



مطار الشارقة
Sharjah Airport



2024

YEARBOOK

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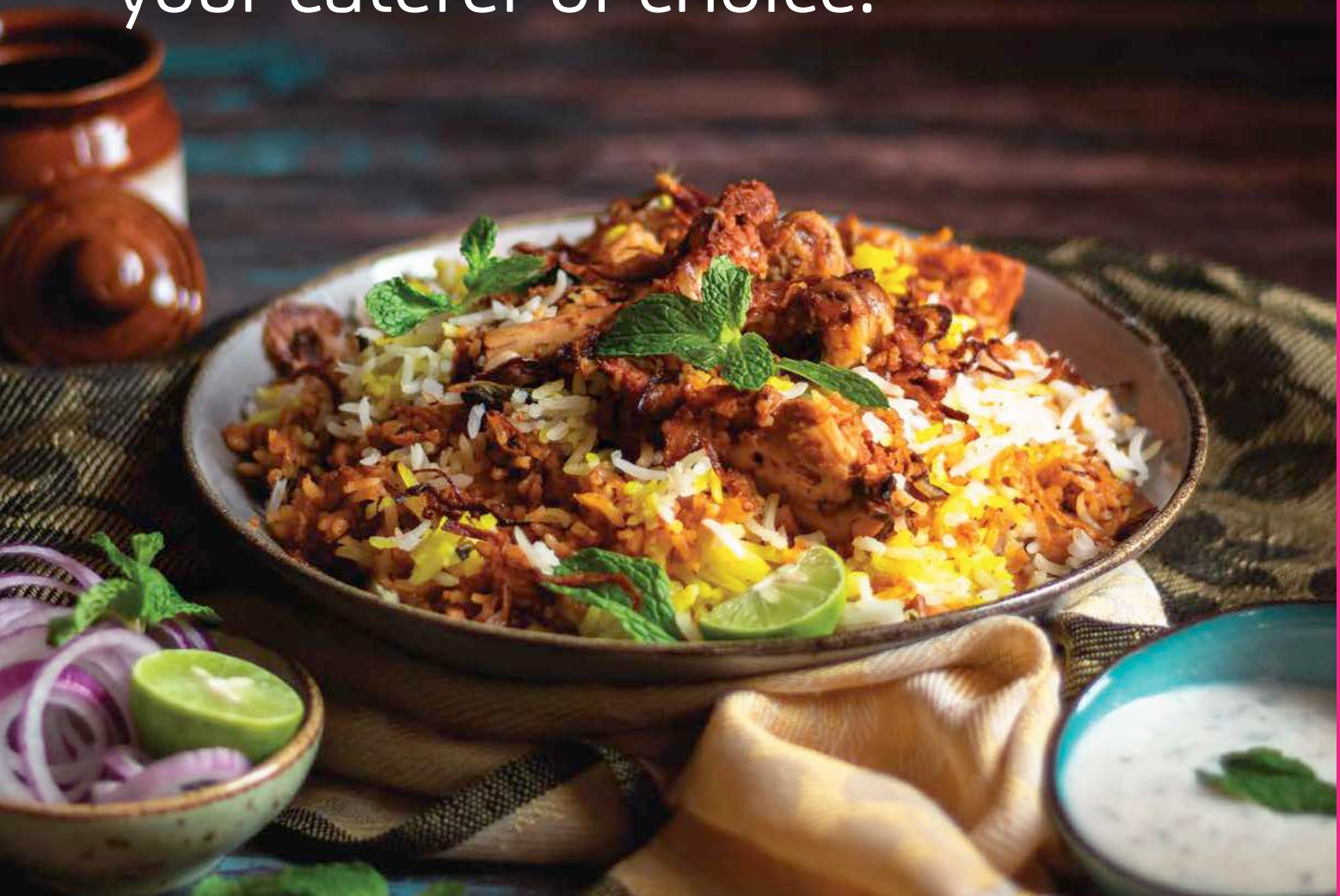
ON AN UPWARD
TRAJECTORY

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His Highness
Sheikh Dr. Sultan Bin Mohammed AlQasimi
Member of the Supreme Council
Ruler of Sharjah





His Highness
Sheikh Sultan Bin Mohammed Bin Sultan AlQasimi
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





YOUR ADVENTURE BEGINS HERE

A prominent gateway to the UAE, Sharjah Airport delivers exceptional customer experiences and is raising the bar for operational excellence.

Discover the world at Sharjah Airport. With flights to over 100 destinations, Sharjah Airport is the premier gateway to your next travel adventure. In addition to global connectivity, the airport offers distinguished passenger experiences, efficient operations, boundless commercial opportunities and exemplary hospitality.

2023 was an exceptional year for Sharjah Airport. Over 15.3 million passengers were handled at the airport; two new airlines added Sharjah Airport to their flight routes, while four airlines increased their frequency, and over 141,000 tonnes of cargo were processed at Sharjah Airport. These numbers show that Sharjah Airport is indeed a preferred hub for passengers across the world. Sharjah Airport's meticulously curated people-first, technology-enabled approach and open skies policy has been instrumental in making it a coveted hub for regional and international airlines.



LAYING THE EXPANSION FOUNDATION STONE

H.H. Sheikh Sultan bin Mohammed bin Sultan Al Qasimi, Crown Prince and Deputy Ruler of Sharjah, laid the foundation stone for the terminal expansion project at Sharjah Airport in January 2024.

Sharjah Airport launched one of its largest expansion drives comprising a series of projects that seek to boost its passenger handling capacity to 20 million (with possibility of increasing capacity to 25 million) by 2027. The plans are in line with Sharjah Airport Authority's (SAA) strategy to strengthen Sharjah Airport's position as a leading regional aviation hub and achieve sustainable growth in passenger and cargo operations.

In line with these goals, SAA initiated the expansion project to enhance the airport's logistics operations, encompassing various facilities, buildings and systems built to specific standards aimed at environmental preservation, carbon emission reduction, service enhancement, and operational efficiency. The comprehensive expansion is slated for completion by 2027, aligning with SAA's strategy to position the airport among the top five in the region for first-class travel experiences and remarkable customer service.

Through the new expansion project, SAA is dedicated to enhancing Sharjah Airport's longstanding hallmarks, which are operational efficiency and swiftness. This entails conducting thorough studies and tests on the flow of movement within the airport, with a focus on reducing the time taken to complete travel procedures by leveraging cutting-edge technologies and software. The ultimate goal is to ensure the highest levels of customer satisfaction and provide passengers with an unparalleled airport experience.



