



EGYPTAIR ANNUAL REPORT 2020-2021

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Chairman's Letter

I would like to express my appreciation to the diverse team of EGYPTAIR Holding Company and its subsidiaries who have done an amazing job of running our business, especially during the very challenging operating conditions throughout the past two years and for managing the significant challenges on both country level and worldwide.

Despite all the challenges raised by the COVID-19 pandemic, EGYPTAIR has taken several steps to adopt a stability strategy since 2020, to ensure its sustainability. EGYPTAIR has been keen on preserving the human element and has worked on its development, renewing international accreditations, pursuing the fleet modernization plan and expanding the route network. EGYPTAIR has kept its business afloat with its diversification strategies and agile management, continuing operations by shifting its focus to cargo, MRO businesses and undeniably the company's social responsibility to operate repatriation flights.

Moreover, being the national carrier of Egypt, part of the company's commitment was to support the tourism sector as one of Egypt's main pillars. This was achieved through the strong partnership between both the Ministry of Civil Aviation and the Ministry of Tourism.

EGYPTAIR's growth strategy is aiming to reach gradual success through restructuring the subsidiaries and merging them to streamline the organization, reducing the span of control to improve the effectiveness and to have clearer functional accountabilities. Such strategy will be achieved through maximizing synergies, human resources development and upgrading the fleet along with a focus on the digital transformation and the infrastructure development.

The future network strategy is targeting to launch new routes characterized by the hub and-spoke through considering more city pairs and more niche markets. The domestic destinations are also an edge and they



are desirable it travel all over the year. This will support the future outlook. Undoubtedly, Egypt is an attractive market with just over 100 million citizens realizing one of the highest economic growth rates in the region

As customers continue to come back to travel in record numbers, our team have adapted to one of the busiest summers ever experienced with grace, professionalism and a level of commitment to our customers. That shows an evidence of resilience of this great entity in the face of crises throughout its history. We are proud of our stakeholders and our employees' exceptional efforts and we are grateful for our customers' confidence and support.

We could not have done that without everyone pulling together. As we have shared previously, we have two primary goals this year running a reliable operation and returning to profitability; that is considered the entirety of our focus. We have made a lot of progress on running a reliable airline, but we still have more work to do.

Amr Abuelenein

Captain. Amr Abuelenein

Board of Directors EGYPTAIR HOLDING

Capt. Amr Abuelenein

Chairman & CEO of EGYPTAIR Holding Company.

Capt. Mohammed Hamdi Abdel Hamid Al-Tahan

civil aviation expert.

Mr. Adel Mahmoud Mohammed Al-Mursi

Head of the Military Judicial Authority and former President of the Supreme Court of Appeals.

Mr. Mohammed Kamal El-Din Barakat

Deputy-Chairman and Managing Director of the Arab International Bank.

Mr. Hisham Ahmed Okasha

Chairman of the National Bank of Egypt.

Eng. Mohammed Saeed Mahrous Ahmed

Chairman of Egyptian Holding Company for Airports and Air Navigation.

Mr. Ahmed Essa Taha Abu Hussein

CEO of Retail Banking at Commercial International Bank.

Dr. Ehab Mohammed Hassan Abu Aish

Deputy Minister of Finance for Public Treasury Affairs.

Mrs. Ghada Samir Sulaiman Ali Shalaby

Deputy Minister of Tourism and Antiquities for Tourism Affairs.

Mr. Akef Abd El-Atif Mohammed El-Maghraby

Deputy Chairman of Banque Misr.

Mr. Hassan Mohammed Hassan Shehata

Head of General Union Of Air Transport.

Corporate External Shareholding Structure

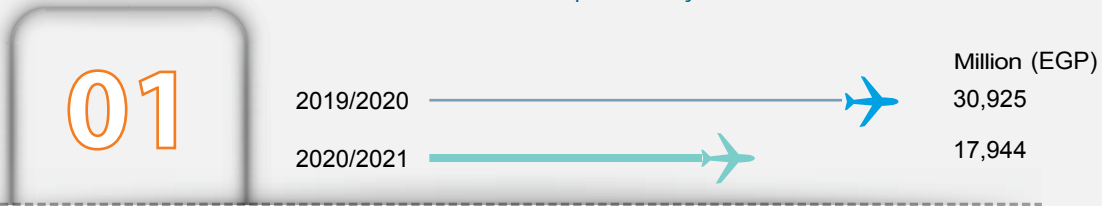
No	Company Name	%
1	LSG Sky Chefs Catering Egypt	70.00%
2	Air Cairo Aviation	60.00%
3	SHOROUK AIR CO.	51.00%
4	Arab World / Egypt Air Hotels (Le Passage)	50.00%
5	Egypt Aero Management Services Company	50.00%
6	TABA For Tourism Development	32.50%
7	Aerosport Company	29.00%
8	MISR Aswan Tourism	25.96%
9	Aerotel For Hotels And tourism Services	25.71%
10	United touring international	25.00%
11	Egyptian Aviation Services (EAS)	20.00%
12	Civil Aviation Finance Holding Company (CIAF)	20.00%
13	CIAF Leasing	20.00%
14	CIAF Consulting	20.00%
15	Smart Aviation Company	10.08%
16	Star Alliance Services Co (GMBH)	4.55%
17	MISR Sinai Tourist Co.	4.12%
18	Talaat Harb Sport Club	3.01%
19	Official Filing Co . (Japan)	1.00%
20	Meratel For Tourism and Hotels	1.00%
21	Misr Tourism	0.07%
22	Orange Co . (France)	0.01%



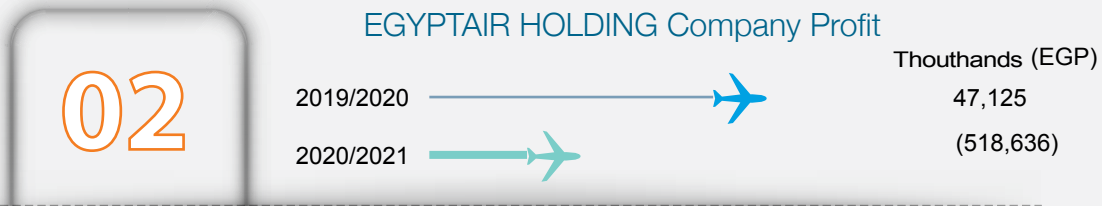
EGYPTAIR's Highlights

2020/2021 Highlights

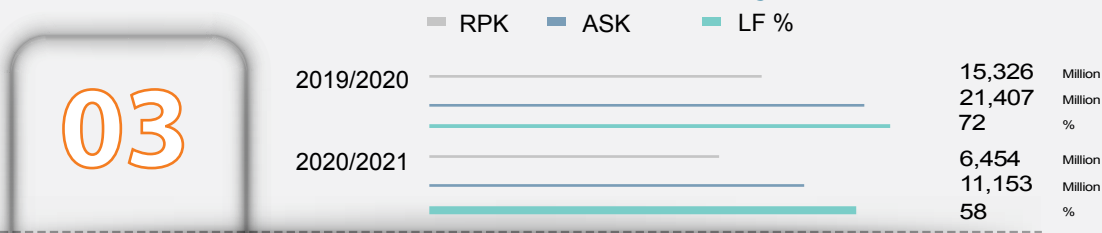
Total Group Activity Revenue



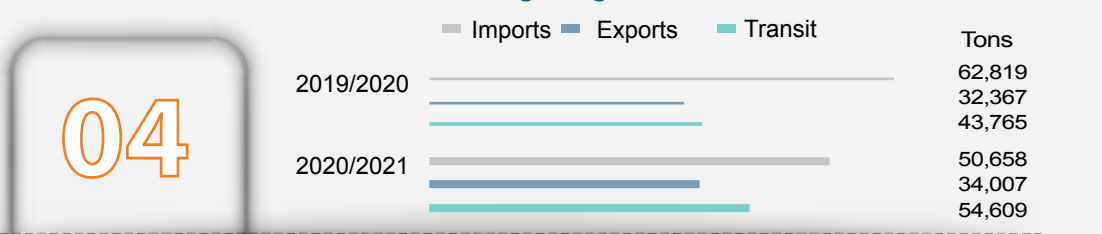
EGYPTAIR HOLDING Company Profit



Airlines Schedule Operating results



Cargo Flight Carried



Safety and Quality in Practice

- Conducting Safety and Quality Assurance Program which carries out Internal Evaluation Program (IEP), using IATA Standards Manual (ISM) and ISAGO Standards Manual (GOSM) to review and ensure the effectiveness and application of all IATA Standards and Recommended Practices (ISARPs and GOSARPs).
- Unifying Safety Performance Indicators (SPIs) Measurement criteria using STDEVP according to ICAO Doc. 9859 4th Edition.
- Integrated Corporate Policy (Safety, Quality, Occupational Health and Environmental .
- Corporate Risk Register across EGYPTAIR that captures risk assessment information, risk mitigation (control) and monitoring actions.
- Issuing Corporate Pandemic Manual – CPM according to national and international regulations that contains guidance and procedures during and after the pandemic.
- Developing Corporate Safety Action Group (CSAG) that is responsible for planning, implementing, and monitoring the safety management system to achieve the highest level of safety.
- Corporate Management Review Board that contains Safety, Quality and Occupational Health issues.
- Monitoring for SAFA Audits and Findings to Improve SAFA ratio.
- Issuing Corporate Safety and Quality Manual (CSQM) that has positive impact on specific management system components and outcomes such as improvements in quality, safety, risk, and productivity.
- A Centralized Quality Assurance Program according to national and international Standards.
- Renewal of ISAGO certificate for Cairo Station.
- A Centralized Document Control for all subsidiaries.

Signposts of The Year



- EGYPTAIR resumed international flights to several destinations, starting from July 1st, 2020 after suspension on March 19th due to the Corona pandemic.
- EGYPTAIR received the fifth, sixth and seventh A320NEO aircraft (SU-GFN, SU-GFO, and SU-GFP) from the Airbus global factory in Toulouse, France, as part of its fleet modernization plan.
- EGYPTAIR Cargo announced the launch of a regular weekly flight to John F. Kennedy Airport in New York by A330-200 aircraft to meet the increasing demand for trade exchange between Egypt and the United States.
- EGYPTAIR received the tenth (SU-GFH) A220-300 aircraft as part of a deal for twelve aircraft that EGYPTAIR had purchased to join its fleet as part of its plan of route expansion.
- EGYPTAIR In-Flight Services got certification of quality and food safety (ISO 9001&22000).



- EGYPTAIR is the first airline in Africa to add Airbus A320Neo simulator to its training group, as of mid-November 2020. The simulator was designed and manufactured by L3 Harris.
- EGYPTAIR signed a strategic partnership with Ghana to establish a Ghanaian national airline with a joint Egyptian-Ghanaian investment, to benefit from the extensive experience of EGYPTAIR as the first airlines in Africa that reaches more than 80 destinations worldwide.
- EGYPTAIR renewed the accreditation of the international Isago certificate without remarks. This was announced by the inspection committee team of the International Air Transport Association (IATA) after the company passed the audit no findings.
- Capt. Mohamed Manar, Minister of Civil Aviation, witnessed the closing events of



- EGYPTAIR announced the activation of the following up luggage arrival via EGYPTAIR's mobile application. This step comes as a part of the technological development plan that Star Alliance seeks to complete by 2022.
- EGYPTAIR Training Academy has passed SGS audit to renew ISO (9001/2015) of the quality management system for simulators training, technical training and development of training programs, ISO (14001/2015) of environment management system and all training activities that improve environmental management and ISO certificate (18001/2007) for occupational health and safety.
- Air Cairo and EGYPTAIR Tourism (KARNAK) signed a protocol that allows KARNAK Tourism offices to book and sell Air Cairo flight tickets.
- EGYPTAIR got the renewal of ISO certificates (ISO 9001-2015 / 14001-2015 / 45001-2018) for the twelfth year. It achieved the standard requirements for the quality, safety and occupational health specifications, after an audit carried out by a delegation from GIC EGYPT.

the initiative launched by the EGYPTAIR entitled "Safety Day 2020" under the slogan "let's talk safety", with the aim of enhancing the company's occupational health and safety procedures, emphasizing the importance of preventing accidents and occupational diseases and reducing injuries and work accidents.



- EGYPTAIR Maintenance & Engineering Co. passed the audit of European Aviation Safety Agency (EASA)



- EGYPTAIR & Air Cairo sign a code-share agreement, extending both airlines' networks and providing new services for customers in order to encouraging tourism in Egypt.
- EGYPTAIR and Al-Azhar Al-Sharif signed a cooperation protocol, according to which special prices for tickets, travel facilities, and reservation and flight services are provided in the Egyptian market.
- EGYPTAIR announced its launch of a promotional campaign called "We won't stop traveling", which offers customers discounts up to 20% on international airfares, in order to encourage customers to travel.
- EGYPTAIR received the eleventh (SU-GFG) A220-300 aircraft from the Airbus global factory in Quebec, Canada, as part of a deal for twelve aircraft that EGYPTAIR had purchased to upgrade its fleet.
- EGYPTAIR received the eleventh and twelfth (SU-GFG and SU-GFI) A220-300 aircraft from the Airbus global factory in Quebec, Canada, as part of a deal for twelve aircraft that EGYPTAIR had purchased to join its fleet consequently.



- Capt. Mohamed Manar, Minister of Civil Aviation and Counselor Omar Marwan, Minister of Justice, inaugurated a workshop on air transport logistics held in EGYPTAIR Training Academy to introduce documents lifecycle and practical problems arising from passengers and goods transportation for (40) judges and counselors in economic courts.
- EGYPTAIR Training Academy's Airbus A320Neo simulator got the European Aviation Safety Agency (EASA) Level D Certification, which is higher than FSTD, and it is now ready to be used in training.
- EGYPTAIR and Gulf Air announced the expansion of their codeshare partnership, bringing more travel opportunities for their customers.
- EGYPTAIR launched a national campaign entitled "EGYPTAIR is Safe", coinciding with the start of preparations to receive the teams

participating in World Men's Handball Championship 2021.

- Capt. Roshdy Zakaria, Chairman and CEO of EGYPTAIR Holding Co., participated in board of governors meetings and the General Assembly of the International Air Transport Association (IATA). In this meeting, Capt. Roshdy Zakaria was elected as a member in board of governors for three years until 2023.
- Capt. Roshdy Zakaria, Chairman and CEO of EGYPTAIR Holding Co., participated in the meetings of the executive committee and general assembly of Arab Air Carriers Organization (AACO), with the participation of the heads of the member Arab airlines and representatives of all parties concerned with the air transport industry in the Arab region.
- EGYPTAIR announced the signing of a cooperation agreement with Dnata, the largest air transport service provider in the Middle East, to provide many services to EGYPTAIR's customers at Dubai International Airport.



- EGYPTAIR Training Academy passed SGS audit to renew ISO 45001: 2018 for occupational health and safety management systems, with no findings. SGS Company's delegation expressed their satisfaction with the training process and praised the efforts of Quality General Department.
- For the first time, EGYPTAIR Training Academy awarded the Leadership Development Diploma and gave the certificates to the first batch of this Diploma, which is affiliated to Human Resources Training General Department at the Academy.
- EGYPTAIR is the official carrier of World Men's Handball Championship, which is the first championship held during Corona pandemic. On this occasion, EGYPTAIR offers 20% discount on international fares.
- EGYPTAIR offers a 20% discount on its flights from Cairo to Doha. EGYPTAIR customers can benefit from this offer when they buy tickets before February 10th to travel until March 27th.
- EGYPTAIR launched a 50% discount on its flights between Cairo and a number of destinations in Europe on Economy and Business Class. The company also offered discounts on its flights between Cairo and Paris for travel from January 24th until January 29th, between Cairo and Amsterdam for travel on January 24th, 27th and 29th, between Cairo and London from January 27th until January 29th, and between Cairo and Frankfurt on January 28th, 2021 only. Moreover, the company also announced the continuation of discounts between Egypt and Saudi Arabia (Riyadh - Dammam - Jeddah - Medina – Al-Qassim); 35% on business class and 25% on economy class.
- Hangar 7000 was named after the late Eng. Abu Talib Tawfiq, the former Chairman and CEO of EGYPTAIR Maintenance and Engineering Company, as he died during his work at the hangar in commemoration of his name and appreciation of his efforts.



- The Prime Minister visits EGYPTAIR Training Academy and witnesses the launching of the latest Airbus A320Neo simulator as the first operator of this type in Africa.
- Minister of Civil Aviation heads the meeting of the higher committee for safety in EGYPTAIR in its tenth session, within the framework of the policy of the Ministry of Civil Aviation to follow all international safety standards and apply them in all areas of air transport industry.
- EGYPTAIR Training Academy renewed EASA for B737- 800 NG and B777-200ER simulators.
- EGYPTAIR Airlines has got the renewal of ISO certificates (ISO 9001-2015 / 14001-2015 / 45001-2018) for the thirteenth year successively. It achieved the standard requirements for the quality, safety and occupational health specifications, after the audit carried out by a delegation from GIC EGYPT.



- Capt. Mohamed Manar, Minister of Civil Aviation, inaugurated Karnak vacation center affiliated to Karnak Tourism Sector at EGYPTAIR Airlines. The center provides integrated services and is working on attracting new segments and contracts in the Egyptian and international markets.
- EGYPTAIR Tourism and Duty Free Co. signed a cooperation agreement with IBM, to host its SAP Travel Retail System by adopting IBM Cloud to benefit from IBM AI solutions in order to provide more services to EGYPTAIR customers and develop new commercial opportunities for aviation sector.
- EGYPTAIR resumes its direct flights between Cairo & Dusseldorf in July with discounts on the occasion of resumption.
- EGYPTAIR Airlines succeeded to pass the audit for renewal of IOSA certificates for the ninth time after the audit carried out by a delegation from the IATA accredited, Quali- audit.
- EGYPTAIR, applied new uniform for its cabin crew, as a part of its plan for developing services provided to its customers and reinforcing its positive image.
- EGYPTAIR announced the launch of Spring Vouchers worth 5000 or 10000 EGP, which gives customers the ability to receive a 10% free additional value from the voucher's price (500 EGP or 1000 EGP).



- EGYPTAIR signed a memorandum of understanding with Sudan Airways in light of the state's directives to strengthen Egyptian Sudanese relations in all fields.
- The pilot of EGYPTAIR flight number MS 886 coming from N'Djamena, changed the flight path and made an emergency landing at Aswan Airport to check on the safety of a Chadian passenger and her new baby, after completing the birth safely on board. All procedures for the safety of the passenger were followed and dealt with quickly.
- EGYPTAIR passed GHS safety risk assessment on all activities of EGYPTAIR Holding Company and its subsidiaries.
- EGYPTAIR has launched a new service for its customers traveling in economy class from Cairo International Airport, giving them an option to purchase empty adjacent seat at reduced prices starting from 400 Egyptian pounds.
- Capt. Amr Abu El- Enein, Chairman and CEO of EGYPTAIR Holding Company, received in his office Mr. Abdul Wahab Teffaha, AACO Secretary General, who congratulated Abu El- Enein, for being appointed as the Chairman and CEO of the company. During the meeting, the challenges facing the aviation sector worldwide due to the pandemic were discussed.
- EGYPTAIR offered a 20% discount and double miles to customers of EGYPTAIR Plus frequent flyer program on the tickets of its new flights that were announced to connect Sharm El Sheikh Airport with Hurghada Airport on Sundays and Thursdays, as well as its new flights between Cairo, Assiut and Sohag on Sundays and Wednesdays.
- EGYPTAIR signed a code-share agreement with Oman Air. This partnership allows EGYPTAIR to reach more destinations in Asia and provide more travel options for customers of both companies.
- EGYPTAIR announced offering 20% discounts for those with special needs and 10% for their first-degree relatives, in addition to granting them an additional 500 miles upon joining EGYPTAIR Plus frequent flyer program.
- EGYPTAIR Training Academy has succeeded in renewing EASA accreditation for A320 and A330 Flight Simulators and the Compliance monitoring system, as well as the A220-300 Flight Simulator which is the first in the Middle East and Africa.
- EGYPTAIR celebrated its 89th Anniversary on May the 7th by granting its customers a 50% reduction on flights from Egypt to all destinations of its international network, in addition to free travel services for the number 7 passengers traveling on EGYPTAIR flights from Cairo airport on May 7th.
- EGYPTAIR Hospital obtained the approval of the General Authority for Healthcare Accreditation and Regulation to register the hospital for accreditation after meeting the registration requirements for the first time in the hospital's history.
- EGYPTAIR participated in a distinguished pavilion at the ATM2021 Arab Travel Market Forum and Exhibition in Dubai, for the first time in a specialized travel exhibition held in attendance rather than Online since the Corona pandemic. EGYPTAIR was also the official carrier of International Tourism Fair (Fitur) to activate the incoming tourist movement from Spain.
- EGYPTAIR In-flight Services won the tender for a contract catering for Air Canada's international flights, to be operated to Cairo airport in the coming days.
- EGYPTAIR Maintenance and Engineering Company successfully passed the audit conducted by US Federal Aviation Administration (FAA). The auditors from FAA praised the quality of performance and technical crew's commitment to the instructions and legislation governing aircraft maintenance and overhaul, as well as the continued provision of a distinguished technical level.
- EGYPTAIR Hospital opened a vaccination unit against corona virus for employees in civil aviation sector and EGYPTAIR companies. It started vaccinating all cabin crew members of EGYPTAIR Airlines and all front-row employees in customer service to ensure their safety and that of passengers in parallel with the vaccination of medical personnel.
- EGYPTAIR Maintenance and Engineering Company passed the audit of Intertek International Ltd. - Egypt. It renewed ISO 14001/2015 certification in Environmental Management System and upgrade to ISO 45001/2018 certification for occupational safety and health, which replaced the OHSAS18001 certification for occupational safety and health.



- Berenice International Airport received the first EGYPTAIR aircraft with 60 passengers on board. The airport administration celebrated the first flight that landed at the airport with the tradition of spraying water over.
- Hurghada International Airport received the first flight of EGYPTAIR, coming from Prague, carrying 97 passengers. Upon the arrival of the plane, it was received with the tradition of spraying water, which is an international tradition to welcome the arrival of the first flight. The company is scheduled to operate two weekly flights to Hurghada International Airport.
- EGYPTAIR Maintenance and Engineering Co. participated in the MRO Middle East Conference & Exhibition, which was held from 15th to 16th, June 2021 in Dubai. The company is keen to participate in such events due to its marketing importance and active participation that results in many bilateral agreements and contribute significantly to expand the range of services provided to customers.



