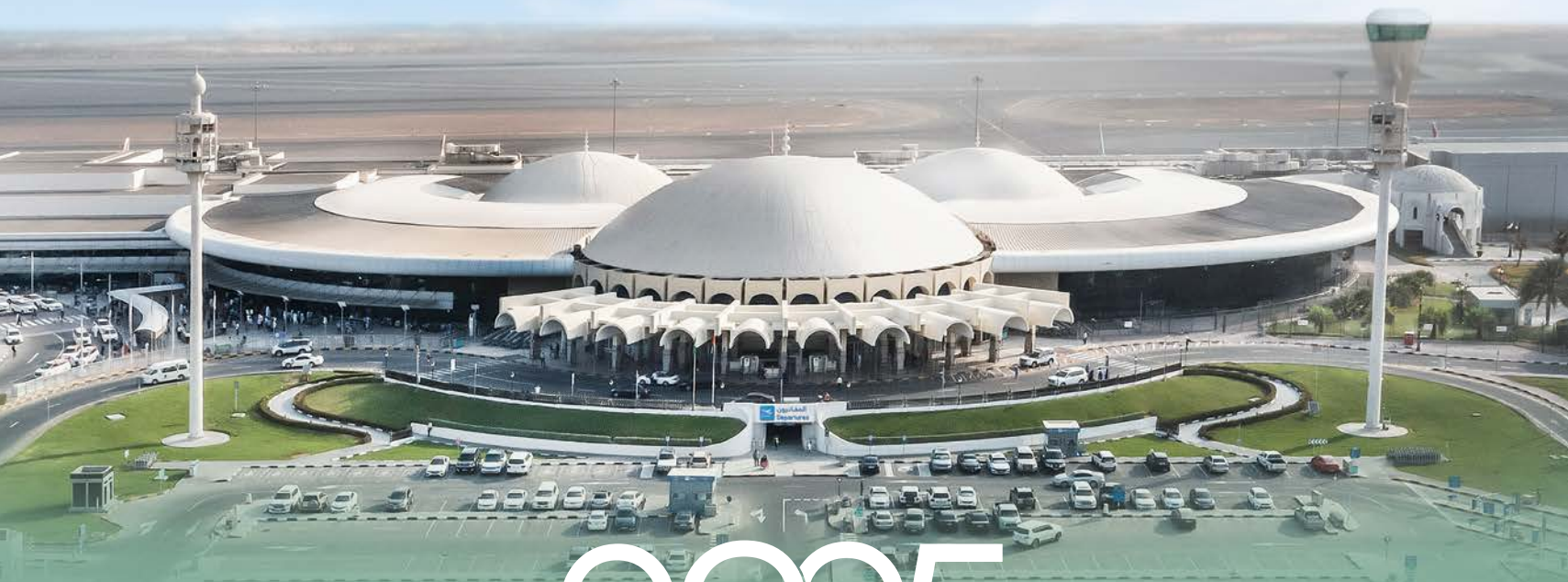




مطار الشارقة
Sharjah Airport



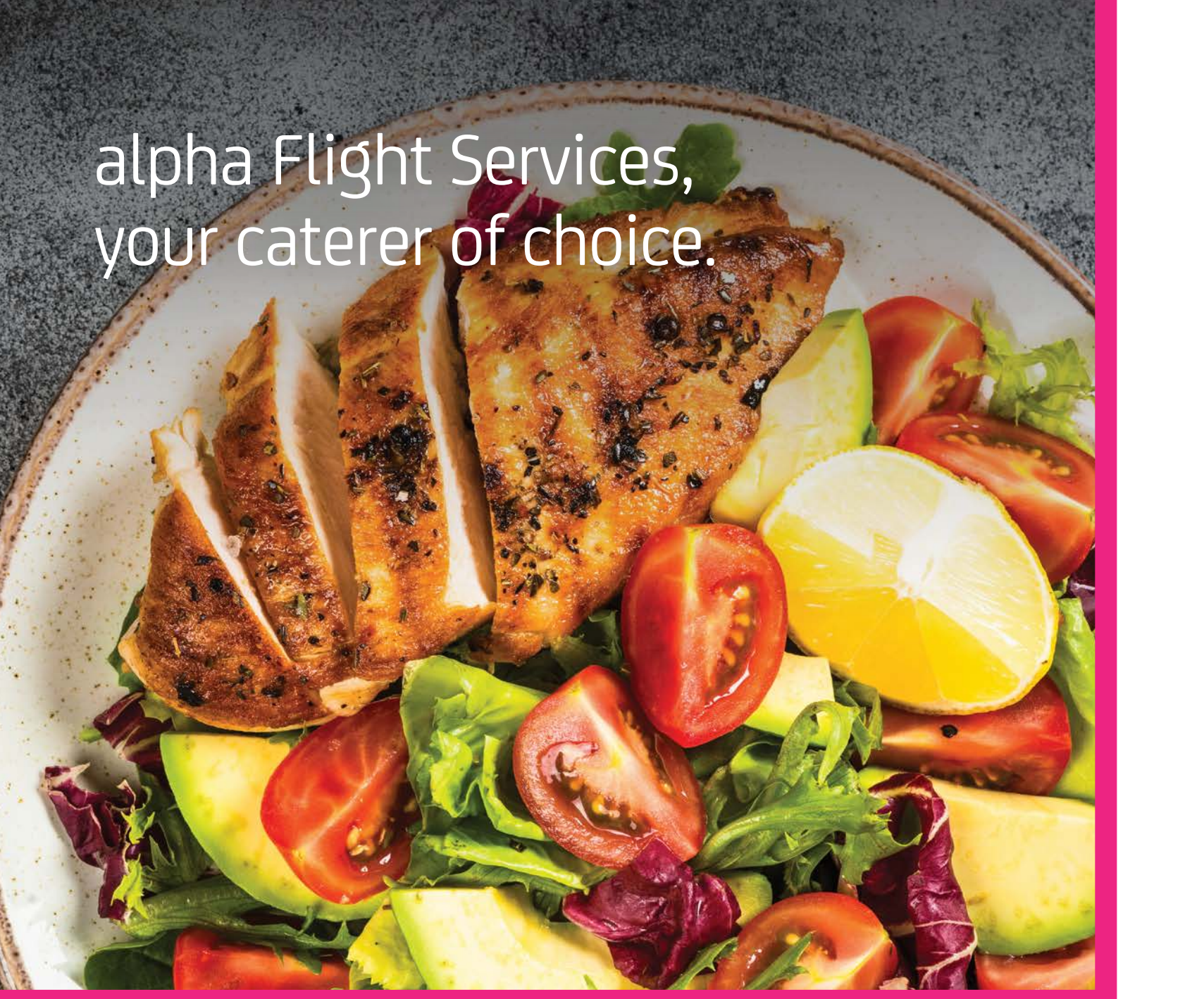
2025 YEARBOOK

Sharjah

GROWING BIGGER
TO SERVE YOU BETTER

STELLAR TRAVELLER
SERVICES

ADVANCING SUSTAINABILITY
FOR A GREENER FUTURE

A top-down view of a white ceramic plate with a rustic, speckled rim. The plate is filled with a fresh salad consisting of green and purple leafy vegetables, sliced red tomatoes, and chunks of ripe avocado. On top of the salad are three pieces of grilled fish, likely salmon, which are golden-brown with visible grill marks and a sprinkle of black pepper. A large, bright yellow lemon wedge is placed prominently on the right side of the plate. The background is a dark, textured surface.

alpha Flight Services,
your caterer of choice.

alpha Flight Services UAE LLC

P.O. Box 71232

Sharjah, United Arab Emirates

Tel. No.: +971 655 80055

Find us on   

alpha

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





His Highness
Sheikh Sultan Bin Mohammed Bin Sultan AlQasimi

Crown Prince
Deputy Ruler of Sharjah
Chairman of Sharjah Executive Council





مطار الشارقة
Sharjah Airport



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



H.E. Sheikh Faisal Bin Saoud Al Qassimi
Director of Sharjah Airport Authority

SHARJAH AIRPORT: WHERE TRAVEL IS EASY, EFFICIENT, AND COMFORTABLE





Welcome to Sharjah Airport, the UAE's prestigious and historical aviation hub. Distinguished by its strategic location, world-class facilities, and commitment to excellence, Sharjah Airport has become the preferred hub for passenger and cargo operations. With a rich legacy and a forward-looking approach, Sharjah Airport serves as a vital link between the East and the West, attracting travellers and businesses with its seamless connectivity to international markets.

Sharjah Airport's customer-focused approach, advanced operational capabilities, and dedication to sustainable growth allows it to meet the ever-evolving needs of airlines, travellers, and cargo customers. It boasts state-of-the-art infrastructure, including one of the largest air cargo centres in the region, premium passenger lounges, and efficient security processes that ensure a smooth, comfortable, and secure travel experience. Sharjah Airport's dedication to safety, efficiency, and service quality makes us a trusted partner for airlines and a preferred choice for travellers.