On an Upward Trajectory

Sharjah Airport's AED 2.4 billion expansion project aims to make it among the top five regional airports by providing distinguished travel experience and services to passengers. The expansion will include:

- ▼ Separate the arrivals from the departures.
- ▼ 190,000 Sqm, the total area of the passenger terminal after the project completion.
- ▼ Additional roads, tunnels and new entrances.
- ▼ Increasing the number of check-in counters and self-service travel devices to 105.
- ▼ Additional hotel for transit passengers.
- ▼ New VIP building (Al Diyafah Service).
- ▼ Expansion of Sharjah Airport Duty Free Zone from 1,700 square meters to 2,522 square meters.
- ▼ Increase food court area to more than 3,000 square meters.
- ▼ Add 8 baggage claim belts equipped with the latest baggage handling systems and can be increased to 12 belts.
- ▼ Increase the number of parking spaces to approximately 2,000.
- ▼ Modernization of the baggage handling system.
- ▼ Construction of central utility plant including ventilation and air conditioning systems, electricity, water supply communication systems, data center, main operating rooms and control rooms.
- ▼ Allocating a check-in area for Air Arabia passengers, and another area for other airlines.
- ▼ 12 aircraft parking lots have been completed, and 12 parking lots are still ongoing during the second phase. Total 52 positions.

SHARJAH AIRPORT NEWS

Here's a quick round-up of events and highlights at Sharjah Airport.



Sharjah Airport Authority participates in World Travel Market 2023

Sharjah Airport Authority (SAA) showcased its latest expansion plans updates at the World Travel Market 2023, held in London from November 6 to 8, 2023. At the event, SAA emphasised its remarkable growth rates and briefed visitors on the airport's comprehensive smart travel systems, including the new self-boarding service featuring an automated travel document verification system.

SAA's participation was under the umbrella of the Sharjah Commerce & Tourism Development Authority. The delegation also included government and private organisations who showcased Sharjah's vibrant tourism sector.



Sharjah Airport Authority participates in Global Cargo events

Sharjah Airport Authority (SAA) participated in Air Cargo Europe 2023 and Air Cargo Africa. Both events are recognised as leading exhibitions for the global air cargo industry in Europe and Africa respectively. The events served as a platform for SAA to present its services into these markets and enhance collaboration with various freighter airlines and global freight forwarders. The participation cemented Sharjah Airport's position as a leading regional and international hub for the air cargo industry.



Growing Destinations Network through Sharjah Airport

As part of a strategic network expansion plan and to meet the increasing demand for travel to and from the emirate, Sharjah Airport added several new destinations to its network.

Air Cairo started operations at Sharjah Airport from October 30, 2023. The Egyptian carrier will operate six weekly flights with Airbus A320 aircraft, which includes four flights from Cairo and a weekly flight from Sohag and Assiut. Other carriers that increased their frequencies into Sharjah Airport during 2023, include Qatar Airways with a fifth daily flight from Doha and Nile Air which added three new weekly frequencies from Cairo. Air Arabia launched new flights to Bangkok, Samara, Kuala Lumpur and Phuket. On the freight side, IndiGo, Salam Air and Rwanda Air commenced cargo operations through Sharjah Airport in 2023. More destinations are expected to join Sharjah Airport's network in the coming months.



Self-Service Travel stands out during 'Customer Service Week'

Sharjah Airport Authority (SAA) celebrated international 'Customer Service Week' by highlighting its self-service facilities at Sharjah Airport. Held in October 2023, the initiative sought to encourage passengers to use self-service facilities such as boarding pass and baggage tags printing, self-baggage drop and automatic boarding pass verification, to name a few.

The airport's Customer Service Department coordinated closely with Sharjah Aviation Services, the airport's official ground handling service provider, and passport control to execute the initiative.



Sharjah Airport showcases its sustainability efforts

In support of the UAE's declaration of 2023 as the 'Year of Sustainability' as well as its hosting of the UN Framework Convention on Climate Change (COP28), Sharjah Airport embarked on a plethora of green initiatives and activities in 2023 to promote sustainability.

In February 2023, Sharjah Airport Authority participated in a first-of-its-kind interactive workshop held under the theme 'Arab Environmental Experts on Sustainability in the Civil Aviation Sector'. In April 2023, Sharjah Airport Authority (SAA) welcomed a delegation from the Arab Civil Aviation Organisation that examined various impactful initiatives, practices, and strategies undertaken at the airport to achieve sustainability. The delegation comprised sustainability experts from the UAE, Saudi Arabia, Jordan, Morocco, Sudan, and Libya.

AWARDS AND ACCREDITATIONS

Sharjah Airport won several prestigious awards in 2023 emphasising its commitment to crafting a superior travel experience.

Future Pioneers Awards

Sharjah Airport was the winner in the 'Corporate' award category of the Future Pioneers Awards that recognises and rewards innovative ideas and projects from individuals, groups and corporations that have the potential to shape the future of sustainability. Launched by BEEAH Education, a subsidiary of BEEAH Group, Sharjah Airport was recognised for its efforts to support sustainability.

ACI's Public Health and Safety Readiness Accreditation

Sharjah Airport is the first in the Middle East and the second in Asia-Pacific & Middle East region to acquire ACI's Public Health and Safety Readiness Accreditation (PHSRA). It assesses and evaluates alignment of global airports to public health and safety measures as outlined by the ACI.

Sharjah Age-Friendly City Program

Sharjah Airport was accredited as an age-sensitive institution by the Sharjah Age-Friendly City Program. The airport achieved a 91.4 per cent rating as an age-friendly institution in three main indices, including the structural design of buildings and their vitality, facilities and services provided to the elderly, as well as empowerment, integration and participation, in addition to other features.

WHO'S International Health Regulation Core Capacity Assessment for GCC Point of Entries

Sharjah Airport obtained a 100 per cent score in the World Health Organization's International Health Regulation Core Capacity Assessment for GCC Point of Entries conducted by the Ministry of Health and Prevention.

Airport Carbon Accreditation Level 3+ renewal

Sharjah Airport successfully renewed its Airport Carbon Accreditation Level 3+. The airport is the first carbon-neutral airport in the GCC and the second in the Middle East to attain the Level 3+ Neutrality Accreditation.

Airport Customer Experience Accreditation Level 2

Sharjah Airport received the above accreditation for its promotion and implementation of a clear customer experience strategy.