Financial Review

EGYPTAIR HOLDING CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	22,545,619,588	23,224,232,833
Projects In Progress	725,192,124	161,674,821
Long - Term Investments	3,861,483,737	3,860,108,333
Long - Term Loans And Debit Balances	164,809,470	123,540,099
Total of Non-Current Assets	27,297,104,919	27,369,556,086
Current Assets		
Stock	36,073,901	35,836,279
Customers , Notes Receivables And Debit Accounts	4,808,118,808	8,227,640,415
Cash in banks and in hand	595,433,728	329,972,679
Total Current Assets	5,439,626,437	8,593,449,373
Total Assets	32,736,731,356	35,963,005,459
Equity		
Paid Up Capital	4,128,806,000	4,128,806,000
Reserves	2,335,609,093	1,757,035,841
Total Equity	6,464,415,093	5,885,841,841
Total of Non - Current Liabilities	14,407,758,773	18,951,839,410
Total Equity & Non - Current Liabilities	20,872,173,866	24,837,681,251
Current Liabilities		
Provisions	2,691,404,993	2,681,421,487
Creditor banks	4,037,645,855	3,978,456,270
Suppliers , Notes Payable And Credit Accounts	5,135,506,642	4,465,446,451
Total of Current Liabilities	11,864,557,490	11,125,324,208
Total Equity & Liabilities	32,736,731,356	35,963,005,459

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	2,795,191,617	2,426,992,176
Grants & Donations.	93,375,504	128,242,069
Investments Revenues & Interests.	32,853,169	42,015,204
Other Revenues & Profits.	386,615,863	120,293,250
Total Revenues	3,308,036,153	2,717,542,699

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	60,651,782	58,326,646
Wages.	530,507,803	510,936,884
Expenditures.	2,223,977,669	2,456,898,233
Purchases of goods for sale purposes .	40,836	18,260
Burdens & Losses.	445,732,223	209,998,931
Total Cost & Expenditures.	3,260,910,313	3,236,178,954
Profit (Loss)	47,125,840	(518,636,255)

EGYPTAIR AIRLINES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	1,398,153,331	1,535,445,543
Projects In Progress	27,925,628	52,893,960
Long - Term Investments	33,358,922	33,328,830
Long - Term Loans And Debit Balances	188,974,102	143,031,687
Total of Non-Current Assets	1,648,411,983	1,764,700,020
Current Assets		
Stock	63,861,386	79,079,038
Customers , Notes Receivables And Debit Accounts	19,699,884,456	20,727,419,517
Cash in banks and in hand	2,088,700,900	2,525,494,262
Total Current Assets	21,852,446,742	23,331,992,817
Total Assets	23,500,858,725	25,096,692,837
Equity		
Paid Up Capital	2,050,000,000	2,050,000,000
Reserves	(21,004,088,342)	(27,719,607,335)
Total Equity	(18,954,088,342)	(25,669,607,335)
Total Non-Current Liabilities	12,656,525	595,505,682
Total Equity & Non-Current Liabilities	(18,941,431,817)	(25,074,101,653)
Current Liabilities		
Provisions	301,645,912	288,608,828
Creditor banks	763,140,577	747,973,346
Suppliers , Notes Payable And Credit Accounts	41,377,504,053	49,134,212,316
Total Current Liabilities	42,442,290,542	50,170,794,490
Total Equity & Liabilities	23,500,858,725	25,096,692,837

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	25,213,264,619	13,417,996,814
Grants & Donations.	87,653	880,293
Investments Revenues & Interests.	27,085,909	8,279,501
Other Revenues & Profits.	20,092,594	160,899,458
Total Revenues	25,260,530,775	13,588,056,066

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	6,406,200,410	2,697,880,018
Wages.	2,007,299,826	2,020,845,284
Expenditures.	18,808,106,827	15,077,707,250
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	464,136,568	507,142,506
Total Cost & Expenditures.	27,685,743,632	20,303,575,058
Profit (Loss)	(2,425,212,858)	(6,715,518,992)

EGYPTAIR MAINTENANCE & ENGINEERING CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	588,019,870	598,415,160
Projects In Progress	17,052,019	2,543,044
Long - Term Investments	44,735,510	44,735,510
Long - Term Loans And Debit Balances	44,586,495	31,395,788
Total of Non - Current Assets	694,393,894	677,089,502
Current Assets		
Stock	857,257,944	862,049,373
Customers , Notes Receivables And Debit Accounts	1,858,719,497	1,935,732,077
Cash in banks and in hand	63,213,707	37,242,151
Total of Current Assets	2,779,191,148	2,835,023,601
Total Assets	3,473,585,042	3,512,113,103
Equity		
Paid Up Capital	500,000,000	500,000,000
Reserves	421,627,648	161,579,540
Total Equity	921,627,648	661,579,540
Total of Non - Current Liabilities	-	4,968,359
Total Equity & Non - Current Liabilities	921,627,648	666,547,899
Current Liabilities		
Provisions	111,361,312	109,693,993
Creditor banks	623,176,817	833,943,986
Suppliers , Notes Payable And Credit Accounts	1,817,419,265	1,901,927,225
Total Current Liabilities	2,551,957,394	2,845,565,204
Total Equity & Liabilities	3,473,585,042	3,512,113,103

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	2,520,395,533	1,571,521,146
Grants & Donations.	-	-
Investments Revenues & Interests.	3,835,903	901,415
Other Revenues & Profits.	14,486,264	29,350,884
Total Revenues	2,538,717,700	1,601,773,445

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	432,979,003	280,204,099
Wages.	1,085,515,158	1,004,804,923
Expenditures.	1,014,715,851	667,906,696
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	111,369,339	22,626,822
Total Cost & Expenditures.	2,644,579,351	1,975,542,540
Profit (Loss)	(105,861,651)	(373,769,095)

EGYPTAIR IN-FLIGHT SERVICES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	102,326,730	90,842,974
Projects In Progress	6,275,825	2,820,840
Long - Term Investments	35,417,330	35,417,330
Long - Term Loans And Debit Balances	2,044,513	56,491,600
Total of Non - Current Assets	146,064,398	185,572,744
Current Assets		
Stock	36,325,966	37,618,513
Customers , Notes Receivables And Debit Accounts	375,642,076	295,913,644
Cash in banks and in hand	12,459,510	14,433,882
Total of Current Assets	424,427,552	347,966,039
Total Assets	570,491,950	533,538,783
Equity		
Paid Up Capital	50,000,000	50,000,000
Reserves	109,472,388	(60,690,840)
Total Equity	159,472,388	(10,690,840)
Total of Non - Current Liabilities	298,540	0
Total Equity & Non - Current Liabilities	159,770,928	(10,690,840)
Current Liabilities		
Provisions	7,730,721	7,630,281
Creditor banks	19,490,954	15,617,165
Suppliers , Notes Payable And Credit Accounts	383,499,347	520,982,177
Total of Current Liabilities	410,721,022	544,229,623
Total Equity & Liabilities	570,491,950	533,538,783

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	646,595,120	364,111,141
Grants & Donations.	-	5,870,014
Investments Revenues & Interests.	41,691,106	167,985
Other Revenues & Profits.	6,288,780	27,318,747
Total Revenues	694,575,006	397,467,887

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	210,569,839	120,477,768
Wages.	349,747,697	348,432,601
Expenditures.	91,814,532	81,902,985
Purchases of goods for sale purposes .	58,487,690	35,231,633
Burdens & Losses.	924,574	(18,413,872)
Total Cost & Expenditures.	711,544,332	567,631,115
Profit (Loss)	(16,969,326)	(170,163,228)

EGYPTAIR GROUND SERVICES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	294,992,784	450,236,448
Projects In Progress	113,808,007	198,415,832
Long - Term Investments	28,261,375	28,261,375
Long - Term Loans And Debit Balances	25,015,188	31,398,371
Total of Non - Current Assets	462,077,354	708,312,026
Current Assets		
Stock	161,230,984	157,488,773
Customers , Notes Receivables And Debit Accounts	869,246,296	480,076,622
Cash in banks and in hand	33,562,087	50,839,507
Total of Current Assets	1,064,039,367	688,404,902
Total Assets	1,526,116,721	1,396,716,928
Equity		
Paid Up Capital	180,000,000	180,000,000
Reserves	38,459,128	(175,622,613)
Total Equity (3)	218,459,128	4,377,387
Total of Non - Current Liabilities	54,895,563	115,780,491
Total Equity & Non - Current Liabilities	273,354,691	120,157,878
Current Liabilities		
Provisions	137,767,731	13,350,191
Creditor banks	654,654,149	551,189,986
Suppliers , Notes Payable And Credit Accounts	460,340,150	712,018,873
Total of Current Liabilities	1,252,762,030	1,276,559,050
Total Equity & Liabilities	1,526,116,721	1,396,716,928

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	1,145,212,322	870,756,599
Grants & Donations.	-	-
Investments Revenues & Interests.	1,412,888	1,292,560
Other Revenues & Profits.	43,134,496	39,512,217
Total Revenues	1,189,759,706	911,561,376

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	107,291,719	97,862,043
Wages.	851,393,000	854,146,575
Expenditures.	309,918,640	215,431,863
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	80,406,606	13,393,878
Total Cost & Expenditures.	1,349,009,965	1,180,834,359
Profit (Loss)	(159,250,259)	(269,272,983)

EGYPTAIR CARGO CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	126,509,834	111,556,230
Projects In Progress	1,766,544,641	1,767,185,248
Long - Term Investments	1,957,653	1,785,113
Long - Term Loans And Debit Balances	47,677,822	48,194,314
Total of Non - Current Assets	1,942,689,950	1,928,720,905
Current Assets		
Stock	102,613,201	19,972,166
Customers , Notes Receivables And Debit Accounts	854,530,938	997,871,749
Cash in banks and in hand	217,573,049	135,803,623
Total of Current Assets	1,174,717,188	1,153,647,538
Total Assets	3,117,407,138	3,082,368,443
Equity		
Paid Up Capital	65,000,000	65,000,000
Reserves	314,875,524	321,152,396
Total Equity	379,875,524	386,152,396
Total Non - Current Liabilities	833,247,837	690,640,592
Total Equity & Non - Current Liabilities	1,213,123,361	1,076,792,988
Current Liabilities		
Provisions	44,521,561	31,810,619
Creditor banks	169,616,916	219,175,928
Suppliers , Notes Payable And Credit Accounts	1,690,145,300	1,754,588,908
Total of Current Liabilities	1,904,283,777	2,005,575,455
Total Equity & Liabilities	3,117,407,138	3,082,368,443

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	1,710,628,948	2,273,972,435
Grants & Donations.	5,238,250	4,290,858
Investments Revenues & Interests.	4,725,325	2,364,302
Other Revenues & Profits.	72,187,797	65,909,909
Total Revenues	1,792,780,320	2,346,537,504

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	390,051,584	593,041,870
Wages.	208,007,532	207,635,948
Expenditures.	1,093,836,576	1,465,851,203
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	69,474,820	53,186,900
Total Cost & Expenditures.	1,761,370,512	2,319,715,921
Profit (Loss)	31,409,808	26,821,583

EGYPTAIR TOURISM (KARNAK) & DUTY FREE CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	51,047,699	55,860,097
Projects In Progress	52,377,167	81,409,544
Long - Term Investments	2,835,900	2,677,670
Long - Term Loans And Debit Balances	30,090,688	236,134,451
Total of Non - Current Assets	136,351,454	376,081,762
Current Assets		
Stock	815,644,427	507,860,849
Customers , Notes Receivables And Debit Accounts	566,239,307	700,004,024
Cash in banks and in hand	57,664,155	81,528,286
Total of Current Assets	1,439,547,889	1,289,393,159
Total Assets	1,575,899,343	1,665,474,921
Equity		
Paid Up Capital	100,000,000	100,000,000
Reserves	458,766,401	339,438,326
Total Equity	558,766,401	439,438,326
Total of Non - Current Liabilities	3,103,384	4,007,883
Total Equity & Non - Current Liabilities	561,869,785	443,446,209
Current Liabilities		
Provisions	44,397,695	38,340,516
Creditor banks	259,837,024	194,808,460
Suppliers , Notes Payable And Credit Accounts	709,794,839	988,879,736
Total Current Liabilities	1,014,029,558	1,222,028,712
Total Equity & Liabilities	1,575,899,343	1,665,474,921

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	2,082,512,271	1,187,278,158
Grants & Donations.	-	-
Investments Revenues & Interests.	1,248,967	316,710
Other Revenues & Profits.	60,752,691	48,329,399
Total Revenues	2,144,513,929	1,235,924,267

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	24,430,096	13,916,054
Wages.	242,743,918	241,097,986
Expenditures.	691,864,426	372,592,520
Purchases of goods for sale purposes .	971,664,803	596,107,851
Burdens & Losses.	45,207,278	-3,403,230
Total Cost & Expenditures.	1,975,910,521	1,220,311,181
Profit (Loss)	168,603,408	15,613,086

EGYPTAIR MEDICAL SERVICES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	112,618,593	114,472,378
Projects In Progress	5,120,760	13,414,133
Long - Term Investments	2,943,995	2,677,670
Long - Term Loans And Debit Balances	6,158,707	5,666,552
Total of Non - Current Assets	126,842,055	136,230,733
Current Assets		
Stock	64,088,181	83,292,569
Customers , Notes Receivables And Debit Accounts	335,400,403	490,543,298
Cash in banks and in hand	26,424,546	28,429,170
Total of Current Assets	425,913,130	602,265,037
Total Assets	552,755,185	738,495,770
Equity		
Paid Up Capital	71,600,000	71,600,000
Reserves	72,816,902	66,128,678
Total Equity	144,416,902	137,728,678
Total of Non - Current Liabilities	16,263,550	16,278,387
Total Equity & Non - Current Liabilities	160,680,452	154,007,065
Current Liabilities		
Provisions	10,571,659	11,617,000
Creditor banks	20,635,410	24,872,864
Suppliers , Notes Payable And Credit Accounts	360,867,664	547,998,841
Total Current Liabilities	392,074,733	584,488,705
Total Equity & Liabilities	552,755,185	738,495,770

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	720,493,919	725,627,054
Grants & Donations.	13,722,401	23,807,428
Investments Revenues & Interests.	1,894,942	689,333
Other Revenues & Profits.	4,729,075	8,520,749
Total Revenues	740,840,337	758,644,564

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	345,596,417	372,739,391
Wages.	231,421,037	227,888,147
Expenditures.	111,911,159	121,748,917
Purchases of goods for sale purposes .	-	-
Burdens & Losses.	21,718,373	20,554,512
Total Cost & Expenditures.	710,646,986	742,930,967
Profit (Loss)	30,193,351	15,713,597

EGYPTAIR SUPPLEMENTARY INDUSTRIES CO.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	33,206,045	37,160,235
Projects In Progress	3,172,183	2,124,988
Long - Term Investments	-	-
Long - Term Loans And Debit Balances	6,229,804	3,250,254
Total of Non - Current Assets	42,608,032	42,535,477
Current Assets		
Stock	61,316,635	48,157,872
Customers , Notes Receivables And Debit Accounts	65,717,369	51,363,680
Cash in banks and in hand	948,955	1,011,411
Total of Current Assets	127,982,959	100,532,963
Total Assets	170,590,991	143,068,440
Equity		
Paid Up Capital	50,000,000	50,000,000
Reserves	(36,337,266)	(26,785,402)
Total Equity	13,662,734	23,214,598
Total of Non - Current Liabilities	-	-
Total Equity & Non - Current Liabilities	13,662,734	23,214,598
Current Liabilities		
Provisions	6,380,218	6,497,218
Creditor banks	-	-
Suppliers , Notes Payable And Credit Accounts	150,548,039	113,356,624
Total Current Liabilities	156,928,257	119,853,842
Total Equity & Liabilities	170,590,991	143,068,440

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	110,283,318	167,926,307
Grants & Donations.	340,309	56,794
Investments Revenues & Interests.	482,960	164,438
Other Revenues & Profits.	1,251,612	1,051,312
Total Revenues	112,358,199	169,198,851

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	45,261,093	50,549,756
Wages.	71,941,112	68,151,197
Expenditures.	19,504,050	16,871,014
Purchases of goods for sale purposes .	6,000,312	19,366,207
Burdens & Losses.	(5,964,277)	4,708,813
Total Cost & Expenditures.	136,742,290	159,646,987
Profit (Loss)	(24,384,091)	9,551,864

EGYPTAIR CONSOLIDATED.

STATEMENT OF FINANCIAL POSITION AT 30/06/2021

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Non-Current Assets		
Fixed Assets (Net)	25,252,494,474	26,218,221,898
Projects In Progress	2,717,468,354	2,282,482,410
Long - Term Investments	944,394,422	942,391,831
Long - Term Loans And Debit Balances	515,586,789	679,103,116
Total of Non - Current Assets	29,429,944,039	30,122,199,255
Current Assets		
Stock	2,198,412,625	1,831,355,432
Customers , Notes Receivables And Debit Accounts	23,691,248,674	25,004,576,606
Cash in banks and in hand	3,095,980,637	3,204,754,971
Total Current Assets	28,985,641,936	30,040,687,009
Total Assets	58,415,585,975	60,162,886,264
Equity		
Paid Up Capital	4,128,806,000	4,128,806,000
Reserves	(17,426,695,128)	(25,369,409,287)
Total Equity	(13,297,889,128)	(21,240,603,287)
Total of Non - Current Liabilities	15,491,959,676	20,547,430,893
Total Equity & Non - Current Liabilities	2,194,070,548	(693,172,394)
Current Liabilities		
Provisions	3,355,781,803	3,188,970,133
Creditor banks	6,548,197,702	6,566,038,005
Suppliers , Notes Payable And Credit Accounts	46,317,535,922	51,101,050,520
Total of Current Liabilities	56,221,515,427	60,856,058,658
Total Equity & Liabilities	58,415,585,975	60,162,886,264

Operating & Profit & Loss Accounts From 1/7/2020 To 30/6/2021

REVENUES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Activity Revenues .	30,925,417,892	17,944,767,476
Grants & Donations.	112,764,117	163,147,456
Investments Revenues & Interests.	115,231,169	56,191,448
Other Revenues & Profits.	609,482,418	501,185,925
Total Revenues	31,762,895,596	18,665,292,305

COSTS & EXPENDITURES

PARTICULARS	2019/2020 (EGP)	2020/2021 (EGP)
Raw Material , Requisites, Fuel & Spare Parts.	7,944,975,615	4,114,406,822
Wages.	5,242,312,022	5,040,082,492
Expenditures.	18,898,707,949	16,061,982,081
Purchases of goods for sale purposes .	1,036,193,641	650,723,951
Burdens & Losses.	1,232,948,751	809,795,260
Total Cost & Expenditures.	34,355,137,978	26,676,990,606
Profit (Loss)	(2,592,242,382)	(8,011,698,301)



Performance Review

Fleet Status at June 30th 2021:

EGYPTAIR has sold (2) A300-600RF aircraft YOM 1990 and 1991 with Reg. (SU-GAS, SU-GAY) and (1) A300-B4 aircraft YOM 1983 with Reg. (SU-GAC) to AZEE Aviation through a public Auction no. PL1303-2019/2020 and delivered the aircraft to buyer on 31/12/2020.

EGYPTAIR has leased out (1) A330-200 aircraft YOM 2005 with Reg. (SU-GCI) to Ajwaa Aviation.

EGYPTAIR has continues its fleet growth and modernization plan by taking delivery for the all (12) A220-300 aircraft during 2020 (the Last (3) A220-300 aircraft through Jul. 2020 till Sep. 2020) & taking delivery for (4) A320neo through Jul. 2020.

EGYPTAIR has signed Lease amendment to convert (7) A320neo to be (7) A321neo which will be delivered from Oct. 2022 till Jun. 2023.

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



EGYPTAIR
2020-2021 ANNUAL REPORT

EGYPTAIR Fleet at 30/6/2021

Aircraft Type	Owned	Finance Lease	Operating Lease	Total	Seats in Configuration	Average in Years	Expiry of Operating Lease		on Firm Order	on Option
							2019/2020	2020/2021		
EGYPTAIR Airline										
A320-200	1			1	145	30				
A320-200	4			4	145	17.9				
A321-200	2			2	161	24.3				
A330-200	4			4	268	16				
A330-300		4		4	301	10				
A340-200	3			3	260	24.8				
B737-800	11	10	8	29	144 / 154	9.4				
B777-200ER	4			4	319	22.1				
B777-300ER			6	6	346	10.9				
B787-9			6	6	309	2.1			2	
A320neo			8	8	142	1.2				
A321neo									7	
ERJ170	9			9	76	13				
A220-300	12			12	140	1.4				
Sub Total	50	14	28	92					9	
EGYPTAIR CARGO										
A330-200P2F	3			3	N.A	16.7				
Sub Total	3			3						
Leased Out										
A340-200	3			3	260	24.8				
A330-200	1			1	268	16				
Sub Total	4			4						
Grounded A/C										
A320-200	1			1	145	30				
A321-200	2			2	161	24.3				
A320-200	4			4	145	17.9				
B777-200ER	4			4	319	22.1				
ERJ170	9			9	76	13				
A330-200	3			3	268	16				
Sub Total	23			23						



STAR ALLIANCE



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.

Star Alliance Sustainability strategy:

"Star Alliance and its member airlines believe strongly in the importance of empowering people and societies through sustainable air travel. To that end, we are committed to reducing greenhouse gas emissions and our environmental impact, and working towards the industry goal of net-zero carbon emissions."

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.

Code Share Operational Enhancement:

Website Chatbot:

Adding Codeshare information to Online Chatbot on EGYPTAIR website where customers get the information clearly and smoothly. EGYPTAIR is working under the umbrella of Star Alliance to develop several digital projects, complementing with Star Alliance Digital Vision to be the most digitally-advanced global airline alliance, delivering seamless travel experiences such as:

Unpaid Seats Selection:

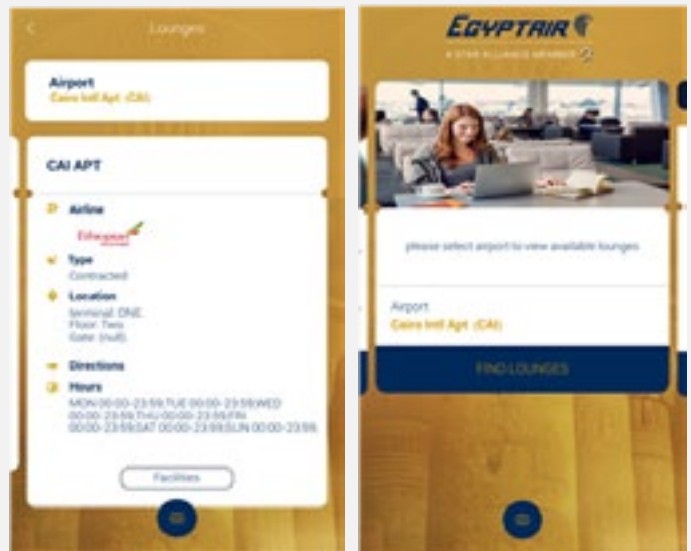
EGYPTAIR enables customers to select free seats on entire journey during online booking process on Star Alliance members.

Lounge Finder:

EGYPTAIR Integrated Lounge Finder in its digital channels (Website & Mobile Apps) so that the customer can find out airline lounges at the airport.

EGYPTAIR integrated with Star Alliance Digital Platform to enable customers to check preferred Lounges as follows:

- Providing a list of all lounges at an airport
- Providing more facility information for a specific lounge (Provide a list of available lounges based on status – i.e. Gold customer
- Providing an option for consumer to filter out own lounges



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.

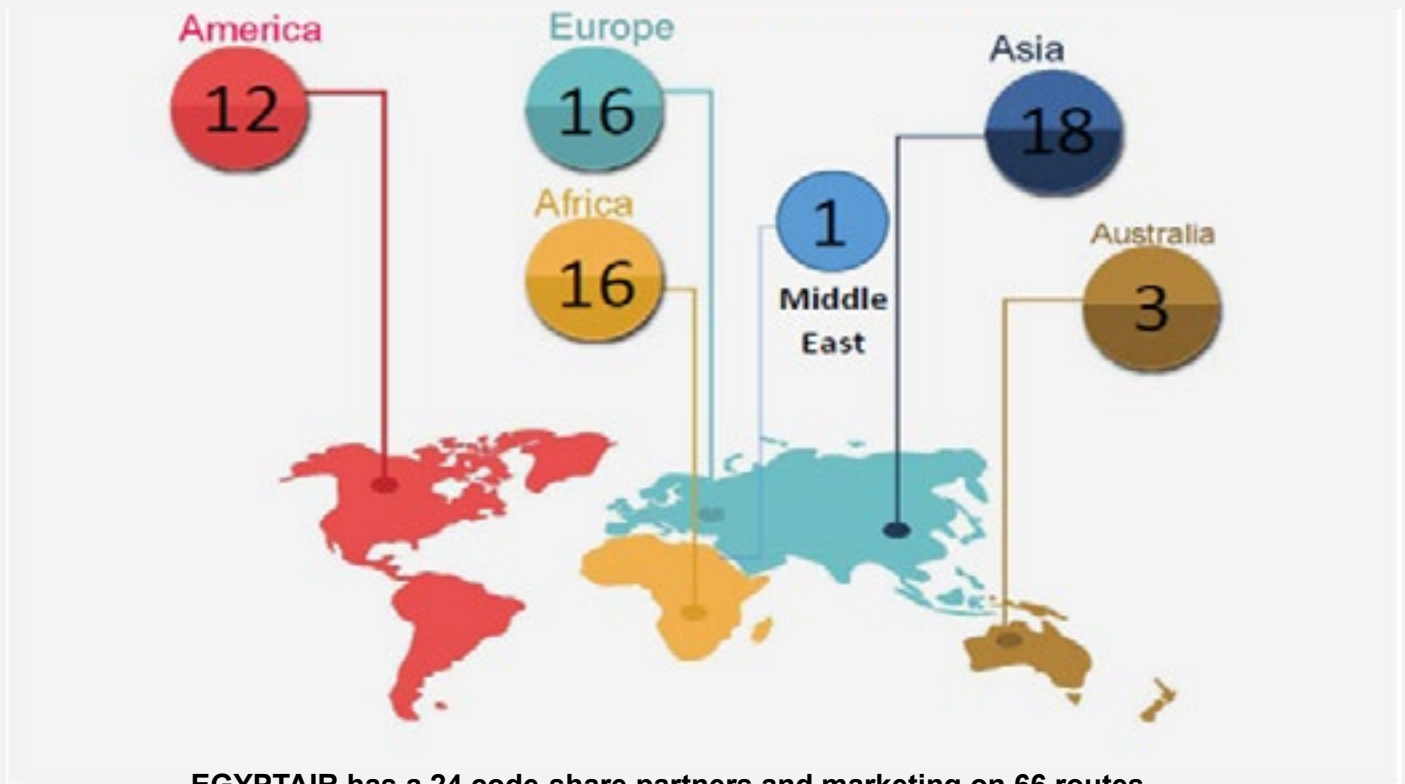


Code-share agreement.