As part of the Sharjah Airport Authority's vision, it continuously invests in sustainable practices and technological advancements, reinforcing its role as one of the responsible and future-focused aviation leaders.



SHARJAH AIRPORT NEWS

2024 was an eventful year at Sharjah Airport. Sharjah Airport Authority (SAA) welcomed new stakeholders, and participated in regional and international aviation events cementing Sharjah Airport's reputation as a pivotal regional hub.



New airlines and businesses

Several prominent businesses joined hands with Sharjah Airport in 2024. Logistics company UPS started operations at Sharjah Airport joining the list of global shipping companies operating from there. The collaboration gives UPS customers direct access global markets. It also helps address UPS' supply chain challenges, and actively supports growth and expansion opportunities for regional companies.

Sharjah Airport welcomed the first flight of Oya Airlines from Tripoli, Libya, marking it as one of the airport's new destinations. This was followed by Pakistan's Fly Jinnah. The low-cost airline is a joint venture between Air Arabia and the Lakson Group. Saudi Arabia's low-cost carrier flynas also began operating flights to and from Sharjah.

Accomplishments



H.E. Ali Salim Al Midfa, Chairman of SAA was elected as a member of the Airports Council International (ACI) Asia-Pacific and Middle East Board of Directors in November. HE Al Midfa will hold the position for a three-year term and will be responsible for addressing the regulatory and operational matters for Asia-Pacific and the Middle East.



SAA's Engineer Aisha Al Mheiri was appointed as the Vice-Chair of the Airports Council International's (ACI) IT Standing Committee in July. She is the authority's first employee to hold this position in an ACI committee. Al Mheiri will lead a specialised team of IT managers from various airports worldwide in developing IT systems on a global scale.

Events and Conferences



Sharjah Airport Authority participated at the World Travel Market held in London in November where they showcased the Airport's ongoing expansion, and the innovative operational technologies driving the airport. This helped expand Sharjah Airport's strategic network regionally and globally.



At the 31st edition of the Arabian Travel Market 2024 in May, Sharjah Airport presented the wide array of tourist attractions present in the emirate of Sharjah. These included unique natural and environmental sites, as well as the economic and commercial benefits and facilities that Sharjah offers to investors.