ISO Certifications renewed

ISO 9001, ISO 14001, ISO 45001, ISO 10001, ISO 10002 and ISO 10003 Customer Service certifications.



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TRAVEL SMART WITH SHARJAH AIRPORT

Sharjah Airport implements the best smart travel tech to enhance the passenger experience.

Sharjah Airport Authority (SAA) has introduced a slew of digital solutions to make travelling through the airport faster, easier and more efficient. The increased digitalisation helps Sharjah Airport to manage its growing passenger numbers effectively without compromising the speed and quality of services. Whether passengers want to book flights and hotels, meet-and-greet services, check flight status, rent a car or even check in, all of these can be done via the Sharjah Airport website or mobile app.

Smart Information Desk

The first passenger digital touchpoint at Sharjah Airport, the Smart Information Desk allows passengers to access essential information with a single touch. Passengers can use the desk to connect to the airport's customer service staff through voice or video calls and access an interactive map. The desk also has sign language features and a flexible screen to ease use for passengers with special needs.

Travel Simplified

Passengers can get a quick start to their travel with Sharjah Airport's digital travel corridor.

1

Self Check-in

Sharjah Airport's self-check-in kiosks allow passengers to print their boarding passes and baggage tags with a few clicks.



2

Self Baggage Drop

Simply proceed to the baggage kiosk and easily drop-off your luggage.



3

Automated Boarding Pass Verification

Scan and verify your boarding pass at the automatic validator kiosk.



4

Smart Gates

Clearing immigration at Sharjah Airport is fast and easy. Just scan your passport and boarding pass on the smart gate's e-reader, complete the biometric match, and proceed through the automatic gate.



5

Automated Boarding Control Gates

Sharjah Airport's digital travel experience culminates at the newly launched Automated Boarding Control (ABC) gates that offer 100% accuracy and the ability to scan your boarding pass, passport and visa within seconds. Sharjah Airport is the first in the UAE to implement the visa verification function embedded within the ABC system.





Al Diyafah Lounge

TRAVELLER SERVICES

From personalised meet-and-greet services to premium lounges and hotel, Sharjah Airport offers an array of services that will leave passengers spoiled for choice.

AL DIYAFAH SERVICE

Sharjah Airport's Al Diyafah service delivers an indulgent travel experience. Passengers can avail of its premium meet-and-greet service that includes quick travel procedures, passport control and security check. Other facilities include portage services, private transfers between the aircraft and terminal, and exclusive Duty Free offers and delivery of Duty Free purchases to the Al Diyafah Lounge within 30 minutes. Passengers can also relax and enjoy gourmet F&B options at the Al Diyafah Lounge. Al Diyafah services are available to departing, arriving, and in-transit passengers 24/7, with reservations up to six hours before flight time. Walk-in passengers can also avail of the service subject to availability.

+971 50 626 1851 or +971 50 519 5888 Email: pro@sharjahairport.ae

Online booking available through: [Sharjah Airport Website](#) | [Sharjah Airport App](#) | [Digital Sharjah Platform](#)



HALA SERVICES

Hala, which means 'welcome' in Arabic, is Sharjah Airport's premium meet-and-greet service designed to make passengers feel truly welcome. Hala comprises visa services, meet-and-assist services, fast-track check-in and boarding, hassle-free immigration, quick luggage collection and portage.

+971 6 514 1200

Email: halacontroller@sharjahaviation.com



THE LOUNGE

Another premium facility, The Lounge, offers an elegant and quiet respite from the bustling terminals. With lush private seating options, special quiet zones, a children's play area, shower suites, a smoking room, complimentary WiFi and sumptuous F&B options, The Lounge caters to every travel need. No prior booking is required to access The Lounge.

+971 6 508 5520 or +971 56 454 3527

Email: thelounge@alpha-group.ae



THE HOTEL

Passengers transiting through Sharjah Airport or on long layovers can unwind and rejuvenate at The Hotel during their travel. All the rooms are fully equipped with modern amenities, including complimentary wireless internet access. Additionally, guests can take avail conveniences such as laundry and dry cleaning, medical assistance, banking facilities, and a variety of dining options, including round-the-clock room service.

+971 6 539 1075 or +971 56 501 6862 thehotel@alpha-group.ae



COMMUNITY AREA

Sharjah Airport has a spacious and welcoming community area that comprises over a dozen restaurants, cafes and coffee shops that are open 24 hours a day, seven days a week. This facility has F&B options to suit every palate, and guests can choose from full meals to light bites, and desserts to rich tea and coffee brews. Additionally, the airport's vibrant community waiting areas offer passengers comfortable seating, fully-equipped child care facilities, complimentary baby stroller services and a children's play area. For people of determination, this area offers dedicated seating areas, special escalators and wheelchair-friendly access. Passengers can avail of unlimited free internet services on multiple devices with Sharjah Airport's high-speed WiFi service, Fly-Fi.



UAE NATIONALS' PASSPORT RENEWAL SERVICES

Sharjah Airport Authority in partnership with The General Directorate of Residency and Foreigners Affairs is committed to offering UAE nationals travelling through the airport, a comprehensive range of services including passport renewal, while ensuring an optimal travel experience.



CARGO AND LOGISTICS

Strategically located and served by excellent air, road and sea connections, Sharjah Airport's Cargo Centre is one of the GCC's leading facilitators of global trade.

The Sharjah Airport Cargo Centre is one of the region's most prominent logistics hubs. Its strategic location connects it to each of Sharjah's seaports, Khorfakkan Port, Hamriya Port, and Port Khalid, and it is close to the Sharjah Airport International Free Zone as well. With a network spanning 50 destinations and services that are convenient, cost-effective, and efficient, the Cargo Centre is the preferred freight hub for several international cargo carriers.

The Cargo Centre comprises modern terminals with comprehensive facilities for various types of freight, ranging from sensitive shipments such as live animals and pharmaceuticals to dangerous goods and radioactive materials. SAS is the first cargo handling agent in the Middle East and Africa to attain IATA's CEIV Pharma certification for its processes, facilities, and services. It is also ISAGO accredited by IATA.



13 wide-body aircraft
can be accommodated
in the cargo apron



22 warehouses
spanning a total area of
14,600 square metres



RA3 certified
warehouse and
handling facility



ISAGO accredited
by IATA



CEIV certified by IATA
to handle pharma products



COMMERCIAL AND ADVERTISING SPACES

Sharjah Airport's commercial team curates exclusive retail, dining, spaces, advertising screens, and service experiences for passengers ensuring a comfortable journey.