Such agreements provide EGYPTAIR with an effective way to expand and broaden its network that enhance 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 members code-share with each other, EGYPTAIR does code-share with major Star Alliance members as well as with other non-star alliance carriers.

Code Share Agreements

MS Marketing on 66 routes not operated by EGYPTAIR



EGYPTAIR has a 24 code-share partners and marketing on 66 routes not operated by MS

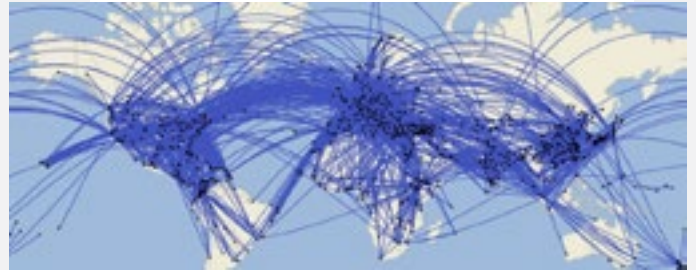
Network expansion through partnership

(16 Europe / 18 Asia / 12 America / 16 Africa / 3 Australia / 1 M.E)

MS Marketing Codeshare (66)



Star Alliance network (1300)





EGYPTAIR TRAINING ACADEMY

EGYPTAIR TRAINING ACADEMY is a business unit, part of EGYPTAIR Holding Company, provides a professional experience to design, develop, and deliver the highest quality competency-based training with competitive prices to suit our customers' needs. The training we provide is not limited to the field of aviation but expands to include financial, commercial and administrative training needed within modern airlines. EGYPTAIR TRAINING ACADEMY is considered as a leading provider of training support for airlines and aviation professionals in the Middle East and Africa.

Approvals and Certificates Renewal

- All training departments are in compliance
- with the Egyptian Civil Aviation Regulations.
- ISO 9001
- ISO 14001
- OHSAS 45001
- EASA
- ICAO TRAINAIR PLUS Program Full Member.
- ICAO CERTIFIED AVIATION SECURITY TRAINING CENTRE (ASTC)
- The National Institute for Quality



Scope of work:

EGYPTAIR TRAINING ACADEMY provides training services covering different areas as follows:

Aviation Training

		
	EASA ATO European Aviation Safety Agency	ECAA Egyptian Civil Aviation Regulations
Airbus A319/A320/A321		✓
Airbus 330		✓
Airbus 340		✓
Boeing737-600/700/800/900		✓
Boeing 777-200/300		✓
Embraer ERJ-170 Series		✓
Bombardier BD-500 series		✓
A320 NEO		In progress

Full Flight Simulators

		
Simulator Type	EASA European Aviation Safety Agency	ECAA Egyptian Civil Aviation Regulations
B777	✓	✓
B737NG	✓	✓
A321/320	✓	✓
A330/340	✓	✓
A321/320 NEO	✓	✓
A220	✓	✓
Cabin Emergency Evacuation (CEET)		✓

Cabin Crew Training

EGYPTAIR TRAINING Academy offers the highest quality cabin crew training in the Middle East and Africa. All categories of training from initial new hire training to upgrade, recurrent and requalification training are included.

Cabin Service Courses

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



Cabin Emergency Training

- Basic Indoctrination
- General Emergency (safety and practical)
- General Emergency Joint
- Purser Upgrade
- C.R.M. Joint training
- Instructor Professional Skills
- Handling of Dangerous Goods
- First Aid initial and recurrent including:
 - Basic Life Support and AED training
 - Theoretical and Practical training
 - Handling of disabled



Technical Training

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

	 EASA European Aviation Safety Agency	 ECAA سلطة الطيران المدني المصري Egyptian Civil Aviation Authority
	EASA 147 European Aviation Safety Agency	ECAA Egyptian Civil Aviation Regulations
Basic training	✓	✓
Boeing 737-600/700/800/900 (CFM56)	✓	✓
Boeing 777-200/300 (PW 4000)	✓	✓
Boeing 777-200/300 (GE 90)	✓	✓
Airbus A319/A320/A321 (IAE V2500)	✓	✓
Airbus 330 (RR RB 211 TRENT700)	✓	✓
Airbus 340 (CFM56)	✓	✓
Bombardier BD-500 series	✓	✓
Embraer ER-170 (GE CF34)	✓	✓
Airbus 320 Neo	In progress	✓
Proscope training		✓
Engine run-up training		✓
Overall training		✓

HR Training Courses

There are a variety of courses implemented by HR training GM including:

- Cargo and Dangerous Goods Training
 - Financial Training, Commercial and Marketing Training
 - Quality Training
 - Language training
 - Computer Training
 - Administrative Training
 - Soft Skills Training
 - Safety courses:
 - Safety Fundamentals and culture course
 - SMS implementation and control course
 - Safety Performance Management course
- Safety data collection and analysis course
 - Aviation security & facilitation courses:
 - Aviation Security National Instructors
 - Airport Security Supervisors Course
 - Aviation Security Management
 - National Civil Aviation Security Quality Control Programme Workshop
 - Air Cargo and Mail Security Course
 - Basic Airport Aviation Security Course
 - Aviation Security Certification System (ASCS) Workshop
 - Aviation Security Crisis Management Course
 - Aviation Security National Inspector
 - National Civil Aviation Security Program
 - Aviation Security Risk Management Course



Milestones

- EGYPTAIR is the first African airline in to add a simulator for the latest Airbus A320Neo aircraft to its TRAINING ACADEMY facilities in October 2020



- The Prime Minister visits EGYPTAIR Training Academy and witnesses the start-up of the latest Airbus A320Neo flight simulator.



- Our A220-300 Full Flight Simulator passes the Initial EASA Audit.
EGYPTAIR Training Academy successfully passed EASA qualification audit for its A220-300 newest full flight simulator (Level D). EASA audit team praised the technical status and the performance of the device.
This simulator is the first A220 device in the Middle East region.
The new A220-300 EASA approval is one of the very important additions to EGYPTAIR Training Academy capabilities.

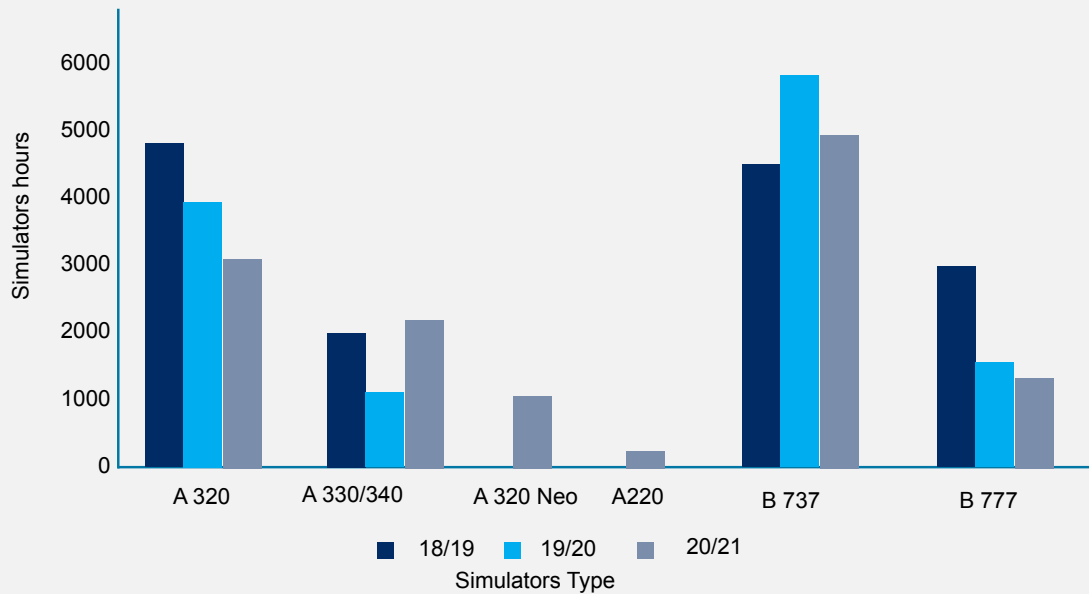


Performance charts

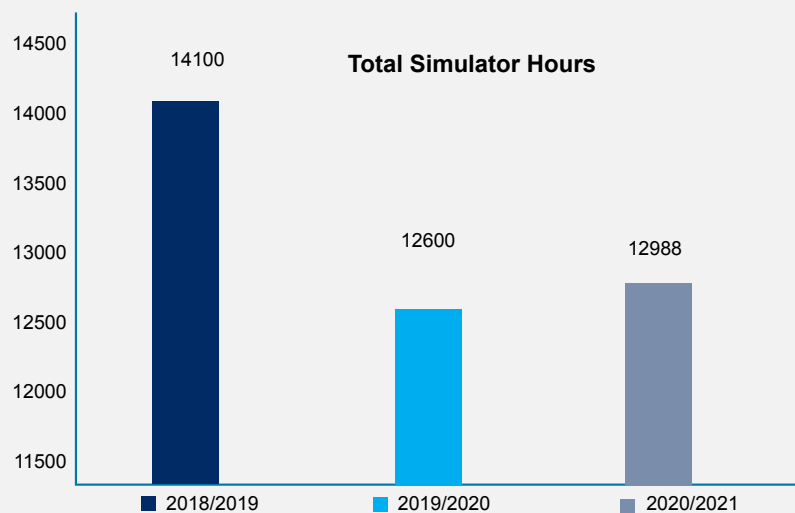
1-Flight simulator Hours:

Simulator Type	2018/2019	2019/2020	2020/2021
A320	4900	4400	3173
A330-340	2200	1300	2426
A320 Neo			1163
A220			104
B737	4300	5500	4802
B777	2700	1400	1320

Flight Simulator Hours

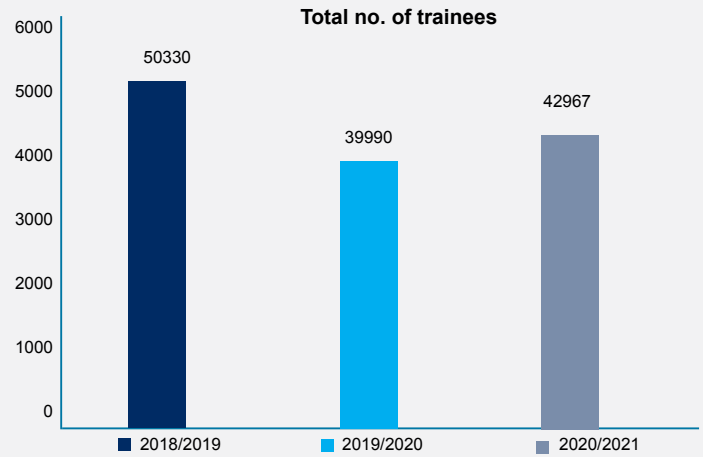
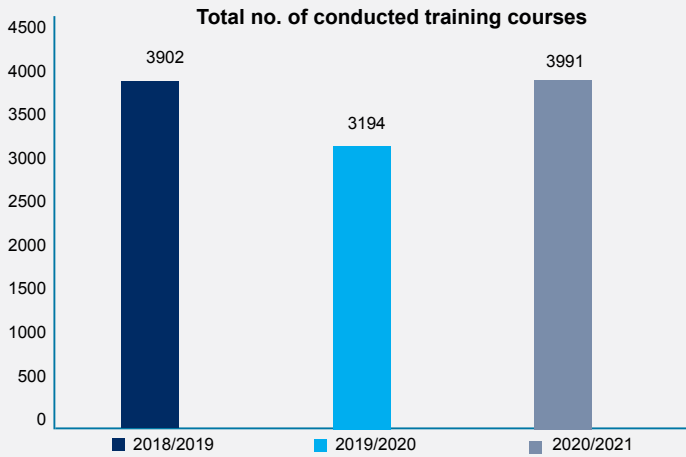


The effect of the COVID-19 pandemic on the reduction of number of flight simulator hours is reduced gradually and recovery is in progress



2-Total number of conducted courses (second & third party)

	Total no. of training courses	Total no. of trainees
2018/2019	3902	50330
2019/2020	3194	39990
2020/2021	3991	42967





Information Technology sector

The information sector is a service sector that manages, implements, operates and develops all the technical solutions & services across EGYPTAIR companies. The Corona Virus pandemic had a positive impact to accelerate the digital transformation and adoption of new technologies to comply with precautionary measures.

EGYPTAIR IT sector is working on 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.

Development stages:

- Inaugurating the IT sector infrastructure project to raise its efficiency in line with the requirements of the modern aviation industry, which is greatly affected by the tremendous global technological progress in the world.
- Following the governmental strategy for digital transformation, the IT sector has activated the electronic invoice within the EGYPTAIR Holding Company and its subsidiaries.
- Technical supervision of restarting and re-equipping EGYPTAIR call center of EGYPTAIR Airlines at the administrative complex building in all locations (Cairo / Alexandria / Jeddah / Dubai....).
- Upgrade for Sirax operating system to CP21B which has been done after the following upgrades:
 - Oracle database to 19.11.0.0.0
 - AIX Operating system to 7.1.0.0
 - SAP upgrade to 7.4 SP 25
 - TSM Backup servers
- Modifying and updating many programs for the renewal of IOSA certificate.
- Completing the training program of the IT managers on the ISO standard to obtain ISO 9001-2015.
- Developing and adding the firewall in EGYPTAIR cargo village and Training Academy
- Adding and Updating the equipment and software for IPAD devices for new pilots.
- Cooperating and Replacing with Telecom Egypt the old PBX lines from the Microwave units to MSAN cabin.
- Contracting with Collins Aerospace-ARINC and ADS-B companies to activate services on aircraft model (A220-330) and (A320 NEO).
- Replacing and developing EGYPTAIR Airlines offices networks infrastructure that comply with the Cat 6 standards in Heliopolis office, Free Tickets office in Tower Building and Foreign Companies office in TB1.
- Linking the lido and the JEPPESEN systems to display flight information on the JEPPESEN system.
- The kickoff for a complete network re-innovation at the Cargo Village including both active and passive sections.
- Renewal of the protocol and Service Level agreement provided by IT to EGYPTAIR Holding Company.
- Organizing training courses for EGYPTAIR employees in line with state digital transformation and modern management theories like “Learn Management Solution – cybersecurity – Agile– Microsoft team” and IT sector employees on the ISO 9001-2015 requirements.
- Eliminating many violations that are harmful to the environment by safe means.
- Raising the degree of security of IT buildings against epidemics, fire, and work environment risks.
- Cooperation with EGYPTAIR training Academy to implement online training using Microsoft teams.
- Amending IT Sector Work Manual (IT ISM).
- Implementation of the attendance system for the HR sector and EGYPTAIR Maintenance and Engineering Company.
- Operating and activating the Proof Point program to protect the company’s websites on social media platforms.
- Upgrading the Airline company SAP ERP software packages and reporting SAP Business Scenario Recommendations.
- Updating and following up the methods of secure transfer of files and data to central computers and servers, making necessary coordination with internal and external companies to which data is transferred via



securely protocols, including SFTP, HTTPS, SSL, SSH.

- Replacing the medium voltage distributor for the computer power station, the voltage transformers and doubling their capacity, will be operated by the end of 2022.
- Renovation of the air conditioning system of the network rooms in the administrative complex with the VRV system.
- Launching EGYPTAIR Hospital portal hospital.egyptair.com as part of EGYPTAIR Hospital integrated marketing plan.
- Encrypting and preparing the personal data of the employees to activate MyID Travel employees free & ID tickets site.
- Creating of (Power BI) load factor application which is integrated with SAP and AMADEUS systems to measure the performance of companies, code-sharing trips and the online Sales performance & flown performance, which helps to create an analytical database in the form of advanced control panels. (Advanced Dashboards).
- Replacing and developing some EGYPTAIR Airlines offices networks, such as (Shebin El-Kom, Zamalek, Talaat Harb, Tanta, Shobra, pricing department, and TB3)

New & Ongoing Projects:

- Innovation of the IT infrastructure for EGYPTAIR companies including: network and security innovation, Data center preparation, establishment of security operations center (SOC) and Network Operations Center (NOC).
- Acquiring ISO 9001- 2015 certificate.
- Acquiring ISO 27k certificate.
- Implementation of HIS system to automate EGYPTAIR Medical services operations.
- Implementing LMS (Learning Management System) to unify an LMS platform through EGYPTAIR Group to reduce cost and execute the HR development strategy.
- Increase security measures implemented in different systems.
- Innovation of the Integrated Operations Center (IOCC).
- Innovation of Training academy Network.
- Implementing and Migrating to SAP ERP Payroll and Treasury, connecting EGYPTAIR Holding Company Treasure Management System (TMS) with the contracting banks, and developing the IT infrastructure of EGYPTAIR Medical Services and EGYPTAIR cargo.



EGYPTAIR AIRLINES

EGYPTAIR 

A STAR ALLIANCE MEMBER 

EGYPTAIR Airlines is the core of EGYPTAIR Holding Company with 89 years of service. Throughout these years, EGYPTAIR has successfully extended its network to reach major destinations across the world. Being an active member of Star Alliance since July 2008, and as a part of that huge network, EGYPTAIR's customers are currently able to reach more destinations in 195 countries all over the globe and are also entitled to all Star Alliance Gold and Silver benefits through EGYPTAIR Plus Loyalty Programs.

EGYPTAIR history

- In May 1932, EGYPTAIR was established and has evolved since then to become the pioneer carrier in the Middle East and Africa and the seventh carrier in the world to join the IATA.
- In August 1933, EGYPTAIR commenced its commercial operations with the Spartan Cruiser flying from Cairo to Alexandria.
- In 1935, A total of 12 De Havilland were added to the fleet. During the Second World War, the Egyptian government took over the airline and changed its name to "Misr Airlines".
- In 1946, the name "Misr Airlines" was changed to "MisrAir" and 10 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 A220-300 aircraft.
 - During the period from February to July 2020, EGYPTAIR had received eight A320 Neo aircraft and amended the order of the rest seven A320 Neo to be seven A321 Neo, to be delivered starting from period October 2022 till June 2023 in addition to the two B787-9 Dreamliners during the same period.
 - For the 9 months of 2019-2020, we were on track according to our business targets, but by March, COVID-19 pandemic resulted in a tremendous drop in demand for international air travel, as countries closed their borders and executed firm travel restrictions.
 - On March 19th, 2020, Egypt suspended all scheduled passenger flights as a part of the pandemic response.
 - EGYPTAIR attained rapid action to respond to the dynamic situation, always prioritizing the health and safety to our teams and our customers.

Corporate Strategy

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

■ **Growth and regional leadership:**

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

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

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

■ **Develop high-performance culture**

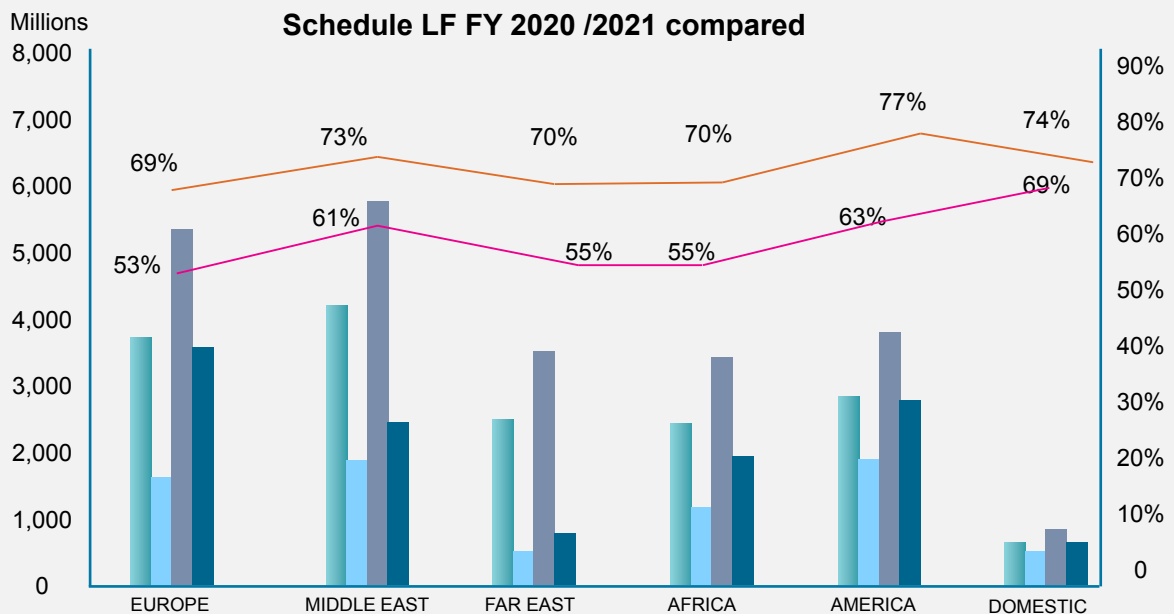
Keys to unlocking EGYPTAIR's potential include developing an effective organization guided by leaders who empower their teams and hold them accountable for delivering results. This is supported by training, performance management and effective communication.

■ **Fund the future**

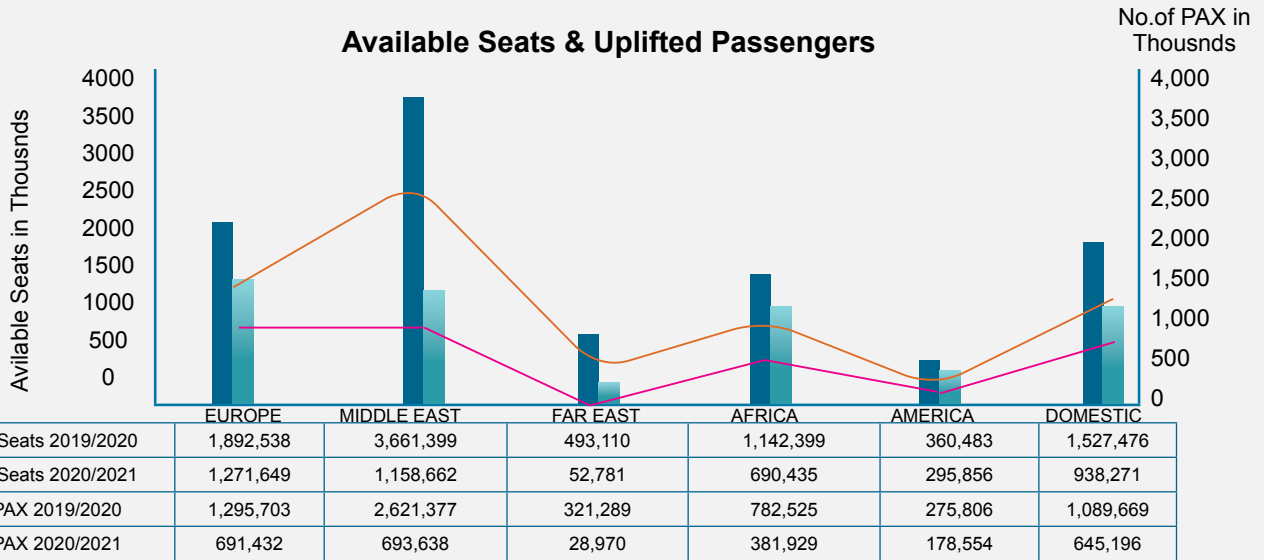
By leveraging the three above-mentioned strategic pillars of growth and leadership, delivering high-quality products and services, and developing a performance culture, the fourth pillar will spontaneously achieve success by generating profits required to fund future growth.

