

SHARJAH INTERNATIONAL AIRPORT

2018 YEARBOOK



مطار الشارقة الدولي
Sharjah International Airport

› **Expanding Horizons**
SIA's future plans

› **Global Air Freight**
SIA is focused on technological efficiency



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مطار الشارقة الدولي
Sharjah International Airport



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 الدولي
Sharjah International Airport



**His Excellency
Ali Salim Al Midfa**

Chairman
Sharjah Airport Authority



**His Excellency
Sheikh Faisal Bin Saoud Al Qassimi**

Director
Sharjah Airport Authority

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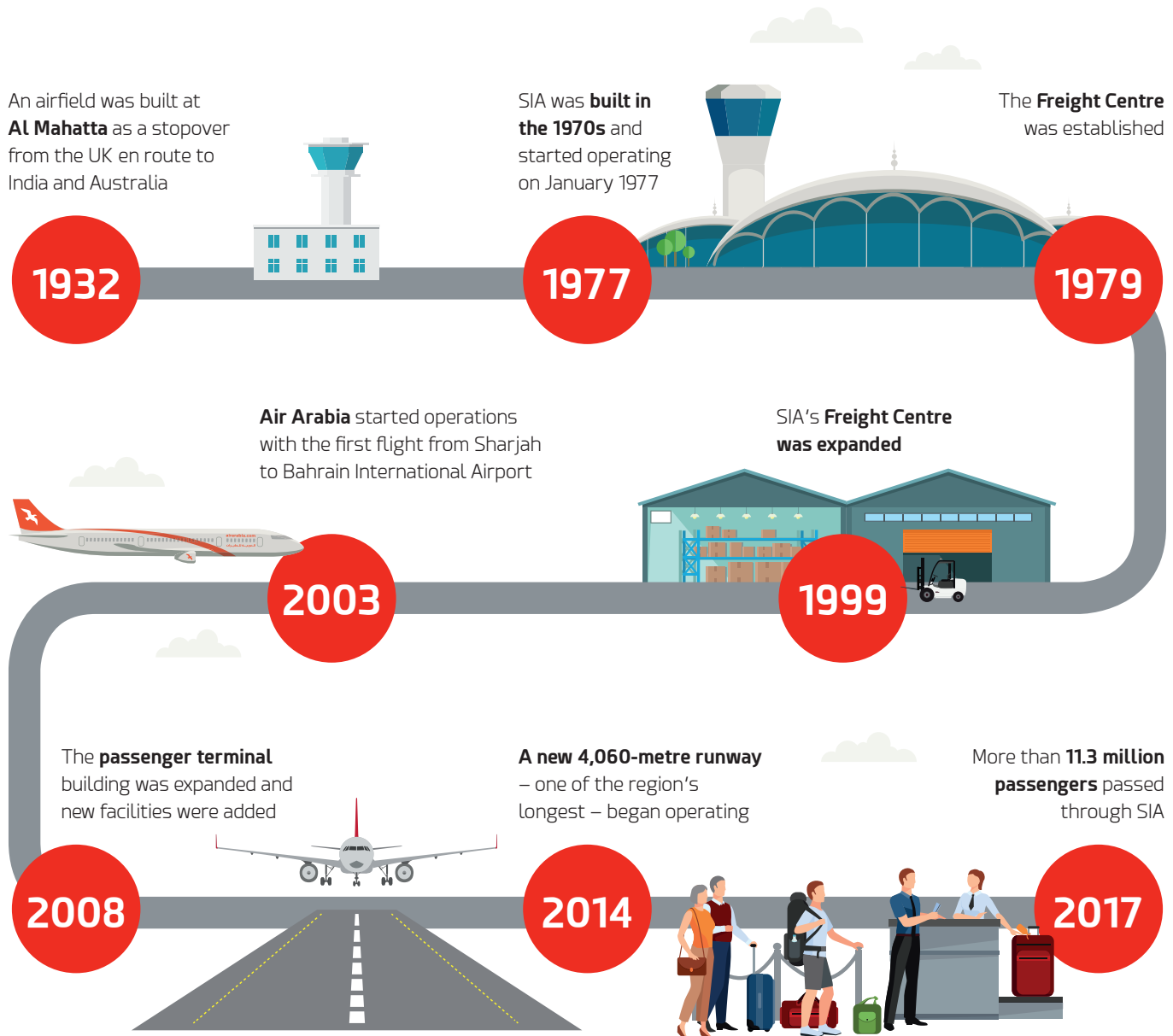
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Sharjah's Aviation Timeline

Sharjah made aviation history in 1932 when the first flight landed at the Al Mahatta runway. Today, Sharjah International Airport is a world class aviation hub.





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The Latest News from Sharjah International Airport



Ambitious Growth Plans

Sharjah Airport Authority (SAA) has announced an expansion that will increase its capacity to hold up to 20 million passengers by the year 2027. Under the directives of His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, Member of the Supreme Council and Ruler of Sharjah and in line with the airport's expansion plans, the Airport Authority has selected the engineering consultancy firm, Parsons Overseas Limited to helm the project.

Gary Adams, President of Parsons Overseas Limited, stated

that he was honoured with the new partnership between Parsons and SAA. Parsons Overseas Limited are looking forward to apply their expertise which will contribute to the milestone development that would improve current travel options, promote economic growth and job creation within the emirate. The ambitious project, which will cost an estimated AED1.5 billion, includes the pre-design preparation followed by the design, supervision and the handover of the first phase of the project.

A New AED110m Private Jet Terminal

Two commercial agreements have been signed with Gama Aviation, the first of which is for a private jet terminal built by Gama at Sharjah International Airport (SIA), with Gama investing over AED110 million into the project.

The second grants Gama the contract for ground handling services for business jet owners, business jets and crew members at the terminal.

The terminal, which will contribute to the development of the private jet and the general aviation industry in Sharjah, comprises two private jet hangars with a capacity of two large

Boeing Business jets each. It also has a terminal for business jet owners and crew members that includes lounges and duty free shops.