Sharjah Airport's (SA) Commercial team works hard to offer passengers a superlative passage through the airport. It develops a wide array of shopping and dining options at the airport to delight passengers. Its portfolio includes managing leases, advertising, property management and offering service and retail concessions to stakeholders.

The department supports strategic airport partners like airlines, ground-handlers, fuel companies and logistics players. Coordinating closely with stakeholders, the department's Service Assurance duty officers monitor the airport's day-to-day activities in the terminal, ramp and cargo areas 24/7 to ensure a smooth flow of operations.

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A world of opportunities



15.3 million
passengers
annually



1.8 million
local market
catchment size



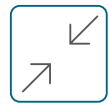
270 flight
movement
every day



33 international
carriers operate to &
from Sharjah Airport



Competitive pricing
compared to
neighbouring airports



8,000 sqm
leased for commercial
activities

Advertising at Sharjah Airport

Sharjah Airport, a modern gateway to Sharjah, serves as a significant local economic driver. Its advertising spaces, offer businesses the opportunity to reach a significant number of arriving and departing passengers, given the extensive network of regional and international destinations connected through Sharjah Airport. With various types of advertising screens strategically placed throughout the terminal building, exhibitors have a range of options to showcase their content, ensuring visibility to passengers as they navigate through the airport.

Advertising opportunities at Sharjah Airport

74 APTV screens

12 Duo Fashion screens

64 Static locations

+971 50 216 8082

Email: GeniusT@globalooh.net



Leading brands at Sharjah Airport

Retail: Duty Free Shops operated by Avolta, Jawhara Jewellery, Memoire Jewellery, Bijoux Turner, Rasasi Perfumes, Hudson Cafe, Bin Sina Pharmacy, Bayara, SATA, Al Ghurair Exchange **F&B:** Tim Hortons, Filli Café, McDonald's, Costa Coffee, Dunkin Donuts, Subway, Krispy Kreme **Telecom:** Etisalat, Du, Virgin Mobile **Rent-a-car:** Hertz, Auto lease





EMPOWERING EMPLOYEES AND SUPPORTING STUDENTS

Through its youth and employee development programmes, Sharjah Airport is committed to creating a robust workforce of the future.

In partnership with Sharjah Research, Technology, and Innovation Park (SRTI Park), Sharjah Airport Authority (SAA) launched the 'Promising Generations' initiative that aims to promote innovation and offer creative solutions to enhance various operations at Sharjah Airport. Students from Higher Colleges of Technology and other universities collaborated closely with SAA to analyse the airport's operational procedures. Following this, they were given the opportunity to train with the Huawei team and use the Huawei digital training platform to develop innovative smart solutions for the various challenges they had identified.

Practical workshops

Over 400 Sharjah Airport employees attended several workshops on various themes such as sustainability, leadership, project management, functional engineering and many more. Sharjah Airport also hosts career development programmes regularly. The ongoing programmes are being attended by a large number of Emiratis.

Rewarding excellence

Every other year Sharjah Airport Authority (SAA) honours the efforts and hard work of its dedicated employees. In May 2023, SAA honoured the winners of the second edition of Sharjah Airport for Organisational Excellence Award, Matari. Matari Award aims to encourage and support employees to secure highest professional standards in institutional excellence and leadership. The award also seeks to promote innovation, highlight exceptional talents and competencies, develop SAA's operations, and evaluate the efforts of various departments in managing their activities and initiatives.

فaster Check-in إجراءات سفر أسرع

Take more time to dine, shop and relax as you easily check-in with Self Service Travel at Sharjah Airport.

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Print your bag tag



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Drop your bag



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BRINGING PEOPLE TOGETHER

Every year, Sharjah Airport Authority (SAA) sponsors several cultural and sporting events. These events help unite the local community and raise awareness about the UAE's values and traditions.



Sharjah Award in Public Finance

SAA sponsored the second edition of the non-profit award held in June 2023. This award was initiated in 2016 to develop and improve the performance of Arab financial institutions by adopting standards of excellence as specified by the award, as well as the exchange of expertise, best practices, and experiences in financial management.



Sheikha Jawaher Al Qasimi Award for Sports Excellence

SAA is a proud Gold Sponsor of this newly established award, designed to enhance the sports landscape in Sharjah. The initiative aligns with SAA's commitment to the objectives of the National Framework for the Wellbeing of All Segments of Society, emphasising an active, positive, and purposeful approach to healthy living. This includes promoting sports experiences, fostering social responsibility in achieving sports equity, academic and professional excellence, and recognising the significance of physical activity and sports in enhancing individual health while fostering sportsmanship and solidarity.



Sharjah International Arabian Horse Festival

For over two decades, SAA has been sponsoring the annual Sharjah International Arabian Horse Festival. The event exemplifies Sharjah's commitment to preserving the rich equestrian heritage and authentic Arabian horses in the region.



The Big Heart Foundation

SAA is an ardent supporter of The Big Heart Foundation that was established to help vulnerable communities across the world. SAA sponsors several initiatives and activities of the Foundation related to health, education and emergency aid.



Sharjah Formula 1 Powerboat Team

As part of its commitment to support emerging sports teams, the Sharjah Airport Authority has sponsored the Sharjah Formula 1 Powerboat Team since 2021. Established by the Sharjah International Marine Sports Club, the two-year old team has achieved notable success, clinching several local and international awards. Their most notable victory was in the F1 World Powerboat Championship (Italy Round).



Sharjah Sports Club Handball Team

SAA is committed to supporting talented players in the emirate. As such, it sponsored the Sharjah Sports Club's men's handball team for the fifth consecutive year in 2023. The Sharjah Sports Club's handball team is a prominent fixture on the game's local and regional landscape. It won the UAE Men's Handball League title for the seventh time consecutively in May 2023.



Dawahi Festival

The 12th edition of the Dawahi Festival, a vibrant community celebration, was sponsored and organised by SAA. The festival seeks to strengthen family ties and foster better communication among community members.



Sharjah Heritage Days

Sharjah takes great pride in its rich heritage, and the cultural legacy of the United Arab Emirates. The emirate of Sharjah is dedicated to fostering cross-cultural dialogue and promoting its customs and traditions to a global audience. Since Sharjah Airport is the getaway that welcomes numerous tourists and visitors from around the world, it collaborates with various partners to support and sponsor heritage events aimed at preserving our cultural identity, such as Sharjah Heritage Days that is organised every year by Sharjah Institute of Heritage in various cities and regions on the emirate.



