



مطار الشارقة
Sharjah Airport



EXPANSION

Sharjah Airport Expansion
Project gains momentum
in 2020



DIGITAL SERVICES

Smart technologies lead
to operational efficiencies
at Sharjah Airport

2020
YEARBOOK



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Our highly talented chefs serve up delight at Sharjah Airport lounges
and food & beverage outlets.

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Sharjah Airport Yearbook 2020

The past 12 months marked another year of incredible growth for Sharjah Airport, with record passenger traffic, cargo and aircraft movements. The emirate's aviation sector in general continues to go from strength to strength, in line with the vision of His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, Supreme Council Member and Ruler of Sharjah, enhancing its status as one of the region's leading business and tourism hubs.

In this new edition of Sharjah Airport Yearbook, we showcase the remarkable achievements over the year and the departments who made them possible. We also provide an update on Sharjah Airport's expansion plans, with major infrastructure developments well underway that will elevate the airport's status as a world-class aviation hub capable of accommodating 20 million passengers by 2023.

His Highness
Sheikh Dr. Sultan Bin Muhammad Al Qasimi

Member of the Supreme Council
Ruler of Sharjah



His Highness
Sheikh Sultan Bin Mohammed Bin Sultan Al Qasimi

Crown Prince
Deputy Ruler of Sharjah
Chairman of Sharjah Executive Council





مطار الشارقة
Sharjah Airport



H.E. Ali Salim Al Midfa

Chairman of Sharjah Airport Authority



H.E. Sheikh Faisal Bin Saoud Al Qassimi

Director of Sharjah Airport Authority



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Alternately, for information regarding the Sharjah Int'l Airport Expansion Program please contact Parsons Program Management Office at Sharjah Int'l Airport- Engineering & Purchasing Bldg, Contact our Main Office N°: +971.2.614.2416.

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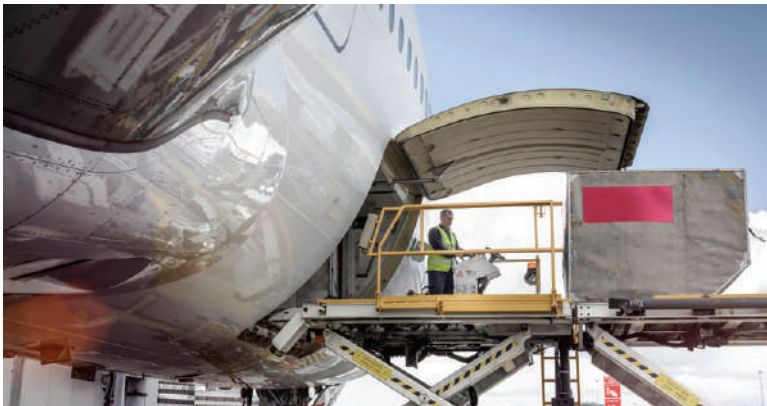
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New Expansion

Sharjah Airport's expansion cost has been scaled up to AED1.9 billion, and work has exceeded the planned completion percentage

With a target completion date of 2023, the expansion of Sharjah Airport is well underway. Details of the expansion project were approved by H.H. Sheikh Dr. Sultan Bin Muhammad Al Qasimi, Member of the Supreme Council and Ruler of Sharjah.

New Airport Design

The new terminal's cutting-edge design pays homage to aviation and Sharjah's position as the cultural capital of the UAE. The exterior of the terminal will be shaped like the wing of a plane, ending in a structure shaped like a book.

Accomplished Work

Following the approval of the Sharjah Airport Expansion Project in 2017, implementation procedures started immediately, as the project has been divided into several stages that include the construction of new auxiliary buildings, expansion of the departures hall and a new arrivals hall, as well as developing roads leading to the airport and the enhancement of existing buildings.

“

Sharjah Airport continues to provide the best services and facilities to all passengers, stakeholders, companies and other service providers operating at the airport.”

H.E. Ali Salim Al Midfa
Chairman, Sharjah Airport Authority



Main Terminal Expansion

Sharjah Airport's expansion cost has been scaled up to AED1.9 billion to cover the new infrastructure required by the airport's partners. The concept and developed designs for the main terminal expansion have been completed and the tender for work floated, with the contract scheduled to be awarded in the third quarter of 2020. The expansion of the main terminal aims to increase the airport's capacity to 20 million passengers per year by 2023. The improved infrastructure and adaptation of special airport systems and the latest technologies will heighten the customer experience and provide a high level of services for airlines and industry stakeholders.

East Wing Expansion

Construction works for the expansion of the 6,300 square metre East Wing started in December 2018. The area includes four boarding gates, in addition to the existing gates 1, 2 & 3. With two floors, it features five security screening lanes, and a persons with reduced mobility (PRM) pathway to transport passengers in a vehicle to the aircraft. The Eastside expansion is expected to open in the second quarter of 2020.



STP Sewage Plant

The wastewater treatment plant entered into operations in September 2019, followed by the construction of additional buildings and related work, which was completed and delivered two months later. These replace buildings removed to create space for the new expansion.

Auxiliary Buildings

The construction of additional buildings for auxiliary services was completed in November 2019, including separate buildings for a K9 unit, baggage transfer facility and aircraft cleaning personnel, as well as lost baggage warehouses, electrical equipment charging areas, and airline warehouses.

New Aircraft Parking

A contract has also been signed to add 12 Code C aircraft parking spaces to compensate for the parking that will be closed during the expansion construction period and provide extra stand capacity. This Hardstands Apron will be compliant with CAT III B Low Visibility Operations, and equipped with the Fuel Hydrant System. Work on the new parking is expected to be completed in 2021, and will create an expanded aircraft yard upon completion of the project.

Central Utilities Plant

The central utilities plant will include a chilled water system, water tanks and electrical generators. The building will house the watch technical control room, security control room, operations coordination centre, call centre and data centre, among others. The tender is under technical and financial evaluation and is expected to be awarded in the second quarter of 2020.



Engineering and Recruitment Building

Construction work for the engineering and recruitment building also began in August 2019 and is expected to open during next year, 2021.



Gas Station

The construction of a fuel station for vehicles and ground support equipment has also been completed to provide all vehicles used on the airport apron with fuel. This is currently in the handover phase to start operation.



Baggage Handling System

The Baggage Handling System (BHS) is an automated high-tech handling system which features scanning process, dispatching and efficient tracking of baggage. This will reduce the time of baggage reconciliation operations and provide highly efficient tracking of baggage from check-in until it is loaded into a container or trolley. The tender is under technical and financial evaluation, and the contract is expected to be awarded in the second quarter of 2020.