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

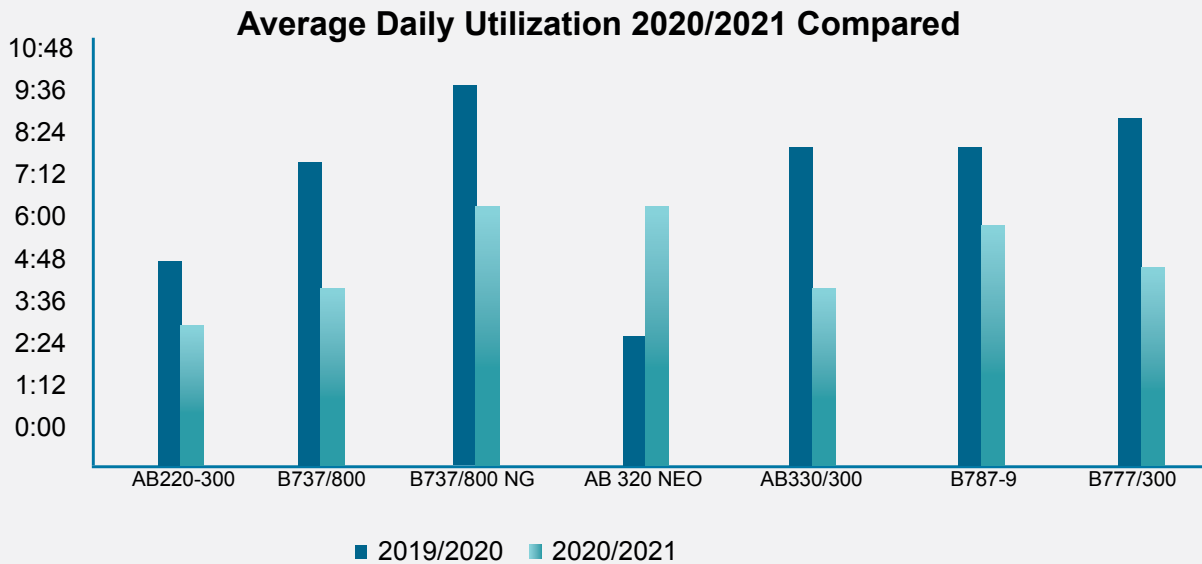
Network Development Highlights



- ☐ The above chart points to the relation between the available seats offered in FY 2020/2021 compared by FY2019/2020 and the uplifted passengers for the same periods.

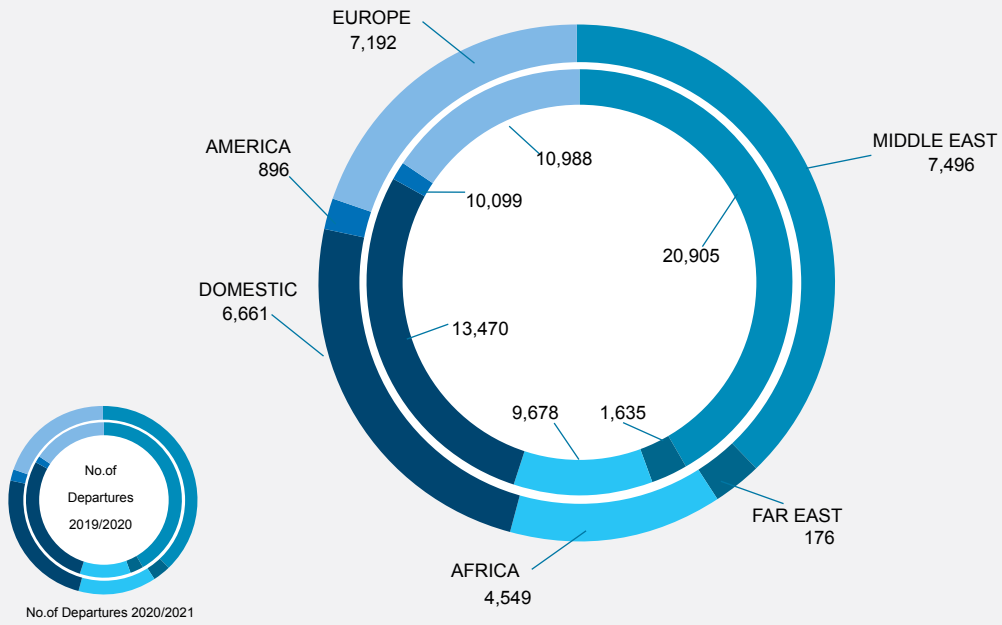


- ☐ The above chart shows how much COVID-19 pandemic resulted in a continuous tremendous drop in demand for international air travel, as countries closed their borders and executed firm travel restrictions.



- ☐ EGYPTAIR Airlines Average Daily Utilization during the period 2020/2021, showing the decline of the fleet utilization due to the effect of the Pandemic.

Number Of Departures 2020/2021 Compared



EGYPTAIR Destinations in S21

<u>Nourth America</u> (3) (CS5)	<u>Europe (20) (CS15)</u>		<u>Africa (18) (CS16)</u>		<u>Middle East</u> (18)	<u>Far East (6) (CS17)</u>	
Tornto	Amsterdam	Duss eldorf	Abuja	Bujumbura	Abha	Bangkok	Kualalumpur
New York	Athens	Kive	Accra	Cap Town	Abu Dhabi	Beijing	Jakarta
Washington	Barcelona	Lisbon	Addis Ababa	Djibouti	Amman	Guangzhou	Male-Maldives
Montreal	Berlin	Prague	Algiers	Durban	Baghdad	Bombay	
San fransico	Brussels	Helsinki	Asmara	Harare	Bahrain	Tokyo	
Los angelos	Budapest	Sofia	Casablanca	Hargeisa	Beirut	Hangzhou	
Chicago	Copenhagen	Zürich	Dar Es Salaam	Kigali	Dammam	Almaty	
Boston	Frankfurt	Belgrade	Entebbe	Luanda	Erbil	Chiang Mai	
<u>South America</u> (CS 1)	Geneva	Warsaw	Johannesburg	Lusaka	Jaddah	Baku	
San Paulo	Istanbul	Cologne	Juba	Mauritius	Kuwait	Delhi	
Non Base	Laranca	Hamburg	Kano	Ndola	Madinah	Phuket	
HBE/JED	London	Ljubljana	Khartoum	Mombasa	Muscat	Singapore	
HBE/MED	Madrid	Marseille	Lagos	Bamako	Qassim	Tbilisi	
HBE/RUH	Milan	Nice	Nairobi	Malabo	Riyadh	Kochi	
HBE/DDM	Moscow	Napoli	N'Djamena	Mahi islands	Sharjah	Hyderabad	
HBE/KWI	Munich	Bari	Tunis	Niamey	Tel Aviv	Goa	
LXR/LHR	Paris		Kigali	Australia (3 CS)		Bengaluru	
HRG/PRG	Rome		Douala	Melbourne		Chennai	
HRG/BUD	Vienna			Brisbane		Ahmedabad	
	Duss eldorf			Sydney		Seoul	

———— Actual

———— Codeshare operation ———— Suspended due to travel restrictions (COVID-19)

———— New Destination

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 inches.
- Medium-Haul Fleet modernization with New B737-800NG.
 - Enhanced cabin comfort; business seat pitch: '46 inches', economy seat pitch: '31-32 inches'.
 - In-Arm video entertainment system in business class.
 - Seat Row equipped with PC power outlet.
 - LCD Video monitor in each seat-back in economy class.
 - Audio Video on Demand (AVOD).
- Lounges for first, business, & frequent flyer passengers (Platinum & Golden), and Star Alliance Gold Members.
 - Implementing Noise Cancellation Headsets on B787-9 for B/C, A320 Neo, B777-300 and A330-300 for B/C and upgrading B/C headsets quality.
 - Increase number of series (Box set) in addition to a number of movies.
 - 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 passengers with special needs (audio description for blind & closed captions for deaf) free of charge.

- ❑ Adding Braille booklets for special needs (blind passengers) free of charge.
- ❑ Entertainment system was improved by adding translation in English for Manasik Hajj and Manasik Umrah.
- ❑ The entertainment system presents video Quran channel with English and French subtitles.
- ❑ Visual channels increased to be more than 150 visual channels in the entertainment system on board aircraft 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) machines 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.
- ❑ Preparation for the entire cabin interior of the new EGYPTAIR aircraft (B787-9 /A321NEO) in coordination with the staff of EGYPTAIR Maintenance and Engineering Company.
- ❑ Participating with the delivery team of EGYPTAIR to deliver EGYPTAIR new fleet ended by 2020 and checking the cabin during the delivery process to make sure that all the preparations are compatible with what we requested and agreed to.
- ❑ Cabin interiors development department coordinated with the preventive medicine department concerning the UPK (Universal Precaution Kit) and we collected/provided about 100 UPK bags ingredients for EGYPTAIR fleet.
- ❑ Attending the ITCM meeting and CDR meeting with AIRBUS to discuss all the cabin requirement of the new aircraft.
- ❑ Cabin interiors development department requested cabin equipment for the new aircraft (8 A320Neo and 12 A220-300), after revising with the engineering department the stock they have to request what EGYPTAIR fleet needs, which is baby bassinet, baby bassinet carry case, on-board wheelchair, emergency medical kit bracket, and AED bracket.
- ❑ The implementation of New Capital sales office
- ❑ Design and the implementation of El-Mohandiseen New sales office.
- ❑ Increase number of Hollywood worth watching movies.
- ❑ Increase number of Arabic worth watching movies.
- ❑ Increase number of Arabic recent songs.
- ❑ Covid-19 precautions:
Amenities Kit, Hand Soap, Disposable Salt & pepper, and Changed reusable headsets to disposable earphones.
- ❑ IN-FLIGHT SERVICE
Fresh juice - Brown croissant, brown bread, Sliced fruit tray on long haul flight and Europe, and small water bottles (330 ml).



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, crew tracking and post-flight activities.

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

Customer Relationship Management (CRM)

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

E-COMMERCE DEVELOPMENTS

As EGYPTAIR constantly aims to deliver a high quality travel experience, our website, www.EGYPTAIR.com now offers our valued customers with more online services, in addition to online booking to meet their expectations and fulfill their needs.

A wide range of services are granted and more information is offered such as, Flex Pricier, Seat Selection, Special Meals Requests, Excess Baggage, 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 a worldwide page for the rest of countries*.



www.egyptair.com			
35 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	South Africa	Denmark
Egypt	Japan	Spain	Kuwait
France	Morocco	Switzerland	Lebanon
Germany	Netherlands	United States	
* Worldwide Page (for the rest Countries)			

Online Services (www.EGYPTAIR.com).

- The ATC service (Automatic Ticket Changer) which enables changing the travel itinerary.
- Web check-in to enrich the value of online experience.
- Round the world tickets.
- Online Seat Assignment & Extra Baggage Allowance.
- Activation of pre-paid ancillary services (Extra Baggage & Seat Assignment).
- Online redemption for loyalty members.
- Delayed Luggage (World Tracer).
- Visa and Health.
- Automated Document Check (ADC).
- 6 hours payment availability prior departure.

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 Tracking Services.
- First & Business class lounges information.
- Special offers.
- EGYPTAIR CTO & ATO contact information.
- Destination guide.
- Special services information.
- Onboard services information.
- News and travel alerts.
- 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



EGYPTAIR E-Commerce Future Plans:

Website and mobile applications Revamp:

- Keeping abreast of the latest designs for creating websites (Web Design) in order to make the company’s website and mobile applications more user-friendly and more attractive to customers.
- Enhancing EGYPTAIR mobile application performance and rating.
- Facilitating website content modifying and adding process by EGYPTAIR E-Commerce staff.

Project current status:

Revamp Committee will present alternative offers to EGYPTAIR Airlines Chairman very soon.

Cyber source:

Advanced fraud tool system designed especially for airlines (used by the biggest airlines, e.g.: Lufthansa – KLM).

Project current status: The contract has been already signed.

Expected time to start activation: Mar 2022

Automated Refund:

The customer will be able to refund his/her ticket through website and mobile application (at once without waiting for additional time needed for manual review).

Project current status: The contract has been already signed & some technical issues are being fixed.

Expected time to start activation: June 2022.

Adding new local payment methods “within Egypt market”:

The customer will be able to refund his/her ticket through website and mobile application (at once without waiting for additional time needed for manual review).

Project current status: The contract has been already signed & some technical issues are being fixed.

Expected time to start activation: June 2022.

Meeza – Vodafone cash – Orange cash – Etisalat cash

Electronic local payment methods.

Project current status: Contract is still under financial & legal reviews.

Expected time to start activation: May 2022.

Pay Fort (Middle East and Gulf payment service provider):

Pay Fort will offer the following advantages:

- Adding the electronic payment method K-Net (Kuwait).
- Adding the electronic payment method MADA (Saudi Arabia).
- Viewing the automatic installments on the website “Online installments” in the Egyptian region (through CIB customers) as well as in Saudi Arabia and the UAE.

Project current status: Contract is still under financial & legal reviews.

Expected time to start activation: 3 months after signing the contract.

Achievements

- Activating “Amadeus Payment Platform”, the new payment platform which avail the connectivity to the majority of the global payment gateways and methods.
- Activating “PayPal” as a new method of payment on USA – Canada – UK – Denmark – Qatar – UAE.
- Activating MasterCard payment Gateway Services (MPGS)
- Acceptance of payments with currencies of three decimals, such as the dinar (Kuwaiti, Bahraini, Tunisian, and Jordanian) and the Omani riyal,
- “Near Future”: To apply the automatic online installments on EGYPTAIR website within Egypt.
- Plus Grade:
New bidding system for offering Business class through EGYPTAIR website and mobile applications.
- Imperva:
Amadeus application, which filters price page views on the website by non-contracted or authorized “Robotic systems”, which will positively affect the website stability and performance, in addition to the reduction of the annual costs paid by EGYPTAIR to Amadeus due to excess page views.
- 0.23 % fraudulent percentage on all transactions done through EGYPTAIR website or mobile applications, which indicates that EGYPTAIR succeeded in maintaining the highest measurements in securing EGYPTAIR customer’s online payment transactions.

- Daily E-Marketing campaigns which provide 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.
- Adding “Star Alliance Interline Baggage Tracking” service to EGYPTAIR mobile application, which allow Star Alliance customers to track their baggage status during their interline flights.

SALES DEVELOPMENTS

Egypt Sales Offices: In the fiscal year 2020/2021 during the “COVID-19” pandemic, the generated revenue was 54% of the revenue generated in the previous fiscal year 2019/2020.

Corporate Sales: In the fiscal year 2020/2021 during the “COVID-19” pandemic, the generated revenue was 27% of the revenue generated in the previous fiscal year 2019/2020.

Corporate Agreements: The total corporate agreements reached 205 in the financial year 2020/2021 during the pandemic “COVID-19”, while reached 232 in the previous financial year 2019/2020.

Travel Agents: In fiscal year 2020/2021 during the “COVID-19” pandemic, the generated revenue was 36% of the revenue generated in the previous fiscal year 2019/2020.

Call Center:

In the fiscal year 2020/2021 during the “COVID-19” pandemic, the generated revenue was 72% of the revenue generated in the previous fiscal year 2019/2020

Operational Systems:

- SIRAX
- EGYPTAIR website
- BSP Gate.
- Amadeus (ARD WEB)
- Recording SYS (VERBA)
- Quality sys (VERBA)
- Reporting SYS Release 11.6.
- Amadeus Agent Pay.
- IVR Integrated with Amadeus Loyalty SYS
- IVR Integrated with Fleet watch.
- TAP Online (Travel agent's data base)
- Direct Data Solution (DDS)

Our New Projects

- Corporate loyalty card.
- NDC Gate.
- Hajj and Umrah Gate.
- New PSSA
- Upgrading our Call Center

OVERSEAS MARKETS

Assigning new GSAs Dublin, Jordan and Bangladesh

Total number of GSA agreements during FY 2020/2021 Compared with FY 2019/2020

Total number of GSA agreements during FY 2019/2020	Total number of GSA agreements during FY 2020/2021
47 GSAs	44 GSAs

Planned GSA assignment for FY 2021/2022

GSA Department is targeting the following Markets: -

- Libya
- Kinshasa

Online Travel Agent

- Total OTAs 167 in 2020/2021.

OTA projects

- **Finalize EGYPTAIR and EXPEDIA global agreement signature.**
- **An ongoing study to conclude new global agreement between EGYPTAIR and Trip.Com with new marketing privileges.**

PRICING & REVENUE MANAGEMENT DEVELOPMENTS

Pricing Achievements

- Offering competitive promotional fares to attract traffic in off-peak periods and to maximize market share.
- Updating all network published fares for 3rd, 4th & 6th freedom according to the new markets' variables especially after the pandemic situation.
- Providing private fares for additional passengers' segments; e.g. Family fares, Student fares, Labor fares, Fishermen fares ...etc. to facilitate transportation for targeted segments especially in this force majeure event.
- Using up-to-date pricing tools to refine pricing products in order to offer passengers the best service & obtain their satisfaction.
- Granting passengers more flexible options to change travel dates or to refund their tickets without charges during the pandemic period.
- Revisiting all current special prorate agreements (SPA) and Code Share Agreements with foreign carriers. It will insert the corresponding fares into all reservation systems (GDS's) worldwide and perform new agreements. In order to reach the largest possible number of destinations with Competitive fares to meet EGYPTAIR's customers' expectations, we are Serving 373 offline destinations in 2021/2022 (38 points in (Africa), 93 Points in (America & Canada), 96 points in (the Far East), 114 points in (Europe), 31 points in (the Middle East)) which aren't operated within EGYPTAIR network.
- Increasing negotiable special prorate agreements (SPA) to be 60 Codeshare routes to feed EGYPTAIR network, and attract more passengers traffic flow from new areas. This will create new process to insure optimal use of these agreements.
- Increased overall revenue for highly competitive routes by focusing on price sensitivity for customer segments who valued price. It will generate the highest revenue from the

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

- EGYPTAIR signed New Interline and Code Share agreements with Croatia Airlines (OU), RwandAir (WB), Kenya Airways (KQ), Ukrainian Air (PS), Air Cairo (SM), Cemair (5z), Siberia (s7).
- Restudying all current special prorate agreements (SPA) and Code Share Agreements with foreign carriers, inserting the corresponding fares into all reservation systems (GDS's) worldwide, and performing new agreements in order to reach the largest possible number of destinations with competitive fares to meet EGYPTAIR's customers' expectations, as we are serving 300 offline destinations in 2018/2019 which aren't operated within EGYPTAIR network.
- Negotiating with new companies to increase the special prorate agreements (SPA) to feed EGYPTAIR network, attract more passengers traffic flow from new areas and create new process to insure optimal use of these agreements.
- Increasing the productivity of the employees of pricing distribution section and overall efficiency and performance per unit by introducing new process and procedures for different fare products such as automated pricing of UMRA & HAJJ, Loyalty program services, automatic refund, ancillary services, events, and corporates which facilitate monitoring and avoiding system errors.
- A new system activated; ATPCO Architect system which allows viewing competitors published fares and the conditions in daily basis, sending notifications if any update done by competitors which helps study market and take accurate decisions. Also, it will be as a communication link between the different sections, as requests will be sent from pricing to filing section that will improve the performance and the possibility to return back to any documents between them anytime earlier.
- Starting to study & applying two new fare classes E & W to enhance our structure fares to be 12 fare classes instead of 10 as structure fares of most of the carriers are around 12 & 15, the matter which allow us to match with competitors and gain more revenue.
- In process to create new class 0 piece with cheaper price to compete with other carriers and to facilitate the selection for the passengers to choose their suitable needs.

Ancillary Services Achievements

- Successfully completion of the first phase of implementing the issuance of electronic miscellaneous documents (EMD) that are related to ancillary services such as (Excess Baggage - Live Animals - Last Minute Upgrade - Special Baggage - Lounge Access - UM & Young Passenger) through the check-in counters at the domestic stations. Also, work is underway in the second phase (External stations).
- Final touches have been put in place to introduce the new product (Excess Baggage 10kg), which allows passengers to choose between two categories when purchasing excess baggage at the airport.
- Final touches have been put in place to introduce the new product (Comfort Row), which allows passengers to purchase two adjacent seats in case of availability before traveling for a reduced fee to take advantage of the empty seats on the flights operated by wide-body aircraft.
- The E-upgrade program has been activated to offer upgrading from economy class to business class either by bidding or instant upgrade through EGYPTAIR website.
- Total revenue from additional services for the fiscal year 2020/2021 increased by 20%, compared to the previous fiscal year 2019/2020.

Group desk Achievements

The accomplishments of the Fiscal year (2020/2021)

- Establishing GDRS system (GROUP DESK REQUESTS SYSTEM), which records the agents' requests, enables auto following-up accordingly, and also reviews the data on the CLOUD through POWER BI.

Revenue Management Achievements

- Revenue management system has been upgraded in April 2021 and uploaded on cloud server to achieve optimum performance and to avoid any obstacles in forecasting Load Factor based on flight history, holidays & special events.
- All network points are under revenue control after the implementation of Origin & Destination System RMEN.
- Focusing on the 6th freedom to increase the network revenue especially in low season that should increase the load factor under severe competition.
- The continuous communication and coordination with outstations managers especially under COVID-19 circumstances, to respond to market dynamic variation.

Revenue Management Tools:

RAAV (Revenue Availability and Active Valuation)

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

IN-FARE Knowledge

- This product allows EGYPTAIR to monitor MS fares compared to other competitors for both trunk routes and beyond ones as well on daily basis.
- This product enables RM team to take necessary action to be competitive with each market competitor(s).
- We are endeavoring to reduce the cost associated with this application by moving to API (Application Program Interface) in coordination with IT Section.

RMEN

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

Analysis Tools

- WABR (Weekly Advanced Booking Report) to follow the incremental bookings with MS network for eight weeks ahead.
- Revenue Plan for winter and summer time tables to pursue the revenue gain with MS network on weekly basis

- The current Revenue management system has been upgraded into RMEN that will help give more accurate solution to guarantee achieving more revenue.

Market Research

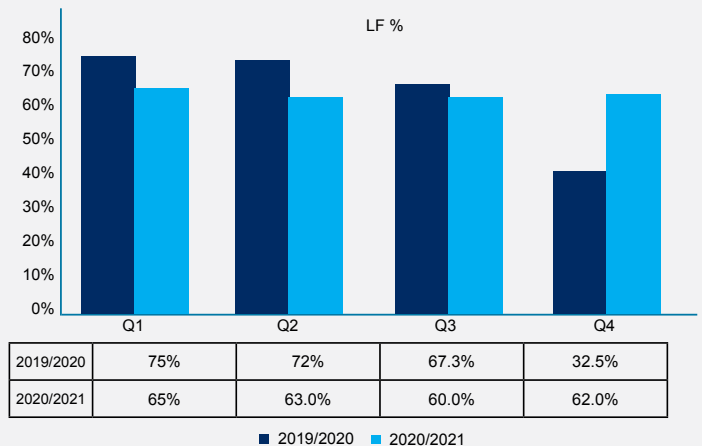
- Department collects customer feedback via different types of surveys to measure customer satisfaction and enhance services in order to meet customer expectations.
- We started with the Mystery Shopper survey where Frequent Flyer customers evaluate the service besides evaluating level of service from employees. It was launched 1st of July 2019 till 2nd of March 2020 with total no. of responses 1,400 pax.
- After that Safety Precautions Feedback on 25th March 2020 with total no. of 3,331 pax.
- Then, on 29th May 2020, we created a survey asking about Customers willingness to travel during Covid-19 with total no. of 6,452 pax.
- Last but not least, Overall Customer satisfaction feedback launched April 2021 till present, handling all touchpoints that cover all EGYPTAIR customers with total response of 48,344 passengers.

Other Systems used:

- INFARE (Solution for competitor air travel data)

Analysis tools:

- POWER BI



Direct Data Solutions (DDS)

DDS 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 data is the airlines. The DDS contract was renewed between EGYPTAIR and IATA 1JUN2022 for the next 3 years. There are 119 participating airlines in the DDS. During the pandemic 2020 DDS welcomed 8 new joiners.



Marketing Communications Progress:

Main Marketing Activities 2020/2021:

- Due to the repercussion of Covid-19 leading to the suspension of air travel operations to/from many countries around the world, the fiscal year 2020/2021 was challenging to all airlines around the world and has required diversified marketing approaches.
- In light of resuming air traffic to/from Egypt on July 1st 2020, EGYPTAIR has led many marketing initiatives with the aim of reassuring passengers to travel safely amid the health and safety precautions taken on board the national carrier's flights around the world and at the airports, while the airline has considered resuming its routes around the world gradually to ensure introducing the best quality to its customers.

The following lines illustrate EGYPTAIR's main marketing activities in the year 2020/2021:

- EGYPTAIR has launched its marketing campaign under the tagline "Missed that View?" in preparation of informing the customers that the airline is resuming its operations starting July 1st 2020.
- With the re-commencement of air-traffic to/from Egypt, EGYPTAIR has launched comprehensive media and marketing campaigns to familiarize the passengers with the new safety and health rules during travel, in addition to announcing EGYPTAIR's plan to re-operate a great number of its routes globally.
- The airline has taken part of Star Alliance marketing initiatives reassuring the customers in air travel.
- In September 2020, EGYPTAIR has signed a cooperation protocol with Kidzania Cairo Entertainment City and has become the official carrier for the city.
- EGYPTAIR has produced a series of safety instructions' films that have been aired on board all its aircraft equipped with screens and the airlines' social media channels to inform passengers about the safety and health instructions.
- With the start of 2021, the airline announced the launch of "Your Winter Vacation in Egypt" campaign, in addition to launching a marketing campaign to promote Assiut / Suhag route and Sharm El-Sheikh / Hurghada route.
- EGYPTAIR has signed a cooperation protocol with Orange Company for Telecommunications in Egypt.
- EGYPTAIR has resumed its marketing campaign in the English Football Premier League.
- The airline has launched a co-marketing campaign with Commercial International Bank (CIB).
- The airline has taken part in a number of events globally such as the WTM London & ATM Dubai.



