146 contracts	147 contracts

## New and on-going projects:

- Ground services building in terminal building 3(TB3).
- And other projects its budget as follows:

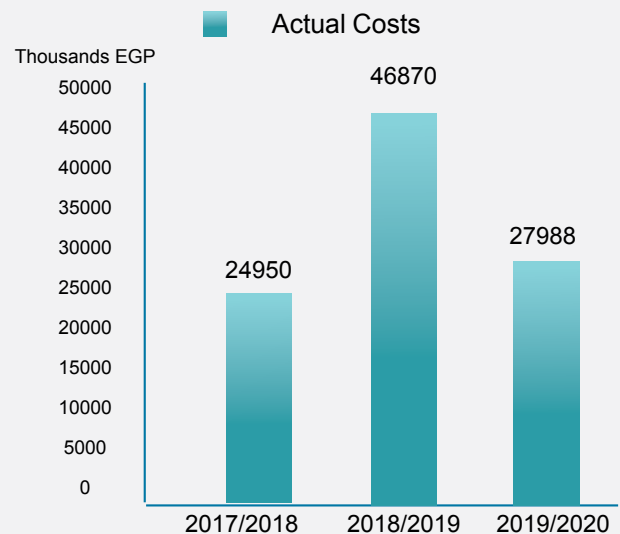
### 1<sup>st</sup>Project:

- Modernizing and increasing the equipment fleet to ensure competitive service Quality & to cover the core business growth requirements and replacement plan.
- Actual Cost of 2019/2020: EGP 1.9 millions
- Projected Cost for 2020/2021: EGP 700 thousands.



main workshop in terminal1 (for maintenance and repair reasons of the equipment's) , leads to damage for this equipment's (passengers stairs-cargo loader, belt loader. ....etc) because of the special design of these equipment's not to travel a long distance and also a lot of fuel consumption.

- For all this reasons there was necessity for construction of TB3

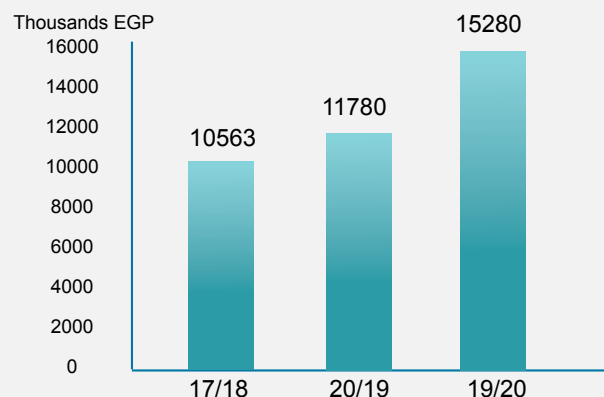


### 2nd Project:

- Enhancement of the work space infrastructure, environment through upgrading and building workshops (Terminal building 3), staff accommodation sites in Cairo and stations to reach staff satisfaction and good presentation of work.
- Actual Cost of 2019/2020: EGP 28 millions
- Projected Cost for 2020/2021: EGP 40.5 millions
- Terminal Building (3) consists of:
  - 1. Operational Building headquarter.
  - 2. Loading Building headquarter.
  - 3. Petrol station Building.
  - 4. Workshop for maintains of ground services equipment in TB3.
- Due to the long distance between terminal 3 and the

### 3rd project:

- Enhancing company activities automation through implementing resources management system, application of data center
- Actual Cost of 2019/2020: EGP 15.3 millions
- Projected Cost for 2020/2021: EGP 6.6 millions



## EGYPTAIR GROUND SERVICESHR Development plan Certificates:

Through that year, EGS achieved the following:

NO	Certificate	Station	Validation Date
1	Ground Handling Operating Certificate (GHOC)	ALL	Jan. 2021.
2	Conduct Agency Activities (ECAA)	ALL	MAY 2020.
3	Repair Station Operation (ECAA)	CAI	Jan 2020
4	ISAGO Provider Registration	CAI	DEC 2021
5	ISAGO Provider, ACCREDITATION	CAI	Dec. 2020
6	IOSA Operator	CAI	Dec. 2020
7	ISAGO Provider	SSH	March 2022
8	ISAGO Provider	HBE	OCT. 2020
9	ISAGO Provider	HRG	OCT. 2021









### Company History & Profile

EGYPTAIR In-Flight Services commenced its business more than 60 years ago. We started as a Catering Service Sector in 1948, and with the transformation of EGYPTAIR foundation into EGYPTAIR HOLDING COMPANY in 2002 we became a subsidiary company named EGYPTAIR In-Flight Services.

EGYPTAIR In-Flight Services continued providing its services in the field of in-flight catering of food, beverages, & passengers and crew members needs during the flights, whether in Cairo, Hurghada or Sharm El-Sheik, Borg al Arab International.

### EGYPTAIR In-Flight Services are:

- In-Flight Catering.
- Cafeterias and Restaurants.
- Event Catering.
- Laundry Services.
- Washing Equipment.
- Dry Ice factory.
- Loading/Offloading Services.