Sharjah Airport Facts and Numbers



Total cost of
expansion project
AED 1.9 billion



Check-in areas
2



Passport Control areas
2



Car parking spaces
1,430



New VIP lounge
1

Airport News 2019



Sharjah Airport Honoured for Environmental Efforts

Sharjah Airport has been honoured with a Modama award – Ajman's Sustainable Tourism Award – for its efforts to promote sustainability across its entire operations.

The Modama Awards aim to promote sustainable development in line with UAE Vision 2021 and Ajman's vision "to build a happy society that contributes to building a green economy".

The award was accepted by H.E. Ali Salim Al Midfa in the presence of H.H. Sheikh Ammar bin Humaid Al Nuaimi, Crown Prince of Ajman.

Sharjah Airport Wins Green Award

Sharjah Airport's sustainability efforts culminated with the Sharjah Green Award at the Sharjah Economic Excellence Awards ceremony in the presence of H.H. Sheikh Abdullah bin Salem Al Qasimi, Deputy Ruler of Sharjah.



Outstanding Financial Performance 2019, 3rd Edition

H.H. Sheikh Mohammed Bin Saud Al Qasimi, Chairman of the Central Finance Department of Sharjah, officially presented H.E. Ali Salim Al Midfa, Chairman of Sharjah Airport Authority (SAA), with the 2019 Award for Outstanding Government Financial Performance, honouring Sharjah Airport's efforts in relation to the application of budget standards.



An Excellent 2019

Sharjah Airport celebrated another record year of growth in 2019, with passenger numbers hitting an all-time high of 13.6 million, up 13% compared to 2018.

The Airport's growth in 2019 was testament to Sharjah's distinguished position as an important economic, commercial and tourist hub in the

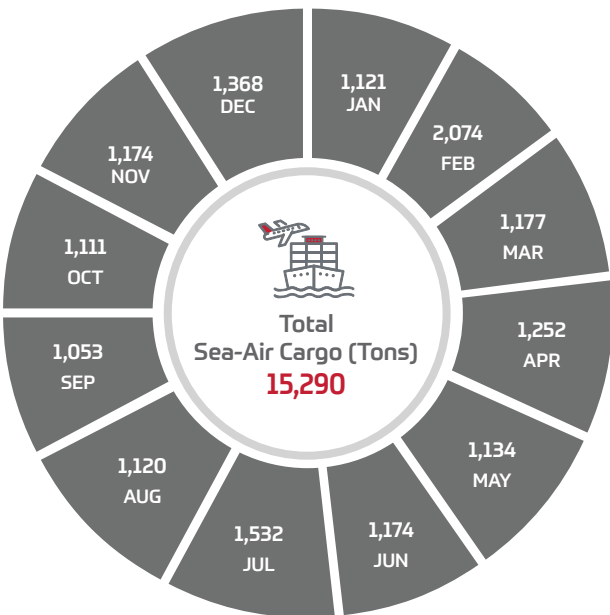
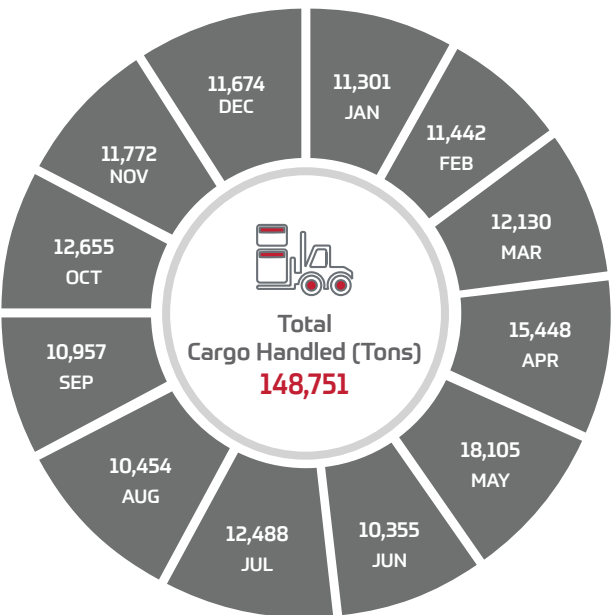
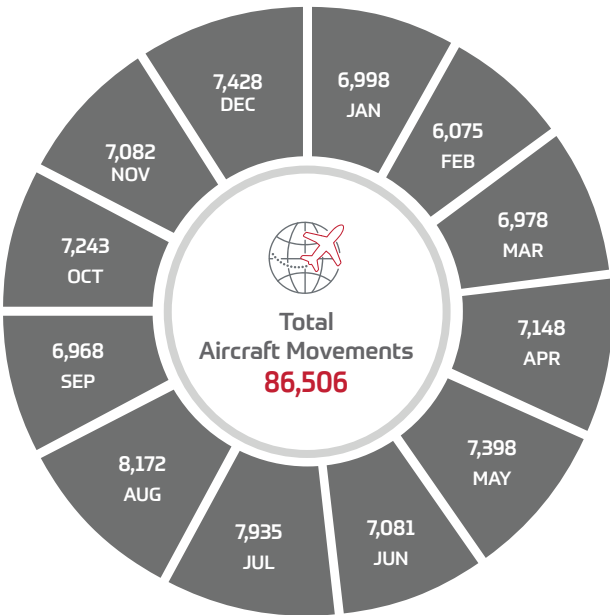
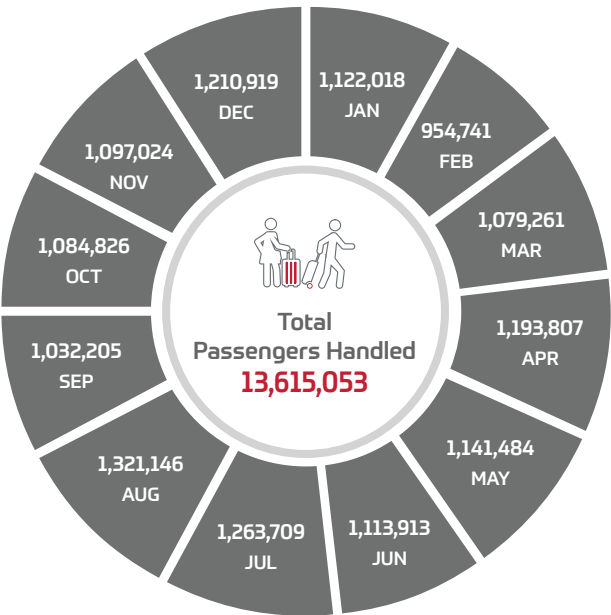
region; the airport's distinctive services for air carriers; and the growing number of destinations served by airlines flying from the hub.