The Projects implemented during 2019/2020: -

- ❑ Revamp program released benefits.
- ❑ Adding new tier Level.
- ❑ Card printer software.
- ❑ Lounge agreement renewal with CIB Bank.
- ❑ Continuing EGYPTAIR Tickets installment campaign with CIB Bank.
- ❑ Upgrading EGYPTAIR Website security to TLS1.2.

The Projects implemented during 2020/2021: -

- ❑ A campaign with CIB.
- ❑ Purchase Bulk Miles agreement with Orange.
- ❑ Lounge agreement renewal with CIB Bank.

EGYPTAIR Plus:

EGYPTAIR PLUS, with its 5 tiers: Blue, Silver, Gold, Elite, and platinum, is a 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, extra baggage allowance, etc.



EGYPTAIR KARNAK

KARNAK Activities

KARNAK is the tourism division of EGYPTAIR Airlines, one of the subsidiaries of EGYPTAIR Holding Company. It has been in business since 1955 with over 65 years of experience under license 6 category (A).

During the pandemic period, the world fell into a state of stagnation during periods of suspension and travel bans, and ideas out of the box were the best solution to get out of the crisis and create a state of balance between stopping tourism activity and opening new types of activities, including institutional quarantine, that lead to the development of innovative programs.

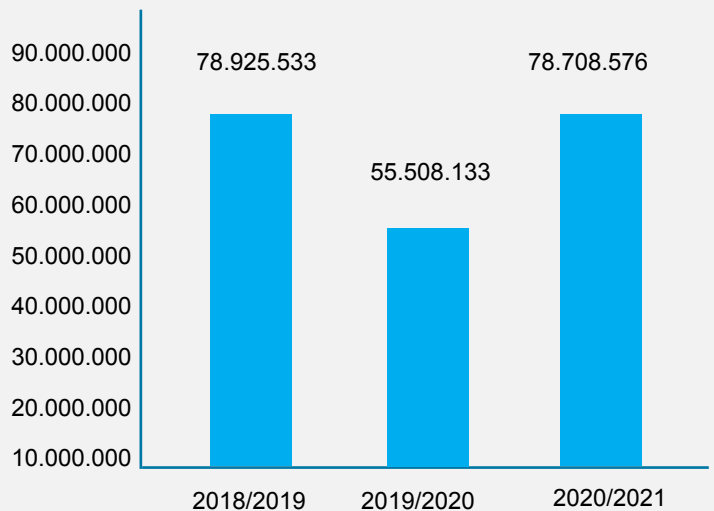
Karnak roadmap: -

-As affect, 2020 has been one of the most challenging years of facing Covid-19 pandemic.

- In that direction, Karnak has taken steps to reposition itself for the post pandemic market by activating a new strategy which led to reach an actual income of 78 million pounds during FY 2020/2021.



Comparison between total income



Let's go deeply...Karnak steps to achieve the goals:

1-Creating new products for the local market through our new location "Karnak Vacation Center".

- As a 1st step and in order to change the market perception about Karnak Travel, a new branch with a re-brand named "Karnak Vacation Center", which offers new tailored and ready-made new domestic destinations packages with attractive fares.

- The new programs and packages offered for the local market examples one as follows:

- CIB over-day flight.
- The hot offers to Sharm El Sheikh.
- The Valentine's Day packages.
- Honeymooners' packages.
- The charter flight over-day trip to Cameroon for the Egyptian Football fans to cheer our Egypt's national football team for the final match dated.
- Karnak Has organized 15 back to back charter flights for Luxor - Aswan and Sharm El Sheikh during the mid-year vacation.

2-Chinese Market

- KARNAK as a tourism sector of EGYPTAIR Airlines handled the closed loop to china flights as per the Chinese embassy's regulations (full accommodation+PCR tests).

3-Nigerian Market

-Karnak succeeded to create a new segment in the Nigerian market by offering new packages for 5 nights that include visit to Cairo & Sharm El Sheikh or Ain Sukhna.

-The Nigerian market has brought more than 4000 customers during the year 2021.



4-Conferences & Exhibitions

- Expo 2020, UAE:

-Karnak was appointed by the Council of Ministers as the tourism company entrusted with serving the official delegations from the Arab Republic of Egypt. This event is taking place in Dubai for 6 months, starting from October 1st, 2021 till March 31st, 2022.

-Several tourism programs have been tailored and implemented for the following entities:

- Ministry of Commerce and Industry.
- New Administrative Capital Company.
- Suez Canal Authority.
- The National Council for Women.
- The Ministry of Culture.
- The Ministry of Planning.
- The Ministry of Higher Education.
- The Egyptian Airports Company.
- The Food Africa & Pack process Exhibition:
 - The Exhibition was held in Cairo from Dec.12th to 14th, 2021.
 - Africa's Leading Food & Agri Exhibition for Retail Trade, Food Service & Private Label.
 - Karnak Handled successfully this event including offering all Touristic services such as flight tickets, Meet & assist at Airport, transportation, hotel accommodation for International Buyers and Exhibitors, Optional sight-seeing tours, etc.

5-Transit Tours

-One-day trip programs have been updated, as Karnak is the sole agency allowed to arrange quick tours while in transit without visa.

-Programs were circulated to all EGYPTAIR's external offices and GSAs.



6-The New Protocols for corporates:

- The Re-activation of the protocol between The Egypt Expo & convention authority and Karnak.
- The Agreement with GIG Insurance Company.
- The Agreement with CIB to promote Karnak packages in bank newsletters for employees and customers.
- The Agreement with Jewel Hotels Group.
- The Agreement with Air Cairo.
- A new promotion for packages against miles in cooperation with EGYPTAIR Airlines – EGYPTAIR FFP department.

7-The ongoing projects:

Karnak website revamp

In a post-pandemic market, travel companies need to create and capture demand for leisure travel. Studies propose that the tourism industry should be sustained by the use of digitalization, social media, and a revived domestic tourism industry. This procedure will give Karnak the chance to reach following: -

- More access to largest number of customers all over the world.
- Facilitating the procedures for implementing live tourism programs, such as booking hotels & Nile cruises, tourism attractions, ancillaries, etc., providing many electronic payment methods.
- Dynamic packages: This kind of service allows our customer to make comparison between hotels all over the world and create his own preferred program in no time.
- Mobile application: As a second step of going forward for more simplicity and reachability to our customers.
 - Opening new channel for Medical and Educational tourism from Comoro Islands in the occasion of operating the New Charter flights on regular basis to Comoro Islands.
 - Nominating GSAs for Karnak in the highest potential markets.
 - Opening New channel for tourism from Dacca) Bangladesh(.)

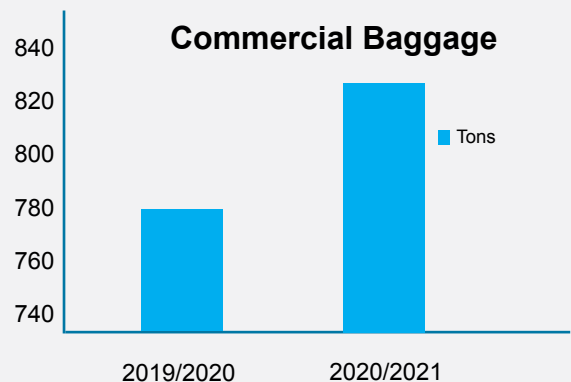
As a result of the new strategies, partnerships, new products and presence in the market in a more professional manner, Karnak was able to achieve profits in FY 2020/2021 of around 12 Millions Egyptian pound despite all the challenges facing the tourism sectors in particular and the world in general.

EGYPTAIR STATIONS DEVELOPMENT

Transporting Commercial Baggage:

Achieved 6.2% increase in transporting commercial baggage by controlling the transport of 829 tons of commercial baggage compared to 777 tons in the previous fiscal year.

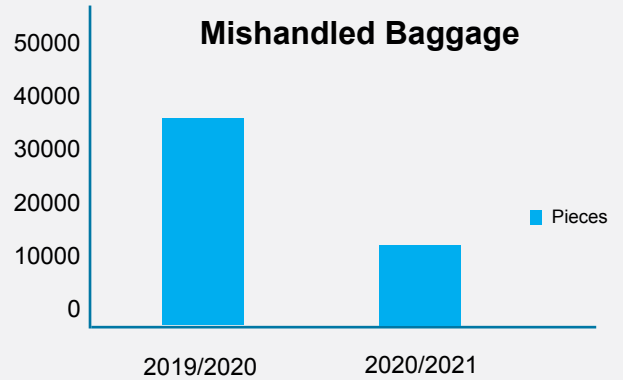
Fiscal Year	Pieces	Tons
2019/2020	24301	777
2020/2021	25913	829



Mishandled Baggage:

Achieved 69% decrease in number of mishandled baggage during the fiscal year 2020/2021 with total mishandled baggage (11937 pieces), compared to 39113 pieces that were mishandled in the previous fiscal year which led to saving indirect costs of mishandled baggage

Fiscal Year	Pieces
2019/2020	39113
2020/2021	11937

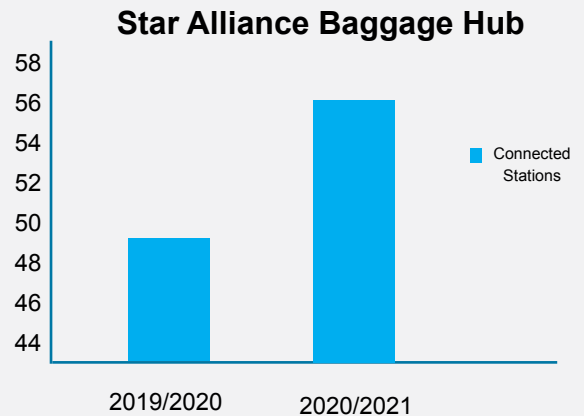


Information Systems:

Achieved 12.5% increase in number of connected EGYPTAIR outstations to Star Alliance Baggage Hub system for baggage tracking by connecting additional 9 stations, including three among the largest EGYPTAIR outstations (JFK, DXB, CAN).

Currently total 56 stations connected to star alliance baggage hub which offers real time baggage monitoring and providing better baggage tracking service to our valued customers.

Fiscal Year	Connected Stations
2019/2020	49
2020/2021	56



Achievements

- 1- Updating Ground Handling Contracts to the Latest Version of IATA SGHA.
- 2- New Contracts for EGYPTAIR Airlines New stations.
- 3- Ground Handling Contracts extension.
- 4- Achieving 100 % SLAs (Service Level Agreements) for EGYPTAIR Airlines Overseas Stations.
- 5- Implementing the complete E-filing process.

6- EGYPTAIR Airlines challenging time with the COVID-19 outbreak.

7- Work Development.

Achievements Report of Outstations Affairs Management (EGYPTAIR Airlines) For Financial Year 2020/2021

- An Increase of 412,717 USD in the Total Revenue Amount achieved by the Outstations during 2020/2021 compared to 2019/2020 Despite the World Wide Pandemic of COVID-19.

Customer Services General Management and Achievements

1) Choosing qualified Traffic Officers to work at the Call center, in order to:

a- Answer incoming calls and respond to customers' emails and inquiries.

b- Provide positive and seamless experience to our customers.

2) Reviewing the code share agreement.

3) Enhancing the role of the help-desk by assigning more qualified staff and upgrade the existing tools, in order to co-ordinate with station managers in Egypt and overseas to provide distinguished services to our customers to avoid any unnecessary expenses in-case of any irregularities.

4) Prepare and update a training scientific material in the field of passenger handling in order to:

a- Ensure that all staff are aware about EGYPTAIR policy and regulations.

b- Ensure that all personnel are provided with the requisite skills and knowledge to complete their tasks in a safe and efficient manner.

c- Provide our customers with a premium quality air transport services.

5) Participate and co-ordinate with the Technical Support Department in reviewing and modifying the SPM in order to:

a- Provide our customers with a premium seamless service on all EGYPTAIR flights.

b- Comply with international, regional, national and air transport industry legislation, regulations and requirements.

6) Review the website to add or modify the information related to the station in order to:

a- Make sure that they conform and are updated with the SPM.

b- Make it accessible for our customers.

7) Preparing monthly interception report in order to:

a- Target the highest possible standards of safety and security.

b- Increase the profitability by waiving any penalties imposed on EGYPTAIR. (negotiate with the authority)

c- Build confidence with the foreign embassies and airport authorities.

8) Re-innovate the monthly and yearly statistics for more deep analysis in one report in order to:

a- Help in proper and efficient planning of a statistical inquiry in any field of study.

b- Help in collecting appropriate quantitative data

9) Preparing monthly DBC report in order to:

a- Analyze and collect data about the reason of denied boarding.

b- Evaluate the reason and take proper decision in order to avoid any inconvenience experience to our customers.

10) Preparing daily sheet for customers traveling on EGYPTAIR and requiring special services, in order to:

a- Provide positive customer experience.

b- Comply with international, regulations and requirements such as ATPDR, DOT, etc.

11) Issuing monthly educational bulletin that contains updated information (i.e. SPM / IATA / Country regulations, etc.)

12) To surpass Star Alliance airport automation by achieving more than 30% in order to:

a- Achieve an advanced rank/position among Star Alliance carriers.

b- Provide a distinguished service to our Customers.

c- Comply with Star Alliance core values.

13) To surpass Star Alliance IATCI Ratio by achieving more than 90% in order to:

- a- Achieve an advanced rank among Star Alliance carriers.
- b- Comply with Star Alliance core values.

14) Respond and take corrective actions and creative solutions for passengers' complaints, in order to:

- a- Minimize the customer's inconvenience that may arise from negative experience.
- b- Provide positive customer experience and restore passenger faith in EGYPTAIR.

Technical Support General Department Achievements 2021

- Passing the ISAGO audit with no findings or observations.
- All licenses for CAI & DOM & OUTSTATIONS have been updated by 99%.
- Setting an awareness course to the gate controllers.

SYSTEMS

- DCS (ADMIN) DEPARTURE CONTROL SYSTEM (CM/FM) + RESERVATION.
- Ground Operations Monitoring System.
- Operation Control Management System.
- New opera application.
- Message control system.
- OUTSTATIONS / DOMESTIC.
- E-LEARNING SOFTWARE IN COORDINATION WITH OPERATION SECTOR.

EGYPTAIR CABIN CREW

Our mission

Our mission in EGYPTAIR as the national carrier of Egypt is to provide a premier quality air transportation services in accordance with the latest technology and international safety standards

Thus, the company paid attention to the general appearance and changed the uniform of the cabin crew, according to a plan to develop the provided services and improve the image of the company, as EGYPTAIR is the leading company in the Middle East and Africa and a star alliance member. The new uniform came in line with the brand name of EGYPTAIR and its distinctive colors.

Moreover, providing excellent service is one of our goals in addition to having a 4 stars rating in Skytrax evaluation. In this context, the cabin crew general department and training department worked to standardize the performance of the in-flight service on board and made the required courses, and made an evaluation of performance, appearance and language to all cabin crew members, in addition to the main goal which is to achieve a high standard of safety that matches international standards by 100%.

Then the dispatch and scheduling department follows up and ensures that the flights takes off on time with no delay and with the optimum no. of cabin crew, in order to achieve the goals of the company.

INTERNATIONAL CERTIFICATES

The IATA Operational Safety Audit (IOSA) program is an internationally recognized and accepted evaluation system designed to assess the operational management and control systems of an airline. All IATA members are IOSA registered and must remain registered to maintain IATA membership.

To secure the position of EGYPTAIR in the world markets, the company strives to benchmark its operations against internationally-recognized standards. This involves obtaining and maintaining certificates by international bodies such as: IOSA – IATA Operational Safety Audit, EASA – European Aviation Safety Agency, ISO – International Organization for Standardization and ISAGO – IATA Safety Audit for Ground Operations. We plan to maintain this international recognition through continuously upgrading our systems and human capital.

EGYPTAIR is the 1st African & Middle Eastern IOSA registered airline, and the 16th worldwide.

EGYPTAIR passed IOSA, ISAGO, and Star Alliance inspections without any findings or corrective actions.

EGYPTAIR passed and renewed AOC certificate, and fulfilled all Civil Aviation requirements..





Certificate





Certificate





EGYPTAIR 
MAINTENANCE & ENGINEERING

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.

2006:

- In early 2006, EGYPTAIR M&E obtained the EASA Part 145 approval for Line Maintenance activities.
- In September 2006, EGYPTAIR M&E elevated the rating of EASA approval by adding the Base Maintenance activities (Airbus types)

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:

- In early 2008, EGYPTAIR M&E celebrated the opening of brand-new Engine Overhaul Workshop.
- In March 2008, EGYPTAIR M&E obtained the EASA approval for the new Engine Overhaul Workshop.
- In December 2008, EGYPTAIR M&E celebrated the releasing of the first CFM56-5C engine, according to EASA 145 release to service certificate.

2009:

- In May 2009, EGYPTAIR M&E was nominated "The Best Airline Third Party MRO" in the yearly Aviation Industry Awards.
- In June 2009, EGYPTAIR M&E celebrated the inauguration of a new company, Egypt Aero Management Service (EAMS), a joint venture between EGYPTAIR Holding, EGYPTAIR M&E and Rolls Royce.
- At the end of the fiscal year, 2008/2009, EGYPTAIR M&E hit limit of 1 billion EGP as total revenue.
- yearly Aviation Industry Awards.

2010:

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

2011:

- In April 2011, EGYPTAIR M&E obtained the FAA approval under FAR 145 as an approved Repair Station.

- At the end of 2011, EGYPTAIR M&E joined Embraer aircraft services network as an authorized service center for the EMBRAER 170/190 family in the region.

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.

2015:

- In Aug. 2015, EGYPTAIR M&E launched a project for adding the overhaul capability for the engine type CFM56-7B.
- In November 2015, EGYPTAIR M&E signed a Joint venture agreement with Global Aerotec, South Africa, to launch a technical base at Johannesburg.

2016:

- In Jun 2016, EGYPTAIR M&E took delivery of its new complex in Terminal 3 to mobilize it for opening in 2016/2017.
- In November 2016, EGYPTAIR M&E launched the Implementation Project for AMOS; the modern MRO IT Platform.
- In December 2016, EGYPTAIR M&E state-of-the-art Calibration Labs have been accredited by the National Accreditation Board ANAB of the U.S.A.

2017:

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

2018:

- In February 2018, EGYPTAIR M&E hosted the 27th MRO Africa Conference & Exhibition.
- In August 2018, EGYPTAIR MAINTENANCE & ENGINEERING Won the Membership of IATP Board of Directors for the Third Time.

2019:

- In March 2019, EGYPTAIR M&E went live with the new integrated IT platform with AMOS solution at the core.
- In September 2019, EGYPTAIR M&E had granted operation licenses to its branches in Kingdom of Saudi Arabia.
- In Nov.2019, EGYPTAIR M&E 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 definition, 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: A380, A220, A320 (ceo/neo) Family, A340/A330 Family, A300-600, A330F and A300B4
 - Boeing aircraft types: B737-Classic, B737NG, B777series, B787, B767 and B757.
 - Embraer aircraft types: E170/175 & E190.

Engine Maintenance

- EGYPTAIR M&E maintains the following Engines types:
 - V2500 A1/A5, CFM56-7B, and CFM56-5C with the scope of quick engine change (QEC) strip & build, modular replacement and engine core overhaul.
 - CFM56-3C/5C/7B, V2500 A1/A5, 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 (7743 Part Numbers) such as mechanical components (hydraulics, brakes, and wheels) and avionic components (ATEC, Radio instruments, and 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: DC/AC voltage, electrical current and resistance.
 - Electrical Calibration of Thermocouple Indicators
 - Length/Dimensional Metrology
 - Pressure instruments 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, Liquid penetrant inspection, Magnetic partial inspection, Radio graphic inspection and Thermographic Inspection.

Certifications & Accreditations

- EGYPTAIR M&E holds and maintains the following accreditations & certifications which govern 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
 - ISO 45001:2018
 - 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

- EGYPTAIR MAINTENANCE & ENGINEERING and Boeing signed supplier agreement 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 including Landing Gear Exchange and Quick Engine Change kit solutions to support EGYPTAIR fleet.
- EGYPTAIR MAINTENANCE & ENGINEERING maintained the current approvals, authorization & accreditation granted from regulatory & compliance bodies and organizations.
- EGYPTAIR MAINTENANCE & ENGINEERING strongly participated in MRO Middle East in its 2021 edition held in Dubai, June 2021.
- EGYPTAIR MAINTENANCE & ENGINEERING successfully supported the entry to service for EGYPTAIR new fleet, A220/A320neo, in addition to the A321neo scheduled to join EGYPTAIR Fleet in Oct. 2022.
- EGYPTAIR MAINTENANCE & ENGINEERING 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 despite the travel restrictions.

Performance Analysis

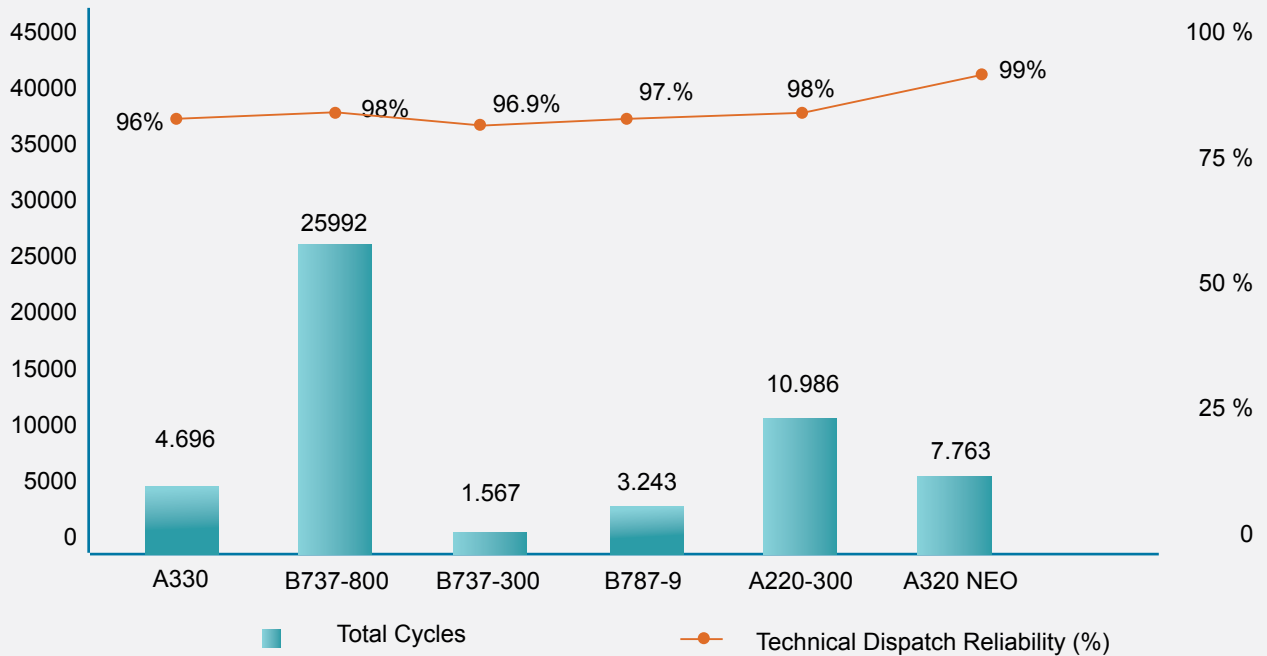
In 2020/2021, EGYPTAIR MAINTENANCE & ENGINEERING (EGME) turnover shrank to 1.97 billion EGP driven by the extended consequences of the global spread of COVID-19 that hit the aviation sector the most.