## In-Flight Catering

EGYPTAIR In-Flight Services provides all In-Flight Services including providing meals, beverages, entertainment, travel kits and hygiene kits for all classes. We are proud to currently serve EGYPTAIR Airlines, Air Cairo, CIAF, Fly Egypt, Petroleum Air Services (PAS) and international Airlines including Korean Airlines, Asiana Airlines, Air Algeria, Air Arabia, Iraq Airways, and Smart Wings.

We are the first and only company in Egypt to provide catering services to Royal, Presidency, and VIPs flights.

### ■ Cairo Catering Complex

Total Building Area: 52000 Sqm

Capacity: 35000 Meal/ Day

Location: Cairo International Airport- airport road beside king Faisal mosque

### ■ Hurghada Catering Unit

Total Building Area: 1050 Sqm

Capacity: 7000 Meal/Day

Location: Hurghada International Airport

### ■ Sharm El-Sheikh Catering Unit

Total Building Area : 1200 Sqm

Capacity : 7000 Meal/Day

Location: Sharm El-Sheikh International Airport

Our Catering Units

## Cafeterias and Restaurants

EGYPTAIR In-Flight Services manages a number of cafeterias and restaurants in Cairo International Airport and a number of domestic airports as follows:

- Cairo International Airport: (30) cafeterias, (3) restaurants and (8) lounges

- Domestic Airports: (2) in Suhag, (9) Borg Al Arab, (3) Asyut and (1) Hurghada Airports

- Transit Hotels at TB3.

EGYPTAIR In-Flight Services cooperates with companies owning international commercial brands within this field to provide the customer with various and high quality services such as the international companies "Coffee Shop" and "Segafredo Espresso".



## Event Catering

EGYPTAIR In-Flight Services provides catering services for different events whether inside or outside its premises. We provide our services to conferences, seminars and workshops. Our main conference room can accommodate 385 persons with the latest required equipment. EGYPTAIR In-Flight Services offers a superior VIPs' Lounge for lunch and dinner parties with high level hosting services that distinguished many VIP parties of EGYPTAIR Companies. EGYPTAIR In-Flight Services daily caters EGYPTAIR MEDICAL SERVICES with meals for its patients whose meals are served in accordance to medical recommendations. We can serve other medical entities. EGYPTAIR In-Flight Services regularly provides its catering services to EGYPTAIR Holding and its subsidiaries. EGYPTAIR In-Flight Services caters about 6,000 meals daily for different employees in the airport zone.

## Laundry & Washing Equipment Services

EGYPTAIR In-Flight Services provides cleaning aircraft fabric materials and equipment services such as blankets, tablemats, towels, napkins, etc. with great precision. Our laundry Capabilities witnessed a comprehensive renovation in terms of new machineries to increase our

capacity and to provide a competitive service to our clients. EGYPTAIR In-Flight Services delivers the service of washing chinaware and aircraft equipment such as trolleys, crockery, cutlery, etc. using state-of-the-art machines in this activity.

## Dry Ice factory

EGYPTAIR In-Flight Services owns a dry ice factory, which produces dry ice for EGYPTAIR Airlines, Foreign Airlines and the local market. The factory has a capacity of producing 300 kilograms/Hour in blocks or fingers shapes.

## Loading/Off-loading Services

EGYPTAIR In-Flight Services provides an excellent service relevant to loading and off-loading items. EGYPTAIR In-Flight Services has a large fleet that includes chilled high loaders, which safely transport meals from catering facilities to aircrafts. EGYPTAIR In-Flight Services owns 42 high loaders in Cairo, 3 in Sharm el- Sheikh and 3 in Hurgada and we continue to renovate and modernize our fleet.





## Certificates & Accreditations

EGYPTAIR In-Flight Services is keen on complying with all international requirements of food manufacture and focuses on obtaining & maintain in the certificates of:

- ISO9001/2018 Certification of Quality Management System.
- ISO22000/2018 Certification of Food Safety Management System.
- ISAGO Certification.
- Legislations of the Civil Aviation Authority ECAR301 subpart A 301-3-C.