H.E Ali Salim Al Midfa, Chairman of Sharjah Airport Authority, said: “Our new partnership with Gama will add to our ability to provide the highest level of services to our customers in the private and business jet industry. The new project will allow the jet owners to travel in a luxurious and convenient manner, while contributing to the economy of the emirate of Sharjah and the UAE simultaneously.”



Smarter, Faster Travel

Smart Gates were first rolled out in October 2016 and have reduced passport procedure time by 70%. A quick, highly efficient system that reads and scans passport information to capture biometric data with a highly accurate camera, makes passport control a breeze for passengers.

“The Smart Gates have proven to reduce the passenger rush during peak hours, ensuring a smooth travel experience. Passengers are now able to complete passport control within 20 seconds. This facility is part of the airport’s strategy which focuses on making travelling easier for all passengers by providing the best internationally recognised services,” said H.E Ali Salim Al Midfa, Chairman of Sharjah Airport Authority.

In an effort to highlight the effectiveness of Smart Gates at Sharjah International Airport (SIA), an awareness campaign was launched from June to August 2017, providing travellers with all the necessary information to register and use the Smart Gates.

Two Smart Gates have also been allocated for people with disabilities, underlining SIA’s commitment to providing appropriate services for all passengers.



Smart Gates reduce the passport procedure time by

70%



Passport control procedures are finalized when passing through Smart Gates in less than

20 seconds



The total number of users of the Smart Gates during 2017 reached

Over 2 million





Flying Pharma

As the first IATA CEIV certified airport for handling and storing pharmaceutical products in the Middle East and Africa, Sharjah International Airport (SIA) is a strategic member of Pharma.Aero. SIA joined Pharma.Aero – a combined initiative from Brussels Airport, Miami Airport and Changi International Airport in Singapore – in October 2016. Pharma.Aero is a cross-industry collaboration that links airports and different continents, providing a temperature-controlled corridor from pharmaceutical manufacturers all the way through to end



users. It was launched with the aim of improving pharma handling in the air cargo industry by restoring reliability and safety across the supply chain.

Keeping Passengers Connected

Travellers through SIA can now enjoy free WiFi thanks to an agreement signed between SIA and Emirates Telecommunications Corporation, Etisalat. WiFi services can be availed by simply connecting to the network, which will then direct the user to a log in page for registration.

On A Winning Streak

Following on from their 2016 Excellence Award in the Website category for Sharjah Government Communication Award, Sharjah Airport Authority (SAA) scooped the Golden Excellence Award for Government Achievement for Best Mobile Application 2017. The mobile application, available on App Store and Google Play, offers reliable airport and flight information as part of ongoing efforts to improve passenger experience.

Celebrating Excellence

During the annual ceremony held in February 2017, Sharjah Airport Authority (SAA) honoured and awarded its strategic

partners, distinguished employees and representatives from different media features, for their cooperation and support which aided in the success of SIA, helping to make it one of the leading airports in the world.

In his welcome speech H.E Ali Salim Al Midfa, Chairman of Sharjah Airport Authority said: “We have chosen the name ‘Al Khair Feekom’ for our ceremony as it reflects our trust in you, and what you can do for a bright future of Sharjah International Airport.” In line with His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of UAE declaring 2017 as the “Year of Giving,” H.E Ali Salim Al Midfa also announced that SAA would launch more charitable initiatives and welcomed all creative ideas.



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the built environment.



Sharjah International Airport in Numbers

Statistics 2017

Month	Aircraft Movements			Passengers Handled				
	Scheduled	Non-Scheduled	Total	In	Out	Transferred	Transit	Total
Jan	6,392	95	6,487	428,096	390,880	149,490	1,167	969,633
Feb	5,541	81	5,622	348,933	345,888	131,384	1,164	827,369
Mar	6,334	126	6,460	394,071	401,023	146,965	1,979	944,038
Apr	6,199	117	6,316	418,543	392,951	154,948	121	966,563
May	6,258	112	6,370	397,712	390,014	162,257	-	949,983
Jun	6,021	94	6,115	309,333	391,025	135,467	-	835,825
Jul	6,748	152	6,900	410,371	469,525	154,659	3,717	1,038,272
Aug	7,055	194	7,249	467,871	460,568	167,169	12,067	1,107,675
Sep	6,772	105	6,877	447,711	363,883	145,479	15,650	972,723
Oct	6,230	114	6,344	383,606	356,175	125,814	3,249	868,844
Nov	6,166	106	6,272	379,089	380,784	142,009	1,944	903,826
Dec	6,500	115	6,615	415,255	429,593	134,855	1,134	980,837
Total	76,216	1,411	77,627	4,800,591	4,772,309	1,750,496	42,192	11,365,588





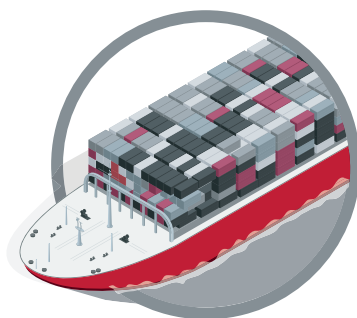
Freight Throughput



Imports
66,321



Exports
54,801



Sea-Air Cargo
10,606



Transit
27,190

* All weights are in tonnes



Eminent VIP Services Making Travel Experiences Luxurious and Easy

Assistance and Support Accessible to all Passengers



For convenient, stress-free travel, VIP services at Sharjah International Airport (SIA) are suitable for both families and business travellers seeking exclusivity and comfort. The 24-hour VIP lounge spans four luxurious suites equipped with entertainment and WiFi.

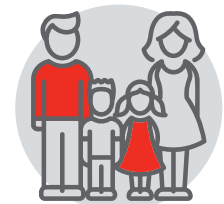
VIP passengers will be whisked directly

to the lounge, from where they will carry out all of their security and passport checks, along with luggage drop offs and claims.