Turkish Airlines and Air Peace joined the airport's roster of airline customers, flying to Istanbul and Abuja, respectively. Other airlines added new sectors, with Air India Express now flying from Sharjah Airport to Surat, while Air Arabia added four new destinations – Kuala Lumpur, Tunisia, Vienna and Bishkek.



Sharjah Airport 2019 Performance

2019 proved another important year of growth at Sharjah Airport



Taking Sharjah to the World

Sharjah Airport had a significant presence at the world's leading travel and tourism exhibitions in 2019

Each year, Sharjah Airport participates in the world's top cargo, travel and tourism exhibitions and conferences, where it showcases its latest services and facilities, as well as future plans and expansion projects.

Sharjah Airport's presence at these forums helps it build on its already strong relationships with existing partners, while allowing it to develop new strategic partnerships with key aviation and tourism industry stakeholders looking to expand in the UAE and beyond.

Sharjah Airport also participated with other Sharjah government departments to promote and highlight the many attractions Sharjah has to offer to visitors from around the world, with the aim of improving the contribution tourism makes to the economic, social and cultural well-being of the Emirate.



2019 Events



**Global Investment
in Aviation Summit**
Dubai, UAE



Air Cargo Africa
Ekurhuleni, South Africa



**Internationale
Tourismus-Börse**
Berlin, Germany



Routes Asia
Cebu, Philippines



**Moscow International
Travel & Tourism**
Moscow, Russia



Routes Europe
Hannover, Germany



Arabian Travel Market
Dubai, UAE



Air Cargo Europe
Munich, Germany



Sharjah Week
St. Petersburg, Russia



**Cool Chain Association
7th Pharma & Biosciences**
Europe



World Travel Market
London, UK



**Airport Council
International (ACI)
Airport Exchange**
Abu Dhabi, UAE

Traveller Services

Sharjah Airport's modern facilities make all passengers feel like VIPs, delivering world-class services that make travelling through the airport a highly memorable experience

The Lounge

Relax in exclusivity and enjoy the comfort and convenience of our modern premium lounges. These luxury facilities feature a range of conveniences, from food and beverages to free high-speed Wi-Fi. You can book online up to 48 hours in advance for a fixed fee.

 **+971 6 558 0507**

 **bclounge@alpha-group.ae**



Hala Services

Hala Services are ideal for families, the elderly, passengers with reduced mobility, and children travelling alone. Hala's experienced, friendly and multilingual team offers passengers fast-track check-in and help during boarding.

+971 6 514 1248

halacontroller@sharjahaviation.com



Airport Transit Hotel

Sharjah Airport Transit Hotel is ideal for transit passengers for short and long stays. The hotel is well-located within airport security checks and is close to the departure gates. It offers competitive rates on its well-equipped rooms, business facilities, laundry, banking and medical services.

+971 6 558 1370

info@sharjahairporttransithotel.com



VIP Service

VIP Service is an ideal choice for all travellers particularly families and business people seeking a relaxed and efficient airport experience. Passengers can take advantage of these services for a fixed price. Online payment option is available.

+971 6 558 1111

www.sharjahairport.ae





Family-Friendly Facilities

Dedicated Seating Area

Modern and spacious family seating area provides a relaxing and welcoming environment where families can spend quality time together before boarding their flight.

Kids Play Area

A dedicated play area for parents travelling with babies and children. Qualified staff supervise the area at all times, ensuring a safe and welcoming environment for children to play.

Baby Strollers

Sharjah Airport offers families the convenience of complimentary use of baby strollers, to easily move around the terminal.

Dedicated Women's Parking Spaces

Located a short walk from the Departures terminal, female passengers are provided exclusive access to dedicated car parking spaces. The parking spaces, which are painted pink, include areas dedicated to female employees and customers. This initiative was implemented to increase the level of satisfaction of customers and passengers, by providing high quality services in line with the directives and vision of the government.



Surf the Web for Free

Sharjah Airport's 'Fly-Fi' free, high-speed Wi-Fi service allows passengers to surf the web with ease. Just log in, follow the simple instructions and away you go!

For network security purposes, passengers using an international SIM are required to upload their passport details in order to access online connectivity.



VD Gulf, EASA Part 145 and other authorities approved leading independent MRO, fully supports Boeing 737/747/777 and Airbus A320 family aircraft.

VD Gulf, with its 22,000 Sq. Mtrs hangar facility located adjacent to Sharjah International Airport provides a bespoke solution to airline operators, leasing companies and aircraft owners.

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AOG 24/7: mcc@vdgulf.com

  www.vdgulf.com



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Here's a Smarter Way to Travel

Sharjah Airport is spearheading the use of smart technologies to create new operational efficiencies and to exceed passengers' expectations

Sharjah Airport's pursuit of innovation is reflected in its implementation of smart technologies, including Smart Gates, and passenger services that include a dedicated mobile app used to track flights via SMS, email, Twitter and Facebook messenger. The airport also offers free Wi-Fi access to registered users, as well as integrated social media applications. The availability of these services has helped establish Sharjah Airport as one of the world's most-efficient air hubs, gaining a deeper insight into passenger requirements, while providing the airport with a competitive advantage in the region.

Mobile Application

Through its enhanced mobile application, passengers are now only one click away from making the most of their journey. Designed to enhance passenger experience with a maximum of four user screens, the application is easy-to-use, interactive and based on the latest technology.

The application offers a variety of features and services including:

- **Track Flight:** Once the preferred flight has been saved, it will directly link to Google Maps and notify the user of the journey time from the current location to Sharjah Airport. Additionally, the user will receive updates on the flight status throughout the journey. Users can also receive notifications to their smart watches.
- **Share Flight:** Passengers can directly share their flight details through different social networking applications allowing easy access to their flight status for family and friends.
- **Chatbot:** Sharjah Airport is increasingly turning to Artificial Intelligence to support its customer service through the use of Chatbot, which is integrated into the app.
- **Boarding Pass Scanner:** Allowing passengers to scan their boarding pass in order to get flight and gate details.
- **Interactive Map:** The app provides passengers with real-time voice navigation throughout the airport that can also be accessed offline, offering seamless routes to airport amenities, services, shopping and restaurants (limited mobility route, to be revised).
- **Promotion & Offers:** With beacon technology, passengers receive instant updates on various offers available in the airport.
- **Peer-to-Peer:** Users of the app can easily navigate to one another within the airport.
- **Connect to Other Entities:** The airport application has been linked with the Sharjah Airport Travel Agency (SATA) app and other local taxi companies.