In March, Sharjah Airport participated in ITB Berlin 2024, the world's premier travel exhibition. Here, Sharjah Airport unveiled the recent developments at the airport for the benefit of its customer.



SAA showcased the latest services and solutions available at Sharjah Airport's Cargo Centre at the Air Cargo India 2024 event in Mumbai, India. SAA's team met with delegates from leading international airports, airlines, and air cargo companies, strengthening Sharjah Airport's connections and promoting cooperative efforts.



H.E. Ali Salim Al Midfa, Chairman of SAA led a delegation to the Passenger Terminal Expo & Conference 2024 held in April in Frankfurt, Germany, a leading international exhibition and conference on airport design and operation. The visit aligns with SAA's commitment to keeping up with the latest technological innovations and infrastructure advancements in aviation.



H.E. Ali Salim Al Midfa, Chairman of SAA and a team of SAA employees, in coordination with Sharjah Airport Services, conducted a foreign object debris (FOD) removal activity in June. This included a field tour of Sharjah Airport's runways and aircraft aprons to ensure they were free of any potential risks.

GROWING BIGGER TO SERVE YOU BETTER!

Sharjah Airport is making significant investments in expanding and upgrading its facilities. Upon completion, the airport will become one of the most important travel and air cargo hub in the region.



H.H. Sheikh Sultan bin Mohammed bin Sultan AlQasimi, Crown Prince and Deputy Ruler of Sharjah, laid the foundation stone for the passenger terminal expansion and central utilities plant projects at the start of January 2024. This was Sharjah Airport's most ambitious expansion project costing AED 2.4 billion.

The project encompasses various facilities, buildings and systems built to specific standards aimed at environmental preservation, carbon emission reduction, service enhancement, and operational efficiency. It aimed at increasing the airport's capacity to 25 million passengers, and is expected to be completed by 2027.

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



Some of the notable highlights of the project are:

Work in Progress

The passenger check-in area is undergoing several renovations and developments, along with opening up space for more airlines. The upgraded passenger terminal, spanning 200,000 square metres, will feature a hotel for transit passengers, as well as a dedicated hospitality area for travellers. The Duty Free will expand from its current 1,700 square metres to 2,880 square metres. The Food Court will span over 3,000 square metres with an enhanced range of F&B offerings. Over 2,000 parking spaces will be available at the airport.

By 2027, Sharjah Airport will have a new central utility plant that will encompass chilled water generation, power distribution including redundancies, water supply, firefighting system, irrigation system, communication systems and data centre, main operating rooms and control rooms.

Completed Projects

In 2024, a new administrative building was opened to provide advanced facilities for the airport's maintenance and operations teams.

Fourteen new check-in counters were added to speed up passenger check-in and travel procedures. The total number of check-in counters at Sharjah Airport is now 76. This will improve the efficiency of transportation and utilities on-site, ensuring smoother operations.

12 new aircraft hardstands were added to the parking area enhancing the airport's capacity. Upon completion of the expansion project, Sharjah Airport will have 65 aircraft parking stands, including 13 dedicated to cargo planes.

The completion of the road network design and the infrastructure for the airport parking facilities renovation significantly improved transportation efficiency and the facilities' functionality both to and from the airport, ensuring smoother and more effective operations.

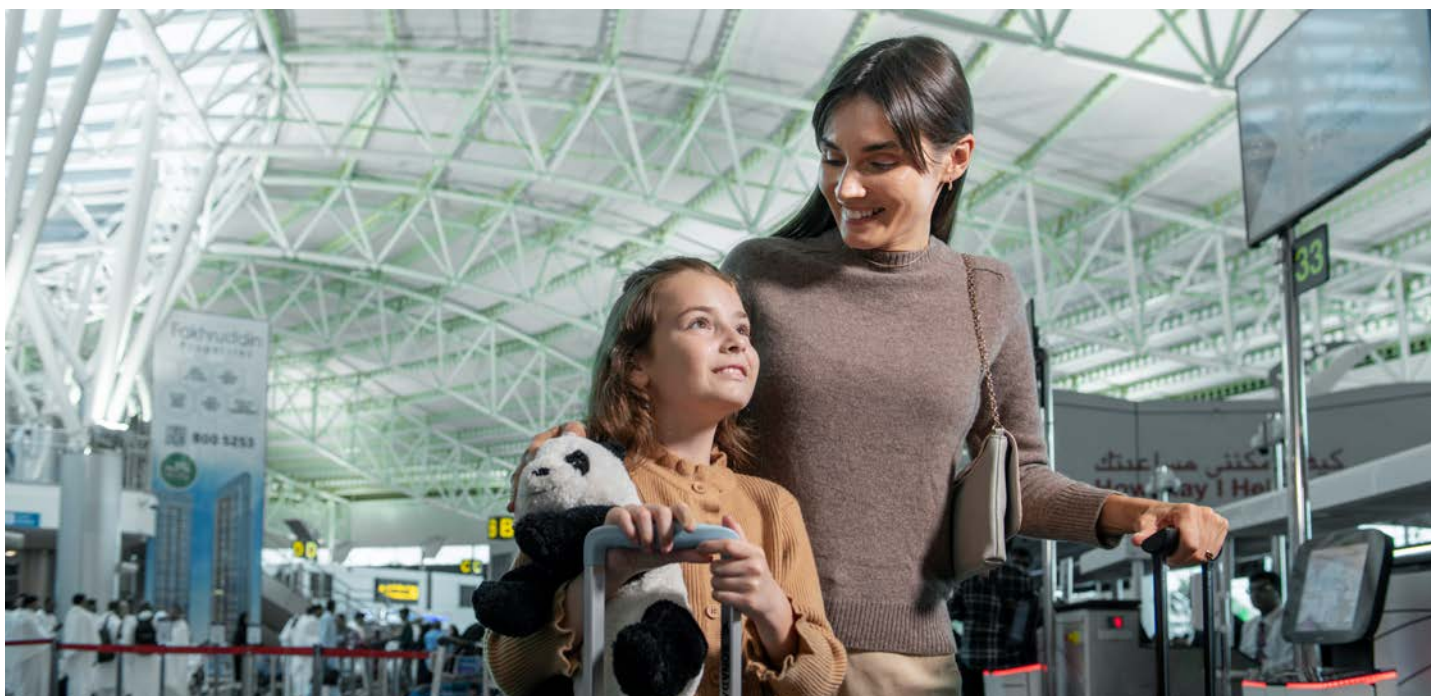
The airport's electrical network was upgraded to ensure energy efficiency across all operations. Several cables, transformers, and critical electrical equipment were replaced; LED lights were installed in internal airport roads; and lighting in the airport's main dome and terminal areas was enhanced to ensure greener and more sustainable operations.