VIP services can be availed by visiting the VIP Services page on the SIA website www.sharjahairport.ae 48 hours before the travel date to enjoy privacy and easy travel experience.



Round the clock
VIP service



Perfect for families and
business travelers seeking
exclusivity and comfort



Luxurious suites
equipped with
entertainment and WIFI

Going Green

Sharjah International Airport is Committed to Creating a Healthier Environment

Environment initiatives at SIA

Sharjah International Airport's (SIA) high environmental standards are ensuring that its carbon footprint remains minimal. SIA strives to reduce pollution, to use energy efficiently, to recycle and reuse wherever possible. SIA are also committed to sharing their environmental knowledge with business partners, stakeholders, concessionaires, other airports and the community at large. With a well-established environmental management system in place, SIA has already launched a number of eco-friendly initiatives.

Airport Carbon Accreditation by ACI

SIA is the second airport in the region certified by the independent carbon management program, Airport Carbon Accreditation, an internationally recognised accolade for mapping and reducing its carbon footprint. SIA upgraded to Airport Carbon Accreditation Level 2 reduction in 2016.

Emission / Energy Reduction

SIA ground handling team launched "Go Green" initiatives to generate cleaner air, lower emissions and increased energy efficiency. SIA replaced its existing diesel and petroleum powered vehicles with environmental-friendly electric vehicles. They also introduced a solar lighting system to its car parking and walk ways, along with an energy



efficient airfield lighting system, energy efficient plasma lights, an upgraded building management system and energy efficient VSD chillers.

Sustainability

SIA is committed to the strategy: "Reduce, Reuse, Recycle." Electricity and water consumption are monitored and an integrated waste management system is being implemented with the aim of zero landfill waste.

Air Quality

SIA utilises internal plants with proper ventilation maintained in all build-up areas. Local and internal air quality is monitored with a mobile air quality monitoring station. Studies show that a well-planned garden not only supports the beautification of the airport, it also helps with air quality and reduces soil erosion. A single tree is capable of absorbing 23 kilograms of CO² per year.

Aerial View

Being a Strategic Economic, Business and Tourism Hub, SIA Welcomes Millions of Passengers Annually.



With spacious and comfortable interiors, travellers also enjoy Wifi services for free.



There's something for everybody at the food court with outlets offering a variety of international cuisines.



Dedicated play areas for the little ones make travelling even more hassle-free.



At SIA's Duty Free shops you can find great gifts, from souvenirs and clothing, to perfumes and Jewelry.

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EVERY
DAY.
A BETTER
DAY.

Reaching New Heights

From the Region's First Pharma Facility to the Introduction of the Latest Technologies



Sharjah International Airport's (SIA) location is an enviable one. Not only is the emirate uniquely bordered by coastlines on both east and west, SIA also benefits from an 'Open Skies' policy as well as close proximity and easy accessibility to shipper and consignee warehouse in the Northern Emirates.

Quick as a Flash

Sharjah Aviation Services (SAS), the ground handler for Sharjah International Airport (SIA) has always prided itself on its swift services. Staying one step ahead of the game, they recently went live with Cargo Flash nGen CMS from Cargo Flash InfoTech, a new generation cargo management system. The tool covers complete landside operations for export and import, Warehouse Management, ULD Management, Roster Management, Workflow Management, EDI Management, All Landside, Warehouse and Airside Charges, SLA and Contract Management. Another development in the Air Cargo industry

is that the International Air Transport Association (IATA) has established new industry standards and regulations with procedures such as e-Airway Bill being touted as industry game-changers.

Sharjah Aviation Services (SAS) adapted to this technology in 2014, serving e-Clearance and e-AWB to its customers. E-Airway Bill means there is no longer a need to print, handle or archive the paperwork. Along with reducing costs, the paperless, eco-friendly system is also more reliable and more productive.

On the Upgrade

Aside from its new state-of-the-art warehouse and cargo management suite, the cargo facility has also benefited from an additional truck dock for faster loading, a scissor lift to carry out screenings and a two-tier unit load device for storage. In the interest of airside safety, a new master pallet has also been added to its line up.

Keeping Cool

As part of the Freight Centre, Sharjah International Airport includes a CEIV Pharma and Healthcare certified handling facility since 2016. Certified by IATA, it is the first Good Distribution Practice (GDP) airfreight handler in the Middle East and Africa. SIA has a pioneering model in pharmaceutical cargo handling and storage in place. Pharma.Aero is a powerful cross-industry collaboration with the Pharma and Healthcare handling facility at SIA's Freight Centre dedicated to keeping up with the increasing demands of the healthcare sector. Products require special care in handling, shipping and temperature controlled storage units, meaning everything from the airplanes and runways to the roller-bed reefer trucks are temperature controlled. Dedicated storage for pharmaceuticals have been allocated, while Real Time Monitoring (RTM) with pre-alert settings provide monitoring and tracking of the critical physical parameters of sensitive products. All parameters, including humidity, differential pressure, light exposure and CO₂ levels are continuously logged and can generate real-time alarms and alerts in case of a discrepancy.



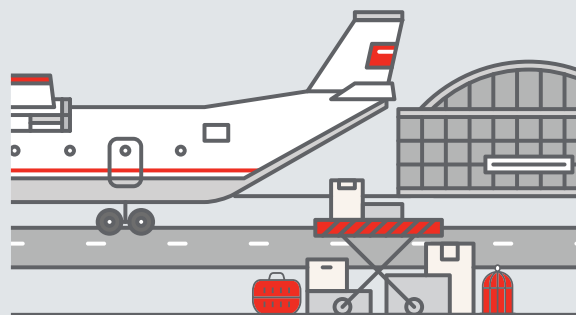
“In a progressively more regulated sector, this guarantees the final recipient that integrity of the pharmaceutical products will be maintained during their transportation and handling at Sharjah International Airports,” said Director of Sharjah Airport Authority H.E Sheikh Faisal bin Saoud Al Qassimi.