Sharjah International Athletics Forum for the Disabled

SAA hosted the 11th Sharjah International Athletics Forum for the Disabled. This field event gives people of determination a platform to showcase their skills in various track events.



Sharjah International Tour for Cycling - Sharjah Sport Council

The Sharjah International Cycling Tour is one of the emirate's premier sporting events that showcases the culture, heritage, and tourist attractions of Sharjah to the world. SAA has proudly sponsored the tour for over four seasons, emphasising the significant role sports play in the emirate and the wider UAE. In 2023, SAA sponsored the 9th edition of the Tour with the aim to elevate sports activities and promote the thriving sports culture within the region.

BUILDING A THRIVING COMMUNITY

Sharjah Airport remains actively engaged with the community by participating in a variety of national and community events, which includes its passengers.

Sharjah Airport Authority (SAA) plays a pivotal role in supporting and strengthening local community development through its CSR initiatives for customers, stakeholders and the larger community.



Instilling national pride

In 2023, Sharjah Airport commemorated several national events alongside passengers and staff, including UAE National Day, Commemoration Day and Flag Day. These celebrations underscored the spirit of unity and cohesion, reflecting pride in the UAE's ongoing journey of achievements.



Honouring pilgrims returning from Hajj & distributing Eid gifts

The Airport facilitated pilgrim passengers departing to Saudi Arabia on Hajj, and those returning from Hajj were greeted with gifts. Sharjah Airport's staff helped to complete the arrival procedures quickly and comfortably. On Eid Al Adha, passengers were welcomed with sweets and gifts.



Distribution of Iftar meals

Exemplifying Emirati tradition, during the holy month of Ramadan, fasting passengers were given Iftar meals, dates, and Arabic coffee.



Celebrating with passengers

The airport's 'Summer at Sharjah Airport' and 'Back to School' campaigns saw Sharjah Airport create a fun and welcoming atmosphere for travelling families. Passengers from various GCC countries were welcomed with gifts, flowers and souvenirs on their national days.



DELIVERING EXCEPTIONAL SERVICE

Sharjah Airport's Customer Services team is committed to creating a seamless, convenient and comfortable travel experience.

Personalised and excellent customer service are the hallmarks of Sharjah Airport. Its customer services team works hard to create a warm and welcoming experience at the airport for all passengers. Friendly and knowledgeable customer service staff are available at multiple passenger touchpoints across the airport, ready to help with every type of travel query.

Always near you

Sharjah Airport's customer services team is always at hand and can be reached via multiple channels such as the call centre, information desks, smart kiosks and via email. Working seven days a week, 24 hours a day, the team is committed to providing accurate information and guidance on various topics related to travelling through Sharjah Airport.

Because We Care

Sharjah Airport Authority (SAA) places great emphasis on acquiring passenger feedback and implementing those suggestions. To facilitate this, SAA has implemented an innovative 'Because We Care...' feedback programme, where passengers are encouraged to share their suggestions with the Customer Services team. The best ideas are implemented at Sharjah Airport and qualify for a reward sponsored by Air Arabia.



More than 85,000 calls handled by Sharjah Airport Call Centre during 2023

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Official Website
www.sharjahairport.ae



Social Media
(SharjahAirport)



Sharjah

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SECURING A SUSTAINABLE FUTURE

Sharjah Airport is a keen proponent of sustainable aviation and is actively working towards achieving net-zero emissions and reducing its carbon footprint.

Sustainable aviation is a core value at Sharjah Airport. Sharjah Airport Authority (SAA) is fully committed to operating and developing Sharjah Airport (SA) under the principles of sustainable development and ensuring its operations have minimal impact on the environment.

Sharjah Airport is the first carbon-neutral airport in the GCC and the second in the Middle East to attain Level 3+ Neutrality Accreditation, which occurs when net carbon dioxide emissions over an entire year are zero by optimising all direct emissions and offsetting the residual emission.

In line with the UAE's declaration of 2023 as the 'Year of Sustainability' as well as its hosting of COP28 in November 2023, SA has undertaken a plethora of green initiatives that promote sustainability.





Alignment with United Nations' Sustainable Development Goals

Sharjah Airport is committed to advancing sustainable aviation and has implemented several initiatives that align with specific Sustainable Development Goals as outlined by the United Nations (UN).

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



SDG 9: Industry, Innovation, and Infrastructure

In line with ACI's Twin Transition initiative, SAA is advancing sustainability through the use of IT solutions across all airport units. The initiative aims to develop and promote technologies that improve business operations, while minimizing adverse environmental effects and maximizing energy efficiency.

The Twin Transition initiative at Sharjah Airport includes technological advances, such as using data analytics to gain important insights into customer preferences and resource requirements; using IOT for predictive maintenance and to track and monitor ground and aerial equipment in real time; and the implementing 5G networks to ensure faster and more reliable operational and passenger connectivity.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



SDG 12: Responsible Consumption and Production

To promote responsible consumption, SA has implemented waste reduction strategies and recycling programs targeted at zero landfill waste.

Beyond implementing SDGs, Sharjah Airport carries out its daily operations using a well-established, ISO14001-2015 certified environmental management system. This includes several green initiatives such as improving the air quality both inside and outside the airport by installing healthy ventilation systems and growing indoor and outdoor plants in abundance. Sharjah Airport's outdoor tree-planting programme has helped reduce soil erosion along with mitigating the airport's environmental impact on the local air quality.



 Waste Collection in 2022	2302 tonnes of general waste	70% of this will be recycled
 Water Reused	2022 53,408,182 gallons	2023 61,603,325 gallons

 Recycled	Wood: 155 tonnes	Metal: 720 tonnes	Tyres: 40 nos
	Plastic: 30 tonnes	Paper: 96.91 tonnes	

 SA's Electric Vehicle Fleet	16 conveyor belts	26 baggage tractors	10 forklifts	1 boom lift
	9 compressor ACUs	50 passenger steps	8 boarding ramps	

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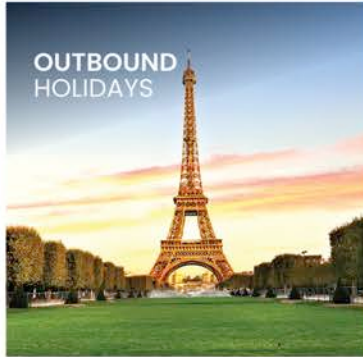
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A STAR ALLIANCE MEMBER

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24/7 Services : +9716 508 4081 | RAK : +9717 233 8880
Abu Dhabi : +9712 6777 211 | Ajman : +9716 742 0030
Email: info@satatravels.com 00000/satatravels



SHARJAH AIRPORT TRAVEL AGENCY

Simplifying travel through efficient and seamless services.