To download the Sharjah Airport App, visit



AppStore



GooglePlay

or Scan the QR Code





Smart Gates

The Smart Gates at Sharjah Airport have helped ease congestion during peak travel times and enabled passengers to complete passport control within seconds.



Smart Gates
16



Smart Gates dedicated
to disabled passengers
2



Smart Gate users
3 million+



Pass through
Smart Gates within
20 seconds

Taking Care of Business

2019 was another record year for Sharjah Airport's cargo handling and logistics operations

Sharjah Airport is one of the GCC region's leading air cargo hubs, with a comprehensive array of facilities and solutions, including scheduled Road Feeder Service (RFS) to airports in the UAE and door-to-door services for cargo deliveries.

Employing dedicated, certified teams, the Cargo Centre can accommodate dangerous goods, perishables and livestock, as well as unique shipments such as live honeybees, wild animals and championship racehorses.

It is the first facility in the Middle East and Africa to offer an IATA CEIV Pharma-certified cargo handling service via its sole ground handling agent, Sharjah Aviation Services.

The facility meets the expectations and requirements of international cargo agents and features a range of modern innovations including an e-Clearance cargo portal that processes shipments for transportation to other airports and facilities in the UAE.

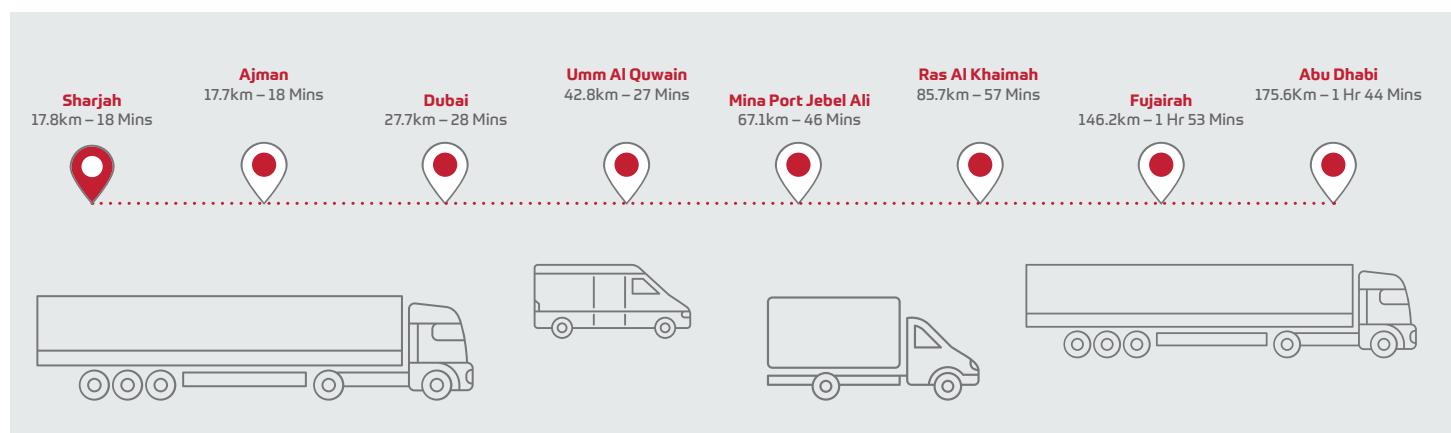


Sharjah Airport Cargo Centre Fast Facts

- Sharjah Airport Cargo Centre features five cargo terminals with a total floor area of 32,000m².
- It is a full e-AWB facility.
- Sharjah Airport offers competitive tariffs at no less than 30% lower than alternative airports.
- It can accommodate up to 16 different types of aircraft, including the world's largest plane, the Antonov AN-225.
- Modern GSE fleet with main deck hi-loader capacity of 35 tonnes.
- Speedy cargo acceptance and clearance.
- State-of-the-art cargo systems to accept e-airway bills and the clearance procedures.
- Special handling services for dangerous goods, valuable cargo, room for radioactive materials, livestock and pharma facilities.
- Worldwide connectivity through a network of leading operators around the world (Lufthansa Cargo, Singapore Airlines, Ethiopian Airlines, Egypt Air).
- The facility received RA3 certification in 2014 and ISAGO certification in 2015.



Distance to Neighbouring Emirates (Road Transport)



Making a Difference

Sharjah Airport is committed to playing an active role in the local community through a number of wide-reaching campaigns and initiatives

The airport plays an active role in improving the local community by participating in various initiatives within the environment, sport, health, education and culture.

Sharjah Airport celebrated Emirati Children's Day by inviting a group of children to experience what it's like to work in a variety of vital roles at the airport. The children were given an insight into the responsibilities of a pilot, an air hostess, a fireman, a policeman, an aviation engineer and an air traffic controller.



Sharjah Airport celebrated the UAE's 48th National Day with three days of heritage and recreational activities and events for passengers and visitors from December 1st to 3rd.

Sharjah Airport also marked the national days of KSA, Bahrain, Oman and Kuwait by welcoming passengers with flowers and Arabic hosting services.

In March, Sharjah Airport celebrated the International Day of Happiness, which falls on March 20th each year, with an event entitled 'Smile at Sharjah Airport'. The event was in line with the directives of the UAE's wise leadership, who seek to enhance and encourage happiness among the employees and clients of government departments in the UAE.

Throughout the Holy Month of Ramadan, the airport distributed Iftar coupons to passengers and it provided daily Iftar meals to its cargo centre staff.

In late-August, Sharjah Airport welcomed travelling families and their children with a three-day "Back to School campaign" at the arrivals hall. The campaign included many exciting activities and events, such as distributing sweets and gifts and face painting, which brought happiness to the hearts of children and their families.



Giving Back to the Community

Sharjah Airport sponsored a large number of community initiatives in 2019

Sharjah Airport supported the 6th Sharjah Conference on Human Resources 2020. The conference sheds light on many important issues in the field of human resources that call for the development of practical solutions to meet challenges arising in the field in light of the rapid changes around the world that influence the maintenance of its sustainability to ensure the stability of society, in addition to achieving the vision of the UAE's wise leadership.



The airport was delighted to support the International Wheelchair and Amputee Sports Federation (IWAS) – one of the world's leading sporting organisations for the development of parasports. With a membership of more than 80 countries around the world, IWAS is passionate about offering as many international competition opportunities as possible for established and up-and-coming athletes with physical impairments.