This venture also demonstrates SIA's ability to deal with all kind of shipments in accordance with the international standards and requirements, representing a real added value to stakeholders and their customers in the logistics chain. The new facility will enhance SIA's service offerings to primary clients, exporters, importers and end-users.

Animal Care ethos

SIA can't help with their jetlag, but they can guarantee the highest level of care and comfort for jet setting animals. At SIA, the safest ground handling procedures for a variety of wild, domestic and farm animals are ensured. This was successfully tested when SIA received a full flight of live zoo animals from Johannesburg, South Africa to the UAE.

Specialized facilities for shipping animals



- ▶ Overall area 5,100 sqm
- ▶ Overall storage area 891 sqm
- ▶ Dedicated animal pens with water troughs
- ▶ Advanced animal loading ramp
- ▶ Dedicated animal pens and inspection areas with food & water stations
- ▶ Dedicated and air conditioned area for pet birds and domestic animals



Busy Bees Get Special Care!

Playing a vital role in sustaining the planet's ecosystems, hardworking bees are the world's most important pollinators of food crops, with one third of the food we consume each day relying on bee pollination. Sharjah International Airport (SIA) values the importance of bees in the food chain and thus efficiently provides specialized services in handling shipments of Bee hives for an average of 50 freighters per year for honeybees.

Honeybee hives arrive twice a year, from February to April in the Spring and September to November in the Fall. With ventilation, temperature and humidity playing crucial roles in the success of the process, transportation and handling is an ongoing challenge the full cooperation of different organizations like the Ministry of Climate Change and the Environment and Sharjah Municipality.

Freight Fast Facts



The five cargo terminals have a total floor area of **32,000 sqm.**



Parking spaces dedicated for air freight, equipped to handle **16 different aircraft per hour.**



In 2017, SIA handled freight of more than **148,000 tonnes.**

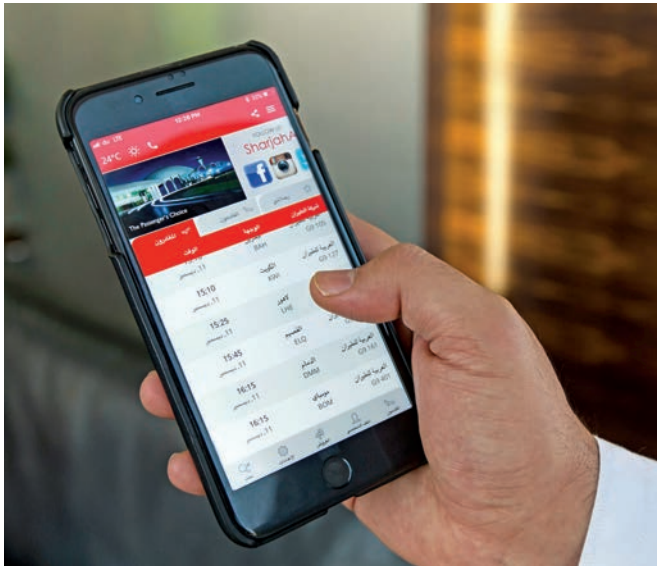


Air BP is the specialized aviation services division of BP, one of the world's major energy companies. Since 1926, Air BP has been supplying aviation fuels and lubricants to the aviation industry. They have a global network of more than 800 locations in over 50 countries. They supply customers in all sectors of the aviation business, including passenger and freight airlines, governmental and military aircraft, business and general aviation users, medical evaluation and firefighting organization, aircraft and engine

manufacturers, aero clubs, and private pilots. They supply into-plane, in bulk into pipeline or storage, and even in barrels in certain countries. Jet Kerosene is their principal product, but they are also a major manufacturer and marketer of Aviation Gasoline and Lubricants for Turbine and Piston-engined aircraft. Air BP is recognized internationally for its high Health and Safety, technical and operating standards, its expertise in support services and customer responsiveness — particularly in new and developing markets.

SIA Embraces the Future

Sharjah International Airport adopts the Latest Technologies to Stay Connected with Passengers and Employees



Sharjah International Airport (SIA) uses the latest technological services available to stay connected with passengers and employees alike. As SIA continues to connect communities across the globe, the airport has harnessed the latest digital and smartphone technology. With SIA's digital services constantly evolving in terms of accessibility, convenience and efficiency, we look at the latest advances.

Evolving e-Services

With its clean, modern layout and wealth of useful information at the click of a button, www.sharjahairport.ae, SIA's user-friendly website, has continued to evolve with the ever-changing needs of customers, vendors and airport contractors. Information can be found easily and users can discover everything they need to know from details of their journey, airport facilities, car rental offices as well as details

on travel and tourism in the Emirate of Sharjah as well as business opportunities for interested candidates.

A number of convenient services have been integrated into the bilingual Arabic and English website. Live flight tracking offers real-time information on both passenger and cargo flights, enabling customers to stay connected to further updates via SMS or email. With improved cyber security measures in place, customers can take advantage of a range of VIP e-services, with quick and easy online payment facilities. Vendors and suppliers can also make use of the website's range of business services which include online tenders, supplier registration forms and the opportunity to bid in auctions.

When Operations Meet Efficiency

SIA has migrated many traditional Human Resources (HR) tasks to the HR digital management mobile application for smart phones called Bawabati. Today, more than 80% of all HR requests at SIA can be actioned through Bawabati, which features convenient push notifications to ensure that both staff and the HR department remain up-to-date. These requests include leave, training and attendance tracking among others.

Smart Connection

Launched in 2016, SIA's mobile application, Sharjah Airport, has gone from strength to strength. Available for download on App Store and Google Play, the English and Arabic application is designed with passenger convenience in mind, aiming to improve customers' experience before and during their time at the airport. With easy to use features, extensive airport and flight information and a dynamic 3D terminal map to guide passengers inside the terminal, the journey is made easier with just a swipe of the touchscreen.