## Updating certificate

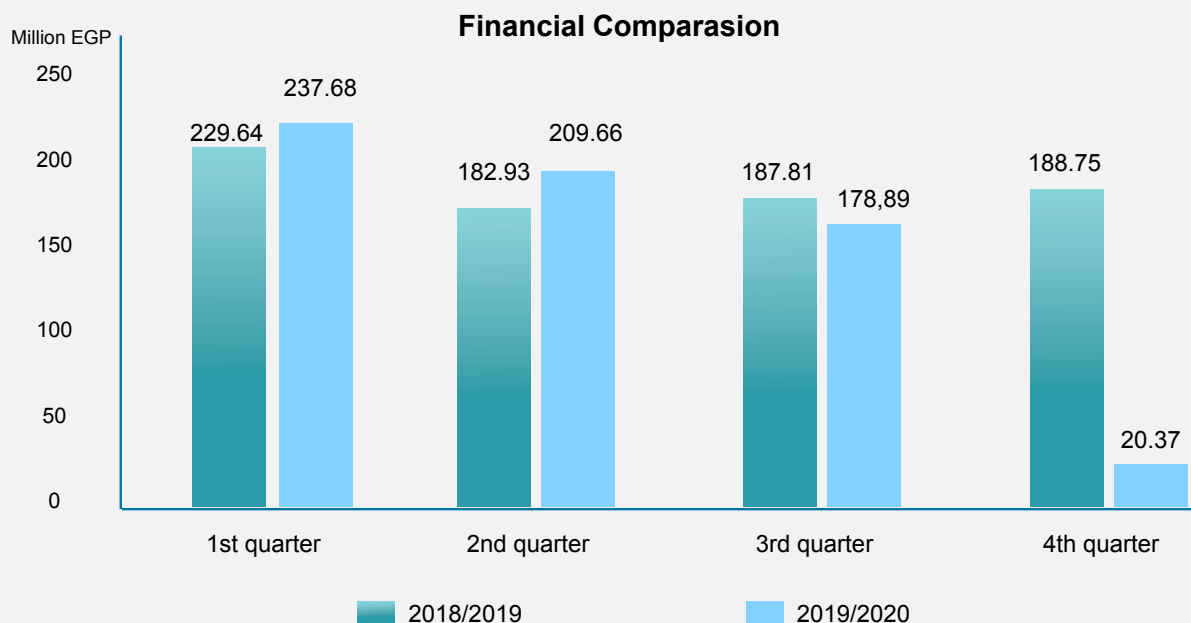
- The company is constantly updating its certifications as shown:
- ISO 9001:2015 Certification of Quality Management System.
- ISO 22000:2018 Certification of food safety Management System.
- ISAGO Certification.
- Legislations of the Civil Aviation Authority ECAR301 SUBPART A 301-3-C.
- EGYPTAIR In-Flight Services passed the certification verification audits.



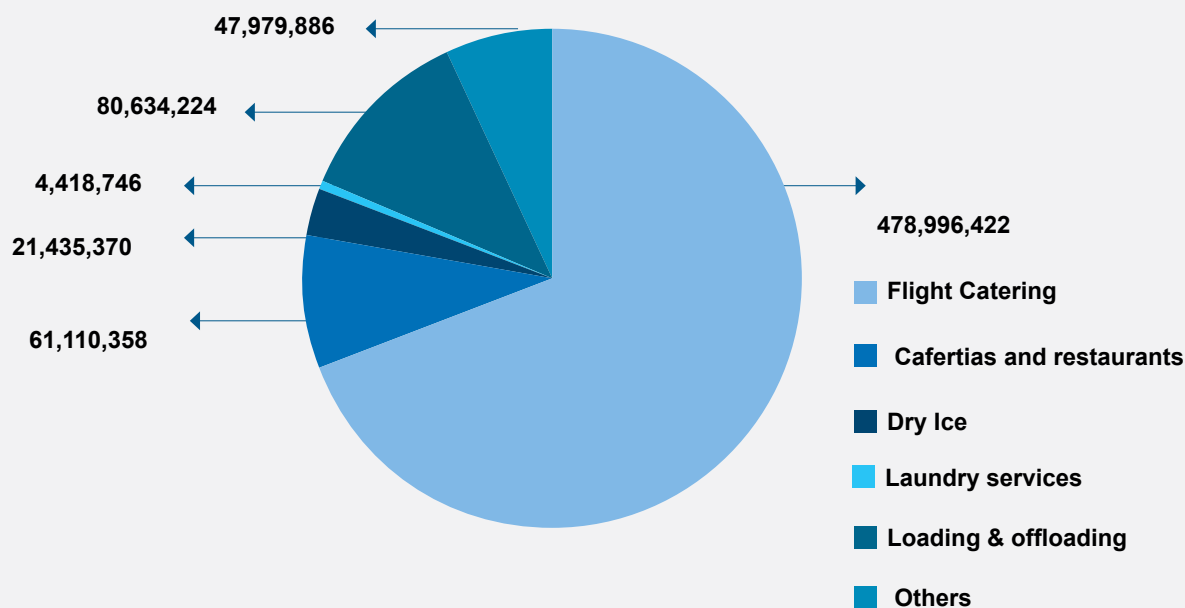
## Performance and financial overview

### Financial overview

During the fiscal year 2019/2020, EGYPTAIR In-Flight Services achieved sales revenue of 694.58 Million EGP instead of 855.23 million achieved in fiscal year 2018/2019 (we planned to reach 962 million) while we spent about 711.54 million which led to showed net losses of 16.97 Million EGP as the first time since fiscal year 2011/2012 because of covid-19 pandemic. The below chart shown the financial comparison between the fiscal year revenue 2018-2019 & 2019-2020.



The total revenue of fiscal year 2019-2020 distributed on our services as follow:





## performance overview

### In-Flight Catering

In the fiscal year 2019-2020 the total revenue of meals is approximately 479 million. By providing about 8.66 million meals in Cairo only.

### Cafeterias and Restaurants

In the fiscal year 2019-2020 The total revenue of cafeterias & restaurants is approximately 61 million.

