

12 December 2023

Dear Esteemed Guest,

RE: Update 2 On Disruption Service Recovery Efforts

Further to our statement regarding the potential disruption of our network due to the unavailability of spare parts, we are delighted to share some positive news. The challenges of delayed spare parts delivery have eased because many of the necessary components have been delivered, enabling us to return to service the last Boeing 787 Dreamliner, whose release had been delayed. This is a significant step towards restoring operational efficiency and ensuring an uninterrupted travel experience for all our passengers.

We have now put all our efforts into addressing the remaining spare parts delivery delays that continue to impact other aircraft operations. We are working closely with our partners and suppliers to expedite delivery and minimise further disruptions.

In the wake of the flight disruptions, we are experiencing a ripple effect across our network, which in turn is impacting crew resources. In response, we are working with our pilots and cabin crew to support our swift recovery plans. Their dedication and commitment to Kenya Airways guests are crucial as we strive to return to our normal, fully covered network as soon as possible.

We understand that the recent disruptions may have inconvenienced some of our passengers, and we sincerely appreciate your patience and understanding during this period. Rest assured that we prioritise the swift resolution of these challenges to ensure you can rely on Kenya Airways for a safe, reliable and enjoyable travel experience.

We are grateful for your continued support and understanding as we work diligently to overcome these obstacles. Your confidence in us is deeply valued, and we remain committed to upholding the highest standards of service and safety for all our guests.

Once again, we appreciate your continued support and understanding. We will ensure our updated schedule is posted on our website and send you a notification in case of any changes in your flights. So we can be able to keep you updated, 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