Sharjah Airport Travel Agency (SATA) was established in 2001 by Sharjah Airport Authority (SAA) to offer passengers a one-stop shop that fulfills all their travel needs. The agency is accredited by the International Air Transport Association (IATA). It is a member of the American Association of Travel and Tourism Agencies (ASTA) and the Pacific Asia Travel Association (PATA).

Recognised as one of the UAE's fastest-growing travel agencies, SATA has 11 outlets nationwide. The agency offers various travel solutions that include airline reservations, customised holiday packages, cruises, hotel reservations and global visa services. SATA also arranges UAE visit visa packages, local and international car rental, travel insurance, MICE services, special travel packages for Umrah and meet-and-greet services.

Passenger Sales Agent :

- ▼ Flynas (UAE)
- ▼ EgyptAir (PSSA in SHJ & northern emirates)
- ▼ Uzbekistan Airlines(UAE)

General Sales Agent :

- ▼ Pakistan Airlines (SHJ & northern emirates)
- ▼ Air Peace Airlines (UAE)



Memoire Jewellery

Crafting Memories

Memoire Jewellery, a prominent Emirati jeweler, curates exquisite pieces crafted in Italy, Turkey, and select Asian nations. Their collection features 18k, 21k, 22k, and 24k gold, adorned with sparkling diamonds, for a truly timeless elegance.



PEARL RINGS. 18K



GOLD RINGS. 18K



GOLD NECKLACES. 22K



DIAMOND EARRINGS



GOLD RING ARPAS
BRAND: MEMOIRE
GOLD PURITY: 18K
PRODUCT CODE: GLD1893
PRODUCT WEIGHT: 1.29



DIMOND EARRING
BRAND: MEMOIRE
GOLD PURITY: 18K
WEIGHT: 1.93 G
DIAMOND : 0.32 CT



DIAMOND BANGLE
BRAND: MEMOIRE
GOLD PURITY: 18K
WEIGHT: 8.03 G
DIAMOND : 0.64 CT



GOLD BAR
BRAND: ROYAL MINT
GOLD PURITY: 24K
WEIGHT: 20G
METALS PURITY : 999.9





SHARJAH AVIATION SERVICES

Sharjah Aviation Services is committed to delivering safe and trusted services and a world-class travel experience for every passenger at Sharjah Airport.

Sharjah Aviation Services (SAS) is Sharjah Airport's official ground handling agent. A joint venture by Sharjah Airport Authority (SAA) and Air Arabia, SAS is driven by innovation, quality and reliability. Its dedicated teams deliver a portfolio of passenger, cargo and ground handling services to over 15 million Sharjah Airport passengers each year, ensuring their journey is seamless and comfortable.

Passenger Services

As the passenger's first connection with the airport and airline, SAS plays a pivotal role in the travel experience at Sharjah Airport. It handles most of the passenger touchpoints at Sharjah Airport, such as meet-and-greet services, security check, check-in, baggage collection and boarding counters. SAS equips Sharjah Airport with the latest technology and avionics systems. Its staff are experts in multiple departure control systems and can tailor their services to match any airline's requirements.

Cargo Services

Sharjah Airport is recognised as one of the region's leading cargo hubs thanks SAS's state-of-the-art facilities and comprehensive services. The SAS cargo team processes freighter and passenger aircraft bulk (belly) cargo.

Ground Handling

As Sharjah Airport's sole ground handling agent (GHA), SAS delivers a wide range of aircraft handling functions that meet the standards and guidelines defined by the International Air Transport Association (IATA). SAS is fully conversant with each of its customer airlines' safety procedures and operating systems, enabling it to provide the highest service standards.



2007
establishment
of SAS



2,066
total number
of employees



7.5 million
bags handled
in 2023



60 minutes
minimum turnaround time
for narrow body flights

AirArabia
العربية للطيران

عشرون عاماً من الريادة في قطاع الطيران الاقتصادي
Twenty years of pioneering low-cost travel





AIR ARABIA

Pioneering low-cost travel for over 20 years, Air Arabia continues solidifying its position as a market leader in the aviation industry.

The past year has been a phenomenal one for Air Arabia. The Middle East and North Africa's first and largest low-cost carrier operator, completed 20 years of operations, serving over 150 million passengers and covering more than 190 routes from seven strategic hubs, namely, Sharjah, Abu Dhabi, Ras Al Khaimah, Morocco, Egypt, Armenia, and Pakistan.

The airline operates a modern fleet comprised of Airbus A320 and A321 aircraft and is set to triple its fleet strength with an existing aircraft order of 120 Airbus A320 Family aircraft. The delivery of the new aircraft commences in 2025 and will support Air Arabia's global network expansion strategy. Air Arabia added several new destinations to its Sharjah network over the past year, such as Kula Lumpur, Bangkok, Phuket and Milan.

Enhancing its accessibility in the emirate of Sharjah, the airline opened a new city check-in facility in Muweilah, opposite Al Madinah Shopping Centre. Passengers flying from Sharjah Airport can visit any of the six City Check-in facilities located in Sharjah, Ras Al Khaimah, Ajman and Al Ain.

In 2023, Air Arabia also achieved first place in Airfinance Journal's prestigious annual ranking of the world's top 100 airlines for the fourth consecutive year. The airline received this ranking following Airfinance Journal's extensive assessment of the performance of 100 global airlines.



171 flights
to 92 destinations
each day



17
new destinations
for 2023



63 nationalities
of cabin crew



7 strategic hubs
where Air Arabia
operates from

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



We've given Cargo a class of its own.

Find out more at
<https://siacargo.com>


SINGAPORE
AIRLINES
CARGO


SINGAPORE
AIRLINES
CARGO





GAMA AVIATION

Global aviation services company, Gama offers a range of premium services from Sharjah Airport.

In 2012, Gama Aviation set up its Middle East headquarters at Sharjah Airport offering comprehensive services for private and VIP jets such as aircraft management (access to all major Air Operator Certificates), private jet charter, business jet management and maintenance, FBO and EASA and UAE GCAA approved line maintenance to clients across the UAE, the GCC and the wider Middle East.

Gama's Sharjah FBO is the first in the Middle East to be accredited by International Standard for Business Aircraft Handlers (IS-BAH). It is renowned for its VIP services that include luxurious passenger and crew lounges, private customs and immigration facilities, private car airside access, no slot restrictions and premium catering. The company also offers comprehensive AOG (aircraft on ground) services for all private jets.