### Laundry & Washing Equipment Services

In the fiscal year 2019-2020 the total revenue of laundry services & washing equipment is approximately 21.5 million instead of 28.5 million in fiscal year 2018-2019 because we replaced the way to providing the meal from melamine & china equipment to disposable equipment

### Dry Ice factory

In the fiscal year 2019-2020 The total revenue of dry ice is approximately 4.5 million almost the same revenue of fiscal year 2018-2020 but in just 8 months because of covid-19 pandemic .

### Loading / Off-loading Services

In the fiscal year 2019-2020 The total revenue of loading & offloading is approximately 80.6 million.

## Company Milestones & Highlights

### Achievement

- Rationalize expenses in a way that does not affect the quality of products.
- Due to covid19 and lack of financial resources, the company succeeded in scheduling its debts with suppliers.

### Participation in exhibitions and conferences

- We participated in some international exhibition, which specializes in food presentation in the presence of The largest food suppliers around the world such as:
  - Dubai Hotel Show 2019.
  - Anuga 2019 (World food expo).



### New Contract

- EGYPTAIR In-Flight Services Signed New catering contracts with Airlines company such as:
  - Sky bird airlines to provide catering services from Cairo and Hurghada unit.
  - CIAF Leasing to provide catering services from Cairo
  - Asiana Airlines (Korean Company)
- We also signed new contracts with service agents (spot air & aviary) to provide catering from Hurghada.

### Important Event

- During covid-19 pandemic, we provided catering services to stranded flights for EGYPTAIR Airlines and for other companies.

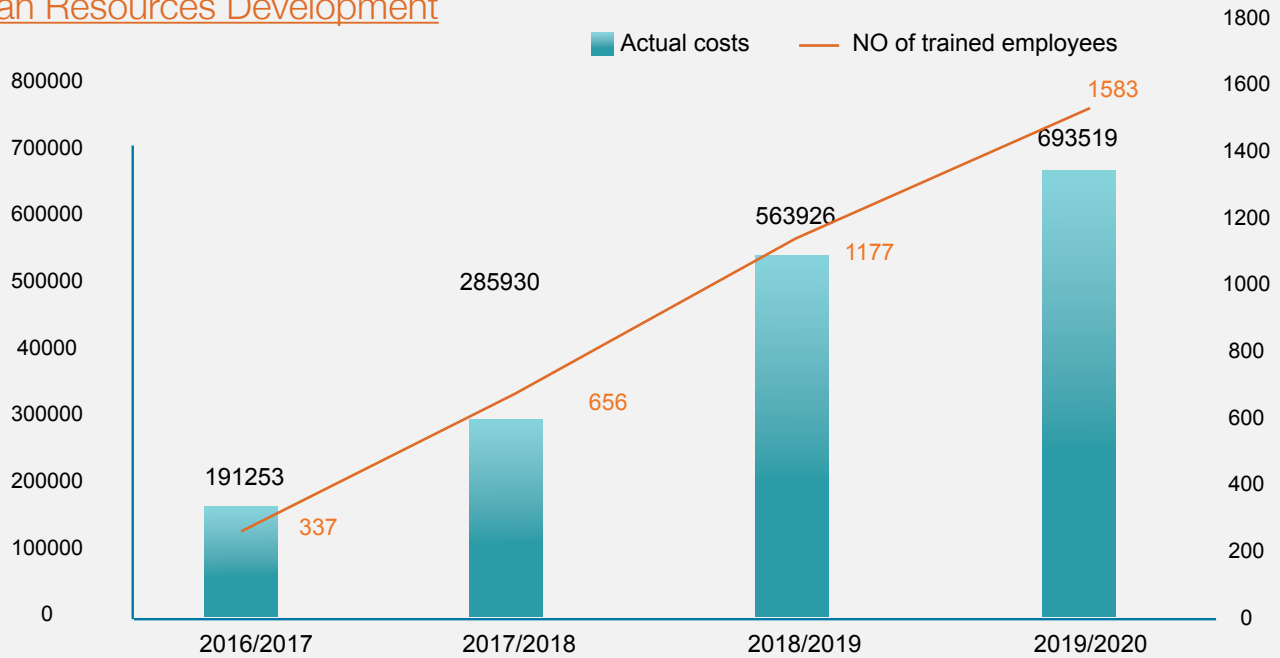
### Social Responsibilities

- In cooperation with the EGYPTAIR Training Academy, trained (65) students from universities and institutes in various fields.
  - We have appointed a number (2) from among the disability challengers within the 5% percentage ordered by the Disability Cases Law. (Rephrase)

### Environmental conservation initiatives

- Using organic materials.
- Electricity consumption rationalization.
- Reuse of waste oils.

## Human Resources Development



The above chart shows the increasing ratio of training employee

During the fiscal year 2019/2020, the company trained facilities with training centers for employees in the field of training in all fields as follows:

- Egyptian Chefs Association.
- Egyptian Accountants Association (HazemHasan).
- Center for Leadership Development of the National Authority for Organization and Administration.
- EGYPTAIR Training Academy.

## Investment Project (New and On-Going Projects)

- We have completed the Project of modernizing our fleet (high-loaders) to fulfill the operational needs and expand the company fleet (with a rate of 4 high-loaders/year).
- We have developed the company's machinery and equipment.
- We have reached a percentage of 51.43% regarding executing our investment plan despite the impact of the (Covid-19) pandemic.