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New Horizons

With New Destinations, More Travelers Choose Air Arabia Making it More Popular than Ever



In 2017 Air Arabia, the largest low-cost carrier operating in the Middle East and North Africa, launched five exciting new routes to Baku in Azerbaijan, Trabzon in Turkey's unspoiled North-East, Sohar in Oman, Asmara in Eritrea and Hargeisa, the capital of Somaliland.

"Each of these cities have witnessed a boost in tourism demand and have become a popular destination for the UAE and the Gulf travellers," says Adel Al Ali, Group Chief Executive Officer of Air Arabia. "Evidently, this has been an exciting year for us and we are continuously monitoring our hub and operations in each market for new growth opportunities and presence of demand to support a network."

Now operating flights to over 140 destinations serving key markets across MENA, South and Eastern Europe, South Asia and Africa, another growth in demand for Air Arabia has been

for families travelling across their network. With more and more families seeking short haul breaks, the airline's business model perfectly caters to them, centered as it is on serving destinations that are within four to five hours flying radius from their hubs.

The competitive prices are also attractive for tourists who take advantage of the airline's strategically located hubs which allow Air Arabia to operate in multiple markets with a demand for low cost travel.

Other than travelling for leisure, Air Arabia has also recorded a steady rate of growth for medical and religious tourism in the region. SIA offers travellers easy access to all the other Emirates and attractions within the country, while the airport's expansion plans will sufficiently sustain Air Arabia's anticipated growth in an organic manner.

Visit Sharjah to enjoy the Family Experience

Welcome to a unique destination, to a modern metropolis, a capital of culture and history.

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والسياحي بالشارقة

Sharjah Commerce & Tourism
Development Authority



SIA's Corporate Social Responsibilities

Sharjah International Airport's Contributions to the Society



Giving back to the community is a primary focus for Sharjah International Airport (SIA) as part of its Corporate Social Responsibility (CSR). The airport has established strong links with a range of charitable, cultural, educational and sporting initiatives. In line with the vision laid out for the Emirate of Sharjah by H.H Sheikh Dr. Sultan bin Mohammed bin Al Qasimi, Member of the Supreme Council and Ruler of Sharjah, SIA's CSR programme is born out of a desire to see the local community grow and thrive while still staying true to its cultural heritage.

Support Through Sponsorships

On a community level, SIA supports many initiatives and sponsors key local charities. As sponsors of the annual Sharjah International Arabian Horse Festival since for over 15 years, SIA is behind the Sharjah Equestrian & Racing Club every

step of the way. Established in 1982 under the patronage of H.H Sheikh Dr. Sultan Bin Muhammad Al Qasimi, the Sharjah Equestrian & Racing Club, which boasts the largest indoor riding facilities in the Middle East, has been pivotal for encouraging horse riding in the UAE.

Playing a key supporting social role at regional and local levels, SIA sponsors the Sharjah International Children's Film Festival (SICFF), a collaboration dedicated to enhance the media literacy of the city's youth which helps to foster creativity.

The Kalimat Foundation for Children's Empowerment, is a non-profit organisation backed by SIA that believes reading and access to books should be a basic right of every child.

SIA is also a keen supporter of the Sharjah Charity International who sponsor orphans, widows and the poor. They also take on the construction of schools, mosques and clinics across the Middle East, East Africa and Asia.

SIA's Campaign Trail

In the spirit of community engagement, Sharjah International Airport (SIA) staged a variety of campaigns and events that brightened up the terminal, such as the three-day “Back to School” children focused campaign in September, which targeted families arriving from their summer vacation through SIA with fun activities and gifts.

As for the Holy month of Ramadan, the airport terminal was turned into a cosy environment filled with Ramadan messages and colourful lanterns. Iftar coupons were distributed daily to the passengers at SIA throughout the month as part of SIA's CSR program. The CSR initiatives extended to creating a comfortable environment to the Hajj Pilgrims travelling through SIA. Smooth departures and arrivals were assured by providing dedicated check in and immigration counters in addition to free porter services. Furthermore, specialised teams were invited to offer Hajj tips and health services.

The 46th UAE National Day

SIA celebrated the 46th UAE National Day in the terminal building, where the arrival and departure halls were filled with

flags and decorations symbolizing the spirit of the union which expresses the delight of the Emiratis on this occasion over 3 days starting on the 1st till the 3rd of December. In addition to that, flowers and flag scarfs were distributed to the travelers. Other activities that took place included live traditional dances, a Henna kiosk, photography with the Falcon and face painting.

Keep Smiling

In line with the UAE's vision to cultivate positivity within government activities, and the management's keenness on flourishing an optimistic working environment, the “Sunday Smile” initiative was launched. Every Sunday morning, the Happiness team from the HR Department hands out gifts along with messages of encouragement to keep employees motivated.

Protecting the Planet

With SIA's responsibility to benefit the community they work in and to minimise their impact on the environment, SAA distributed candles and a message to employees encouraging them to switch off the lights for Earth Hour. SAA also participated in Earth Hour events at Al Majaz Waterfront and Khorfakkan.



"Because We Care"

Valuing Customer Interaction Through Dedicated Customer Satisfaction Programs



Sharjah International Airport (SIA) continued to award participants of its customer feedback questionnaire (CFQ), with free Air Arabia tickets. The reward recipients are selected according to how insightful and valuable their suggestions are. Launched in January 2009 under the "Because We Care" program, the initiative encourages travellers to share their feedback on SIA's different services and facilities in a bid to enhance travel experiences.

Feedback is submitted through the website, by email to care@sharjahairport.ae, through questionnaires distributed at the departure and arrival lounges, and by mobile surveys

conducted by an airport employee directly with the passengers using the application. The Authority recently devised a new submission method through the SIA smart phone app and the Ipads available throughout the airport.

H.E Sheikh Faisal bin Saoud Al Qassimi, Director of Sharjah Airport Authority confirmed that this program is providing many suggestions that benefit the authority in general and helps improve the performance and ascend the level of services. This program is also considered a link between the authority and customers who can convey their opinions, suggestions and comments about the services that the airport always strives to improve.