Sharjah Airport completed a comprehensive enhancement of its heating, ventilation, and air conditioning (HVAC) systems and fresh air handling units (FAHU). These upgrades were essential to ensure a more comfortable environment for travellers within the airport's premises.

For seamless and safer operations, Sharjah Airport installed a backup uninterruptible power supply (UPS) system for its critical systems. Additionally, fire safety measures were strengthened throughout the airport.

CELEBRATING EXCELLENCE

The past year was truly remarkable at Sharjah Airport. Once again, the airport walked away with several accolades for its facilities and renewed multiple operational accreditations. These awards are a testament to the relentless efforts of the countless number of people who work dedicatedly at Sharjah Airport.



In 2024, Sharjah Airport was accredited as a family and child-friendly destination under the Sharjah: Baby & Family Friendly Accreditation initiative. Sharjah Airport Authority (SAA) has implemented several measures to ensure that the airport meets the needs of the entire family and pursues sustainable and family-friendly practices.

Designated child care rooms

Complimentary play area access for children

50% discount in The Lounge for children aged between 5-12 years

Complimentary baby stroller service for arriving and departing children

Family events and children's engagement activities

Dedicated parking spaces close to the airport's entrances, specifically for women



GCAA Safety Marathon Special Recognition received by Sharjah Airport

Sharjah Airport received appreciation from the UAE’s General Civil Aviation Authority (GCAA) for its active participation in the Aviation Safety Marathon Challenge 2024. Held under the theme ‘Green Thinking, A More Sustainable Sky’, the challenge aimed to promote innovation in sustainable aviation practices while fostering a spirit of competition. The award, received by Engineer Hafidh Al Zaraei, Director of Safety, and Dr. Sultan Al Shamsi, Director of Quality Assurance at Sharjah Airport, highlights the airport’s leadership in sustainability practices.



Level 3+ Neutrality of ACI’s Airport Carbon Accreditation Programme
for achieving net zero carbon dioxide emissions over a full year.



ACI Public Health and Safety Readiness Accreditation
for aligning its public health and safety measures according to ICAO, ACI, and industry guidelines and recommendations.

Renewal of ISO certifications



ISO9001 | ISO14001 | ISO45001 | ISO10001 | ISO10002 | ISO10003 | ISO30301

MAKING TRAVEL SMARTER AND FASTER

Sharjah Airport Authority (SAA) has implemented several digital travel solutions for a seamless travel experience.



In recent years, Sharjah Airport has increased its focus on digital transformation and automation to improve operational efficiency, safety and security. Its latest initiative is Aamn which aims to ensure comprehensive safety, security, and operational efficiency at the airport. This service is part of the airport's strategy to uphold the highest standards in aviation safety and align with international protocols.

Under Aamn, Sharjah Airport incorporates advanced security technologies and systems, ensuring a safe environment for passengers, staff, and cargo. By emphasising on streamlined processes across all operational areas, it enables the airport to facilitate smoother passenger and cargo movements. Aamn also works closely with Sharjah Police and General Directorate of Residency and Foreigners Affairs for compliance and efficient handling of security-related operations.

Smart Information Desk

Essential travel information is just a click away at Sharjah Airport thanks to the Smart Information Desk located opposite Al Diyafah area. The desk not only gives access to an interactive map of the airport, it also enables travellers to contact the customer services staff through voice or video calls. For people of determination, the desk is enabled with sign language features and a flexible screen that can be operated from a wheelchair.

Five Steps to Fly

Sharjah Airport's digital travel corridor allows passengers to complete their travel formalities in five fast and easy steps.



Self-Check-in

Print boarding passes and baggage tags at the self-check-in kiosks. Staff are always at hand to assist with any queries.



Self-Baggage Drop

Once check-in is complete (at the kiosk or online), travellers simply have to tag their bags and drop them off at the baggage kiosks.



Automated Boarding Pass Verification

The next step is Sharjah Airport's automated validator kiosk where passengers can verify their boarding passes in a few seconds.



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

The final step before boarding the aircraft is the boarding pass, passport and visa scan at the Automated Boarding Control (ABC) gates.

STELLAR TRAVELLER SERVICES

There's a variety of services at Sharjah Airport that guarantee a comfortable and memorable journey from premium lounges to meet-and-greet services.



