



2023 YEARBOOK

www.sharjahairport.ae



SHARJAH AIRPORT CONTINUES STEADY EXPANSION

Reimagining travel through an ambitious expansion plan and slew of award-winning initiatives.

CRAFTING A MEMORABLE JOURNEY

Sharjah Airport's array of advanced services focuses on enhancing the travel experience for every passenger.

IMPACTFUL COLLABORATIONS

Building robust business ties to stimulate economic growth and success.

Delighting customers, day after day

Alpha Flight Services



Alpha Flight Services UAE LLC
PO BOX 71232
Sharjah, UAE
Tel: +971 6 558 0055

alpha

CONTENTS

10 CONNECTING THE WORLD

- › OUTSTANDING ACHIEVEMENTS
- › SHARJAH AIRPORT CONTINUES STEADY EXPANSION
- › A SMARTER WAY TO TRAVEL
- › BE A PART OF OUR SUCCESS
- › ADVANCING SUSTAINABILITY



20 CRAFTING A MEMORABLE JOURNEY

- › AL DIYAFAH SERVICE
- › HALA SERVICES
- › THE LOUNGE
- › THE HOTEL
- › AT YOUR SERVICE



28 CARGO MATTERS

- › MOVING FORWARD
- › IN SAFE HANDS



34 SHARJAH AIRPORT CARES

- › MAKING A DIFFERENCE
- › STRENGTHENING RELATIONSHIPS
- › WE GIVE BACK

40 IMPACTFUL COLLABORATIONS

- › SHARJAH AIRPORT TRAVEL AGENCY
- › SHARJAH AVIATION SERVICES
- › AIR ARABIA
- › SHARJAH DUTY FREE
- › ALPHA FLIGHT SERVICES
- › GAMA AVIATION
- › DESTINATION SHARJAH



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





CONNECTING THE WORLD

Innovative. Efficient. Friendly.
Celebrate travel with Sharjah Airport.

Sharjah Airport is a truly iconic destination. From its trailblazing start as the region's first airport to its recent recognition as the Best Airport in the Middle East by Airport Council International, Sharjah Airport is continually reimagining travel. Renowned for its unrivalled passenger experiences as well as business efficiency, today Sharjah Airport has become synonymous with global connectivity, commercial acuity and warm hospitality.

As travel resumes across the world, Sharjah Airport is embracing the challenge of increased passenger numbers and cargo through an ambitious expansion plan that combines the best of technology with the highest levels of service. Driven by open skies and open ground policies, it is committed to making each traveller feel welcome; helping each of its business partners thrive, and inspiring each of its employees to feel part of a bigger purpose. Sharjah Airport does this through a thoughtfully curated people-first, technology-enabled approach.

OUTSTANDING ACHIEVEMENTS

Since its inception, Sharjah Airport is committed to being a leading global aviation hub offering pioneering services and facilities. Its recent awards are a testament to Sharjah Airport's commitment to maintaining and guaranteeing the highest levels of quality in all it does.



In September 2022, Sharjah Airport was recognised under **ACI's Airports Customer Experience Accreditation Program**, placing it among the Middle East's top eight airports that have this accreditation. It received this recognition after it met the requirements for the first level of the programme. It also won the **Best Airport in the Middle East** award at the Airports Council International (ACI), **World's Airport Service Quality (ASQ) Awards 2021** (announced in March 2022) in the five to 15 million passengers per year category. Additionally, it received the **Voice of the Customer Accreditation** for listening and acting on its customers' feedback and suggestions during the global health crises. H.E. Ali Salim Al Midfa, Chairman of Sharjah Airport Authority, received both awards at the World Handler Experience Summit held in Krakow, Poland in September 2022.



Sharjah Airport was honoured with the **Sharjah Corporate Social Responsibility Award** at the Sharjah Excellence Awards 2020-2021. The award was received by H.E. Sheikh Faisal Bin Saoud Al Qassimi, Director of Sharjah Airport Authority.



Sharjah Airport adheres to the **National Standard for the Business Continuity Management System NCEMA 7000:2021** as developed by the National Emergency, Crisis and Disasters Management Authority (NCEMA). The standard provides guidelines that organisations should implement to maintain an effective management system that enables them to continue operations during disruptions.



In January 2022, Sharjah Airport obtained the **Airport Health Accreditation (AHA) certificate** issued by the Airports Council International (ACI) for the second year in a row, after meeting ACI's requirements and fulfilling the Aviation Sector Revitalization Team (CART) recommendations of the International Civil Aviation Organization (ICAO). It is the first airport in the UAE and the seventh in the Middle East to achieve this certification.

ISO Accreditations received by Sharjah Airport



ISO/IEC 27001

Information Security Management



ISO 10001

Customer Management



ISO 10002 / 10003

Customer Satisfaction Guidelines



Documentation Management

SHARJAH AIRPORT CONTINUES STEADY EXPANSION

In 2017, Sharjah Airport announced an ambitious expansion plan to increase its passenger handling capacity to approximately 20 million annually by 2026. Despite the onset of the COVID-19 pandemic in 2020, Sharjah Airport demonstrated its resilience and commitment to building a better future for aviation by continuing work on the project and inaugurating the East Expansion building.