Empowering Emiratis

The Emiratisation Policy at SIA is Shaping Future Leaders



The airport's goal-orientated Emiratisation policy was developed to support the UAE's Vision 2021, which is working towards a knowledge-based economy that harnesses the skills of UAE nationals in the workforce. There are now around 380 Emirati employees working at Sharjah International Airport (SIA).

One of the six pillars of the UAE Vision 2021 is to build a competitive, knowledge-based economy that is driven by innovation and powered by skilled nationals, with Emiratisation naturally playing a key role in reaching this objective.

SIA has launched a number of initiatives in order to arm outstanding nationals with the essential management skills. Instilling both competence and commitment into Emiratis, many are now in leading positions in various managerial and operational fields. Emiratis now fill 100% of the higher management positions such as Directors.

With a strategy to recruit, train and retain highly qualified UAE nationals from a wide range of skill-sets, today more and more Emiratis are employed in high-risk jobs such as firefighters. It is thanks to these brave individuals that passengers can travel with peace of mind, with SIA's fireservice team fully equipped to provide a secure response to any possible situation.

Emiratis also fill 100% of the first point of contact positions at SIA. As the friendly face of the airport, the roles of Passport Controllers, Public Relations Officers and Customer Service Personnel are all filled by Emiratis.

In addition to SIA's commitment to the Emiratisation policy, especially in sensitive positions that concentrate on communicating with customers wherein the management is always keen to enroll the employees in courses specialized in customer care to acquire the required skills and new languages.

Strategic Partnerships

SIA's Service Providers are Working Together to Enhance Customer Travel Experience



SATA is an IATA accredited travel agency and a member of ASTA & PATA. It has positioned itself as a Premium Travel Agency in the UAE with 14 branches all over the emirates and having a Passenger Sales Agency for Flynas and Passenger Sales and Service Agency for Egypt Air.

Sharjah Airport Travel Agency (SATA) is owned by Sharjah Airport Authority, and was established in 2001 to cater to a wide segment of society by providing customers an excellent & hassle free service.

Like all multinational travel consultants, SATA offers all kinds of travel services from airline ticketing and reservation, excellent inbound and outbound holiday packages, worldwide visa facilities services, Worldwide hotel reservations, Car rental, Travel insurance, Educational tours and MICE services - all under one roof.

SATA is also offering a new online service to satisfy customer needs in just one click, where all travel needs will be at your finger tips www.satatravels.com

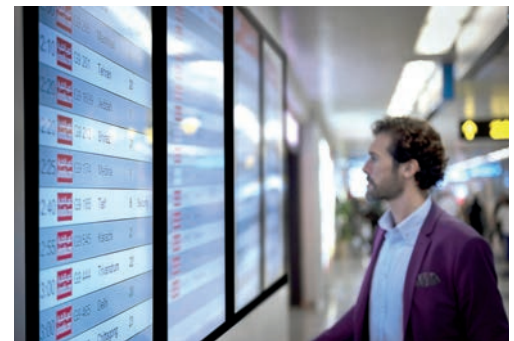


Sharjah Aviation Services (SAS) is a ground handling company that provides both passenger and ramp handling support operating one of the region's leading cargo hubs with a customer base extending to national carriers, major alliances, low cost carriers, freight forwarders, tour operators and members of the public. This has enabled them to develop products and services to meet the specific needs and nature of their customers. The Baggage Reconciliation System (BRS), introduced in 2017, is an innovative baggage reconciliation solution with BRS matching real-time passenger, flight and baggage data from check-in until flight departure. BRS supports airlines and ground handlers with the loading, tracking and management of baggage. It ensures baggage location accuracy while

enhancing the fast turn-around of aircraft and on-time departures; all of which puts the passenger experience at the forefront of initiatives.

Hala Services

Hala Services are in place to make every step of the journey simple, straight forward and providing Meet & Assist, Fast Track Check-in and immigration clearances as well as porter services and extensive visa support services. In 2017 the ground service provider upped the ante by introducing the 'May I Help You' team to offer further assistance to passengers. For more information on the services offered by SAS visit www.sharjahaviation.com. For Hala services visit www.hala-services.com.





With award-winning chefs creating authentic meals designed to suit airline customers' local cuisine and culture, Alpha Flight Services are the experts when it comes to inflight catering.

Established in 2007, in collaboration with Sharjah International Airport (SIA), Alpha Flight Services employs more than 450 staff and is well-placed to serve the Emirate of Sharjah and beyond from its base at SIA.

While Alpha continues to evolve with

the growth of Sharjah, changing consumer expectations, and technology, its focus stays on customer service and superior cuisine. It is this unwavering focus that has seen Alpha expand its business to become full service food hospitality providers and a leader in management and event catering.

In the air and on the ground, Alpha provide exquisite cuisine and exceptional service every time. For more information visit www.alphagroup.com.



We'll help you savour your time together.

At Alpha, we are committed to ensuring your events go as smoothly as possible, helping you deliver food and service that will delight your guests.

For all your catering needs email
catering@alpha-group.ae
alpha-group.com



alpha



The newly refurbished Sharjah Airport Duty Free, operated by Swiss-based retailer Dufry, provides a wide range of customers from across the globe with an outstanding shopping experience. Having already added an extensive range of new, world-class brands to their portfolio, they will also be opening a new Hudson convenience store in the Departure main dome.

In order to add more shopping varieties for passengers, SIA currently has nine Dufry shops throughout different areas of the airport.

Having successfully acquired and integrated the Nuance Group and World Duty Free Group, the Dufry Group is now the world's leading travel retailer with 2,200 stores worldwide – over 20% of the market share. For more information visit www.dufry.com.





Integrated Solutions from Takeoff to Landing

Parsons is the premier choice for world-class aviation design, engineering, and project/construction management services. More than 450 airports in 40 countries have counted on Parsons to plan, construct, expand, enhance, and sustain their landside and airside infrastructure—totaling more than \$175 billion in construction value. Airports serve as gateways to cities and seamless, multi-modal travel is essential to a global economy. Parsons’ unique portfolio of expertise in applied state-of-the-art technology and proven processes to help their customers expand or rehabilitate existing airport facilities, deliver greenfield airport programs, and modernize aviation IT, navigational, security, and NextGen technologies.