AL DIYAFAH SERVICE

Sharjah Airport's Al Diyafah is for discerning travellers who want a truly luxurious passage. The lounge is elegantly designed creating an ambiance of refined comfort, offering travellers a serene retreat before their journey. At Al Diyafah, passengers can avail exclusive meet-and-greet services that include quick travel procedures, passport control and security check. Additional amenities such as portage services, and private transfers to and from the aircraft and terminal, make the experience even more comfortable. Al Diyafah patrons can avail an exclusive 20% discount on all purchases at the Duty Free and have them delivered to the Lounge within 30 minutes of shopping. Al Diyafah offers an exquisitely curated menu of the finest foods from around the world. This service is available to all passengers including walk-in passengers 24/7, with reservations up to six hours before flight time. The service is complimentary for children under two years.



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



THE LOUNGE

An exceptional, newly enhanced experience awaits travellers at The Lounge. This contemporary space which seats 232 guests, is warm and welcoming—inviting travellers to indulge in excellent culinary offerings including hot and cold beverages to light snacks, while unwinding in a peaceful setting. The Lounge is equipped with a range of thoughtful amenities, including high-speed Wi-Fi, charging points, televisions, and designated quiet zones. Additionally, there are dedicated prayer rooms for both ladies and gents, and access for People of Determination. No prior booking is required to access The Lounge.

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



THE HOTEL

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

+971 6 539 1075 or +971 56 501 6862

thehotel@alpha-group.ae



HALA SERVICES

Sharjah Airport's meet-and-greet service, Hala, makes travelling through the airport even more smooth and comfortable. With facilities like visa services, meet-and-assist, priority check-in, boarding and immigration, and portage assisted baggage collection, Hala helps ease travelling formalities, especially for the elderly and people of determination.

+971 6 514 1200

halacontroller@sharjahaviation.com



UAE NATIONALS' PASSPORT RENEWAL SERVICES

Together with the General Directorate of Residency and Foreigners Affairs, Sharjah Airport Authority offers UAE nationals the convenience of dedicated passport renewal services at Sharjah Airport.



COMMUNITY AREA

Sharjah Airport's community area is a vibrant mix of F&B venues, family areas, play area and retail options. The Food Court offers global cuisines including light bites to multiple course meals. The communal waiting areas are fully accessible for people of determination. Travellers can also avail of complimentary baby stroller services and unlimited free internet services on multiple devices with Sharjah Airport's high-speed WiFi service, Fly-Fi.

CARGO & LOGISTICS

Strategically situated between the Far East and Europe, Sharjah Airport Cargo Centre has firmly established itself as a vital logistics hub, seamlessly bridging key international markets.



Sharjah Airport Cargo Centre's sophisticated infrastructure, coupled with robust multimodal connectivity, positions it among the most advanced cargo facilities in the GCC region. It boasts expansive terminals that are designed to handle a diverse array of cargo including pharmaceuticals, perishables, live animals, and valuable shipments. From cars to computers, horses to honeybees, and flowers to food – the Cargo Centre is well-equipped and fully-prepared to process all types of freight.

Unparalleled Connectivity

The Cargo Centre seamlessly integrates with Sharjah’s broader logistics network. It is directly linked to three major seaports—Khor Fakkan, Hamriyah, and Port Khalid—offering unparalleled access to the Arabian Gulf and the Sea of Oman. Its proximity to the Sharjah Airport Free Zone (SAIF Zone) enhances its role as a distribution hub, allowing smooth connectivity between air, sea, and road freight systems.

Continuous Business Growth

Over the next few years, Sharjah Airport Cargo Centre is set to undergo significant enhancements, as announced by Sharjah Airport Authority (SAA) earlier this year. These are part of a larger expansion plan valued at \$650 million.



5
cargo terminals
spanning 30,000 sqm



13
wide body aircraft can be
processed simultaneously



195,905
tonnes of cargo
processed in 2024



14,547
tonnes of air-sea cargo
processed in 2024

Pharma Capabilities

Sharjah Airport is the first in the UAE and the second in the Middle East to achieve IATA’s CEIV Pharma certification, underscoring its commitment to global standards in handling temperature-sensitive pharmaceutical cargo. It keeps its cool chain uncompromised through the use of highly advanced tech including cold rooms, cool dollies and trailers, chillers, and temperature and humidity-controlled storage.



ISAGO accredited
by IATA



CEIV certified by IATA
to handle pharma products

Sharjah Airport Welcomes Pet

Sharjah Airport is the perfect travel partner for all pets. The airport works closely with partner airlines to ensure their safety and comfort.



TAKE YOUR BRAND FURTHER

Elevate your brand's visibility in the UAE and beyond with Sharjah Airport.



As the third-largest airport in the UAE, handling over 17 million passengers annually, Sharjah Airport is the ideal platform for businesses eager to reach diverse international audiences. With direct flights to more than 100 destinations across Europe, Asia, and Africa, Sharjah Airport offers brands access to a truly global audience.

Retail & Concessions

There is a wide range of retail opportunities at Sharjah Airport encompassing F&B, travel services, and commercial ventures. Sharjah Airport follows a tendering process in line with local laws.

Find out more by scanning the QR code





Advertising Spaces

Operating round-the-clock, Sharjah Airport offers brands uninterrupted exposure in high-traffic zones such as check-in counters, baggage claim, and the departure lounge. With over 8,000 square metres of advertising space, including LED screens, billboards, and floor graphics, businesses can choose the best spots at every stage of the passenger journey to reach their target market effectively.

+971 50 853 6048 or +971 4 818 9096

JosephL@globalooh.net

Provantage.co

Property Management

Sharjah Airport’s dedicated Property Management & Insurance Section ensures that you find the right location for your business every time. Whether you’re looking for offices, warehousing units, or land plots for aviation services developments, Sharjah Airport has a variety of options, at very competitive rates, to choose from.