In 2022, Sharjah Airport completed a comprehensive maintenance programme across its terminal building. The Arrivals area underwent substantial refurbishment, enhancing the passenger experience at Sharjah Airport. Sharjah Airport Authority (SAA) also took several measures to improve passenger comfort across the airport, such as enhanced air-conditioning systems and provision of prayer rooms for men and women on the first floor of the main terminal building. SAA installed automated boarding gates in the Departures area to quicken passenger boarding procedures. A new road was constructed to provide easy access to public transport services and reduce the congestion in the vicinity of the airport. Fencing was added on the Arrivals' road boosting safety for pedestrians and smoothening traffic flow around the airport. Additionally, SAA commissioned a drive-through public PCR testing facility within the airport premises. Trolley sheds in the Departures, Arrivals and car parking areas were renovated.





Going ahead, plans are in place to expand the main terminal building. In addition, Sharjah Airport will also commission a new baggage handling system that will increase the capacity of the existing arrival reclaim area by 50% of its current capacity. As part of the expansion project, SAA will implement 'Special Airport Systems' to bring the most advanced travel technology to Sharjah Airport. Additionally, a comprehensive road network package that will ease access to the airport and increase car park capacity at Arrivals and Departures is in the design stage and is expected to be tendered soon. Other initiatives include providing operating rooms for air conditioning, power and water supply under a central utility plan. Contracts for passenger boarding bridges and security screening systems are currently under tender, with work expected to start in the first half of 2023. In addition, plans are in place to centralise the airport's security scanning system by installing new x-ray machines in a single restricted area with access to all boarding gates. On the airside, an elaborate rehabilitation drive is underway. These measures aim to boost Sharjah Airport's standing as a vital regional aviation hub.

A SMARTER WAY TO TRAVEL

Sharjah Airport Authority (SAA) is committed to building the airport of the future. As part of its digital transformation strategy, it has been at the forefront of adopting and implementing smart travel technology at Sharjah Airport to enhance the passenger experience. Through its policy of consistent and increasing process automation, SAA effectively manages Sharjah Airport's growing passenger numbers while maintaining a high level of service and customer satisfaction.

Smart Information Desk

In line with the 'UAE Innovates 2022' event, SAA launched the Smart Information Desk at Sharjah Airport. The launch also comes within SAA's framework to support the smart transformation of the airport. Allowing travellers to connect with the airport's customer service staff through voice or video calls, the desk gives passengers greater flexibility in accessing the airport's digital services and also provides access to an interactive airport map. Furthermore, travellers can scan their boarding pass to find the route to their gate. Additionally, the Smart Information Desk is designed to cater to passengers with special needs. It incorporates sign language features and has a flexible screen for wheelchair users.



From Check-in to Boarding in Easy Steps

Eliminating long queues and cumbersome processes, Sharjah Airport's digital travel corridor offers passengers improved, faster and personalised services. Travellers can complete their boarding procedures quickly and efficiently in very simple steps.



Self Check-in

Eliminate waiting in line with Sharjah Airport's sleek self-check-in kiosks that allow you to print your boarding passes and baggage tags with a few simple clicks.



Self Baggage Drop

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



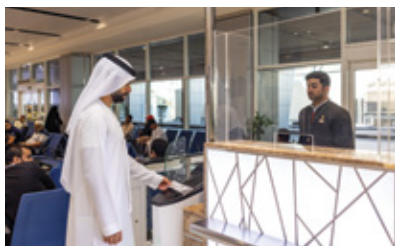
Automated Boarding Pass Verification

Add another layer of safety to your travel by scanning your boarding pass at the validator kiosk.



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.



Automated Boarding Control Gates

Sharjah Airport's digital travel corridor 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.

BE A PART OF OUR SUCCESS

Welcoming over 13 million passengers annually, Sharjah Airport's dynamic environment offers a multitude of profitable business opportunities along with enhanced exposure to an international clientele.

The preferred business partner for many prominent companies, Sharjah Airport's Commercial Department follows a multi-pronged approach to diversify its income streams, strengthen revenue generation, and ensure the highest service levels.

Advertising

Reach an international audience at a captive setting at Sharjah Airport. The airport premises offer an array of advertising opportunities, both indoors and outdoors.

Business Development

Sharjah Airport's Business Development department has been successful in leasing over 99% of the total available retail and concession space at Sharjah Airport. In 2022, the airport expanded its portfolio to include four new brands: Tim Hortons, The Hut, Jawhara and Memoire.

Property Management

The Property Management team manages and oversees the maintenance contracts of Sharjah Airport's property, such as airline offices, and cargo warehouses. Several lease options are available at the airport, including offices, warehousing units and plots for aircraft maintenance hangars etc. for businesses to choose from.

Business Development – Aviation Affairs

In 2022, Sharjah Airport's Business Development – Aviation Affairs section succeeded in bringing six new carriers to Sharjah Airport. These include Biman Bangladesh Airlines, US-Bangla Airlines, TARCO Aviation, Belavia, Nile Air and Red Wings, in addition to various existing carriers who have successfully expanded their weekly frequencies and network destinations.

Service Assurance

Ensuring safe, efficient and secure operations, the Service Assurance section is at the core of Sharjah Airport's smooth travel experience. Led by a team of Service Assurance Duty Officers, the department works closely with all the stakeholders to guarantee the highest levels of service standards by implementing meticulous service level agreements and regularly monitoring key performance indicators.