Throughout 2019, the airport was involved in a number of charitable programmes in line with its comprehensive CSR strategy, which aims to give back to the local community, supported the UAE Innovation Month, and was also the key sponsor of major sporting events staged locally, including the 20th Sharjah International Arabian Horse Festival, Sharjah World Championship Week and the Arab Women Sports Tournament.

Sharjah Airport also sponsored the Sharjah Sports Club's Handball Team for 2019-2020, supporting talented sportspeople and helping them achieve on the global stage, in line with the objectives of UAE National Agenda 2021, while promoting sports in the Emirate of Sharjah.

Cultural initiatives sponsored by the airport include the Sharjah International Children's Film Festival, while it also provides ongoing support to the Sharjah Centre for Learning Difficulties.

Additionally in 2019, the airport sponsored two programmes on Sharjah TV – the Sharjah Morning programme and another show broadcast during the Holy Month of Ramadan.



‘Because We Care’ Customer Feedback Initiative Marks Decade of Success

Landmark customer service programme goes from strength to strength



Sharjah Airport celebrated the 10th anniversary of the highly successful “Because We Care” customer feedback programme in 2019.

The initiative is designed to give passengers and customers the opportunity to provide feedback on their experience using the airport’s facilities. It is an important part of the ongoing development of Sharjah Airport, which has launched a large number of services, initiatives and new facilities.

In recent years, more than 1,000 suggestions and ideas have been received from customers and passengers travelling through Sharjah Airport. These are sent to the concerned departments where they are assessed, with the best ideas being implemented to improve the quality of the airport’s services.

Passengers who provide feedback and ideas that are implemented by the airport are presented with complimentary air tickets provided by Air Arabia as a token of appreciation.

How to Provide Feedback



Feedback Forms
at the Airport



+971 6 558 1111



Personal Interviews
in the Airport



care@sharjahairport.ae



Social Media Channels



www.sharjahairport.ae



Airport Mobile App

Focus on the Future

Sharjah Airport is committed to providing new employment opportunities to UAE nationals through its Emiratization programme



Sharjah Airport: Emiratization in numbers

100%

Emiratization in
customer care

100%

Emiratization in
passport control

62%

Current proportion of
Sharjah Airport's workforce
who are Emirati

64%

Target proportion of
Sharjah Airport's workforce
who are Emirati in 2020

53%

Proportion of Sharjah Airport's
current Emirati workforce
who are women

Sharjah Airport is committed to providing Emiratis with opportunities to forge successful careers in the country's aviation sector in line with UAE Vision 2021.

The percentage of Emirati national employees at Sharjah Airport continues to rise and the airport is seeking to increase this number further by recruiting Emiratis for specialised technical roles, while also providing new career opportunities for those interested in an aviation career.

In a bid to increase the number of UAE nationals working in Sharjah's aviation sector, the airport participates in the National Career Exhibition every year, showcasing an extended range of career opportunities. It also works with a number of leading local universities to promote career opportunities in aviation. The training and career development section aims at developing the skills and abilities of Sharjah Airport's speciality first line staff.

Sustainability in Action

Sharjah Airport launched a number of important sustainability initiatives in 2019



Sharjah Airport is recognised among the region's leading airports in working to tackle the impact of carbon emissions produced by the aviation industry. It was the first airport in the UAE to be awarded Airport Carbon Accreditation level – 3 Optimisation by Airport Council International (ACI).

Greening the Environment

Sharjah Airport's extensive landscaping projects have seen the planting of thousands of trees and shrubs that help absorb carbon dioxide. A single tree is capable of absorbing 23 kilograms of carbon dioxide each year. To date, the airport has planted 2,185 Pennisetum Setaceum (Fountain grass), 6,601 Damas trees, 288 Palm trees, 84 Washingtonian trees, 63 Ghaf trees, 3,754 other trees and shrubs, 1,272 indoor plants and 1,789m² of seasonal plants.

Sustainability

Sharjah Airport is committed to promoting sustainability across its operations. It conducts its business in a way that is environmentally, socially and economically responsible.

“ Sharjah Airport recognises the importance of adopting a sustainable mode of operating through the implementation of eco-friendly operating strategies. The airport will adhere to the highest international standards for the preservation of the environment with the latest programmes implemented worldwide. ”

H.E. Ali Salim Al Midfa
Chairman, Sharjah Airport Authority

Energy Reduction Initiatives

In 2019, Sharjah Airport was a leading supporter of major sustainability campaigns, participating in Global Earth Hour and Sharjah Electricity & Water Authority's (SEWA) peak hour campaign.

For Earth Hour, Sharjah Airport switched off all non-essential lights and stabilised the facility's climate control systems in an effort to reduce electricity consumption. These efforts encouraged people to not only support climate projects as in previous years, but also help in spreading the word by 'donating their social power' and taking a personal stand in combating climate change.

Sharjah Airport participated in SEWA's peak hour campaign in a bid to raise awareness among the public about conserving electricity during the summer months. It conducted an awareness roadshow in the passenger terminal and ran seminars for airport staff.

Boosting Air Quality

Sharjah Airport operates a mobile air quality monitoring station to ensure both Local Air Quality and Internal Air Quality meet the optimal levels for a healthy community. This is one of the most important stations for monitoring changes in suspended molecules (dust).

Awards Recognition

Sharjah Airport was praised for its efforts to preserve the environment with the Green Award, which includes implementing a number of green initiatives and programmes in line with the Award's criteria. The airport's efforts include recycling; reducing emissions and waste; choosing eco-friendly suppliers; using eco-friendly materials; using energy and water resources efficiently; and training staff in environmentally friendly practices.

Sharjah Airport Sustainability Initiatives



Electric vehicles

Sharjah Airport is replacing its existing fleet of diesel and petrol-powered vehicles with electric vehicles



Clean energy goals

Sharjah Airport is replacing 27% of its conventional energy sources with clean energy sources



Energy efficient lighting

Replacing airfield lighting systems, terminals and passenger areas



Waste management

An Integrated Waste Management System has been implemented in a bid to eliminate landfill waste





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RAK : +9717 233 8880
Ajman : +9716 742 0030

Sharjah Airport Travel Agency

Sharjah Airport Travel Agency (SATA) provides tailor-made travel solutions to customers

Owned and operated by Sharjah Airport, SATA is Sharjah's premier travel agency offering a range of business and leisure travel services.

Established in 1985, SATA is one of the UAE's oldest and most-respected travel agencies.