Non-Stop Innovation

Parsons collaborate with their customers to ensure that their innovative solutions meet their customer’s needs and keep their airports operational. Parsons tailor services according to the requirements of each project, which helps customers meet their goals and mitigate the risks associated with delivering complex, multiyear capital improvement programs. Whether delivering a

greenfield airport program or modernizing aviation technologies, Parsons are committed to quality every step of the way and will apply forward-looking solutions to deliver any program, large or small.

Collaboration with Sharjah Airport Authority

Parsons was awarded the program and project management services consultancy contract for the expansion of SIA. Parsons’ project/program management role will include oversight of the planning, design, tender and award, construction, commissioning and handing over of the airport’s expansion.

The SIA expansion project will be one of the most architecturally distinctive landmarks in Sharjah. Due to its strategic location, SIA is an important stop for passenger airline, passenger transfers and cargo shipping airlines. The program will include multiple facilities, as well as the enlargement of the airport passenger terminal building, and is expected to increase the airport’s capacity to 20 million travellers annually by 2027. The project will also include expanding landside curbside roads and taxi lot near the terminal. In addition, the project will dramatically improve the airports’ services and will support development and job opportunities within the Emirate.

An International Travel Hub

Accessible, Convenient and Efficient, SIA is the Transportation Centre of Choice for both Passenger and Cargo Airlines



SIA's central location in the UAE, just a 10-minute drive from Sharjah's city centre and around a 20-minute drive from other nearby emirates has long made it a popular choice for short-haul travel. With more routes to further afield destinations launching regularly, SIA is an increasingly busy hub for international flights.

SIA has grown in popularity with travellers seeking winter leisure destinations with various flights operated from points in Europe, Scandinavia and Russia. The newest airline to have joined SIA is Indigo, which started operating in April 2017, joining SIA's other passenger airline lineup of Air Arabia, Air India, Air India Express, Egypt Air, Jet Airways, PIA, Shaheen Air, Syrian Arab Airlines, Air Blue and Uzbekistan Airways.

SIA is also the mainstay of Sharjah's intermodal cargo sector, offering the quickest and most efficient transit options for sea-air cargo when compared with shipments transiting via the UAE's west-coast ports.

Cargo operators at SIA include Lufthansa Cargo, Singapore Airlines, Egyptair Cargo, Ethiopian Airlines, Etihad Cargo and Southernair along with charter and private operators.

Combined with its operational advantages and cost savings, SIA is a more attractive option for Airlines and customers, it continues to spread its wings to recruit new carriers to offer new direct routes.



Scheduled Passenger Airlines Operating at Sharjah International Airport

- ▶ Air Arabia
- ▶ Air Blue
- ▶ Air India
- ▶ Air India Express
- ▶ Egypt Air
- ▶ Indigo
- ▶ Jet Airways
- ▶ PIA
- ▶ Shaheen Air
- ▶ Syrian Arab Airlines
- ▶ Uzbekistan Airways



Scheduled Cargo Airlines Operating at Sharjah International Airport

- ▶ Lufthansa Cargo
- ▶ Singapore Airlines Cargo
- ▶ Egyptair Cargo
- ▶ Ethiopian Airlines Cargo
- ▶ Etihad Cargo
- ▶ Southernair



Gama Aviation



Gama Aviation, a Global Aviation Services Organisation, has been operating out of Sharjah International Airport (SIA) since 2004.

In 2012, Gama Aviation was given responsibility for all business aircraft handling at SIA with the provision of a dedicated team that works 24 hours a day, 365 days a year. Services include business aircraft management, charter, FBO (Fixed Base Operation), maintenance, valeting and aviation software services.

Along with their MENA region headquarters starting at SIA, Gama Aviation has more than 45 worldwide bases and operates over 250 business aircraft making it one of the largest fleets in the industry.

The current Gama Sharjah FBO, the first-ever dedicated facility for business aviation customers at SIA was opened in July 2014, and voted the Middle East's FBO of the Year in 2015 at the Aviation Business Awards in Dubai.

The performance of the Sharjah FBO has far exceeded expectations with an increase of over 45% in Gama Aviation operations in the first four months of 2017, compared to the same period in 2016.

Gama's tie-up with SIA is down to SIA's efficiency and ease of use with the average landing to blocks-on time just six minutes, and fuel stops consistently averaging the 30-minute mark. With the airport's convenient location, availability of slots, parking and hangars, SIA was the obvious choice for Gama.

The future looks bright; Gama's planned expansion – scheduled for completion in 2019 – includes a state-of-the-art business aviation facility with new VIP passenger and crew lounges (essential for their high-profile Emirati and expatriate families and businesses), along with offices and large maintenance hangars.

For more information on Gama Aviation visit www.gamaaviation.com.

YOUR CARGO IS IN SAFE HANDS

Experience world-class cargo services from Sharjah,
one of the largest cargo hubs in the Middle East.



AUTOMOBILES



DANGEROUS GOODS



HONEYBEES



HORSES



PHARMA

- Easy and transparent procedures that means your cargo is expedited with minimal waiting time.
- Dedicated trucking fleet and airlines networks ensures excellent regional connectivity.
- Special handling for dangerous goods, valuable cargo, live animals, perishables, valuable and vulnerable cargo.
- First airport to offer in the Middle East and Africa IATA CEIV Pharma Certified cargo handling services.
- An RA3 certified warehousing facility.