+1,200
private flights types
handled during 2023



+3,000
private jet passengers
handled in 2023



MRO
capabilities for
over 20 aircraft types

SHARJAH ٥ DUTY FREE

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عن ٥٠٠ درهم إماراتي وستكفل بدفع ضريبة القيمة المضافة بالنيابة عنك



SHARJAH ٥ DUTY FREE

www.ShopDutyFree.com



SHARJAH DUTY FREE

Making shopping more rewarding with world-class brands at fabulous prices.

Sharjah Duty Free, a part of global travel experience player Avolta, is committed to offering passengers a fantastic shopping experience. It brings several prestigious international lifestyle brands under one roof, such as Giorgio Armani, Tom Ford, Chanel, and Dior. Passengers can shop for a variety of products, including beauty, fragrances, electronics, watches, confectionery and souvenirs.

Furthermore, passengers have the opportunity to utilise the online shopping service provided by the 'RED by Dufry' app or through the sharjah.shopdutyfree.com website. This service includes an 'Order and Pick-up' feature, allowing passengers to pre-order products up to 30 days before their travel date and collect them upon payment at the airport or opt for home delivery. Additionally, passengers can enjoy exclusive discounts and numerous other benefits through this platform.



+700 brands
at Sharjah Duty Free



+17000 products
available at Sharjah Duty Free



60+ years
in the business



Scan to download
Red by Dufry app
and start shopping!



ALPHA FLIGHT SERVICES

Exclusive F&B options that elevate your travel experience.

Since 2007, alpha Flight Services has been fulfilling the F&B needs at Sharjah Airport that includes in-flight and terminal retail catering. A joint venture company between Air Arabia and dnata, alpha serves 30 airlines from Sharjah Airport including Air Arabia, Air India, Air India Express, Gama Aviation, private jets as well as military and cargo carriers. The company also crafts exquisite meals, flavourful light bites, fun children's meals and a variety of refreshing beverages for Sharjah Airport's exclusive venues such as The Lounge and The Hotel.

Following strict HACCP controls, guidelines set by the International In-flight Food Service Association (IFSA), World Food Safety Guidelines (WFSG), dnata global standards, Sharjah Municipality and food control authorities, alpha guarantees the highest-quality F&B options.



Up to 30,000 meals
served per day



Up to 140 flights
catered to per day



30
Airlines served in 2023



DESTINATION SHARJAH

From souks to art galleries and safaris to scuba diving, Sharjah offers experiences of every kind.

Renowned as a UNESCO Capital of Culture 1998, Sharjah is considered the region's cradle of culture and tradition - and it's easy to see why. Perched on the old creek, the emirate's 'Heart of Sharjah' heritage area houses barjeel (wind towers), buildings bustling with souks, museums and art areas. Cobbled alleyways lead to shops selling traditional Emirati attire, fragrances and accessories. The art areas house galleries showcasing the works of prominent local and regional artists and are the venues for the acclaimed Sharjah Biennial and Sharjah Heritage Days events. A few steps away, the Hisn Fort stands as a witness to the Sharjah's rich history.

The newest additions to Sharjah cultural tapestry are the House of Wisdom and the Sharjah Mosque. The House of Wisdom, part of Sharjah's UNESCO World Book Capital of 2019 award, is a repository for over 100,000 books and aspires to be a catalyst for a new cultural quarter in the emirate. Another architectural splendour, the Sharjah Mosque is the largest mosque in the emirate and can accommodate over 25,000 worshippers.

Nature unfolds in breathtaking forms across the emirate. For instance, Sharjah Safari, with its five distinct regions, hosts 50,000 animals that belong to more than 120 species. Similarly, Al Noor Island's Butterfly House is a sanctuary for over 500 butterflies, including exotic species such as the Tailed Jay, Emerald Swallowtail, Pink Rose and Malachite. Moving seawards, spots such as Sira Khorfakkan, Martini Rock and Inchcape are popular scuba diving sites that yield stunning views of vibrant shoals of fish and corals.

For those seeking an adrenaline rush, Big Red, Sharjah's largest sand dune, transforms into a thrilling playground for activities like dune bashing, quad biking, and sand skiing. Explore picturesque hiking trails such as Fossil Rock, Al Rafisah, and Al Rabi, or indulge in a refined desert experience at the Al Mleiha Archaeological Centre, offering luxurious glamping opportunities.

PASSENGER & CARGO DIRECTORY

Connecting to over 150 passenger and cargo destinations, Sharjah Airport is the gateway to the world.