+971 6 508 1511 humaid.alowais@sharjahairport.ae



22
businesses present
at Sharjah Airport



12
duo fashion
screens



74 APTV
screens



64
static locations



الضيافة
Al Diyafah



Travel Luxuriously With Al Diyafah Service

Embrace the exclusivity of our travel service at Sharjah Airport, where our dedicated team will expedite your travel procedures to unwind in the Al Diyafah lounge and savor this remarkable journey.



امسح الرمز واكتشف
المزيد عن خدمة الضيافة
Scan to Explore
Al Diyafah Service

سافر برفاهية مع خدمة الضيافة

استمتع بخدمة سفر مميزة في مطار الشارقة، حيث يعمل فريقنا المختص على تسهيل إنهاء إجراءات السفر، ليتسنى لكم الاسترخاء في صالة الضيافة وقضاء رحلة سلسة ومريحة.

sharjahairport.ae

BUILDING A FUTURE-READY TEAM

As the aviation sector evolves, Sharjah Airport Authority (SAA) continues to set a strong example of prioritising employee development and growth.



SAA's Training and Development Section implemented several training programmes in 2024. These were held in collaboration with locally and internationally accredited training institutions.

A key part of SAA's employee empowerment initiative is its focus on UAE nationals' career development. Up till December 2024, 253 Emirati employees were enrolled in accredited courses such as Chartered Institute of Procurement and Supply (CIPS) certification and EFQM Fast Track to name a few.

International trainings attended by Sharjah Airport staff:

- GSN2 Airside Safety & Operations training in Latvia
- Compliance Management at Aerodromes in Berlin
- Airport Collaborative Decision Making (A-CDM) in Holland
- Fire and Rescue Operational Emergency Training in Fiji
- IATA A-CDM in Airport & Ground Operations in Korea
- Runway, Taxiway, Apron Planning & Design (EASA CS & GM) in Germany



320 staff trained in 2024

193 training programmes conducted

128 employees attended specialised trainings at Human Resources Department

108 employees attended 39 external trainings



66 accredited certifications across various disciplines are held by Sharjah Airport's workforce



Sharjah Airport Knowledge Platform

This initiative by Sharjah Airport encourages employees to share their expertise by conducting internal training workshops for colleagues tailored to meet specific organisational needs. Through the Knowledge Platform, Sharjah Airport taps into the valuable experiences of its workforce and enables staff to learn directly from each other, promoting a collaborative learning environment.

MEANINGFUL SPONSORSHIPS THAT EMPOWER THE COMMUNITY

Sharjah Airport Authority (SAA) is committed to being a hub for not just travel but also community and cultural development. Each year it sponsors several cultural festivals, sports competitions, and business forums that strengthen community ties, encourage cultural appreciation, and foster economic and educational opportunities for residents and visitors alike.



Sharjah Entrepreneurship Festival 2024 (SEF)

In alignment with its commitment to building a dynamic ecosystem for entrepreneurs in Sharjah, SAA is a committed sponsor of the SEF. The largest of its kind in the region, the event brings together some of the most prominent entrepreneurs and innovators from across the business sector.



Tanveer Festival

In 2024, SAA sponsored the inaugural edition of the Tanveer Festival. The event aims to foster greater cultural understanding and connect diverse cultures through music, art and poetry.



Sharjah International Arabian Horse Festival

SAA has been sponsoring this for over two decades. It spotlights Sharjah's role as a hub for equestrian culture while preserving and promoting the legacy of the Arabian horse.



Sharjah Sports Club Handball Team

The Sharjah Sports Club's handball team is a prominent fixture on the game's local and regional landscape. SAA has been sponsoring it since 2019.



Sharjah International Film Festival for Children and Youth (SIFF)

Reaffirming its commitment to boosting the emirate's cultural legacy, SAA sponsors SIFF, the region's first festival dedicated to enhancing media literacy and creativity among youth, and showcasing the best in filmmaking.



Arab Women Sports Tournament 2024 (AWST)

In alignment with its values to empowering and promoting women in sports, SAA proudly supports the AWST. It is the largest women's sports event in the Arab world.



Sharjah Formula 1 Powerboat Team

In alignment with Sharjah's vision to attract global attention to its sporting events, SAA has sponsored the Sharjah Formula 1 Powerboat Team since 2021. It won second place in 2023's F1 World Powerboat Championship in France.



Sharjah Heritage Days

This festival aims to enhance the understanding and appreciation of Sharjah's rich cultural heritage. Under SAA's sponsorship, the festival conducts several activities such as folk art, traditional cuisine, crafts, and storytelling.



Sharjah Light Festival (SLF)

SAA is a staunch supporter of the SLF that attracts hundreds of thousands of visitors to Sharjah, showcasing its vibrant cultural identity and heritage. Iconic landmarks around the city are lit up using innovative light technology.

YOUR CARGO IS IN SAFE HANDS



مطار الشارقة
Sharjah Airport



Sharjah Airport Cargo Centre provides dedicated handling services and facilities for various types of live animals shipments including horses, honeybees and cattle.



Dedicated Cargo Apron

Supports 13 wide-body freighters, including Code F aircraft.



Dedicated Animal Pen

One of the largest, equipped with a state-of-the-art lab and veterinary team for smooth clearances.



Efficient Operations

Our Cargo Community System (CCS) ensures seamless integration and enhanced customer satisfaction.



www.sharjahairport.ae



CONNECTING THE COMMUNITY

Each year, Sharjah Airport Authority deepens its connect with the local and passenger community by celebrating a variety of national and cultural community events.