ADVANCING SUSTAINABILITY

Making aviation more sustainable is a core value at Sharjah Airport. We work closely with all our stakeholders to meet the International Civil Aviation Organization's (ICAO) and Airports Council International's (ACI) resolution to achieve net-zero carbon emissions by 2050. Sharjah Airport Authority (SAA) is fully committed to operating and developing Sharjah Airport under the principles of sustainable development and ensuring its operations have minimal impact on the environment.

Level 3+ Neutrality Accreditation

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



Green Operations

At Sharjah Airport, we carry out day-to-day functions in alignment with environmental standards requirements and regulations. We reuse and recycle where possible, strictly monitor our electricity and water consumption, and operate an integrated waste management system targeted at zero landfill waste. Our terminal building and other built-up facilities feature indoor plants and healthy ventilation systems for enhanced air quality. Additionally, we are decarbonising our ground handling services by transitioning to electricity-based vehicles and equipment.





CRAFTING A MEMORABLE JOURNEY

Experience a warm welcome right from the moment you step into Sharjah Airport. Begin by booking one of Sharjah Airport's meet-and-greet services for a five-star journey through the airport. Inside, The Lounge offers an elegant and plush escape from the bustle of the terminal. Don't be stressed by long layovers or delayed flights - The Hotel is at hand to offer comfort and relaxation.

Sharjah Airport's community areas are just as inviting. Families travelling through Sharjah Airport will love its friendly facilities. A safe and vibrant kids' play area keeps children entertained while parents can relax in the adjacent open waiting areas. There's also a pleasant family lounge, thoughtfully equipped baby care rooms, and complimentary baby stroller services. For people of determination, Sharjah Airport offers dedicated seating areas, special escalators and wheelchair-friendly access.

All travellers can stay connected on the go with Sharjah Airport's high-speed Wi-Fi service, Fly-Fi. Eliminating cumbersome registration and log-in processes, Fly-Fi allows unlimited free internet services on multiple devices.



AL DIYAFAH SERVICE

An epitome of Arabian hospitality, Al Diyafah is the perfect travel treat, personalising your journey through Sharjah Airport. Whether you are travelling for business or leisure, alone or with your family, Al Diyafah ensures that journeying through Sharjah Airport is truly luxurious.

Available for both arriving, departing and in transit passengers, Al Diyafah offers guests a premium meet-and-greet service, portage and assistance and priority at check-in, immigration and security checkpoints. Guests also get exclusive access to the premium Al Diyafah Lounge where they can relax and re-energise in an elegant ambience.



Priority
check-in, security
checks and immigration



Three-hour
access to the lounge



Private car
transfer to/ from
the aircraft



Free
for children two
years and below



Porterage
service



Scan QR code
for more details

How to Book: Al Diyafah can be booked upto 24 hours prior to flight time. Walk-in passengers can avail the service subject to availability.

+971 50 626 1851, +971 50 519 5888 @ pro@sharjahairport.ae



HALA SERVICES

Hala, Sharjah Airport's friendly meet-and-greet service, puts comfort and ease back into travel. From families with young children and unaccompanied minors to elderly passengers and people of determination, Hala ensures a hassle-free travel experience for everyone. With fast-track check-in, assistance through immigration, security and boarding, quick luggage collection and visa processing, there's no better way to travel through Sharjah Airport than with Hala Services.

How to book:

+971 6 514 1200 @ halacontroller@sharjahaviation.com or halateamleader@sharjahaviation.com



مطار الشارقة
Sharjah Airport

TRAVEL Simpler And Easier

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

سافر بشكل أبسط وأسهل

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



الاستقبال والمساعدة
Meet & Assist



خدمة إنهاء إجراءات السفر السريعة
Fast Track Check-in



خدمة إنهاء إجراءات الجوازات
Immigration Clearance



خدمة نقل الأمتعة
Porterage Service



SHARJAH AIRPORT
www.sharjahairport.ae



WWW.HALA-SERVICES.COM



THE LOUNGE

Unwind at The Lounge, a contemporary venue echoing elegance and sophistication. Offering impeccable services and exquisite F&B options, The Lounge is a firm favourite with Sharjah Airport's premium passengers. Guests looking for privacy will appreciate The Lounge's private seating options.

Children can have fun in the interactive play area while parents relax in the 'quiet zone'. Guests can indulge in a variety of light bites all day at The Lounge. There's also a sumptuous buffet at breakfast, lunch and dinner. Shower suites and complimentary Wi-Fi are also available here.

How to book: The Lounge welcomes guests 24/7. No advance booking required.

☎ +971 6 508 5520 or +971 56 454 3527 @ thelounge@alpha-group.ae



THE HOTEL

Relax, rejuvenate and refresh at The Hotel which has been newly refurbished. Flexible check-in and check-out times make the hotel perfect for overnight stays or a few hours' stopover.

The Hotel's affordable and comfortable rooms with their smartly designed ambience provide travellers with all the amenities they need to work or relax till their next flight.

The Courtyard Restaurant on the reception floor is available for light refreshments all day and travellers can relax in its comfortable setting.

How to book:

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

AT YOUR SERVICE

From the moment you enter Sharjah Airport, its Customer Services team is committed to making your travel seamless, convenient and pleasant.

Warm, ready and responsive, Sharjah Airport's Customer Services team strives to provide an exceptional travel experience with its Customer Service agents available at multiple passenger touch points. The customer service team offers highly efficient services and ensures to respond to the needs of families, the elderly and people of determination quickly and proficiently.