Today, SATA is renowned for its overall professionalism and knowledgeable, expert staff who are committed to delivering the highest quality services to customers.

With 13 branches across the country as well as a dedicated Fly Nas sales office, SATA has positioned itself as one of the UAE's premier travel agencies.

SATA also provides expert advice to UAE residents looking to travel overseas, while for those visiting from overseas, it can arrange access to the country's top attractions and experiences.



SATA Services



Regional and international holiday packages



Airline reservations



Flight ticketing



Inbound/Outbound holiday bookings



Global hotel reservations



UAE and international travel visa services



International car rental



Travel insurance



Pilgrimage and religious tourism reservations



Meet and Greet services



MICE services



Educational tour packages



GSA for Air Peace



PSA of Uzbekistan Airways and Fly NAS



PSSA of Egypt Air



TRAVEL Simpler And Easier

Hala Services provide a unique range of services that make every step of our traveller's journey easier from Sharjah Airport

سافر بشكل أبسط وأسهل

توفر خدمات هلا باقة من الخدمات المصممة لتسهيل كل خطوة من رحلة مسافرينا عبر مطار الشارقة



خدمة إنهاء إجراءات السفر السريعة
Fast Track Check-in



خدمة إنهاء إجراءات الجوازات السريعة
Immigration Clearance



الاستقبال والمساعدة
Meet & Assist



خدمة نقل الأمتعة
Porter Service



خدمة المساعدة في التأشيرات
Visa Support

Sharjah Aviation Services

As Sharjah Airport's sole ground services provider, Sharjah Aviation Services (SAS) is committed to delivering customer satisfaction across every facet of its operations

For more than a decade, Sharjah Aviation Services (SAS) has delivered world-class ground services at Sharjah Airport. The firm's commitment to delivering customer satisfaction has helped establish it among the region's top ground handlers.

As Sharjah Airport's exclusive ground handler, SAS is committed to growing its capabilities in line with the airport's expansion.

Ground Handling

- Fleet of modern buses provide a comfortable passenger travel experience.
- Performs inbound cargo segregation on the ramp, which reduces clearance processing times for all perishable service customers.
- SAS Aircraft Appearance Department uses a cutting-edge aircraft exterior washing rig suitable for all aircraft up to the B747.



Cargo Handling Capabilities

- SAS uses cool trailers to transport meat shipments from the aircraft to the delivery dock.
- SAS has invested in a specially prepared aircraft engine dolly, which is capable of transporting next-generation aircraft engines.
- The firm's livestock handling area features a laboratory facility for veterinary tests.
- In addition to the existing 40ft reefer trailers, SAS has introduced an additional 3 tonne pick-up with refrigerated cabin to provide for road transportation of perishable products.
- A dedicated handling area has been allocated to the cargo business for processing inbound e-commerce shipments via Sharjah Airport.

Hala Services

The recent introduction of mobile check-in makes the passenger experience more enjoyable and convenient.

- Check in from anywhere.
- Choose your preferred seats before travelling.
- Shorter lines with negligible waiting time at the airport.
- Fast-forward check-in services for all airlines.

Sharjah Aviation Services



Established
2007



Employees
1,860



Airline customers
100



Passengers handled
13.5 million p.a



Cargo handled
150,000 tonnes p.a

A smiling female flight attendant in a red blazer and grey trousers stands in front of an Air Arabia aircraft. She is holding a silver suitcase handle. The aircraft's livery, featuring the name 'Air Arabia' in red and blue, is visible in the background.

Our ambition has driven us to expand our reach to over 170 global destinations. Today, we are ready to offer our passengers an even more significant connection with excellent service and value for money, making Air Arabia the smart choice for travelers everywhere.

AirArabia



Air Arabia

Sharjah low-cost carrier Air Arabia celebrated another milestone year in 2019

Named the Middle East and Africa's best low-cost airline of 2019 by *airlineratings.com*, Sharjah's Air Arabia marked another milestone year of record profits and landmark aircraft orders.

The Middle East's largest low-cost carrier increased the total number of passengers carried from its four hubs in the UAE, Morocco and Egypt and added 16 new routes.

It also increased the size of its fleet, acquiring three brand new Airbus A321 neo LR airplanes in 2019, bringing its total fleet size to 55 aircraft.

The future is bright for Air Arabia as it continues its fleet expansion, launches new routes and benefits from the growth of Sharjah Airport as a leading regional hub.

2019 Full Year Performance



Passengers
12 million



Load factor
83%



Revenue
AED4.75 billion



Net profit
AED1 billion



Aircraft orders
120 Airbus, A320 aircraft worth
US\$14 billion

** All figures are specific to Air Arabia's operations at Sharjah Airport*

 www.sharjahaviation.com

A true business aviation experience.

Our FBO team at Sharjah International Airport will;
manage your experience,
maintain your expectations,
deliver exclusivity.

Our bespoke FBO at #SharjahOMSJ
is the intelligent gateway to Dubai
and the Northern Emirates.

State-of-the-art passenger
facilities complement our VIP
handling and maintenance
services, all within quick
and easy reach of
downtown Dubai.

To find out more call us on
+97165734371 or email
fbo.shj@gamaaviation.com

Gama Aviation 

Charter. Management. Maintenance.
gamaaviation.com



Gama Aviation

Gama Aviation delivers a comprehensive range of ground support services at Sharjah Airport

Gama Aviation launched its VIP aircraft and passenger handling services at Sharjah Airport in 2012.

The firm quickly developed its onsite maintenance capabilities for a range of business jet and turboprop aircraft, which attracted VIP clients from Sharjah, Dubai and the Northern Emirates, in addition to visiting traffic from all over the world.

It subsequently opened Sharjah Airport's first FBO facility in the summer of 2014, which resulted in the migration of more jets to Sharjah.

Gama Aviation's planned construction of a new Business Aviation Centre will deliver additional hangar space and apron parking, and larger VIP passenger and crew facilities.

Gama Aviation at Sharjah Airport

Gama Aviation provides a range of exclusive services at Sharjah Airport, including aircraft management and charter, FBO and maintenance services, and aviation software solutions. Gama's onsite engineering team provides line maintenance and AOG (Aircraft On Ground) defect rectification for aircraft including the Gulfstream G650, Bombardier Learjet, Challenger and Global series, Embraer Legacy 600/650, Hawker 800/850/900XP, and Kingairs.