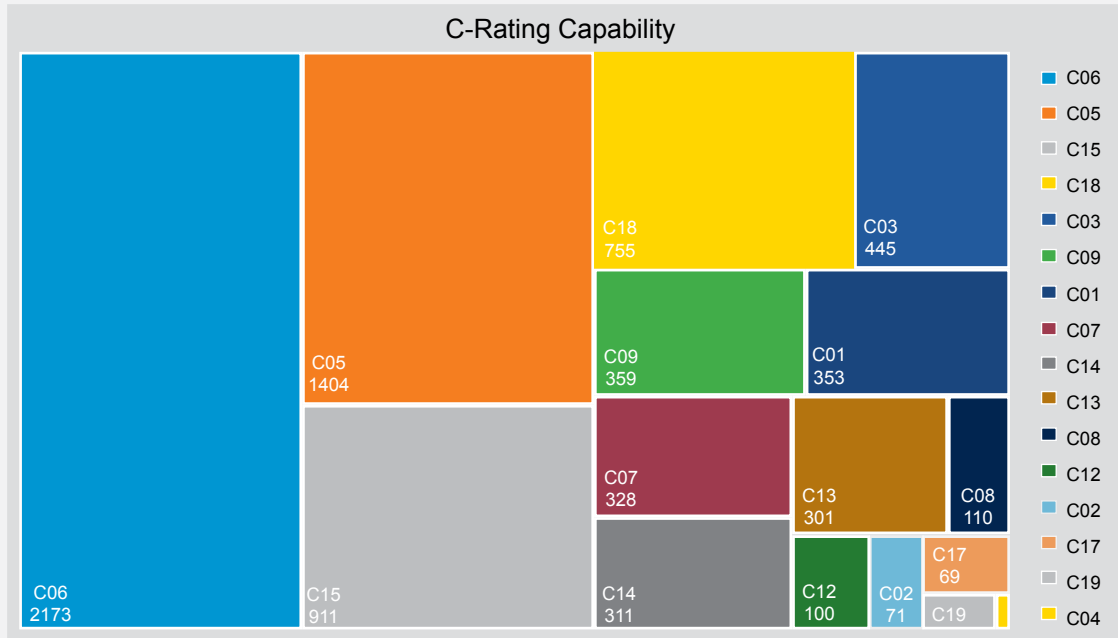
Facing such an unprecedented situation, losses wouldn't be avoidable, however, EGME managed to maintain a third party contribution at the level of 24% of the operating revenue.

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

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.

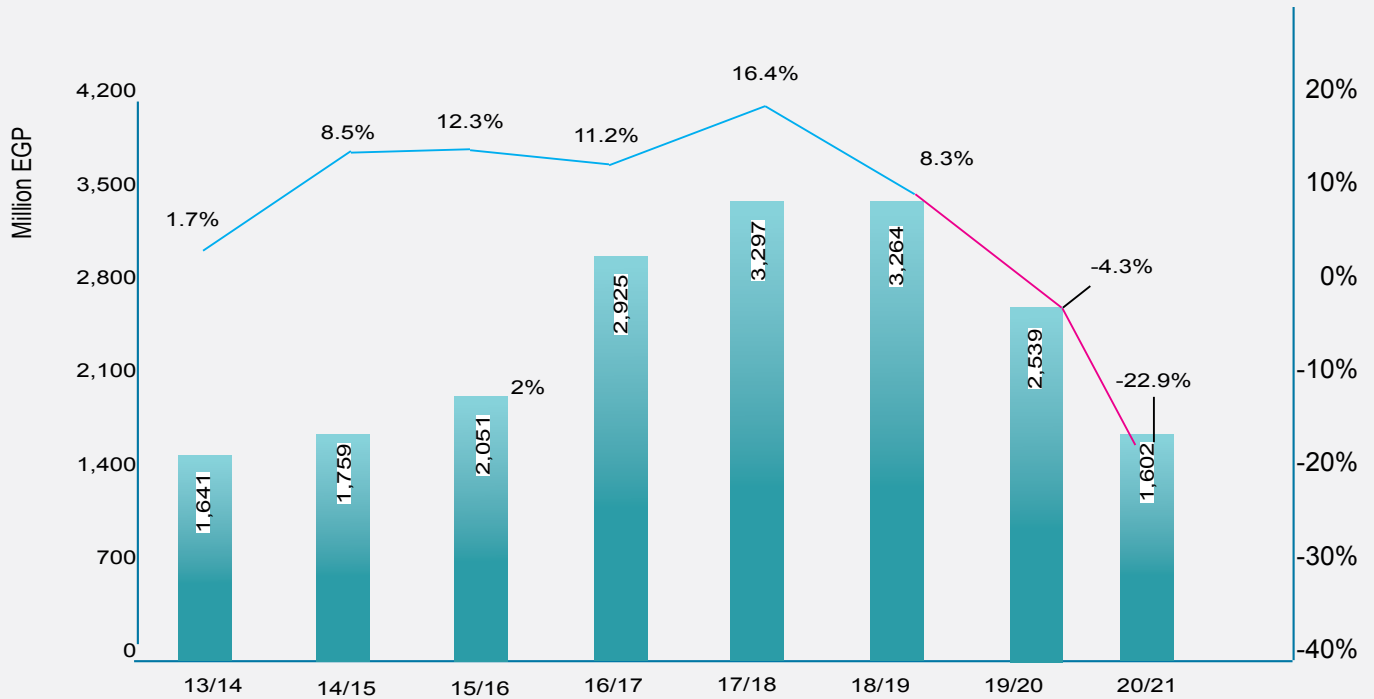
Technical Dispatch Reliability for managed Fleet





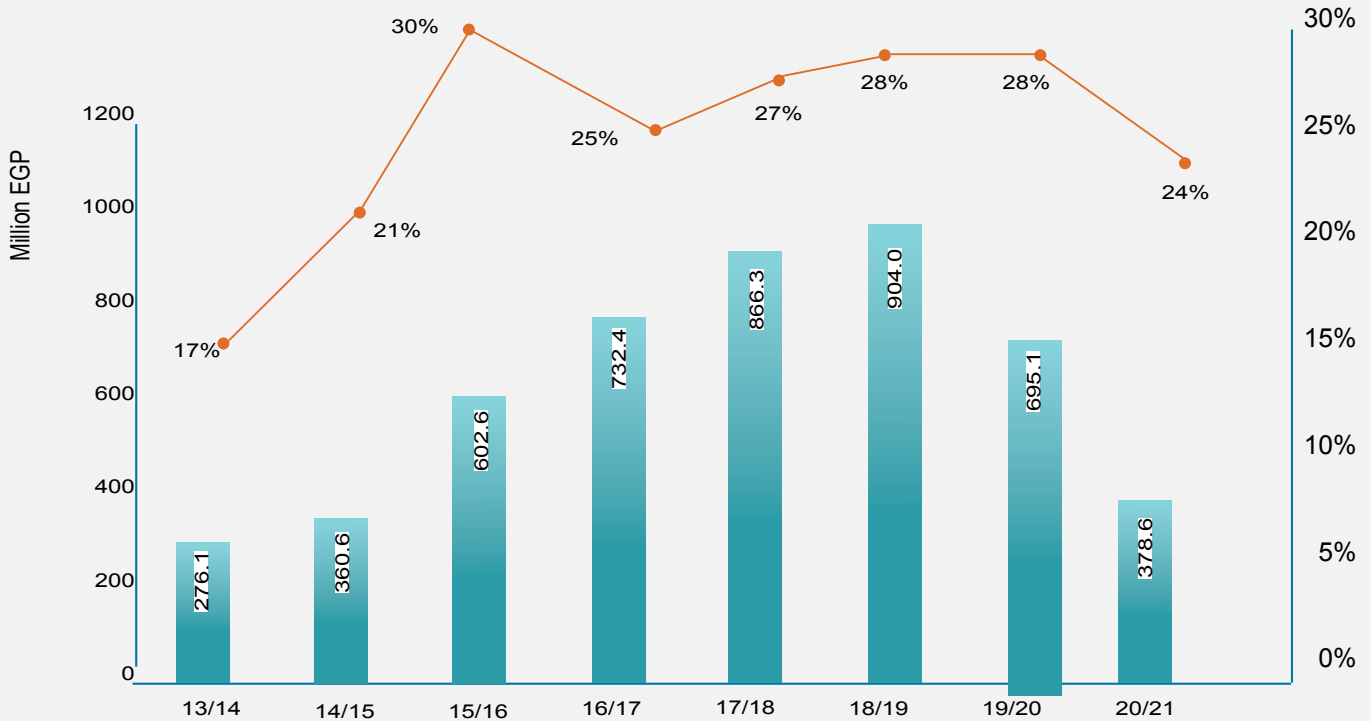
COVID-19 consequences severely decreased total the revenue (-37%) in comparison with the previous fiscal year that resulted in losses of 367.6 million EGP.

Total revenue growth vs profit margin



EGYPTAIR M&E maintained its third-party revenue share at 24%

3rd Party revenue evolution & contribution



New & On-going Projects

Network Expansion

EGYPTAIR M&E is in progress to launch its operation at Kotoka International Airport, Accra, Ghana to support EGYPTAIR operation and other third-party customers.

New Maintenance Facility

EGYPTAIR M&E is in progress to contract a specialized consulting firm to develop the design for its new light & heavy maintenance complex at Cairo International Airport.





EGYPTAIR CARGO was founded in 2002, as a subsidiary business unit of EGYPTAIR HOLDING Co. Since its foundation, EGYPTAIR CARGO has been on the forefront of transporting, 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 the 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 aircraft 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 us to fly and serve around 61 scheduled international destinations in the major cities in USA, Europe, Africa, Gulf area and the Far East, in addition to the capability to operate charter and ad-hoc freighter flights.

- A third cargo facility with a capacity of 30,000 tons /year has been constructed at the industrial zone of the 10th of Ramadan City, 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 20,000tons / 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 the Middle East.

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 domestic flights.

EGYPTAIR CARGO now boasts a team of more than 1300 employees serving 31 international airlines from Cairo, 7 international airlines from Luxor and 14 international airlines from Borg El Arab.

Company Milestones and Highlights

- ▣ Achieved a surplus of 27 Million EGP after taxes.
- ▣ Handled 139,274 tons as a total of cargo carried through Cairo cargo complex of which 25,704 tons were handled for foreign airlines.
- ▣ Achieved stability in market share carrying and handling approximately 58% from total export market weight and 74% from total import market weight.
- ▣ Operated 1231 Flights.
- ▣ 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 15,000 SQM.
- ▣ Signed special prorate agreements with 17 large airlines, in order to serve more destinations worldwide and increase the load factor on its flights as follows: AF,BT,CI,KM,ET,SN,SV,LX,OZ,QF,RU,SU,UL,VN,VS,W8,8D.



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 company was able to defend its position in a fierce competing market situation.

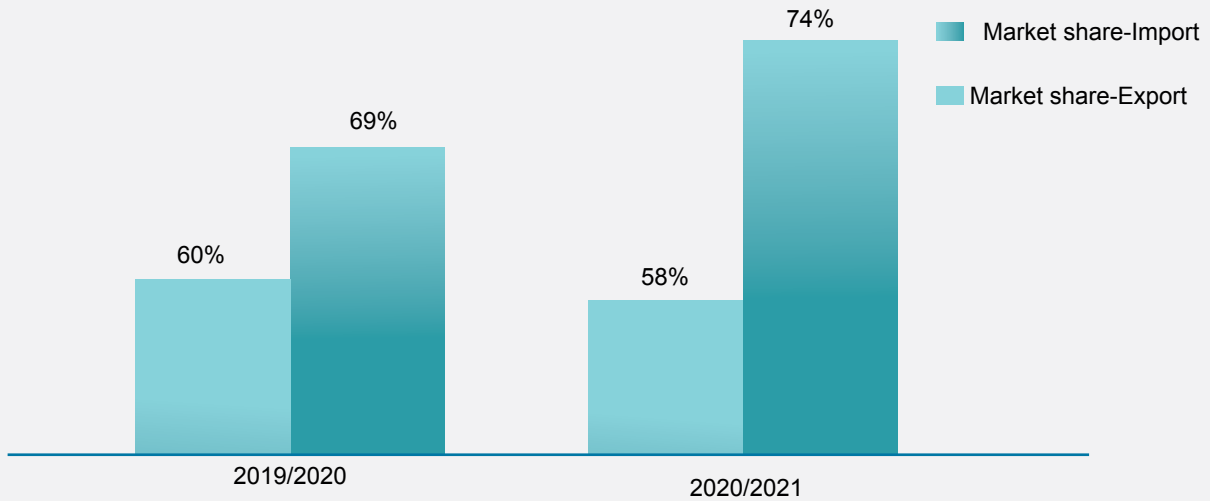
Flexible pricing strategy has a great impact to skim potential market, however, a mix of premium pricing and price penetration strategy was applied.

EGYPTAIR CARGO is still positioned as a market leader in the Middle East & Africa by applying broad differentiation strategy that makes it unique from competitors.

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

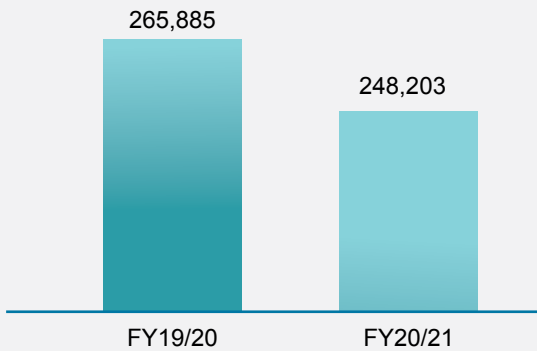
Key Performance Indicators 2020/2021

EGYPTAIR Market Share

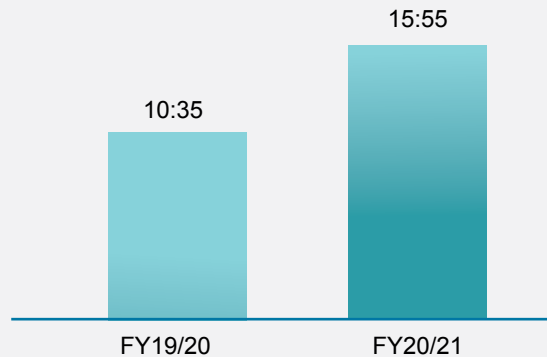


Total market weight (Inbound & Outbound) decreased from 265,885 tons in the financial year 2019/2020 to become 248,203 tons in the financial year 2020/2021.

Total Market Weight



Average Fleet Utilization

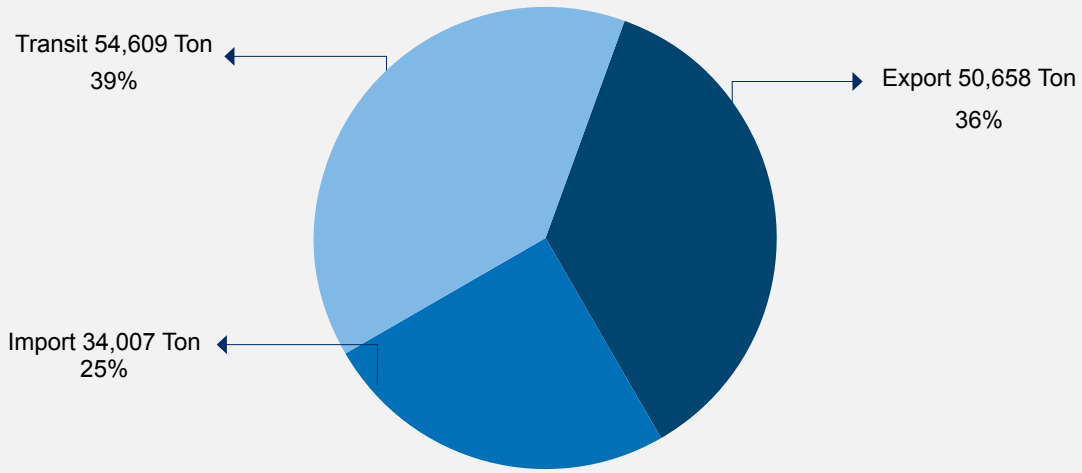


FY 2020/2021 experienced a decrease by market volume by 7% compared to previous year.

Average utilization increased by 50% in FY 2020/2021 compared to previous year

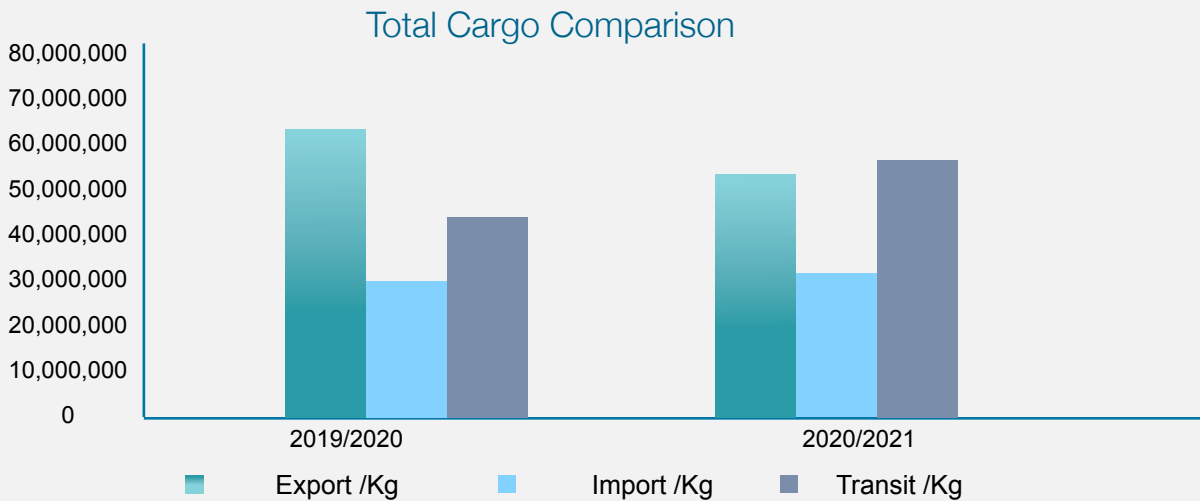
Total Cargo Carried 2020/2021			
	Freighter	bellies	TOTAL
Export/tons	25,220	25,438	50,658
Import/tons	24,990	9,017	34,007
Transit/tons	42,701	11,908	54,609

Total Cargo 2020/2021



The total load carried in FY2020/2021 recorded an increase by 0.23% compared to previous year.

Two Financial Years Load Comparison			
Years	Export/ton.	Import/ton.	Transit/ton.
2019-2020	62,819	32,367	43,765
2020-2021	50,658	34,007	54,609



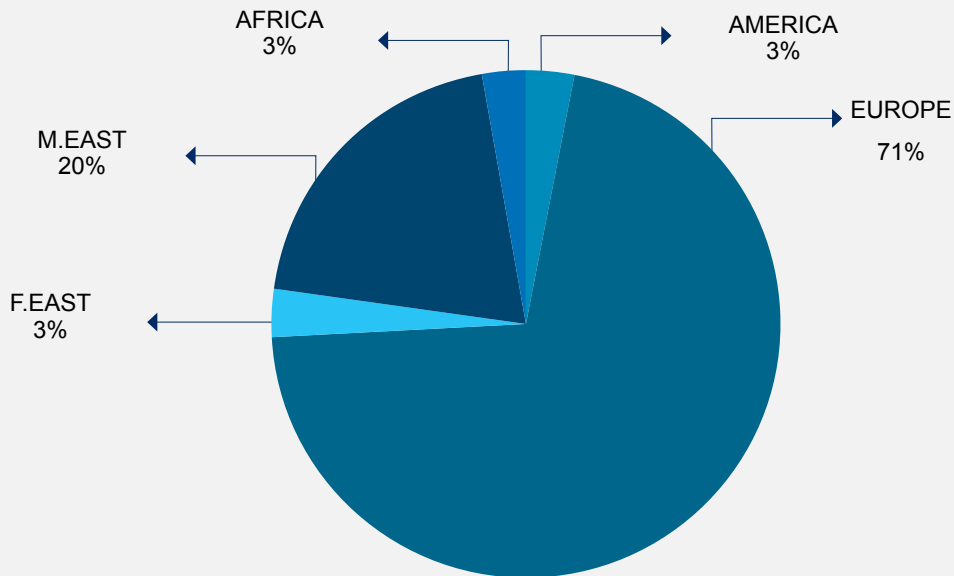
Export cargo carried was decreased by 19%, exports recorded 50,658 tons in FY2020/2021 versus 62,819 tons same previous level, While import cargo carried was increased by 5% ,imports recorded 34,007 tons in FY 2020/2021 compared to 32,367 tons same previous level .

As for transit shipments 54,609 tons were carried in FY 2020/2021 compared to 43,765 tons same previous level by an Increase of 25 %.

EGYPTAIR
2020-2021 ANNUAL REPORT

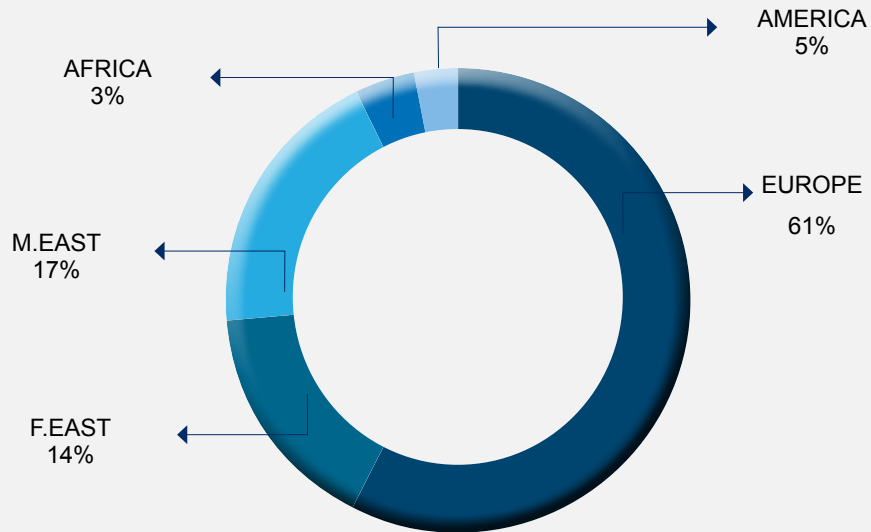
Export Load by Region / kg.			
Region	FREIGHTER	BELLIES	TOTAL
AFRICA	659,171	752,984	1,412,155
AMERICA	138,381	1,530,531	1,668,912
EUROPE	19,113,100	16,660,433	35,773,533
F.EAST	367,866	1,227,620	1,595,486
M.EAST	4,941,344	5,266,244	10,207,588
TOTAL	25,219,862	25,437,812	50,657,674

2020/2021 Export Percent Share by Region



Import Load by Region / kg.			
Region	FREIGHTER	BELLIES	TOTAL
AFRICA	530,468	403,428	933,896
AMERICA	373,871	1,379,297	1,753,168
EUROPE	15,930,266	4,776,086	20,706,352
F.EAST	3,668,741	1,000,148	4,668,889
M.EAST	4,486,627	1,458,413	5,945,040
TOTAL	24,989,973	9,017,371	34,007,344

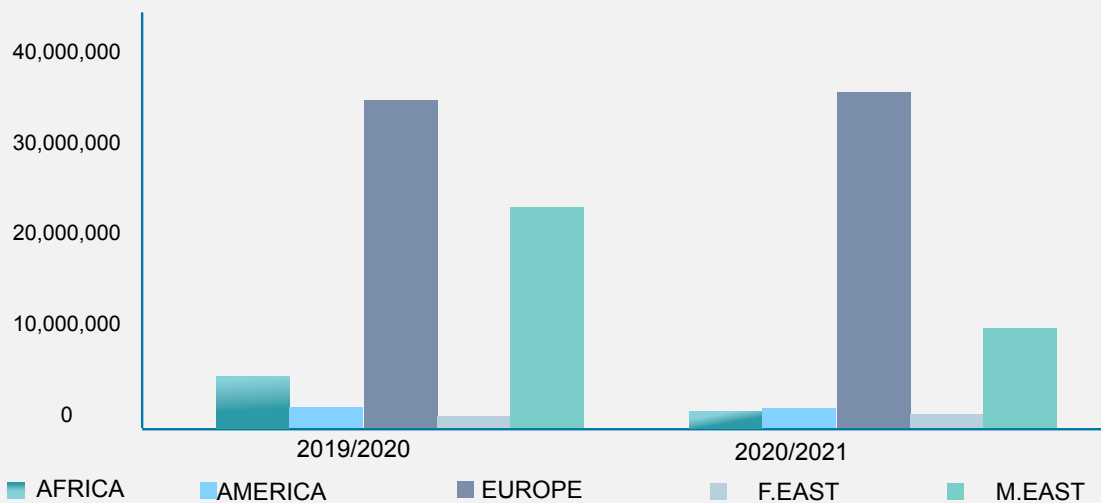
2020/2021 Import Percent Share by Region



Export Load Comparison 2 Years by Region/kg.