Sharjah Airport

▽ Passengers

▽ Cargo

▽ Passengers / Cargo

- | | | | | |
|--|---|--|---|--|
| 1. Afghanistan
▽ Kabul | 17. Germany
▽ Cologne
▽ Dusseldorf Apt.
▽ Frankfurt Main | 23. Kazakhstan
▽ Aktyubinsk
▽ Almaty
▽ Nursultan Nazarbayev Airport | 37. Qatar
▽ Hamad Int'l Apt. | 47. Tajikistan
▽ Dushanbe |
| 2. Armenia
▽ Yerevan | 18. India
▽ Ahmedabad
▽ Amritsar
▽ Bangalore
▽ Calicut
▽ Chandigarh
▽ Chennai (Madras)
▽ Cochin
▽ Coimbatore
▽ Delhi
▽ Goa
▽ Hyderabad Int'l Apt.
▽ Indore
▽ Jaipur
▽ Kannur Int'l Apt.
▽ Lucknow
▽ Madurai
▽ Mangalore
▽ Mumbai
▽ Nagpur
▽ Nasik
▽ Srinagar
▽ Surat
▽ Trichy
▽ Trivandrum
▽ Varanasi
▽ Vijayawada | 24. Kenya
▽ Eldoret
▽ Mombasa
▽ Nairobi Jomo Kenyatta Int'l Apt. | 38. Russian Federation
▽ Adler/Sochi
▽ Domodedovo Moscow
Multi Apts
▽ Ekaterinburg
▽ Karanganda
▽ Kazan
▽ Saint Petersburg
▽ Samara
▽ Ufa | 48. Tatarstan
▽ Makhachkala |
| 3. Azerbaijan
▽ Baku-Heydar Aliyev | | 25. Kirghizia
▽ Bishkek
▽ Osh | 39. Saudi Arabia
▽ Dammam
▽ Jeddah
▽ Madinah
▽ Riyadh
▽ Taif
▽ Hail
▽ Yanbu
▽ Abha
▽ Jouf
▽ Gassim
▽ Tabuk | 49. Turkey
▽ Ankara Esenboga Apt.
▽ Antalya
▽ Istanbul Int. Airport
▽ Sabiha Gokcen Int'l Apt.
▽ Trabzon |
| 4. Bahrain
▽ Bahrain | | 26. Kuwait
▽ Kuwait | | 50. Turkmenistan
▽ Ashgabad |
| 5. Bangladesh
▽ Chittagong
▽ Dhaka
▽ Sylhet | | 27. Lebanon
▽ Beirut | | 51. Uganda
▽ Entebbe/Kampala |
| 6. Belgium
▽ Brussels
▽ Liege | | 28. Libya
▽ La Abraq Airport
Mitiga Int'l Apt. | | 52. Ukraine
▽ Kyiv |
| 7. Byelorussia
▽ Minsk | | 29. Luxembourg
▽ Luxembourg | | 53. United Kingdom
▽ London Heathrow |
| 8. Chad
▽ Ndjamena | | 30. Macau
▽ Macau | | 54. United States Of America
▽ Dallas/Fort Worth
Int'l Apt.
▽ Los Angeles Int'l Apt.
▽ Houston |
| 9. China
▽ Hong Kong Int'l Apt.
▽ Shenzhen | | 31. Malaysia
▽ Kuala Lumpur | | 55. Uzbekistan
▽ Tashkent
▽ Namangan |
| 10. Congo
▽ Brazzaville | | 32. Nepal
▽ Kathmandu | | 56. Yemen
▽ Aden
▽ Sanaa |
| 11. Cyprus
▽ Larnaca
▽ Paphos | | 33. Netherlands
▽ Amsterdam | | |
| 12. Djibouti
▽ Djibouti | | 34. Nigeria
▽ Abuja
▽ Kano
▽ Lagos
▽ Port Harcourt | | |
| 13. Egypt
▽ Assiut
▽ Alexandria
▽ Cairo
▽ Luxor
▽ Sharm E Sheik
▽ Sohag
▽ Cairo - Sphinx Airport | 19. Iran
▽ Tehran
▽ Mashhad
▽ Shiraz
▽ Lar | 35. Oman
▽ Muscat
▽ Salalah
▽ Sohar | 40. Niger
▽ Niamey | |
| 14. Eritrea
▽ Asmara
▽ Massawa | 20. Iraq
▽ Baghdad Int'l Apt.
▽ Erbil Airport
▽ Sulaimaniyah Int'l Apt.
▽ Najaf | 36. Pakistan
▽ Faisalabad
▽ Islamabad
▽ Karachi
▽ Lahore
▽ Multan
▽ Peshawar
▽ Quetta
▽ Sialkot
▽ Turbat | 41. Somalia
▽ Mogadishu
▽ Bossaso
▽ Hargeisa | |
| 15. Ethiopia
▽ Addis Ababa | 21. Italy
▽ Milano - Bergamo | | 42. Sri Lanka
▽ Colombo Katunayake Apt.
▽ Mattala | |
| 16. Georgia
▽ Batumi
▽ Tbilisi | 22. Jordan
▽ Amman Queen Alia Int'l Apt.
▽ Marka Airport Of Amman | | 43. Sudan
▽ Khartoum
▽ Port Sudan | |
| | | | 44. South Africa
▽ Johannesburg
▽ Juba | |
| | | | 45. Syria
▽ Aleppo
▽ Damascus
▽ Latakia | |
| | | | 46. Thailand
▽ Bangkok
▽ Phuket | |



Scheduled Passenger Airlines Operating at Sharjah Airport

 Air Arabia	 Cham Wings	 Nile Air	 Turkish Airlines
 Air Arabia Egypt	 Egypt Air	 Pegasus	 UR Airlines
 Air Blue	 Fly Egypt	 Pakistan Int'l Airlines	 US Bangla Airlines
 Air Cairo	 Fly Jinnah	 Qatar Airways	 Uzbekistan Airways
 Air India Express	 Fly Oya	 Serene Air	
 Belavia	 Indigo	 Syrian Air	
 Biman Bangladesh	 Jordan Aviation	 TARCO Aviation	

*airlines subject to change

Scheduled Cargo Airlines Operating at Sharjah Airport

 Astral Aviation	 MNG Airlines
 Atlas Air	 Rwand Air Cargo
 DHL International	 Singapore Airlines
 Egypt Air Cargo	 Salam Air
 Ethiopian Cargo	 UPS
 Kenya Airways	

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 Customs
☎ 508 1161

Airport Immigration
☎ 508 1313

Airport Police
☎ 594 4022

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

✉ khaled.elkilany@dca.shj.ae

DCA Operations Department

☎ 508 1006

✉ ops@dca.shj.ae

Air Navigation Services

☎ 508 1050

✉ mohamed.almazroua@dca.shj.ae

DCA Security Department

☎ 508 1007

✉ jamil.alnajjar@dca.shj.ae

Government Communication Department

☎ 508 4131

✉ jawahir.aljarwan@dca.shj.ae

Support Services Department

☎ 508 1027

✉ shahd.taryam@dca.shj.ae

Sharjah Airport Authority

Chairman's Office

☎ 508 4101

✉ chairmanoffice@sharjahairport.ae

Director's Office

☎ 508 4008

✉ dsaaoffice@sharjahairport.ae

Airport Operations Department

☎ 508 4500

✉ michelle.ckari@sharjahairport.ae

Commercial Department

☎ 508 1512

✉ alya.alali@sharjahairport.ae

Customer Services Department

☎ 558 1111

Facilities Department

☎ 508 4282

✉ meera.hamed@sharjahairport.ae

Finance Department

☎ 508 4161

✉ saber.iqbal@sharjahairport.ae

Procurement Section

☎ 508 4197

✉ saja.alnoman@sharjahairport.ae

Government Services Department

☎ 508 4111

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Marketing & Corporate Communications Department

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Strategic Planning & Performance Department

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IT Affairs

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Quality Assurance Department

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✉ sultan.alshamsi@sharjahairport.ae

Safety Management

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✉ Leigh.Cockman@sharjahairport.ae

Sharjah Aviation Services

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Director of Operation

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Sharjah Airport Cargo Centre

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✉ cgopsmgr@sharjahaviation.com

Human Resource

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Sharjah Airport Travel Agency

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Air Arabia

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Alpha Flight Services

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