## The impact of the (Covid-19) pandemic.

Because of the spread of the Covid-19 Virus at the beginning of march 2020, most of world's countries, including Egypt tended to suspend flights during the period from March 2020 to June 2020, which negatively affected the company's business results and contributed to the loss of more than 90% of its revenues during the last quarter of

the fiscal year 2019/2020, where the company achieved commercial activity revenues in the fourth quarter of 2019-2020 about 20.37 million compared to what it achieved during the same period of the previous fiscal year 2018-2019 about 188.76, with an estimated decrease of 168.39 million, which led to its loss for the first time since the fiscal year 2011-2012.

## Our Initiative to face the Pandemic

- For the employee
  - Follow the instructions related to social distancing and reduce the number of workers in the same place to a minimum.
  - Adhere to safety instructions and precautionary measures.
  - Distribution of masks to employees.
- For the Client
  - Changing the way of presenting the meal from reused equipment to disposable equipment
  - Providing the catering to outbound and inbound flights to Reducing expenses.





## Company Profile and History

EGYPTAIR Hospital was established in 1983 as EGYPTAIR Medical Sector offering services exclusive to EGYPTAIR employees & their families. Its services were extended to cover all civil aviation field works. Now, we offer health care to many numbers of medical insurance companies through our novel medical tourism programs, which reaches patients from all over the world. 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 accommodate over 280 in -patient beds, receiving an average of 1500 out-patient per day





## Company Milestones and Highlights

- Adding a new Oncology Surgery Unit.
- 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.
- Upgrading & renewal of the Emergency Department(ER).
- Adding laser Surgical Unit to dental department for treatment & cosmetic needs.
- Adding new Outpatient Clinics down town Cairo at Emad El Din Street with fully day operations.
- New Cardiac Catheterization System.
- Upgrading the Rehabilitation &Physiotherapy Department.
- Establishing minimal Invasive Therapy Unit for treatment of backache without surgical intervention.
- Nephrology Department has been upgraded with new modern hemodialysis systems.
- Automating all hospital systems, financial or administrative activities, as well as medical records and patients filing systems.
- Providing and increasing the number of ventilators to serve treatment of Covid-19patients.
- Providing of multiple new-born intensive care units (premature care).
- Upgrading emergency department (ER) through qualified staff of specialist & experts and establishing of a specialized cure unit for Covid-19 cases and isolated patients.
- Creation of seven new medical units: Radio Interventional Unit, Intestinal Haemorrhage Unit, Plastic Surgery Unit, Dental Laser Unit,Stroke Unit, Intestinal Haemorrhage 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 MS MS) (Chromatography)
- Obesity surgeries & weight control unit



## Events & Social Responsibilities

- Participating in the World Health Tourism Congress (WHTC) at Dubai presenting a complete profile about Egypt Air Hospital achievements & goals in the medical tourism services & we were awarded as a rising star hospital for the year 2016 & the best marketing initiatives of the year 2017.
- Participating in a variety of symposiums & conferences concerning the development of medical health sectors.
- Aiming to achieve international accreditation in the health sector like the JCI & accreditation for the lab investigations.
- Creating Marketing & advertising campaign for medical services that we offer to the whole population of Egypt & foreigners by:
  - Printing Magazines.
  - Documentary Movies.
- Socialization with the employees of Egypt air Holding Company & Ministry of Aviation either by planning medical events at their companies for medical awareness or through social media (face book, text messages).
- Establishing a Video conference and Telemedicine system at Egypt air hospital to allow the exchange of opinions with French and international experts and to allow French consultants to give live updated lectures.
- Creation of a schedule for the visit of medical experts coming from our French partner George Pompidou hospital and from other international institutions to offer the best medical services to our customers.
- Signing contracts with experienced seniors of Egyptian or international consultants and medical professors