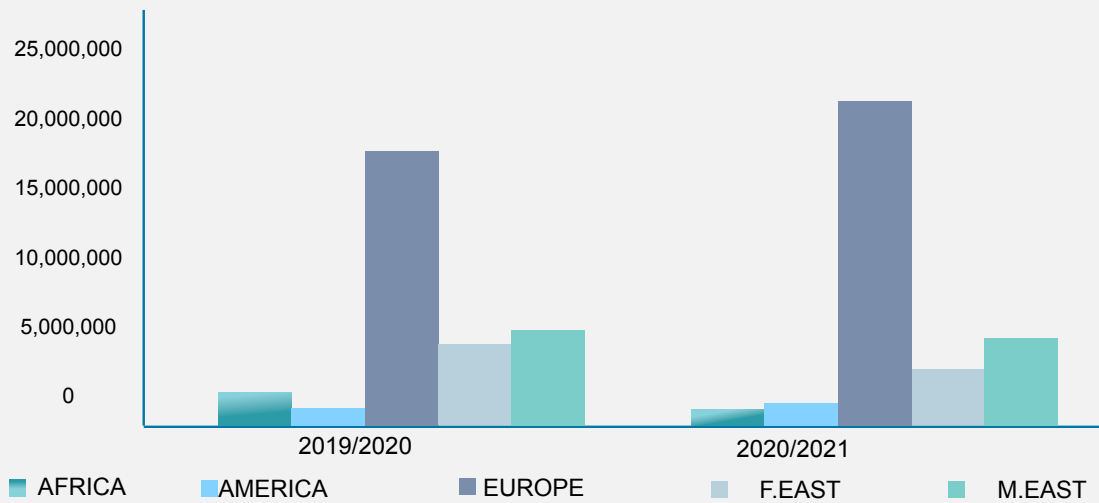
Region	2019-2020	2020-2021
AFRICA	5,103,451	1,412,155
AMERICA	1,908,658	1,668,912
EUROPE	36,025,905	35,773,533
F. EAST	1,202,850	1,595,486
M . EAST	18,577,805	10,207,588

Export Load Comparison



Import Load Comparison 2 Years by Region/kg.		
Region	2019-2020	2020-2021
AFRICA	1,307,633	933,896
AMERICA	844,279	1,753,168
EUROPE	18,818,082	20,706,352
F. EAST	5,057,665	4,668,889
M . EAST	6,338,943	5,945,040

Import Load Comparison



New Products

- ☑ COVID-19 vaccines
- ☑ Medical masks
- ☑ Medicinal alcohol
- ☑ Anti-virus protective suits
- ☑ Protective glasses

COVID-19 Impact

- The COVID-19 crisis had a significant impact on the air cargo sector, with an 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.
- Although the 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 e-commerce in a way that is destined to benefit all providers of cargo transportation. The pandemic may have accelerated the global transition to e-commerce by five years. It is expected that 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.



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 and 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 the 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
Duty free[®]



EGYPTAIR 
TOURISM & DUTY FREE

Duty-Free shops started operating in 1963 at the transit terminal in Cairo International 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.

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

EADF has its own unique and exclusive travel retail concept that offers travelers an extensive premium selection of 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 satisfy customers’ needs.

EADF outlets and product mix are individually tailored to serve travelers’ preferences at every entry and exit at Egyptian Airports and inside Egyptian cities. EADF core value is to provide travelers with an exclusive duty free shopping experience beyond expectations by having the highest standards of customer service, retail execution and exquisite product offering. EADF delivers the highest standards of customer service, so we continuously review and develop the core propositions in order to meet and manage the ever-changing market trends and consumer demands.

Stores:

EGYPTAIR DUTY FREE (EADF) operates 93 retail outlets, which includes Diplomatic shops, located in all airports in Egypt. In addition, there are retail units outside airports in Cairo, Sharm EL-Sheikh, Hurghada, Taba, Gouna, and Aswan in addition to In-flight shopping services onboard EGYPTAIR AIRLINES & AIR CAIRO.

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

Highlights:

- EADF started operating in Terminal (2) Arrivals, 7/8 Gate Stores at Cairo International Airport
- EADF established and opened stores in both Arrivals & Departures in Assiut International Airport.
- Opening new store at Terminal (1) in Hurghada International Airport (for Russian travelers).
- Opening city shop in Hurghada.
- Setting Up city shop in Ne’ma Bay, Sharm El-Sheikh.
- As per our Renovation Plan, Kasfareet Warehouse (near 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 Capital International Airport stand ready for operation.
- EADF in Departures & Arrivals at Sphinx International Airport stand ready for operation & there is a plan to extend its stores there.

Initiatives for Environment Protection:

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

- ▣ Upgrading EADF transport fleet by introducing eco-friendly trucks with low- gas consumption.
- ▣ Using a polyethylene bags which can be reprocessed without causing environmental damage.
- ▣ Replacing Light bulbs with Led in all EADF outlets to reduce energy consumption.
- ▣ Using new Environmental measuring and monitoring equipment to measure the emission in the stores and warehouses.

New Services:

Introducing a new E-Commerce module after new system installation. The focus of our attention is constantly on the traveler: Whether a traveler prefers to shop online or at the airport, collect pre-ordered and -packaged goods en route to their destination .

EADF is planning to integrate with EGYPTAIR Loyalty program – EGYPTAIR Plus to redeem the points on its stores.

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 net income of 15.6 million EGP in 2020/2021 in comparison to 168,6 Million LE in 2019/2020.

	2019/2020	2020/2021
Revenue	2,144,513,929	1.235.924.267
Expense	1,975,910,521	1.220.311.181
Surplus without taxes	168,603,408	15.613.086

Covid-19 Impact on Performance:

Due to air traffic suspension during Covid-19, except for emergency flights, EADF revenue declined by 908.5 Million EGP compared to the previous year which had adversely impacted the global economic activities.

EADF business has been greatly affected by this unprecedented event as a result of lockdowns, international border closures and other control measures imposed by the governments worldwide to curb the spread of the COVID-19. EADF swiftly implemented tough but necessary measures which included closing down non-performing outlets, suspending non-essential capital expenditures and carrying out cost containment exercises to mitigate the pandemic's impact on the Company's operations and ensuring the safety and well-being of the staff.

While the severity and uncertainty of COVID-19 outbreak has adversely affected the company's financial performance for the year 2020/2021, the company continues to maintain a strong balance sheet; EADF net assets position is 376 million EGP in comparison with 136 million EGP in 2019/2020 and cash & bank balances are 81.5 million EGP in comparison with 57.6 million EGP in 2019/2020. This empowered EADF to manage the current challenges and at the same time continue to pursue business opportunities that will bring greater value to our shareholders.

The recovery was set back by fresh waves of infections and the emergence of new variants of the coronavirus. The World Tourism Organization (UNWTO) expects a small rebound in international travel arrivals by the second half of 2021, and a full recovery to 2019 levels in 2024/2025.

EADF redefined the workplace hygiene. The Company has strictly implemented new standards of safe working with guidelines for social distancing. Face masks were mandatory for all employees and customers visiting our stores. We also ensured regular sanitization of all our locations and adequate availability of sanitizing materials.

Challenges:

- ❑ The new local customs laws and regulations.
- ❑ Unstable Air Traffic. Sudden restrictions are issued from different countries without prior notice affecting passengers 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 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, – negatively affecting planning with suppliers.
- ❑ Airport authorities allocating multiple locations to competing suppliers.
- ❑ Economic factors such as interest rates, inflation, liquidity, and globally job creation continues to be the biggest threats as well as opportunities for the Company.

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.
- ❑ Getting discounts on the store rentals.



EGS Company was founded in 1932 as a department of EGYPTAIR. In 2003, EGS Company was established according to the Law No. 203 of the year 1991 and the Law No. 159 of the year 1981 as an Egyptian Joint Stock and a subsidiary of EGYPTAIR HOLDING Company. EGS Company has been providing high quality aircraft ground handling in accordance with the international standards for 89 years in all Egyptian airports.

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

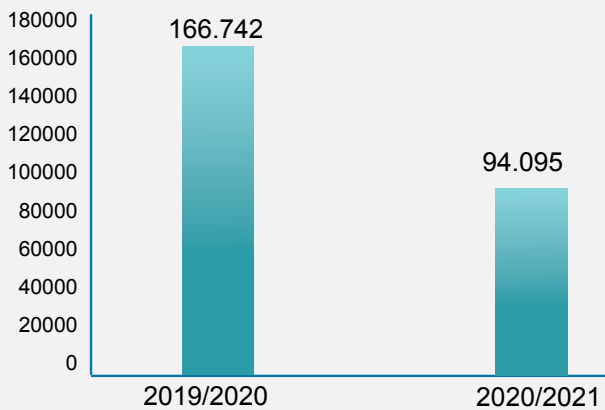
1. Passenger and baggage handling.
2. Ramp handling for all kinds of A/C.
3. Loading and unloading for all types of A/C.
4. Crew and employees ground transportation.
5. Maintenance and repair up to overhaul for all types of airport ground equipment.
6. Representation of our customers covering :
 - a) 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 2020/2021, EGS provided high quality standards of ground services for 151 contracted customers for over 47920 flights; it has utilized more than 1270 of most developed equipment and highly qualified and trained ground handling staff in accordance with IATA and ICAO regulations.

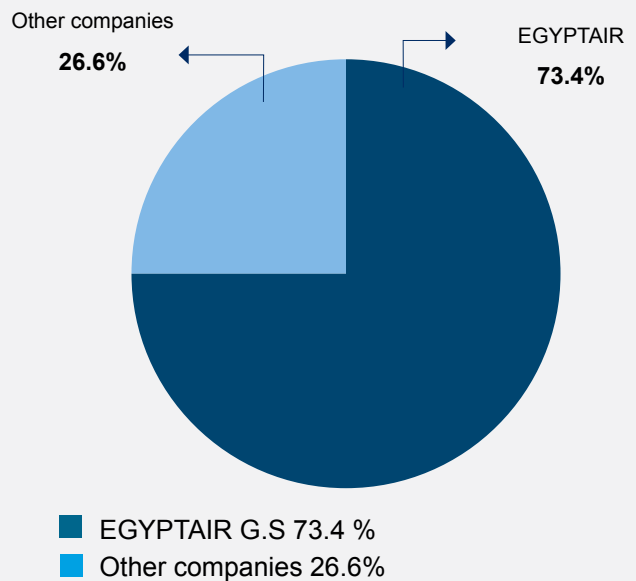
Performance Highlights:

Operational Analysis:

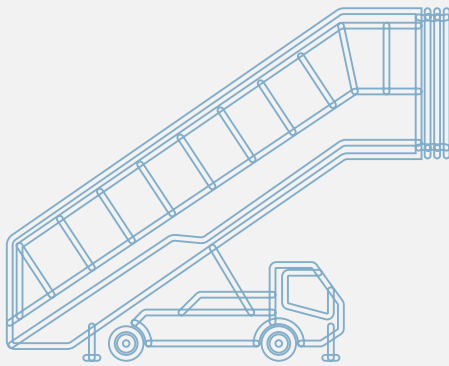
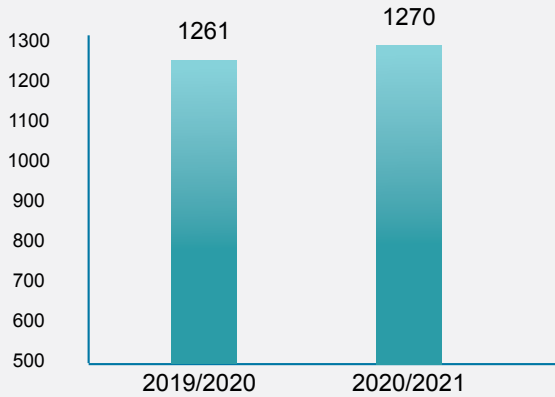
■ We offered about 94095 services to an EGYPTAIR and foreign companies using about 1270 equipment.



■ EGYPTAIR ground services achieved 73.4% of market share of total ground services provided at the Egyptian airports.

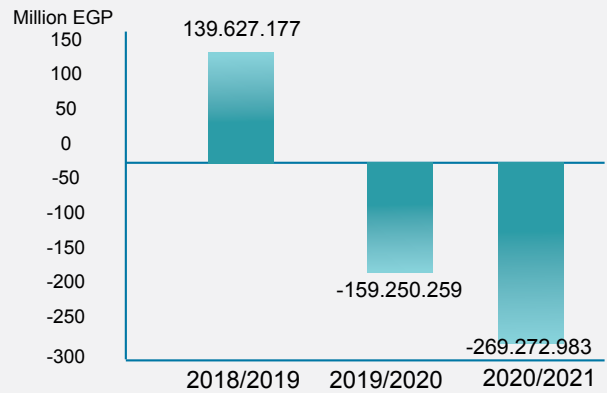


- Our equipment fleet is about 1270 inside the ramp area.



Financial Analysis:

- In 2020/2021, the net profit/loss has become -269.272.983 due to the negative impact of COVID-19.
- A profit about 139,627,177 EGP was achieved in the year 2018/2019. In 2019/2020, the net profit/loss has become -159.250.259 EGP due to the shutdown of airports all over the world including Egyptian airports because of the negative impact of Covid-19 virus on ground services operations.



Contracts

Service	2019/2020	2020/2021
Full handling	27 companies	28 companies
Ramp handling	106 companies	109 companies
Agents	14 companies	14 companies
Total	147 contracts	151 companies

New and on-going projects:

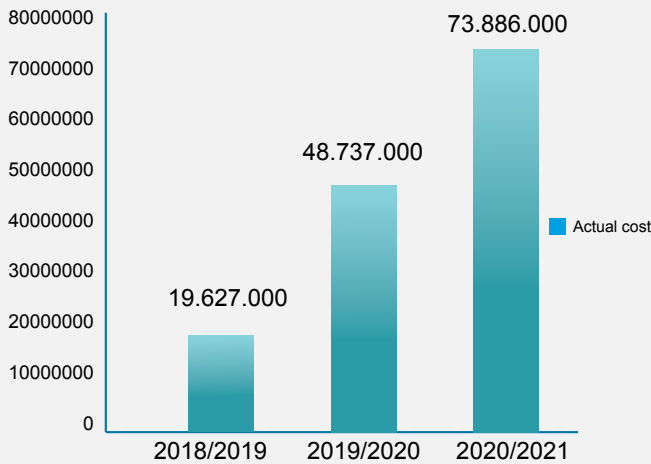
- Ground services building in Terminal Building 3 (TB3)
- other projects whose budget is as follows:

1stProject:

Modernizing and increasing the equipment fleet to ensure competitive service Quality & to cover the core business growth requirements and replacement plan.

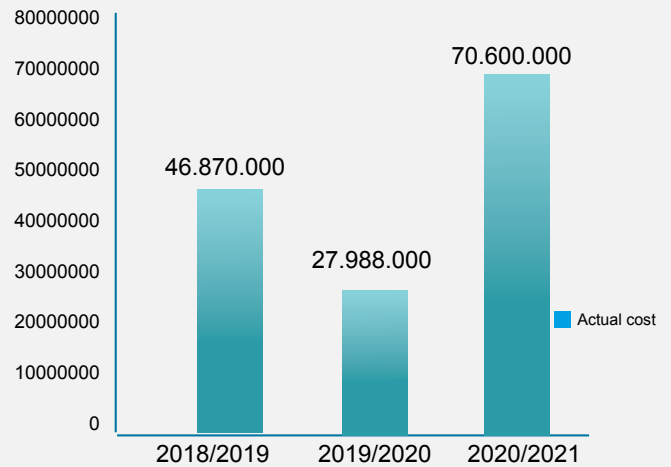
Actual Cost of 2020/ 2021: EGP 73,886,000

Projected Cost for 2021/ 2022: EGP 0.000.000.



to travel a long distance or to consume a lot of fuel.

- For all of these reasons, there was a necessity for construction of TB3.



2nd project

Enhancement of the work space infrastructure and environment through upgrading and building workshops (Terminal building 3), in addition to staff accommodation sites in Cairo and domestic stations to reach staff satisfaction and good presentation of work.

Actual Cost of 2020/ 2021: EGP 70,600,000

Projected Cost for 2021/ 2022: EGP 42,075,000

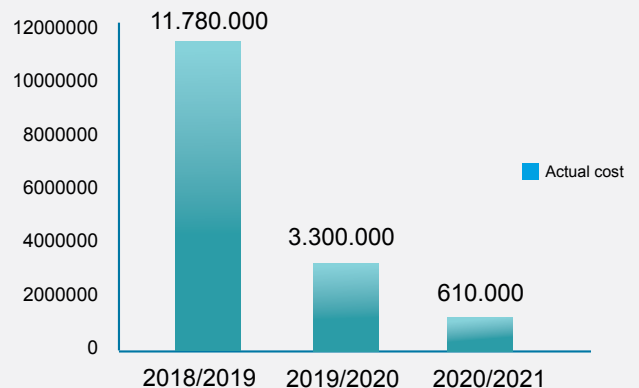
Terminal Building (3) consists of:-

1. Operational building headquarter
2. Loading Building headquarter
3. Fuel station Building
4. Workshop for maintenance of ground services equipment in Terminal Building 3

- The long distance between Terminal 3 and the main workshop in Terminal 1 (for maintenance and repair reasons of the equipments) leads to the damage of these equipments (passenger stairs, cargo loaders, belt loaders, etc.), as these equipments were not designed

3rd project:

- Enhancing company activities automation through implementing resources management system, application of data center
- Actual Cost of 2020/ 2021: EGP 610,000
- Projected Cost for 2021/ 2022: EGP 7,000,000



Certificates:

Through that year, EGS achieved the following:

NO	Certificate	Station	Validation Date
1	Ground Handling Operating Certificate (GHOC)	ALL	Jan. 2023.
2	Conduct Agency Activities (ECAA)	ALL	MAY 2022.
3	Repair Station Operation (ECAA)	CAI	Jan 2022
4	ISAGO Provider Registration	CAI	DEC 2023
5	ISAGO Provider	CAI	DEC. 2022
6	ISAGO Provider	SSH	March 2024
7	ISAGO Provider	HBE	NOV. 2023
8	ISAGO Provider	HRG	OCT. 2023







EGYPTAIR is the national airline of Egypt founded in 1932, at Cairo International Airport as its main hub, to be the flag carrier of Egypt. EGYPTAIR In-Flight Services Company was established in 1947 to handle the catering services for EGYPTAIR fleet as well as the foreign carriers' aircraft in Cairo International Airport. It has evolved throughout the years from being Catering Service sector in United Arab Airlines in 1958 until it became a subsidiary of EGYPTAIR Holding Company under the name EGYPTAIR In-Flight Services in 2003, aiming at providing catering services for the entire EGYPTAIR fleet alongside various domestic and international airlines.

The company witnessed great developments in its fields of activity. It grew to include not only catering services but also managing Cafeterias, Restaurants, Lounges and Hotels, Event Catering, Laundry Services, Washing Equipment, and Dry Ice from our own factory, besides Loading/ Offloading Services. Throughout the phases it has undergone, EGYPTAIR In-Flight Services Company proved paramount success in catering services for diverse airlines inside and outside Egypt.



Our catering units

Cairo Catering Complex

- Land Area (m²) : 52000
- Building Area (m²) : 15000
- Employees : 1962
- Production Capacity (Meals/ Day) : 40,000
- Average Meals/ Day : 20,000
- High-loader Fleet : 42



Hurghada Catering Unit

- Land Area (m²) : 3200
- Building Area (m²) : 1050
- Employees : 150
- Production Capacity (Meals/ Day) : 4,000
- Average Meals/ Day : 2,800
- High-loader Fleet : 3



Sharm el-Sheikh Catering Unit

- Land Area (m²) : 2250
- Building Area (m²) : 1200
- Employees : 100
- Production Capacity (Meals/ Day) : 4,000
- Average Meals/ Day : 2,400
- High-loader Fleet :- 3



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

- ISO 9001 / 2018 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.

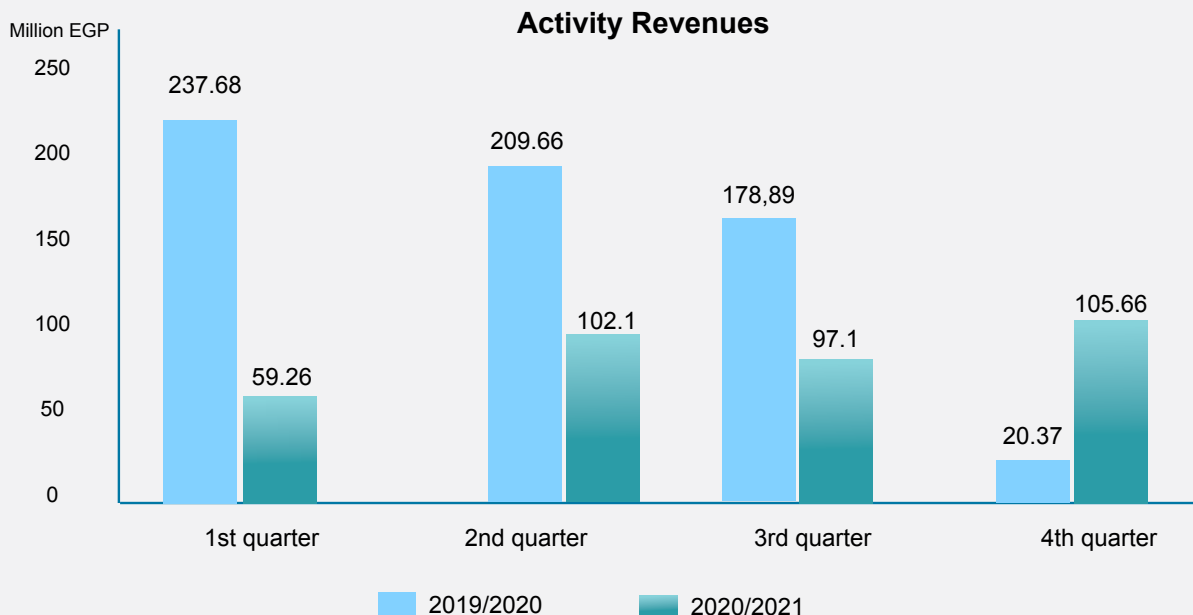


Performance and financial overview:-

Financial overview:

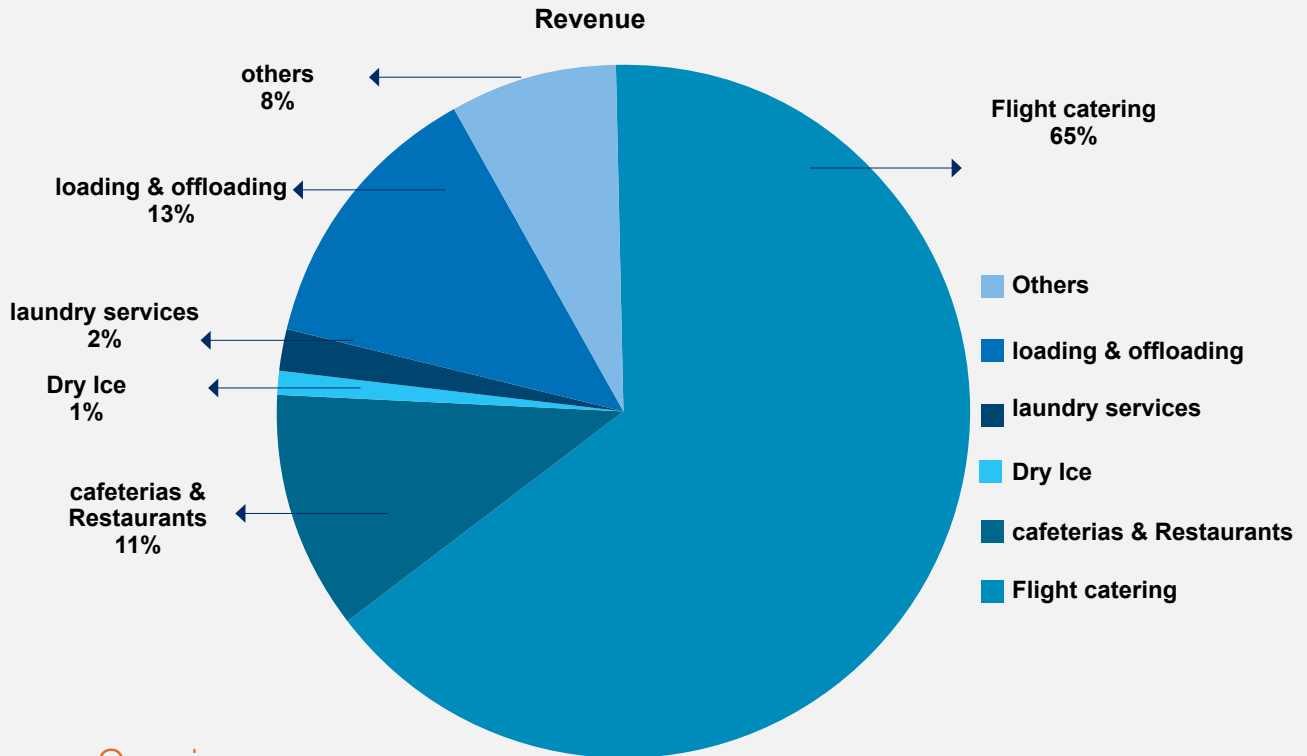
During the fiscal year 2020/2021, EGYPTAIR IN-FLIGHT SERVICES Company achieved a total revenue of 397.47 Million EGP instead of 694.58 million EGP achieved in fiscal year 2019/ 2020, which showed losses in the fiscal year 2020/ 2021, amounting to 170.63 Million EGP, due to the Covid -19 impact on business.