Always Near You

Travellers can use Sharjah Airport's multiple channels to reach a customer agent. The Sharjah Airport Smart App, social media handles and smart information desk offer accurate information and guidance 24/7. In addition to obtaining information about flight schedules, passengers can initiate a live chat with a team for specific queries.



Because We Care...

Sharjah Airport constantly works to improve the passenger experience and welcomes all customer feedback. To offer and maintain the highest levels of customer satisfaction, Sharjah Airport has implemented the innovative 'Because We Care...' feedback programme, where travellers are encouraged to share their suggestions with the Customer Services team with the best ideas qualifying for a reward sponsored by Air Arabia.

Communication Channels



Call Centre
+971 6 558 1111



Email
info@sharjahairport.ae



Scan to Download
**Sharjah Airport
Smart App**
(SharjahAirport)



Official Website
www.sharjahairport.ae



Social Media
(SharjahAirport)





CARGO MATTERS

With its superior freight handling and forwarding facilities, Sharjah Airport is one of the GCC's leading cargo hubs. The Cargo Centre at Sharjah Airport enjoys impressive year-on-year growth due to its strategic location and top-notch facilities. Connected to the emirate's three seaports, Khorfakkan Port, Hamriya Port and Port Khalid, and in close proximity to Sharjah Airport International Free Zone, the Cargo Centre offers convenient, cost-effective, and efficient cargo services to shippers and consignees seeking a central distribution hub.

The Cargo Centre's network spans 45 destinations across six continents, served by well-established international cargo airlines that operate in many of the world's fastest developing markets. The Centre has evolved as an important facilitator of global trade helping businesses to connect to their customers.

MOVING FORWARD



Managed by Sharjah Aviation Services (SAS), Sharjah Airport Cargo Centre offers excellence in supply chain and logistics across different business verticals in the Middle East. Currently, the Cargo Centre processes an annual average of nearly 150,000 tonnes of cargo, ranging from mobile phones to honeybees. In 2022, it handled almost 165,000 tonnes of cargo and added six new cargo flights to its roster.



32,000
square metres of
cargo floor area



5 separate
cargo terminals



A dedicated cargo apron
that can accommodate up
to 13 wide-body aircraft



10
additional warehouses
spanning 200 square
metres each

New Businesses at Sharjah Airport Cargo Centre in 2022



IN SAFE HANDS

Sharjah Airport Cargo Centre offers a variety of cargo logistics solutions. The official ground handling service provider, Sharjah Aviation Services (SAS), is ISAGO accredited by IATA for the safe and secure handling of all types of cargo such as dangerous goods, valuable cargo, radioactive materials, and perishables. The Cargo Centre's state-of-the-art facilities are further supported by industry-leading technologies. Its terminals also offer freight forwarders operating charter flights the option to lease dedicated warehouses to build their shipments.

The centre's pharma solutions are one of the best in the region with SAS being the first cargo handling agent in the Middle East and Africa to attain IATA's CEIV Pharma certification for its processes, facilities, and services. During the pandemic, the Cargo Centre's pharma services played a vital role in the transportation and storage of all types of pharmaceuticals and critical medical supplies.

The Cargo Centre also specialises in the handling of live animals and is fully equipped to manage their special requirements. Spanning 5,100 square metres, the live animal handling area has on-site veterinary services, Astro-turf-fitted ramps, police-controlled airside access for horses, and express transportation services.



ISAGO accredited
by IATA



RA3 certified
warehouse and
handling facility



CEIV certified by IATA
to handle pharma products



**Founder and
strategic member**
of Pharma.Aero organisation



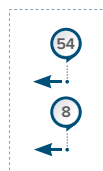
PASSENGER & CARGO DIRECTORY

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

- Afghanistan**
 - Bagram Air Base .Af
 - Kabul
 - Kandahar
 - Mazar-I-Sharif
- Armenia**
 - Yerevan
- Azerbaijan**
 - Baku-Heydar Aliyev
- Bahrain**
 - Bahrain
- Bangladesh**
 - Chittagong
 - Dhaka
- Belgium**
 - Brussels
 - Liege
- Bosnia and Herzegovina**
 - Sarajevo
 - Tuzla International Airport
- Brazil**
 - Arraias
- Burkina Faso**
 - Ouagadougou
- Byelorussia**
 - Minsk
- Central African Rep.**
 - Bangui M'Poko International Airport
- Chad**
 - Ndjamena
- China**
 - Hefei
 - Hong Kong International Apt.
 - Tianjin
- Congo**
 - Brazzaville
- Cyprus**
 - Larnaca
 - Paphos
- Djibouti**
 - Djibouti
- Egypt**
 - Assiut
 - Borg El Arab
 - Cairo
 - Luxor
 - Sharm E Sheik
 - Sohag
- Eritrea**
 - Asmara
 - Massawa
- Ethiopia**
 - Addis Ababa

