



15 December 2023

Dear Esteemed Guest,

RE: THIRD UPDATE ON SERVICE RECOVERY EFFORTS

Further to our last statement, where we informed you about the improved availability of components, we are delighted to share that we now have a significant number of components. This has enhanced our operational efficiency, allowing the return to service some of our aircraft that had been grounded. All our Boeing 787 Dreamliners fleet are now up and flying. Your safety and comfort are our priority, even as we work to resolve these challenges.

We continue working closely with our partners and suppliers to expedite the timely delivery of components. This should keep disruptions, if any, down to a minimum. Recovery from disruptions across our network is still ongoing. Consequently, our flight-deck crew roster has been impacted. However, a disruption management plan is currently being executed in conjunction with our pilots and pilots' union. We anticipate full recovery during this festive season.

Once again, we appreciate your continued support and understanding. We will keep you updated by sending you a notification message in case of any changes in your flights. To ensure you are notified, please update your contacts with us through <https://www.kenya-airways.com/en/book-manage/manage-booking/>. Or on the **KQ Mobile App**. If you have any questions or concerns, please do not hesitate to contact us at **+254 711 024 747**, **WhatsApp: +254 705 474 747** or **Email: customer.relations@kenya-airways.com**. We are here to assist you and ensure that your travel experience with Kenya Airways remains as smooth and enjoyable as possible.

We will keep you updated as we progress towards a full recovery, and we thank you for your trust in Kenya Airways.

Warm regards,

Allan Kilavuka
Group Managing Director & CEO