

EMIRATES HIGHLIGHTS

2019

ENHANCING CUSTOMER EXPERIENCE

 **REMOTE
CHECK-IN TERMINAL**
launched for
cruise passengers

 **ice** More than
180K unique playlists
created on ice
ahead of travel

 **Nearly
63M** meals served
on flights
departing **DUBAI**

Over
13M Wi-Fi
connections on board

CONNECTING THE WORLD

 **Nearly
58M** passengers carried
to and through Dubai

 Over
3.5K ROUND-TRIP
flights operated per week

 More than
35M pieces of baggage
carried on flights
from Dubai

 **159** destinations
in **85** countries

 **271** modern aircraft
IN FLEET

 3 destinations launched
BANGKOK via PHNOM PENH
PORTO and **MEXICO CITY**

 **3** new
A380 destinations
RIYADH, CAIRO & MUSCAT

2019 MILESTONES

JANUARY
Emirates introduces
entertainment playlist syncing

SEPTEMBER
Emirates Skywards reaches
25 million members

MARCH
Emirates wins Best First Class at 2019
TripAdvisor Travellers' Choice® awards

OCTOBER
Emirates SkyCargo launches
Emirates Delivers

APRIL
Emirates Pavilion at Expo 2020
Dubai revealed

NOVEMBER
Emirates orders 50 A350 aircraft and
50 Boeing 787-9 aircraft at Dubai Airshow

JUNE
Emirates clinches its 19th consecutive
Skytrax win for Best Inflight Entertainment

NOVEMBER
Emirates sets THE GUINNESS WORLD RECORDS®
for 145 nationalities on an aircraft

ENVIRONMENTAL INITIATIVES

- Emirates is committed to reducing single-use plastics on board, with initial efforts expected to remove 81.7M SUP items from landfill each year.
- Emirates Flight Catering commissioned a solar power system for its premises, expected to deliver an annual reduction of 5 million kg of greenhouse gas emissions.
- Emirates has funded the operations of the Dubai Desert Conservation Reserve, dedicated to conserving the desert's natural biodiversity, since 2003.
- Emirates Engineering saves over 11 million litres of water a year by using the 'aircraft drywash' technique to clean its aircraft.

FLY BETTER