- Georgia**
 - Batumi
 - Tbilisi
- Germany**
 - Cologne
 - Dusseldorf Apt.
 - Frankfurt Main
 - Hahn
 - Leipzig
- India**
 - Ahmedabad
 - Amritsar
 - Bangalore
 - Calicut
 - Chandigarh
 - Chennai (Madras)
 - Cochin
 - Coimbatore
 - Delhi
 - Goa
 - Hyderabad Intl Airport
 - Jaipur
 - Kannur International Airport
 - Lucknow
 - Madurai
 - Mangalore
 - Mumbai
 - Nagpur
 - Nasik
 - Srinagar
 - Surat
 - Trichy
 - Trivandrum
 - Varanasi
- Iraq**
 - Al Asad Air Base
 - Baghdad International Airport
 - Erbil Airport
 - Sulaimaniyah Intl. Apt.
- Italy**
 - Malpensa
- Jordan**
 - Amman Queen Alia Intl. Apt.
 - Marka Airport Of Amman
- Kazakhstan**
 - Aktyubinsk
 - Almaty
 - Nursultan Nazarbayev Airport
- Kenya**
 - Eldoret
 - Mombasa
 - Nairobi Jomo Kenyatta Intl Apt
- Kirghizia**
 - Bishkek

✈ Sharjah Airport ○ Passengers ○ Cargo ○ Passengers / Cargo



Scheduled Cargo Airlines Operating at Sharjah Airport

- | | |
|---------------------|----------------------|
| ✈ Air Arabia | ✈ MNG Airlines |
| ✈ Astral Aviation | ✈ Singapore Airlines |
| ✈ Atlas Air | ✈ Vision Air |
| ✈ DHL International | ✈ UPS |
| ✈ Egypt Air Cargo | |
| ✈ Ethiopian Cargo | |
| ✈ Emirates Airlines | |
| ✈ Kenya Airways | |

*airlines subject to change



**Scheduled Passenger Airlines
Operating at Sharjah Airport**

- | | | |
|---------------------|---------------------------|----------------------|
| ✈ Air Arabia | ✈ Fly Egypt | ✈ Serene Air |
| ✈ Air Blue | ✈ Go First | ✈ Syrian Air |
| ✈ Air India | ✈ Indigo | ✈ TARCO Aviation |
| ✈ Air India Express | ✈ Jordan Aviation | ✈ Turkish Airlines |
| ✈ Belavia | ✈ Nile Air | ✈ US Bangla Airlines |
| ✈ Biman Bangladesh | ✈ Pegasus | ✈ Uzbekistan Airways |
| ✈ Cham Wings | ✈ Pakistan Int'l Airlines | |
| ✈ Egypt Air | ✈ Qatar Airways | |

29. **Kuwait**
 - Kuwait
30. **Lebanon**
 - Beirut
31. **Libya**
 - Al Bayda - La Abraaq Airport
32. **Luxembourg**
 - Luxembourg
33. **Macau**
 - Macau
34. **Nepal**
 - Kathmandu
35. **Netherlands**
 - Amsterdam
 - Maastricht
36. **Nigeria**
 - Abuja
 - Kano
 - Lagos
 - Port Harcourt
37. **Oman**
 - Muscat
 - Salalah
 - Sohar
38. **Pakistan**
 - Faisalabad
 - Islamabad
 - Karachi
 - Lahore
 - Multan
 - Peshawar
 - Quetta
 - Sialkot
 - Turbat
39. **Qatar**
 - Hamad International Apt
40. **Russian Federation**
 - Adler/Sochi
 - Domodedovo Moscow Multi Apts
 - Ekaterinburg
 - Karanganda
 - Kazan
 - Krasnovodsk
 - Mineralnye
 - Moscow Shremetyevo Apt
 - Nizhnivgorod
 - Novosibirsk
 - Perm
 - Platov International Airport
 - Saint Petersburg
 - Samara
 - Tyumen
 - Ufa
 - Zhukovsky Int'l Airport
41. **Saudi Arabia**
 - Dammam
 - Jeddah
 - Madinah
 - Riyadh
42. **Singapore**
 - Singapore Changi Apt
43. **Somalia**
 - Bossaso
 - Hargeisa
44. **Srilanka**
 - Colombo Katunayake Apt
 - Mattala
45. **Sudan**
 - Khartoum
46. **Syria**
 - Aleppo
 - Damascus Intl Airport
47. **Tajikistan**
 - Dushanbe
48. **Togo**
 - Lome
49. **Tunisia**
 - Tunis
50. **Turkey**
 - Ankara Esenboga Apt
 - Antalya
 - Istanbul Int. Airport
 - Sabiha Gokcen Int. Airport
 - Trabzon
51. **Uganda**
 - Entebbe/Kampala
52. **Ukraine**
 - Hostomel
 - Kyiv
 - Kyiv Borispol
53. **United Kingdom**
 - London Heathrow
54. **United States Of America**
 - Dallas/Fort Worth Intl Apt.
 - Los Angeles In'l Apt.
55. **Uzbekistan**
 - Tashkent
56. **Vietnam**
 - Ho Chi Minh City
57. **Yemen**
 - Aden
 - Sanaa





SHARJAH AIRPORT CARES

Sharjah Airport Authority's (SAA) corporate social responsibility (CSR) initiatives are at the heart of its mission to contribute to the UAE's growth and development. SAA is committed to transform Sharjah Airport into a dynamic, responsible and sustainable business hub that gives back to the local community while delivering exceptional value for every stakeholder. Its CSR initiatives are focused on minimising what the organisation takes from the community and maximising the benefits the community draws.

Each year, SAA participates in various environmental, sports, health, education and cultural activities as part of its CSR initiatives. Through youth and employee development programmes, SAA works to minimise the barriers to success for the workforce of the future. By creating real value, SAA has been able to record remarkable achievements for community members, employees and stakeholders.