UAE National Day celebrations

Every year on 2 December, Sharjah Airport celebrates the UAE National Day by welcoming both arriving and departing passengers with flowers and gifts. This act reflects the joy of the occasion and embodies the profound meanings of unity and solidarity.



National Days

Each year Sharjah Airport celebrates several GCC countries' national days and other events reaffirming the deep brotherly ties that unite the UAE with the Gulf countries. Passengers flying to and from these countries are welcomed with congratulatory greetings, souvenirs and traditional Emirati hospitality.



Receiving Returning Hajj Pilgrims

During the Hajj season, the Sharjah Airport team facilitates all procedures for pilgrims travelling to and from the holy lands in Saudi Arabia, to ease their journeys and ensure their safety. Additionally, special counters are set up to assist them in completing their procedures.



Eid Al Adha and Eid Al Fitr Celebrations

Sharjah Airport shares the joy of celebrating Eid Al-Fitr, Eid Al-Adha, and other occasions in the United Arab Emirates with travellers. They are warmly welcomed with sweets, gifts, and traditional Emirati hospitality.



Distribution of Iftar meals

The Iftar meal of the Holy month of Ramadan is of great significance. In keeping with the values exemplifying Emirati traditions, passengers departing or arriving at Iftar (sunset) time were served complimentary meals, dates and Arabic coffee by Sharjah Airport.



Welcoming Children Back-to-School

Recognising that the Back-to-School season is the most important for its young passengers, each year Sharjah Airport organises a fun-filled welcome for them. Children are treated to gifts and chocolates, marking a sweet start to the new academic year.

PUTTING YOU FIRST

Sharjah Airport's customer services team strives to provide essential assistance, clear information, and personalised support, making each step of the journey—from check-in to boarding—easier for travellers.



Sharjah Airport recognises that travel can be stressful and overwhelming. This is why its customer services team is always at hand to provide timely assistance. Friendly and knowledgeable staff are positioned at key touchpoints throughout the airport, ready to assist with any travel-related questions.

Always Within Reach

The customer service team at Sharjah Airport is available 24/7, through multiple channels, including a call centre, information desks, smart kiosks, and email.

Because We Care

Sharjah Airport Authority (SAA) values passenger feedback and is proactive about incorporating it through its 'Because We Care...' feedback programme. Passengers are encouraged to share suggestions with the Customer Services team. The best ideas are implemented at the airport, with top submissions earning Air Arabia tickets.



In October 2024, **Dr Ahmed Al Hmoudi**, Director of the Customer Service Department at Sharjah Airport, honoured five participants under this programme. The winners were **Abdulhamid Abdulrahim, Shaikha Alraeesi, Naima Hamad Ibrahim, Venkat Krishna, and Jameela Mohamed**. Each winner received free travel tickets from Air Arabia.

We are just a click away

+971 6 558 1111

info@sharjahairport.ae

Official Website
www.sharjahairport.ae

Social Media
(SharjahAirport)



ADVANCING SUSTAINABILITY FOR A GREENER FUTURE

Sharjah Airport's ongoing efforts play a key role in mitigating climate change, driving energy efficiency, and inspiring other airports to follow suit as they work toward reducing their carbon footprint and achieving long-term sustainability goals.



Sharjah Airport's sustainability initiatives align with several key sustainable development goals (SDGs) outlined by the United Nations, positioning it as a regional leader in environmentally conscious airport management and operations. Additionally, the airport aims to play a crucial role in supporting the UAE's national agenda and the global mission of achieving the Sustainable Development Goals by 2030.

Here's a closer look at Sharjah Airport's sustainability efforts and contributions to the SDGs.



Water Conservation Measures

Sharjah Airport actively implements wastewater treatment facilities to ensure that water used in operations is treated and recycled. This minimises the environmental impact while ensuring that clean water standards are maintained at all times.



Energy Efficiency and Renewable Energy

The airport implements various measures to ensure energy efficiency. These include the use of LED lighting, electric vehicles (EVs) for ground services, and solar panels. This renewable energy initiative not only reduces emissions but also aligns with the UAE's commitment to achieving a diversified energy mix by 2050. Recently, the airport replaced its existing fleet of ground handling equipment and airside vehicles with electric vehicles (EVs). Fifty-nine ground handling vehicles were added to the operational fleet including tractors, conveyors belts, club cars, and forklifts etc.



Building Sustainable Cities and Communities

Sharjah Airport's comprehensive and well-planned transport network facilitates easy access for travellers. Well-integrated with public transport facilities, it reduces reliance on private vehicles, and minimises traffic congestion and emissions. Additionally, the inclusion of green spaces around the airport help mitigate its environmental impact on nearby communities.



Recycling and Waste Management

Sharjah Airport has implemented comprehensive waste segregation and recycling programs. It encourages vendors to use sustainable materials and reduce single-use plastics. Moreover, recycling stations are strategically placed throughout the airport, making it convenient for passengers and staff to dispose of waste responsibly.



Committed to Carbon Neutrality

Sharjah Airport is the only carbon neutral airport in the GCC and the second in the Middle East to be reaccredited for the fourth consecutive year for maintaining Level 3+ of ACI's Airport Carbon Accreditation Programme. Level 3+ is attained when net carbon dioxide emissions over an entire year are zero by optimising all direct emissions and offsetting the residual emissions. The accomplishment showcases Sharjah Airport's leadership in advancing the aviation industry's NetZero 2050 commitment. It also sets a strong example for other airports in proving that sustainable aviation practices are achievable.