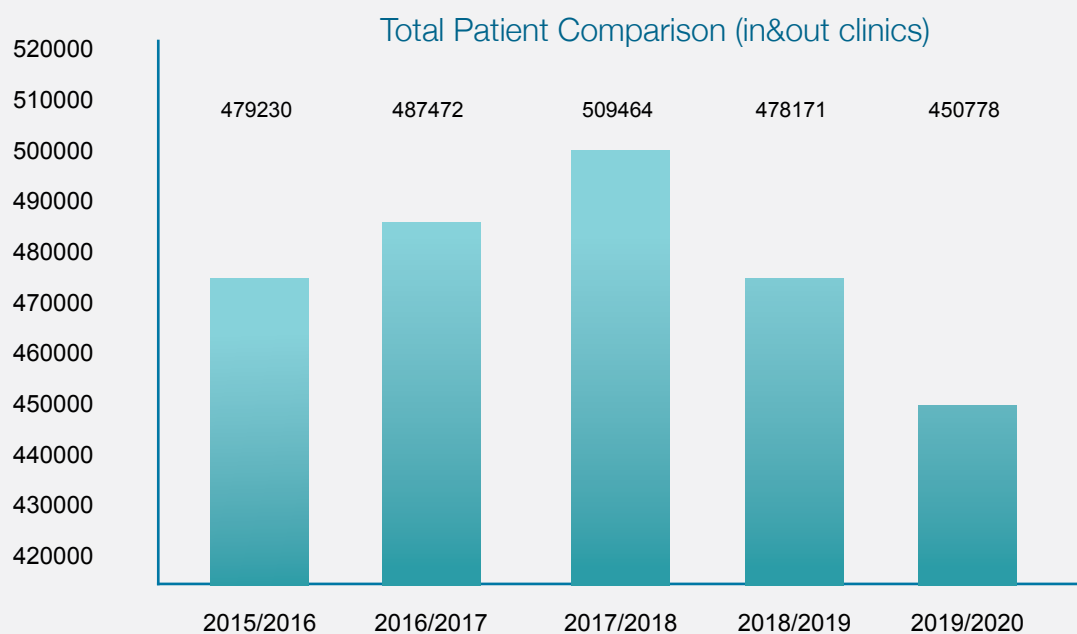


## Performance Overview:

### No. of Patients in In-Patient Clinic

Year	Private cases	Family Patients	Contracting Companies	EGYPT AIR EMPLOYEES	Total
2015-2016	3763	6343	5292	17057	32455
2016-2017	2978	7036	4466	16627	31107
2017-2018	3043	7080	4997	18868	33988
2018-2019	2188	9786	9216	21320	42510
2019-2020	1178	7670	5442	10712	25002
<b>Total</b>	<b>13150</b>	<b>37915</b>	<b>29413</b>	<b>84584</b>	<b>165062</b>

Year	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
<b>Number of patients in outpatient clinic</b>	479230	487472	509464	478171	450778



## New & Ongoing Projects



- ❑ Raising the efficiency and capacity of the electrical infra-structure(Generators- Cables- High Voltage buttons).
- ❑ Raising the efficiency and capacity of the air conditioning and ventilation system.
- ❑ Adding two floor of construction above the Physiotherapy Department to increase the capacity of accommodation of the Hospital by about 44 beds.
- ❑ Adding (2 floors) of storage areas for Non-Medialequipment.
- ❑ 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-Laser.
- ❑ Cardiac Catheterization Unit.
- ❑ Establishing fire resistant unit.
- ❑ Establishing electricity unit.
- ❑ Renovation of Nephrology Department





## Company History & Profile

EGYPTAIR Supplementary Industries (EASI) was established in April 2006 as one of EGYPTAIR Holding Company subsidiaries to achieve the concept of integration with EGYPTAIR group through collecting all production activities of these companies under one entity. EGYPTAIR Supplementary Industries-re-categorize and develop these activities to be major activities covering all the needs of EGYPTAIR Group, The Ministry of Civil Aviation its companies, authorities, local and foreign markets. EGYPTAIR Supplementary Industries aims to satisfying our customer by providing a competent product and service.

### 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 complying with the ISO 9001:2015. We have 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 (tray, cup, plate, bowl, lids... etc.).
- Filling and Packing production line to produce items such as (refreshing towel, sachets {sugar-creamer-salt-pepper}, cutlery packing...etc).
- Aluminum foil food container production line.
- Paper cup Production line for hot drinks.
- High density plastic bags production line 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 has the accreditation from the Egyptian Accreditation Council (EGAC) in compliance with the requirements of the ISO/IEC 17025:2005 international standards. EGYPTAIR



Supplementary Industries Company plans to acquire additional approvals and certifications and is carrying on all pre-requisite preparations to meet the requirements.

### AeroFashion

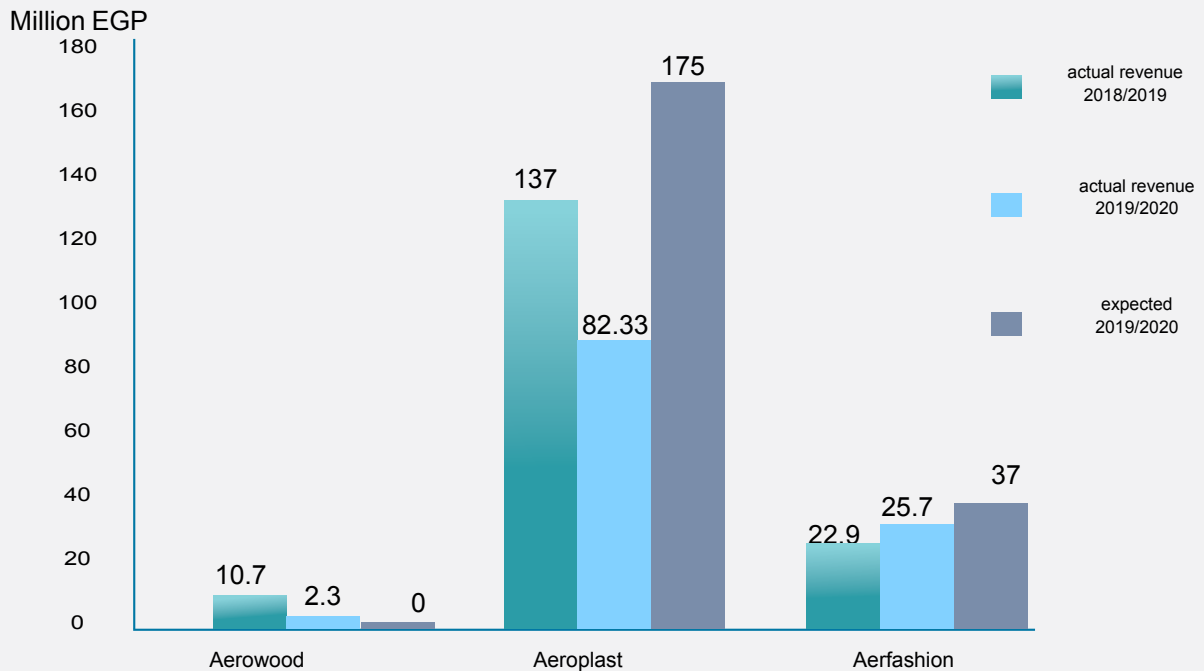
AeroFashion is a ready-made clothing factory, which uses the latest designs and sewing machines satisfying all needs of EGYPTAIR including employees' uniform and other customers. AeroFashion produces uniform for industrial, medical and hospitality wear. AeroFashion focuses on quality and is dedicated to give its customers unbeatable value by offering fashion and quality at competitive prices.