The below chart shows the financial comparison between the fiscal year activity revenues in 2019-2020 & 2020-2021



The total revenue of the fiscal year 2020-2021 is distributed on our services as follow: -

Flight catering	cafeterias & Restaurants	Dry Ice	laundry services	loading & offloading	others
258,056,038	44,611,020.92	2,371,317.99	9,080,824.38	49,991,940	33,356,746



Performance Overview

Flight catering

EGYPTAIR In-Flight Services Company prepares food and beverages as per menus agreed upon with the airlines, taking into consideration passengers' needs and desires, in addition to Royal, Presidency, and VIPs flights. The total sold meals are about 5.5 million meals.

Loading/ Offloading Services (high loaders)

EGYPTAIR In-Flight Services Company has a large vehicle fleet of 48 high-loaders in all units, including chilled high loaders responsible for the safe transportation of meals from catering facilities to the aircraft, in addition to other 11 vans, 4 pickups and 1 tractor. The fleet has been renewed with five anti-collision high-loaders in 2019.

In the fiscal year 2020-2021, the total revenue of loading & offloading is approximately 50 million.

Cafeterias and Restaurants

EGYPTAIR IN-FLIGHT SERVICES Company manages a number of cafeterias and restaurants in Cairo International Airport and domestic airports as follows:

- Cairo International Airport: (30) cafeterias, (2) restaurants and (10) lounges
- Domestic Airports: (2) in Suhag, (7) Borg El Arab, (3) Assiut and (1) Hurghada Airports
- Transit Hotels at TB3

EGYPTAIR IN-FLIGHT SERVICES Company cooperates with some companies that have international commercial brands within this field to provide customers with various and high quality services such as the international companies "Coffee Shop" and "Segafredo Espresso". In the fiscal year 2020-2021, the total revenue of cafeterias & restaurants is approximately 44.6 million EGP.

Event Catering

EGYPTAIR In-Flight Services Company provides catering services for different events inside or outside its premises, varying between seminars, conferences, and workshops, as well as seasonal events like the Holy month of Ramadan.

Our main conference room can accommodate 385 individuals and is equipped with the most up-to-date equipment. EGYPTAIR In-Flight Services Company also offers a superior VIPs' Lounge for lunch and dinner parties with high level hosting services.

EGYPTAIR In-Flight Services Company regularly provides its catering services to other subsidiaries, in addition to special meals customized for patients with different medical conditions in EGYPTAIR Medical Services Company.

Laundry Services & Washing Equipment

EGYPTAIR In-Flight Services' Laundry Services are designed to clean A/ C fabric materials such as blankets, tablemats, towels, linen, seat covers, etc.

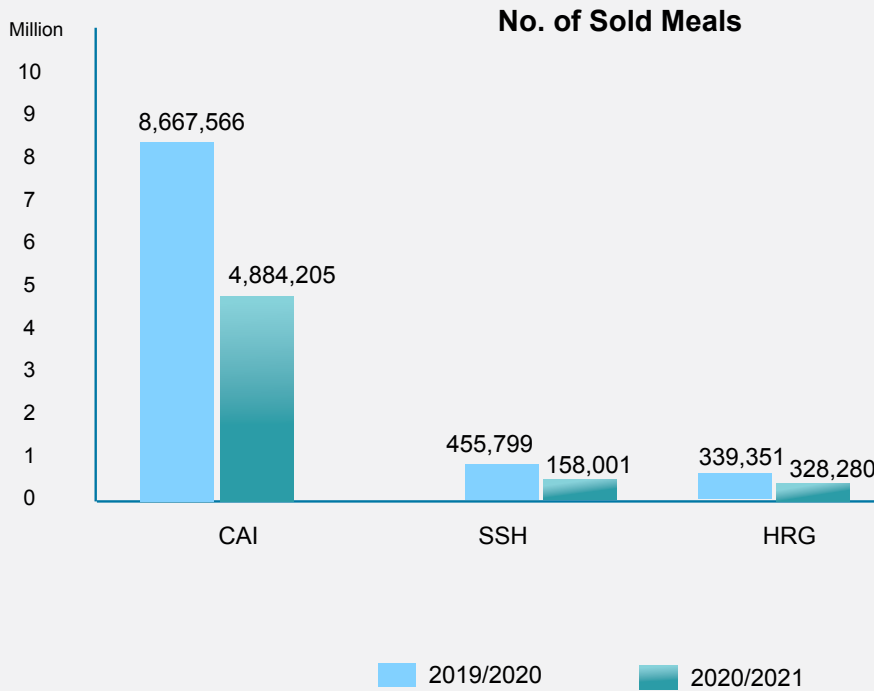
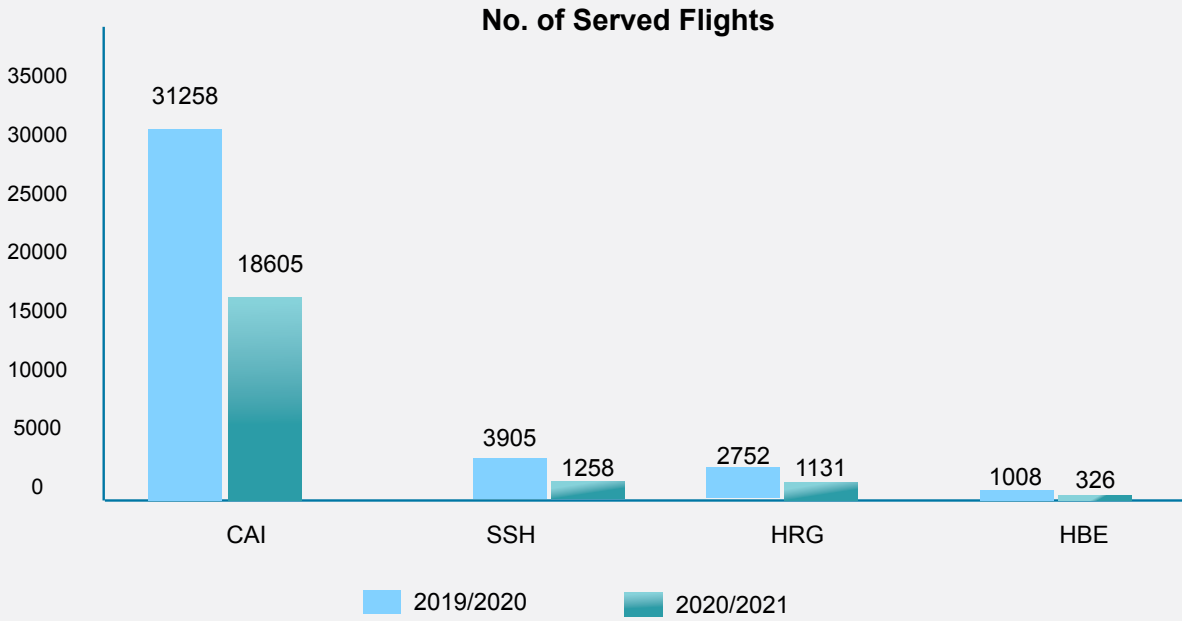
EGYPTAIR In-Flight Services Company dedicates an area for dishwashing all aircraft utensils and equipment such as cutlery, chinaware, glassware, ovens, trolleys, etc.

In the fiscal year 2020-2021, the total revenue of laundry services & washing equipment is approximately 9 million instead of 21.5 million in the fiscal year 2019-2020, due to the replacement of the melamine & china equipment used in serving meals with disposable equipment, according to the health procedures followed to confront the Corona virus.



Dry Ice factory

EGYPTAIR IN-FLIGHT SERVICES Company owns a dry ice factory that is responsible for producing dry ice for both EGYPTAIR & foreign flights besides the local market. This factory has the capacity of producing 300 kilograms/ hour in the shapes of blocks or fingers. In the fiscal year 2020-2021, the total revenue of dry ice is approximately 2.4 million.



Company highlights



Participation in exhibitions and conferences

We participated in Dubai Expo 2020 in an effort to enter into a joint venture with an international partner in the field of flight catering & managing cafeterias.

New Contract

During the fiscal year 2020/ 2021, EGYPTAIR IN-FLIGHT SERVICES Company signed new catering contracts with airlines such as:

- Air Canda airlines.
- Yemen Airways.
- Nile Air.
- Entering a tender to obtain a contract to provide catering services for Air Algérie and Royal Air Maroc.

An important event

As of April 2021, the company resumed catering hot meals on EGYPTAIR flights, after a period of providing snack service only according to covid-19 hygiene requirements.

Environmental conservation initiatives

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

Human Resources Development

During the fiscal year 2020/2021, the company trained about 350 employees with training centers in all fields as follows:

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



EGYPTAIR Hospital, located in Almaza, was established in 1983 as EGYPTAIR Medical Sector offering services exclusive to EGYPTAIR employees and their families. Over the years, its services were extended to cover all civil aviation field works. Now, we offer health care to a number of medical insurance companies and all of Egypt through our novel medical tourism programs reaching to customers and patients from all over the world.

In 2002, the hospital became EGYPTAIR Medical Services; a subsidiary of the main EGYPTAIR Holding Company. Our services have expanded and evolved to cover much more than customary departments (General Surgery & Medical Departments).

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

Major milestones achieved during the year

- Adding a New Oncology Surgery Unit.
- Adding a Geriatric Clinic.
- Adding a Vaccination Unit for the COVID-19 and its variants.
- Renovation of the Radiology Department by adding a New MRI – C.T devices.
- Adding Speech Therapy Clinic.
- Renovation of the Sterilization Unit of the Hospital.
- Adding the women health care unit (breast and uterus cancer investigation).
- Reconstruction and renewal of the intensive care unit (ground floor) & adding 9 beds to the intensive care unit 5th floor.
- Upgrading and renewal of the emergency department(ER).
- Adding to the dental department laser surgical unit for treatment and cosmetic needs.
- New Cardiac Catheterization System.
- Upgrading the rehabilitation & physiotherapy Department.
- Staff training either for administrative employees or medical sector.
- Establishing minimal Invasive therapy Unit for treatment of backache without surgical intervention.
- Nephrology Department has been upgraded with new modern hemodialysis systems.
- The completion of renovating hospital interface and entrances.
- Raising the efficiency of hospital infrastructure.
- Updated information network profile.
- Upgrading and automation of the hospital's communication network.
- Developing catering for patients' diets and meals and establishing a restaurant for physicians and staff.
- Automating all hospital systems, financial or administrative activities, as well as medical records and patients filing systems.

External Review

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

Performance Highlights

- Providing and increasing the number of ventilators to serve treatment of COVID-19 patients.
- Establishing the women health and early detection of breast cancer unit.
- Providing multiple new-born intensive care units (premature care).
- Upgrading Surgery & Oncology Departments. Mammogram for breast tumor investigations.
- Upgrading emergency department (ER) through qualified staff of specialist and experts and establishing of a specialized cure unit for COVID-19 cases and isolated patients.
- Increasing the No. of admission by renovating and creating more inpatient rooms.
- Advanced surgical operative theater (second floor) on the general surgery, obstetrics and gynecological surgeries.
- Creation of seven new medical units: Radio Interventional Unit, Intestinal Haemorrhage Unit, Plastic Surgery Unit, Dental Laser Unit, Stroke Unit, Intestinal Haemorrhage Unit, Hypertension, Diabetology 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 machines).
- Creation and Renovation of new dental department
- Creation of Therapeutic & abuse drug analysis unit (UAPLC MsMs) (Chromatography)
- Thermal frequency for the treatment of tumors of the glans without surgery.
- Thermal frequency for the treatment and management of pain.
- Thermal frequency for the treatment of varicose veins.
- Obesity surgeries & weight control unit.

No. of Patients in Patient Clinic

Year	Private cases	Family Patients	Contracting Companies	EGYPTAIR EMPLOYEES	Total
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
2020 – 2021	1503	8647	2719	17564	30433
Total	10890	40219	26840	85091	163040

No. of Patients out Patient Clinic

Year	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Number of patients	487472	509464	478171	450778	462085

Number of Total patients comparison



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 medial equipments.
- Renovation of I.C unit (ground and 5th floors)
- Renovation of the Emergency Department (ER)
- Moving the outpatient clinic at the airport and 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.
- The application of the electronic HMIS system to connect all hospital medical and administrative services through an electronic system without human intervention to reach the complete control of hospital resources as well as follow-up medical reports, work statistics and performance indicators with high accuracy.





EGYPTAIR 
SUPPLEMENTARY INDUSTRIES

Company History & Profile

EGYPTAIR Supplementary Industries (EASI) was established in April 2006 as one of EGYPTAIR Holding Company's subsidiaries to achieve the concept of integration with EGYPTAIR companies 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 companies, the Ministry of Civil Aviation, its companies, authorities, local and foreign markets.

EGYPTAIR Supplementary Industries aims at satisfying our customers 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 boxes, sandwich containers, bowls, lids... etc).
- Injection production line to produce (trays, cups, plates, bowls, lids... etc.).
- Filling and Packing production line to produce items such as (refreshing towels, sachets {sugar-creamer-salt-pepper}, cutlery packings...etc).
- Aluminum foil food containers production line.
- Paper cups 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, and 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

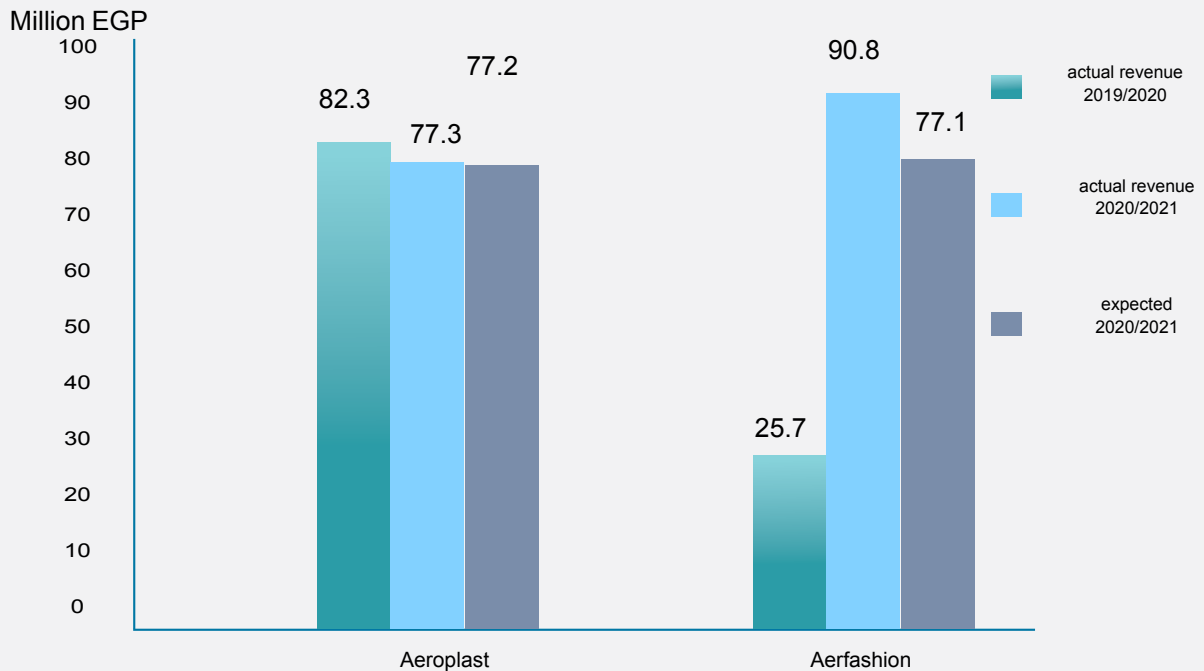
AeroFashion is a ready-made clothing factory, which uses the latest designs and sewing machines satisfying all the needs of EGYPTAIR employees' uniforms in addition to its customers. AeroFashion produces uniform for industrial, medical and hospitality wear. AeroFashion focuses on quality and is dedicated 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.
- Achieving a Net profit of 9.551 million EGP for the year 2020/2021.
- 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.
- Establishing a Production Line for protective masks to provide the needs of passengers and workers and producing bags (safety bags) that contain the necessary preventive tools used by Airline Companies to face Corona virus.
- Becoming a supplier for catering equipments, safety bags for many airlines, hotels and other clients.

Performance and Financial Overview

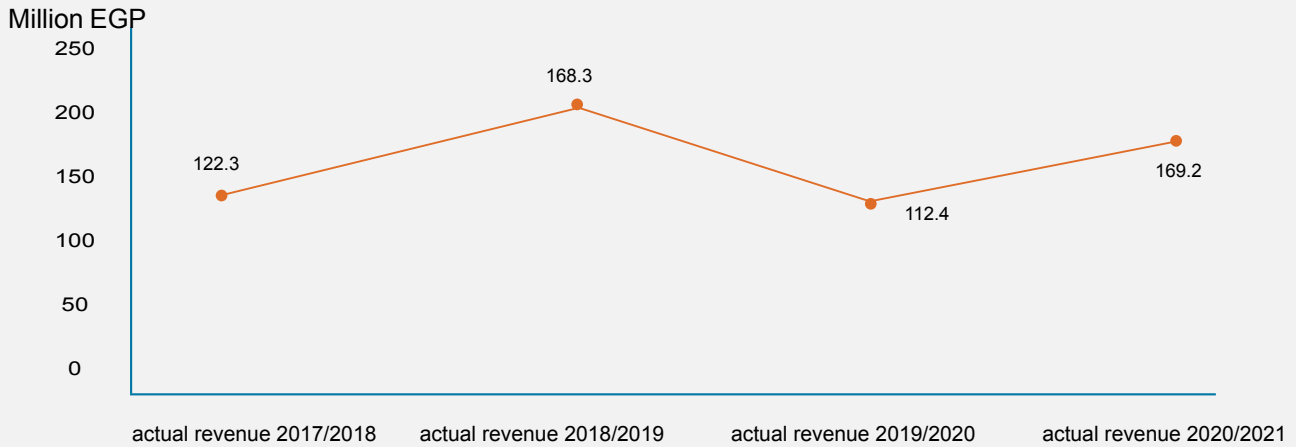
During the fiscal year 2020/2021, we have overcome the effect of Corona virus and returned to gain with a total increase in revenue by 50.6%, compared to 2019/2020 where EGYPTAIR Supplementary Industries, due to the impact of the pandemic on Air Industry, reported net losses of 24.4 Million EGP for the fiscal year 2019/2020 with a decrease in total revenue by 46.4% compared to 2018/2019.



EGYPTAIR
2020-2021 ANNUAL REPORT

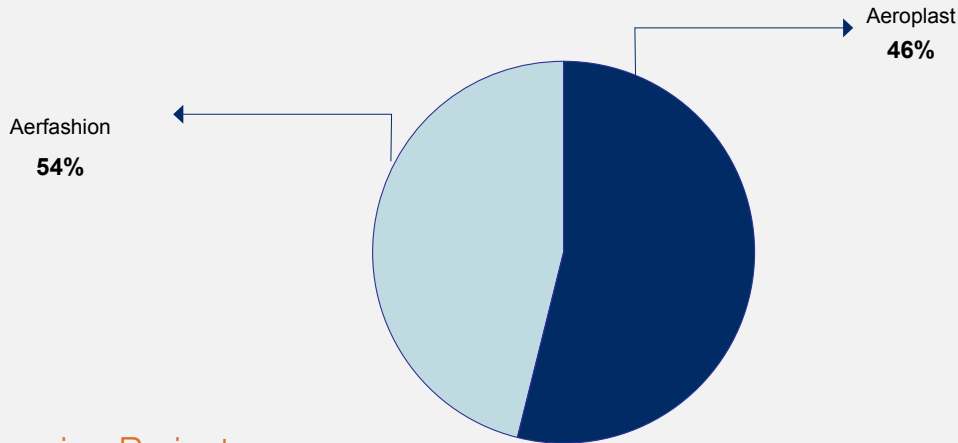


comparison of commercial revenue activity



Relative distribution of the revenue achieved in the fiscal year 2020/2021

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; it was installed and production process started 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 sanitizers - masks - gloves - garbage bags - sterile tissues)

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



Corporate Social Responsibility

Social responsibility

EGYPTAIR, the official carrier of the 27th World Men's Handball Championship 2021, which Egypt will host on the upcoming January from 13th to 31st, displaying "Horus", the logo of EGYPTAIR.

EGYPTAIR was the official carrier of the "Arab-African Investment and International Cooperation" conference, out of its national role in participating in international conferences and events. The conference aims at attracting African and Arab investments in general and women in particular in Africa and the Arab world in all fields.

EGYPTAIR was the official carrier of the Capital Markets and Investment Forum in Cairo that aims at increasing the culture of the Egyptian and Arab investor, where all available investment opportunities are presented so that the investor can compare between different types of investment, whether low, medium or high-risk investment, and choose the suitable type.

EGYPTAIR participated in the third annual celebration of the World Prematurity Day, out of the company's social responsibility, which comes at the top of its priorities. The celebration aims at raising the awareness of the need to take care of the health of premature children who suffer from various diseases such as heart diseases and others.

EGYPTAIR was the official carrier of the People and Banks Conference for the second year in a row. The conference is organized by the Arab Media Center, under the title, "Economic Recovery from COVID-19". A number of ministers and many senior specialists and economists in Egypt will participate in the conference sessions.

EGYPTAIR was the official carrier of the 42nd Cairo International Film Festival held in Opera from 2nd to 10th of December, 2020.

EGYPTAIR announced its participation in "Enjoy your winter in Egypt" initiative by offering competitive prices on its domestic flights to Egyptian tourist cities at prices starting from 1500 Egyptian pounds for return tickets, including taxes in order to activate the domestic tourism movement in Egypt.



The cooperation protocol between EGYPTAIR and KidZania Cairo was activated to develop loyalty among EGYPTAIR customers and support modern educational goals for children through simulation.

EGYPTAIR organized an entertainment tour for a group of children from Hospital 57357 to visit Kidazania, Cairo to experience a travel experience through the existing simulation model of EGYPTAIR in Kidazania, as a part of the modern scientific and educational support for children through simulation, in order to have a new experience that helps them explore the world of aviation.

EGYPTAIR held a celebration to honor a number of ideal mothers in the holding company for the year 2021 on the occasion of Mother's Day. During the celebration, Capt. Roshdy Zakaria, the former Chairman and CEO of the holding company, honored the actress Madiha Hamdy with a shield in appreciation of her distinguished work and her embodiment of the model of Egyptian woman in drama.

EGYPTAIR signed a sponsorship protocol with the Egyptian world champion, Mamdouh Al-Subaie, known as "Big Ramy", the first place winner in the world in Mr. Olympia 2020 Bodybuilding Championship.

EGYPTAIR was the official carrier of Junior & Cadet Fencing World Championship 2021.

EGYPTAIR announced its sponsorship of Aswan International Women's Film Festival in its fifth session in Aswan from 24th to 29th, June 2021. EGYPTAIR's participation in the festival coincides with the company's decision to continue offering special prices for travel from Cairo to Sharm El Sheikh, Hurghada or Luxor at a price of 2,150 EGP and for travel to Marsa Alam or Aswan at a price of 2,450 EGP for return tickets, including fees and taxes.

EGYPTAIR was the official carrier of El Gouna Film Festival in its fourth session, held from 23rd to 31st October, 2020. EGYPTAIR also provided its services and facilities to the festival guests in Hurghada and Cairo International Airports.



EGYPTAIR Airlines signs a cooperation protocol with Modern Egyptian Pentathlon, out of the national carrier's interest to sponsor distinguished youth in various fields, including sports.

egyptair.com