Established in
1983



Headquarters located in
Farnborough, UK



Operates more than 230 aircraft

**10 bases in UK & Europe, 10 in United States,
1 in Hong Kong & 1 in the Middle East (Sharjah)**



www.gamaaviation.com



أنابيب
Anabeeb



ANABEEB A COMMITMENT TO EXCELLENCE

Celebrating Sustainable Partnership - Anabeeb & Sharjah Airport

A vital resource supporting the development of
Sharjah international Airport and the Emirate of Sharjah

A jet fuel storage and pipeline supply facility
eliminating 50,000 road tanker movements a year

A world class facility operating to highest
standards of health and safety

Sharjah Pipeline Co. LLC (Anabeeb) | P.O. Box 42244 | Sharjah | U.A.E. | Tel.: +971 6 5261996 | Fax: +971 6 5261992



مطار الشارقة
Sharjah Airport

Alpha Flight Services

As Sharjah Airport's exclusive inflight catering and F&B partner, Alpha Flight Services delivers a range of world-class cuisine

Established in 2007 in collaboration with Sharjah Airport, Alpha Flight Services is the exclusive provider of inflight catering services to the 35+ airlines operating routes from Sharjah Airport, which include Air Arabia, Air India, Air India Express, Air Peace and Egypt Air. It also operates Sharjah Airport's newest airport lounge and is a supplier to several F&B outlets situated inside the airport.

According to the company's general manager, Mark Whelan, the firm's growth has mirrored that of Sharjah Airport itself and the emirate's flagship low-cost carrier, Air Arabia.

Together, the partners work to drive product development, explore new markets and deliver on customer needs and expectations.

Technology Investment

Alpha Flight Services is investing more than AED4 million in enhancing its point-of-sale solution at Sharjah Airport, which will make retailing on-board more efficient for cabin crew and passengers.

The firm is implementing a new global ERP system to make production, planning and delivery tasks more efficient. It also sees an opportunity to grow its footprint in line with the expansion of Sharjah Airport, according to GM Whelan.



Key facts: Alpha Flight Services



Employees based
in Sharjah
470



Employees
globally
10,000+



Meals produced annually
from Sharjah Airport
3 million



Annual inflight catering services
from Sharjah Airport
30,000 flights

RED

By DUFY

وفر حتى 10%*

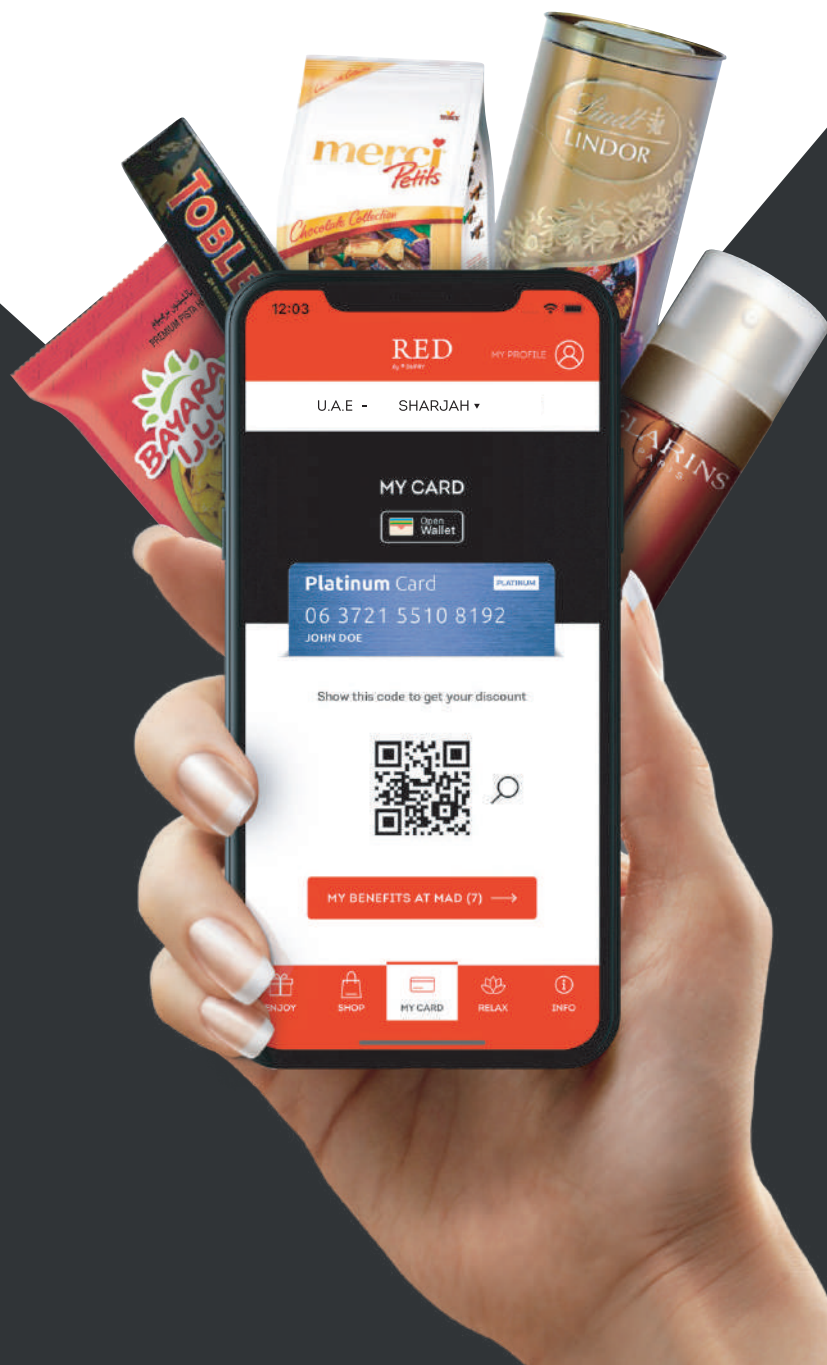
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* تطبيق الشروط والأحكام



SHARJAH DUTY FREE

www.dufry.com

Sharjah Duty Free

With 20,000 sq ft of retail space, Sharjah Duty Free is a magnet for travellers shopping for world-class brands

From beauty products and fragrances to the latest gadgets, watches, gifts and confectionery, Sharjah Duty Free offers unbeatable value on world-famous brands, including Giorgio Armani, Tom Ford and Dior.

Managed by global travel retailer Dufry, Sharjah Duty Free is located just after immigration in Sharjah Airport's Departures area and after baggage reclaim in Arrivals.

The store offers passengers the chance to save money, shop for a wide variety of brands under one roof, and discover an array of local delicacies, from dates to Arabic sweets.