## Company Milestones & Highlight

- Seeking EASA certification approval for Aircraft Cabin Interior Parts Production Line, which is already approved from the Egyptian Civil Aviation Authority.
- Establishing a Production Line for protective masks to provide the needs of passengers and workers of masks and producing bags (safety bag) that contained the necessary preventive tools used by Airline Companies to face Corona virus.
- Achieving a Net profit of 11.3 million EGP for the year 2018/2019.
- Renewing ISO 9001:2015 for AeroPlast.
- Renewing ISO/ICE 17025-2008 for Flammability Testing Lab.
- Upgrading various Production Lines by adding new machineries such as (filling - Bag film making machine - Bag film cutting scissors).
- According to the training plan, 293 employees have been trained with 3516 training hours focusing on training of technicians and engineers who had an on job training with experts on delivering the machines.
- Training university students from different technical disciplines in the company's factories.
- Becoming a supplier for catering equipment, safety bag for many airlines, hotels and other clients.

## Performance and Financial

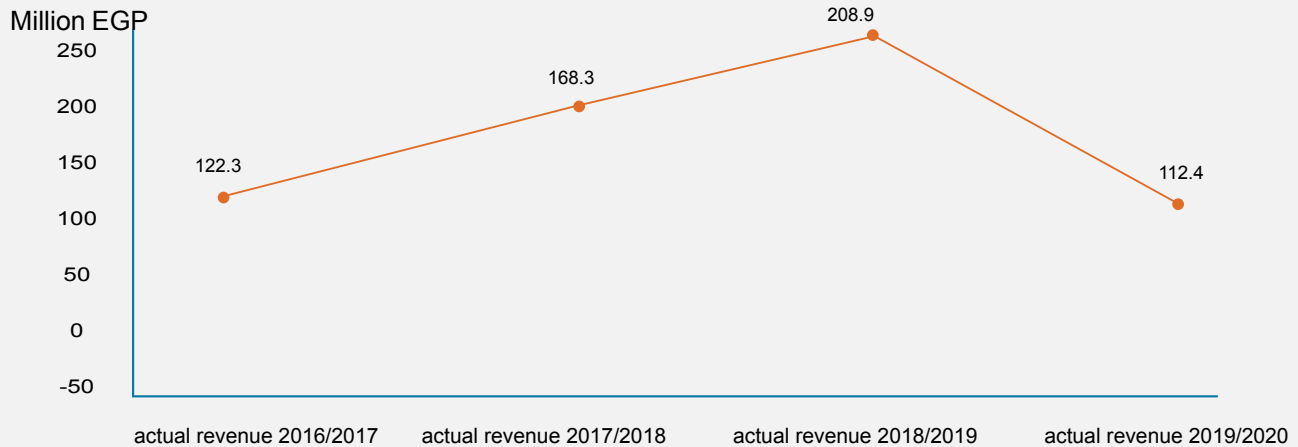
Due to Coronavirus impact on Aviation Industry, EGYPTAIR Supplementary Industries reported net losses for the fiscal year 2019/2020 of 24.4 Million EGP with a decrease in total revenue by 46.4% compared to 2018/2019. Subsequent halt in Aviation movement worldwide decision for a period up to 107 days affected the company's revenues greatly during the last quarter of the fiscal year despite achieving net profit of 15.9 Million EGP for the period before the decision.



### Revenue decreased due to:

- Decrease factories operating productivity Due to the impact of the Corona virus on Air Transport Industry.
- Decrease in third party revenue also as the local market affected by Corona virus as a result of the precautionary measures led to closer of many places and facilities.