MAKING A DIFFERENCE

Sharjah Airport actively supports the local community as part of its Corporate Social Responsibility (CSR). It strives to ensure that each initiative is inclusive and accords maximum benefit for all community members. Some of the initiatives Sharjah Airport Authority (SAA) undertook are:



Back to School Campaign

Families returning from summer break through Sharjah Airport were welcomed with gifts and activities by Sharjah Airport's employees, marking a sweet start to the new academic year. The heart-warming gesture strengthened the airport's bond with its travellers.



Talent Development

SAA regularly conducts training programmes and workshops to enhance the skills of the local youth so that they become valuable members of the workforce of the future. The initiatives include the annual summer training programme and the National Career Fair.



Community Celebrations

Embodying the values of unity, tolerance and progress, SAA enthusiastically marks important events such as the UAE National Day, UAE Flag Day, Emirati Women's Day, UAE Innovation Month, International Women's Day, International Humanitarian Day, International Day of Tolerance, and International Civil Aviation Day, to name a few.



Iftar Meals

The ninth month of the Islamic calendar, Ramadan is observed by Muslims as a time of fasting, prayers, charity and community. SAA distributed 'iftar' (meals served at the time of opening of the fast) to all passengers. It also sponsored Sharjah TV's broadcast of Ramadan greetings and the firing of the iftar cannon.



What's the secret behind your **Fries**? | 

Ask us on
YourRightToKnow.com

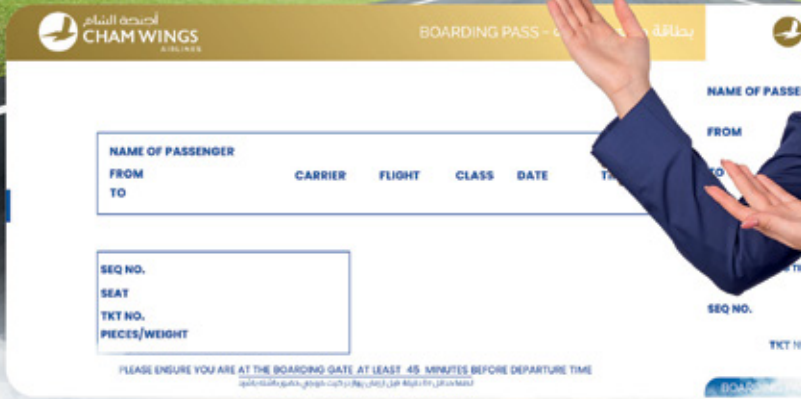


 **أجنحة الشام**
CHAM WINGS
AIRLINES

سافر بلا حدود
FLY BEYOND THE LIMITS







BOARDING PASS - بطاقة الصعود

NAME OF PASSENGER
FROM
TO

CARRIER **FLIGHT** **CLASS** **DATE** **TIME**

SEQ NO.
SEAT
TKT NO.
PIECES/WEIGHT

PLEASE ENSURE YOU ARE AT THE BOARDING-GATE AT LEAST 45 MINUTES BEFORE DEPARTURE TIME
يُرجى التأكد من أنك في بوابة الصعود قبل 45 دقيقة من وقت المغادرة

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STRENGTHENING RELATIONSHIPS

H.H. Sheikh Sultan Bin Ahmed AlQasimi, Deputy Ruler of Sharjah, honours H.E. Ali Salim Al Midfa, Chairman of Sharjah Airport Authority, for Sharjah Airport's participation in the **Sharjah Events Festival**.



WE GIVE BACK

Sharjah Airport Authority (SAA) makes a meaningful social contribution by generously sponsoring a curated calendar of cultural and sports events.

Sharjah International Arabian Horse Festival

SAA sponsored the Sharjah International Arabian Horse Festival that brings to fore the beauty and nobility of Arabian Purebred horses. The event supports the region's equestrian sports and is organised as part of H.H. Sheikh Dr. Sultan bin Mohammed AlQasimi's, Member of the Supreme Council and Ruler of Sharjah, efforts to preserve the Arabian Peninsula's equestrian traditions.



Sharjah F1 Team

The emirate of Sharjah has been hosting the Union Internationale Motonautique FIH2O World Championship, the flagship international series of single-seater inshore circuit powerboat racing, for nearly twenty years. In 2019, the emirate registered its national team to participate in the adrenaline-pumping sport. Co-sponsored by SAA, the formation of the Sharjah F1 Team is in line with the strategic objectives of the government of Sharjah in terms of facilitating sports and youth activities.



Sharjah Sports Club Handball Team

SAA renewed its sponsorship of the Sharjah Sports Club's men's handball team for the fourth consecutive year. The backing is in line with Sharjah Airport's commitment to supporting the emirate's talented sports people. The Sharjah Sports Club's handball team is one of the most prominent sports teams locally and regionally and has won many awards and championships, including the Asian Handball Club League Championship, the UAE Super Cup and the Emirates Cup.



Dawahi Festival

SAA understands that a happy family is the core of a happy society. As such, it sponsored the 11th edition of the Dawahi festival to promote communication and bonding among family and community members in a fun and vibrant atmosphere.



Sharjah International Athletics Forum for the Disabled

SAA proudly partnered with Al Thiqah Club for the Disabled to host the Sharjah International Athletics Forum for the Disabled. The tenth edition of the championship was held in March 2022 and comprised track and field competitions for different categories of participants, including athletes with motor, visual and mental disabilities, cerebral palsy and amputation.