Family-Friendly Sharjah

The Latest, Not-To-Be-Missed Attractions for Families



Stretching from the Arabian Gulf to the Gulf of Oman, Sharjah is the third largest of the seven Emirates which form the United Arab Emirates. Rich in history and culture; a land wealthy with values, full of warm and friendly people, all year-round sunshine and a distinctive blend of a glorious past and a bright present. The Emirate of Sharjah promoted by the Sharjah Commerce and Tourism Development Authority (SCTDA), is an attractive and safe destination offering the right atmosphere for leisure and business alike. Having been crowned the “Cultural Capital of the Arab World in 1998”, “The Islamic Culture Capital for 2014” and “The Arab Tourism Capital for 2015”, the smiling Emirate of Sharjah has been welcoming visitors from around the world for generations.

Al Majaz Waterfront

Situated on the picturesque Khalid Lagoon, the AED120 million development is focused on family fun with an open-air playground, a Children’s Art Park, mini golf, a jogging track (paved with 6,000 recycled tyres), manicured lawns on which to picnic, and a myriad restaurants and cafes.

Al Qasba

You can spot Al Qasba from miles away thanks to its imposing 60 metre high Ferris Wheel, Eye of the Emirate. The air-conditioned cabins are a brilliant way to take in Sharjah’s landmarks as well as to appreciate the Al Qasba development below which spans 10,000 hectares and has a 1km man-made water canal running

through it. The canal is lined on both sides with a range of popular multi-cuisine restaurants and cafes. Attractions include five-a-side football at Soccer 5, the interactive Kids Fun Zone, Byky go kart for an adventure on wheels and eco-friendly electric water karts and abra rides. A cultural hub, it is also home to the contemporary Maraya Art Centre, the Furat Qadouri Music Centre and the Masrah Al Qasba Theatre.

Al Noor Island

Visitors crossing the pedestrian bridge to Al Noor Island, will discover a calm haven inspired by nature. Eight unique sculptures by some of the world's most famous artists include the immersive egg-shaped OVO art installation. There are also light installations and paintings that bring the island to life at night. Bookworms will love the Literature pavilion while the forest-themed play area boasts 72,000 plants as well as a Butterfly House.

Heart of Sharjah

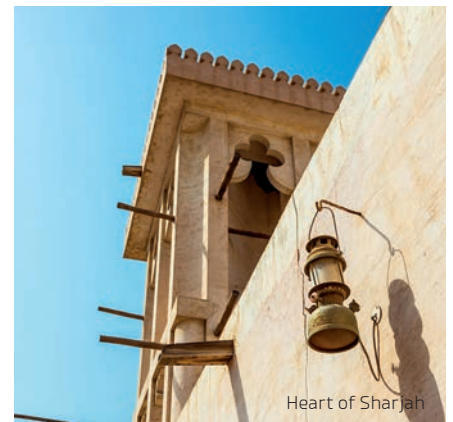
The Heart of Sharjah, located a few minutes from Sharjah's corniche, is the focus of the region's largest restoration project. Coral brick walls, carved wooden doors and carefully curated design will reflect the area's historic past. With the aim of preserving Sharjah's historical identity, it is scheduled for completion in 2025.

Also coming up

The Sharjah Beach Development Project, a new esplanade, which will stretch 3.3km from Sharjah Ladies Club to the Ajman border, will feature food trucks, art spaces, public squares, prayer areas and landscaped gardens. This all-encompassing attraction is expected to become one of the premier leisure destinations of Sharjah.



Al Qasba



Heart of Sharjah



Al Noor Island

Sharjah International Airport Directory

To contact any of the below departments from an international number, use the international code (+971) followed by the required number.

Department of Civil Aviation Sharjah

Chairman office

T: 06 5081004 / 06 5081025
E: maria.kevork@dca.shj.ae /
hajar.ahmad@dca.shj.ae

Director office

T: 06 5081031
E: hamda.alhammadi@dca.shj.ae

DCA Operations

T: 06 5081006
E: mohamed.almazroua@dca.shj.ae

DCA Support Services

T: 06 5081027
E: shahd.taryam@dca.shj.ae

Air Transport and DCA Services

T: 06 5081017
E: khaled.elkilany@dca.shj.ae

Corporate Communication

T: 06 5084019-4013
E: jawahir.aljarwan@dca.shj.ae

Strategic Planning & Performance

T: 06 5081060
E: noura.alsuwaidi@dca.shj.ae

Sharjah Airport Authority

Chairman's Office

T: 06 5084101
E: chairmanoffice@sharjahairport.ae

Director's Office

T: 06 5084008
E: dsaaoffice@sharjahairport.ae

Legal Affairs Department

T: 06 5081090
E: munira.Mohamed@sharjahairport.ae

Commercial Department

T: 06 5081512
E: alya.alali@sharjahairport.ae

Finance Department

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E: saber.iqbal@sharjahairport.ae

Marketing & Customer Relations Department

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Engineering & Development Department

T: 06 5084500
E: michelle.ckari@sharjahairport.ae

Support Services Department

T: 06 5084069
E: ssd@sharjahairport.ae

Administration Affairs

T: 06 5084110
E: admin@sharjahairport.ae

IT Affairs

T: 06 5084069
E: ssd@sharjahairport.ae

HRD Affairs

T: 06 5084128
E: hrd@sharjahairport.ae

Public Relations & Customer Services Department

T: 06 5084020
E: prsl@sharjahairport.ae

Visa and Client Affairs Department

T: 06 5084111
E: mohamed.albouqaish@sharjahairport.ae

Central Archiving Department

T: 06 5084187
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Sharjah Aviation Services

General Manager's Office

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Freight Centre

T: 06 5141115
E: mnhaider@sharjahaviation.com

Hala Services

T: 06 5141241
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HR Office

T: 06 5141226
E: aaboobacker@sharjahaviation.com

Head of Operations

T: 06 5088966
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Service Providers

Sharjah Airport Travel Agency

T: 06 5618888
E: reem@sata.ae

Air Arabia

T: 06 5088888

Alpha Flight Services

T: 06 5581133
E: may@alpha-group.ae

Dufry Sharjah FZC

T: 06 5581145
E: ojeni.jhonyfahel@ae.dufry.com

Gama Aviation

T: 06 5734371
E: fbo.shj@gamaaviation.com

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