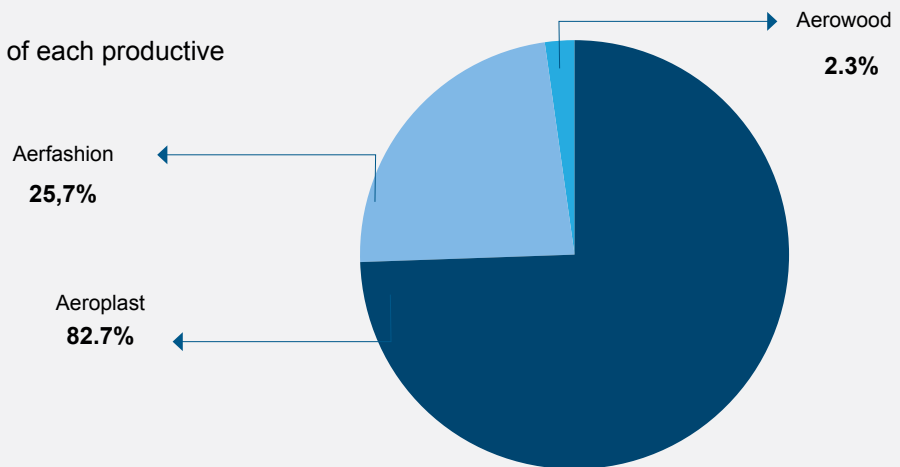
### comparison of commercial revenue activity



It was expected to continue in the growth rates of the financial return according to the upward curve, but the suspension of aviation worldwide due to the Corona virus led to a significant decrease in revenues, the collapse of the curve and the transformation into a loss

### Relative distribution of the revenue achieved in the fiscal year 2019/2020

The figure represents the share of each productive activity in the total revenue output



### New and Ongoing Project

EGYPTAIR Supplementary Industries improved its operations regarding our business by upgrading various Production Lines through adding new machineries such as (filling - Bag film making machine - Bag film cutting scissors).

With the rapid spread of Corona virus, we used AeroFashion factory capabilities to establish a Production Line for protective masks to provide the needs of passengers and workers of masks, it was installed and began production process during the flight suspension period.

Upon the resumption of the airline's movement, we have already produced bags (safety bag) that contained the necessary preventive tools used by Airline Companies to face Corona virus, such as (hand sanitizer - masks - gloves - garbage bag - sterile tissue).

This helped us to properly serve our primary customers and compete effectively in the open market we try to compete and maneuver in prices.





Corporate Social Responsibility

**September  
2019**

EGYPTAIR participated in the “Arab-African Investment and International Cooperation” conference, organized by the Federation of Arab Investors in cooperation with the League of Arab States to take advantage of technology, experience and investment advantages available in Arab and African countries, to achieve sustainable development

EGYPTAIR signed a cooperation protocol with the Ahl Masr Foundation and Hospital free treatment of burns, as the company will provide many travel services and facilities for Ahl Masr Hospital and the doctors contracting with it from all over the world and critical cases.

EGYPTAIR participated in the World Radio communication Conference in Sharm El Sheikh, where Egypt is the host country of the conference.

**October  
2020**

EGYPTAIR participated in Rotary Egypt's regional conference in Sharm El-Sheikh whose main aim is exchanging visions, and successful experiences to achieve sustainable development, and cooperation with African countries in various fields.

EGYPTAIR participated in Global Humanitarian Aviation Conference and Exhibition.

**November  
2020**

EGYPTAIR is the official carrier of the Africa's 2019 Forum —“Invest in Africa”, held in the New Administrative Capital to stimulate investment in Africa. EGYPTAIR is the official carrier of the 2<sup>nd</sup> Sharm Rendezvous on insurance, organized by the Insurance Federation of Egypt. The conference's theme in 2019 is: “Profitability in insurance industry: mind the gap.

EGYPTAIR visited Shefaa Al-Orman Hospital in Luxor, where the company's Public Relations team provided gifts and support to patients.

**December  
2019**

EGYPTAIR participated in the Arab International Public Relations Conference, organized by the League of Arab States. EGYPTAIR participated in the Aswan Forum for Sustainable Peace and Development in Aswan, where Egypt allocated its new Airbus A220-300 aircraft in addition to other aircraft types to carry the forum's guests.

EGYPTAIR is the official carrier of the World Youth Forum in Sharm El Sheikh.

**February  
2020**

EGYPTAIR participated in the 2nd International Forum for Migration Statistics, which aims at building and strengthening migration data capacities around the world .

**March  
2020**

EGYPTAIR participated in the “Stay Home” campaign, which was called for by many institutions and agencies around the world to limit the spread of the Corona virus.

**April  
2020**

EGYPTAIR participated in the International conference on girls' education and women's training in the French-speaking space. EGYPTAIR visited Egyptian Association for Deaf & Hearing Impaired Care and Rehabilitation, and gave souvenirs to children.

**May  
2020**

Egypt Aviation participates in the “100 Million Health Campaign for Early Detection of Breast Cancer”

EGYPTAIR participates with Ministry of Social Solidarity in manufacturing supplies for hospitals for isolation of Corona patients.

**June  
2020**

EGYPTAIR is the official carrier of the 2019 Africa Cup of Nations, hosted by Egypt this year.

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