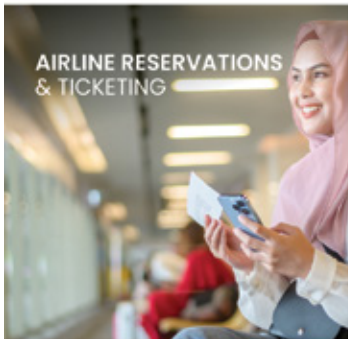




IMPACTFUL COLLABORATIONS

At Sharjah Airport, we recognise that success begins with strong partnerships. We are committed to working with partners that stimulate economic growth not just for Sharjah Airport but also for the UAE and the emirate of Sharjah. As one of the country's vital aviation hubs, Sharjah Airport gives stakeholders unique access to the millions of passengers travelling through it everyday.

The aviation business environment is constantly evolving, and Sharjah Airport works hard to keep in tandem with these changes to help its partners benefit from new opportunities while overcoming challenges. Sharjah Airport Authority (SAA) works with leading regional and international businesses to develop and bring new and innovative services and products to create the best experience for its travellers.



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 24/7 Services : +9716 508 4081 | RAK : +9717 233 8880
 Abu Dhabi : +9712 6777 211 | Ajman : +9716 742 0030
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SHARJAH AIRPORT TRAVEL AGENCY

Your trusted travel solutions partner.

Head to Sharjah Airport Travel Agency (SATA), a one-stop shop for airline reservations, customised holiday packages, cruises, hotel reservations and global visa services. One of the UAE's fastest growing travel agencies, SATA also arranges UAE visit visa packages, local and international car rental, travel insurance, MICE services, special travel packages to Makkah and meet-and-greet services. With 13 branches across the UAE, a SATA outlet is always close-by.

Accredited by the International Air Transport Association (IATA), and a member of the American Association of Travel and Tourism Agencies (ASTA) and the Pacific Asia Travel Association (PATA), SATA is the authorised sole UAE Passenger Sales Agent for Flynas and Air Peace airlines, General Sales Agent for Pakistan Airlines for Sharjah and the Northern Emirates, Passenger Sales Agent for Uzbekistan Airways for the UAE and Passenger and Service Agent for EgyptAir for Sharjah and the Northern Emirates.





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SHARJAH AVIATION SERVICES

As the official ground handling agent, Sharjah Aviation Services keeps Sharjah Airport's operations safe, efficient and smooth.

Since 2007, Sharjah Airport Services (SAS) has been providing passenger, ground, ramp, and cargo handling services to Sharjah Airport. Strongly rooted in the values of innovation, quality and reliability, SAS has over 1950 staff and 450 specialised vehicles that facilitate smooth operations at Sharjah Airport.

Ground Handling

Guided by the principles of precision, accuracy, safety and responsiveness and in line with IATA standards, SAS delivers a wide range of aircraft handling functions, such as aircraft loading/unloading and technical support functions - including provision of push back vehicles, aircraft exterior wash services and many more at Sharjah Airport. Each year, SAS expands its operations by adding new vehicles and equipment to its portfolio. Drawn from diverse backgrounds, employees of SAS are multi-lingual enabling them to serve passengers from any part of the world with ease.



Cargo Services

SAS has played a vital role in making Sharjah Airport one of the region's leading cargo hubs. Handling cargo on both freighter and passenger aircraft, SAS uses industry-leading technology and facilities to offer seamless services that can be customised to meet clients' expectations and deliver services par excellence. In addition to comprehensive road feeder services (RFS) that connect Sharjah Airport to other cargo hubs across the GCC, SAS also incorporates advanced cargo technology to serve shipping agencies.

Passenger Services

From check-in to transit and baggage collection, SAS's staff are present at every passenger touch point ensuring travel through Sharjah Airport is fast, efficient and customer friendly. Its services, such as the Hala passenger meet-and-greet, enable a smooth travel through Sharjah Airport. It further enhances the travel experience by offering an array advanced technological systems that allow quick and efficient processing of passengers.



Approx. **15 million**
passenger bags
handled annually



1950
total number
of employees



90,000
aircraft movements
managed annually



98.5%
of average on-time
performance



7 Hubs

68 Aircraft

Over 200 Destinations

AirArabia

Where next?

AIR ARABIA

Galvanised by an increasing fleet size, new routes and collaborations, Air Arabia continues to rise to success.

Headquartered in Sharjah, Air Arabia is the Middle East and North Africa's first and largest low-cost carrier. The past year has been truly remarkable for Air Arabia. In November 2022, it reported a net profit of AED867m for the first nine months (January to September) of 2022 with its turnover for the same period touching AED3.8bn, a rise of 240% compared to the same period in 2021.

Air Arabia was named 'Airline of the Year' at the Air Transport Awards 2022 and won the 'Four-Star Low-Cost Carrier 2022' rating by the Airline Passenger Experience Association (APEX).

With Sharjah Airport as its hub, Air Arabia remains focused on expanding its network and investing in product innovation to offer unparalleled services to its customers.