For the ultimate in convenience, Sharjah Duty Free also offers a Reserve and Collect service that enables passengers to pre-order purchases up to 30 days in advance of their departure and collect their goods before they board their flight, saving time,

effort and money thanks to exclusive online discounts offered on many items. Passengers will also get a chance to win a BMW X2 on every purchase of AED 200 with our Shop and Drive campaign.



Sharjah Duty Free



Years in
the business
60



Stores
worldwide
2,400



Brands and
products on display
1,000+



New stores opened in 2019:
Bayara and Bijoux Terner Nouveau
2



Fuelling the Aviation Industry

Celebrating Over Three Decades of Partnership - SASCO & Sharjah Airport

Aviation Fuels. Aviation Fuelling Services.

Sharjah Aviation Services Company LLC PO Box 97 Sharjah, UAE Tel. + 971 6 5581134 Fax. + 971 6 5581324



Al Rafisah Dam – Khorfakkan

Sharjah: Something for everyone

An international cultural hub for historical and natural heritage, Sharjah continues to enhance its reputation as an ideal destination for families.

The emirate is well on its way to reaching its ambitious target of attracting 10 million visitors in 2021, as per the directive of H.H. Sheikh Dr. Sultan bin Muhammad Al Qasimi, Member of the Supreme Council and Ruler of Sharjah.

Sharjah offers diverse family, leisure and tourism attractions, with a key focus on sustainability and environmental conservation. Sharjah's pristine beaches, desert dunes, abundant wildlife and

mangroves make it a top destination for nature and adventure lovers while the vibrant city captivates with cuisine, arts and culture.

Popular attractions include Al Majaz Waterfront, the Al Noor Mosque, Mleiha and the enclaves of Dibba Al Hisn, Khorfakkan and Kalba. The East Coast, which is renowned for its exotic marine life, corals, mangroves, wadis, and mountains, is also an increasingly popular destination.



Capital of Culture

Sharjah was declared the Cultural Capital of the Arab World by UNESCO in 1998 and endorsed as the Islamic Culture Capital of 2014. 2015 saw Sharjah become the Capital of Arab Tourism and most recently, the emirate was named the World Book Capital 2019 by UNESCO.



Attractions

Sharjah offers a range of outdoor activities for all types of tourists of all ages, from beach activities and desert safaris to a range of entertainment events.



Global Appeal

Russia and the CIS rank as Sharjah's top regional visitor source markets, followed by UAE, Oman, India and Saudi Arabia.

Passenger & Cargo Destinations

 Sharjah Airport
  Passengers
  Cargo
  Passengers / Cargo

1. Afghanistan

 Kabul

2. Armenia

 Yerevan

3. Austria

 Vienna

4. Azerbaijan

 Baku

5. Bahrain

 Bahrain

6. Bangladesh

 Chittagong

 Dhaka

7. Belgium

 Brussels

8. Bosnia

 Sarajevo

9. China

 Hong Kong

 Urumqi

10. Czechoslovakia

 Prague

11. Egypt

 Assiut

 Cairo

 Sohag

12. Ethiopia

 Addis Ababa

13. Eritrea

 Asmara

14. Georgia

 Tbilisi

15. Germany

 Leipzig

16. India

 Ahmedabad

 Amritsar

 Bangalore

 Calicut

 Chandigarh

 Chennai

 Coimbatore

 Cochin

 Delhi

 Goa

 Hyderabad

 Jaipur

 Kannur

 Lucknow

 Mumbai

 Nagpur

 Surat

 Trichy

 Trivandrum

 Varanasi

17. Iran

 Imam Kohmeini

 Lar

 Mashad

 Shiraz

18. Iraq

 Baghdad

 Erbil

 Sulaimaniyah

 Najaf

19. Jordan

 Amman

20. Kazakhstan

 Almaty

21. Kenya

 Nairobi

 Eldoret

22. Kirghizia

 Bishkek

23. Kuwait

 Kuwait

24. Lebanon

 Beirut

25. Malaysia

 Kuala Lumpur

26. Nepal

 Kathmandu

27. Netherland

 Amsterdam

28. Nigeria

 Lagos

29. Oman

 Muscat

 Sohar

 Salalah

30. Pakistan

 Faisalabad

 Islamabad

 Karachi

 Lahore

 Multan

 Peshawar

 Quetta

 Sialkot

 Turbat

31. Russia

 Domodedovo

 Grozny

32. Saudi Arabia

 Abha

 Borg El Arab

 Dammam

 Gassim

 Gizan

 Hail

 Jeddah

 Jouf

 Madinah

 Riyadh

 Taif

 Yanbu

33. Singapore

 Changi

34. Somalia

 Hargeisa

35. Sri Lanka

 Colombo

36. Sudan

 Khartoum

37. Syria

 Damascus

 Latakia

38. Tunisia

 Tunis

39. Turkey

 Antalya

 Istanbul

 Sabiha

 Trabzon

40. United Kingdom

 Heathrow

41. Ukraine

 Kharkiv

 Kyiv

 Lviv

 Zaporizhzhia

42. Uzbekistan

 Tashkent

Scheduled Passenger Airlines Operating at Sharjah Airport

 Air Arabia

 Air Blue

 Air India

 Air India Express

 Air Peace

 Cham Wings

 Egypt Air

 Indigo Airlines

 Jordan Aviation

 Pegasus Airlines

 PIA

 Rossiya Airlines

 Skyup Airline

 Syrian Arab Airlines

 Turkish Airlines

 Uzbekistan Airways

Scheduled Cargo Airlines Operating at Sharjah Airport

 Al Haya Aviation

 Egypt Air Cargo

 Ethiopian Airlines

 Lufthansa Cargo

 Singapore Airlines Cargo

 Southern Air

 Spice Jet

 United Parcel Service Co.



Sharjah Airport Directory

To reach a particular department in Sharjah Airport, dial the department number after the international dialing code for the UAE (+971) and the local area code for Sharjah (6).

24/7 Call Centre
☎ 558 1111

Airport Immigration
☎ 508 1313

Airport Medical Centre
☎ 508 4949

Lost & Found
☎ 514 1235

Department of Civil Aviation Sharjah

Chairman's Office

508 1004

maria.kevork@dca.shj.ae

Director's Office

508 1031

hamda.alhammadi@dca.shj.ae

Air Transport & DCA Services

508 1017

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DCA Operations Department

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DCA Security Department

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Government Communication Department

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Strategic Planning & Performance

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Support Services Department

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Sharjah Airport Authority

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Director's Office

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Airport Operations Department

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Customer Services Department

558 1111

Documentation Office

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HRD Affairs

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