9 million
passengers flew Air Arabia
between January to September 2022



190 routes
from Sharjah Airport



68 aircraft
including Airbus A320
and A321 neo LR

20% * خصم حصري فوري عبر الانترنت

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عن ٢٠٠ درهم إماراتي وسنكفل بدفع ضريبة القيمة المضافة بالنيابة عنك



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العالمية
والمحلية

Latest
International
& Local
Perfumes

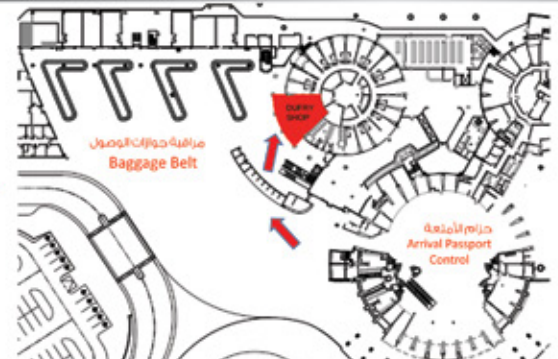


الشوكولاتة
العالمية
للذيذة والحلويات
الشرقية

Delicious
International
Chocolates and
Local Sweets



Arrivals Store
Pick Up Location



SHARJAH DUTY FREE

A magnet for travellers shopping for world-class brands.



From beauty products and fragrances to the latest gadgets, watches, gifts and confectionery, Sharjah Duty Free offers a wide product choice and unbeatable value from prestigious global brands including Giorgio Armani, Tom Ford, Chanel and Dior.

Sharjah Airport's two duty free areas - after immigration in Departures and after baggage reclaim in Arrivals - are managed by global travel retailer, Dufry. Spread across 2,000 square metres of retail space, Sharjah Duty Free offers passengers the opportunity to discover a wide variety of leading brands all under one roof, alongside an array of local products and delicacies such as dates and Arabic sweets, all at great prices.

For more convenience, Sharjah Duty Free also offers an online shopping service, Reserve and Collect, that enables passengers to pre-order purchases up to 30 days in advance of their departure and collect before they board their flight. Online shoppers can also take advantage of the convenient home delivery service and avail exclusive online discounts at a click.



60+
years in business



50,000+
brands and products
at Sharjah Duty Free



1000+ suppliers
offer their brands
through Dufry



Scan to download
Red by Dufry app
and start shopping!



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ALPHA FLIGHT SERVICES

Offering world-class cuisine and impeccable service at Sharjah Airport.



30
airlines



76 flights
catered to per day



22,000 meals
served per day



24/7 lounge service
for passengers

Since 2007, Alpha Flight Services has been Sharjah Airport's catering services partner, following a joint venture with Air Arabia. The company fulfils Sharjah Airport's flight, terminal, and airport hotel catering requirements. It currently services 30 airlines including Air Arabia, Air India, Air India Express, Gama Aviation, private jets as well as military and cargo carriers.

Sharjah Airport's premium venues such as The Lounge and The Hotel are also serviced by Alpha. From all-day dining, light bites, children's meals, special diets and a wide range of beverages, Alpha can cater to all F&B requirements.

Certifications, Accreditations and Associations



GAMA AVIATION

Fostering private and business aviation, Gama offers exclusive private jet services at Sharjah Airport.



Since 2012, Gama Aviation has been fulfilling the aviation needs of Sharjah Airport's private leisure and business customers. Serving premium clientele, it offers passenger and aircraft handling services for the private jet sector.

Incorporating features such as controlled access, dedicated road access away from the main passenger terminal, private car airside access, luxurious passenger and crew lounges, dedicated customs and immigration facilities, and exclusive catering to name a few, Gama Aviation's Sharjah FBO (fixed base operator) is renowned for its VIP services.

In 2024, its new Business Aviation Centre (BAC) at Sharjah Airport is due to become operational. The purpose-built FBO and MRO (maintenance, repair, and overhaul) facility will include new VIP lounges, passengers and crew facilities, apron space, hangars, and offices, on a private area of the airfield, designed to further enhance the travel experience.



First FBO

in the Middle East to be accredited by International Standard for Business Aircraft Handlers (IS-BAH)



30%

increase on pre-pandemic movements



6-minute

taxi time from runway to parking apron



25+ aircraft

in operation

DESTINATION SHARJAH

Cultural spaces and contemporary art meet in Sharjah.

Museums to mosques to art galleries, the emirate of Sharjah is the UNESCO Capital of Culture 1998 for a reason, with a range of cultural and art-oriented experiences for all visitors. Alongside an ever-growing number of beautiful mosques, the emirate is home to the second largest mosque in the UAE with the architecturally stunning Sharjah Mosque, able to accommodate 25,000 worshippers, a must see for its awe-inspiring grandeur. Discover the historic Heart of Sharjah, where historical preservation is reimagining Sharjah's heritage district as a vibrant cultural destination. Visitors will find ancient markets, such as Souq al Arsah and Souq al Shanasiyah, where long ago merchants once bargained, a unique boutique hotel, home to the only round wind tower in the region and museums, galleries and traditional restaurants for a taste of local cuisine. Those interested in the arts must visit the Sharjah Art Foundation which supports contemporary artistic presence in the UAE with events such as the hugely popular Sharjah Biennial, which runs every two years, exhibiting this year till June 2023.



SHARJAH AIRPORT DIRECTORY

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

24/7 Call Centre ☎ 558 1111	Airport Customs ☎ 508 1161	Airport Immigration ☎ 508 1313	Airport Police ☎ 594 4022	Airport Medical Centre ☎ 508 4949	Lost & Found ☎ 514 1235
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Department of Civil Aviation Sharjah

Chairman's Office

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Director's Office

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Air Transport & DCA Services

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DCA Operations Department

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DCA Security Department

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Government Communication Department

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Support Services Department

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