Community Engagement and Awareness Programs

Through educational campaigns, workshops, and social media outreach, the airport actively engages with the local community, travellers, and staff to raise awareness about environmental responsibility. It also collaborates with industry stakeholders, government agencies, and environmental organisations to further enhance its sustainability efforts.

Sustainability initiatives - 2024

Waste water recycled and reused



245,231
cubic metres

Sharjah Airport's electric vehicles and equipment



26
baggage tractors



19
conveyor belts

Waste recycled at Sharjah Airport



950
tonnes of metal



205
tonnes of wood



128
tonnes of paper & cartons



89
89 tonnes of plastic



**AIRLINE
TICKETING**



**HOTEL
BOOKING**



**INBOUND
HOLIDAYS**



**UAE AND GLOBAL
VISA SERVICE**



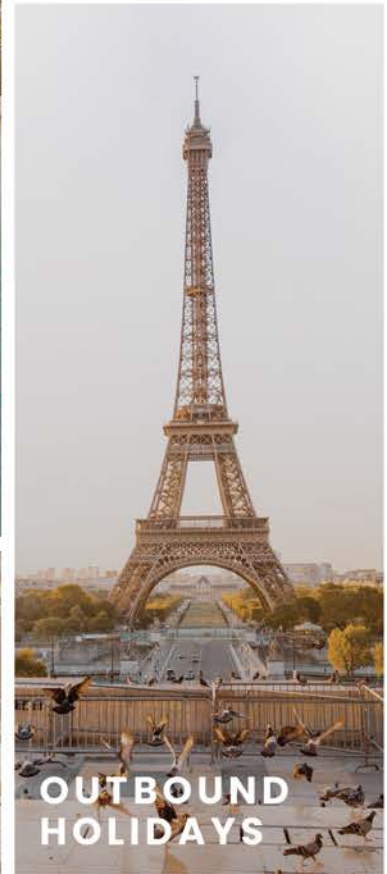
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**EDUCATIONAL
TOURS**



**OUTBOUND
HOLIDAYS**

Visit or call any of our branches across the UAE, and our experienced travel experts will assist you with all your travel needs. We also offer 24/7 assistance at Sharjah Airport branch.

وكالة مطار الشارقة للسفرات ساتا
Satata Sharjah Airport Travel Agency

www.satatravels.com

Sole Passenger Sale Agent
United Arab Emirates

flynas
طيران ناس

General Sale Agent
Sharjah & N. Emirates

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Great People to Fly With

Passenger Sale Agent
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EGYPTAIR
A STAR ALLIANCE MEMBER

Sharjah : +9716 561 8888

24/7 Services : +9716 508 4081

Abu Dhabi : +9712 677 7211

Email: info@satatravels.com

Dubai : +9714 259 9788

RAK : +9717 233 8880

Ajman : +9716 742 0030

SHARJAH AIRPORT TRAVEL AGENCY

SATA was established in 2001 by Sharjah Airport Authority (SAA) as a one-stop-shop for all travel services.



Whether its business or leisure travel, Sharjah Airport Travel Agency – SATA, simplifies the process through its efficient and comprehensive range of services. Covering the A to Z of travel, SATA offers services such as, visa processing, ticketing, hotel reservations, holiday packages, car rental, travel insurance, educational tours, MICE services, pilgrimage services to Mecca, and even meet and greet services.

The agency is accredited by the International Air Transport Association (IATA). It is a member of the American Association of Travel and Tourism Agencies (ASTA) and the Pacific Asia Travel Association (PATA).



Passenger sales agent

Flynas (UAE) | EgyptAir (PSSA in SHJ & Northern Emirates) | Uzbekistan Airlines (UAE)

General sales agent

Pakistan Airlines (SHJ & Northern Emirates)



10
locations across
the UAE



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SHARJAH AVIATION SERVICES

Sharjah Airport’s official ground handling agent, Sharjah Aviation Services (SAS) is a joint venture by Sharjah Airport Authority (SAA) and Air Arabia.



SAS in numbers

Core Operations

SAS is recognised for the exceptional passenger, cargo and ground handling services it delivers at Sharjah Airport. For passengers, the services provided include meet-and-greet, check-in, baggage handling, and boarding support, all in compliance with the highest safety and security standards. As Sharjah Airport’s sole ground handling agent, SAS offers a comprehensive range of aircraft handling services as well as Air-to-Ground Communication and departure control systems.

Operational Efficiency & Sustainability

As the operational backbone of Sharjah Airport, SAS places a strong emphasis on safety, security and operational efficiency. It adheres to the best international aviation standards, and continuously invests in advanced technology and staff training to maintain the highest service levels. SAS is also committed to reducing Sharjah Airport’s carbon footprint and using only eco-friendly and energy-efficient practices.



Nearly **60**
cargo airlines
handled



Approx. **50,500**
passenger flights
processed



Up to **2,400**
total number
of employees



Approx. **12 million**
passenger bags
handled annually

21 years
of Soaring Above and Beyond!



airarabia.com

AirArabia

AIR ARABIA

MENA's first and largest low-cost carrier, Air Arabia serves over 200 destinations from its six hubs across the UAE (Sharjah, Abu Dhabi, Ras Al Khaimah), Morocco, Egypt, and Pakistan.



Year after year, Air Arabia has been fulfilling its promise of providing comfortable, reliable and value for money air travel across its expansive network.

Driven by factors such as a multi-hub business model, an ever-growing fleet, new route launches, increasing flight frequencies and of course, low-cost travel options, the airline has been ranked third highest operating margin worldwide at the 'Airline Weekly' World's Most Profitable Airlines index. It also won the prestigious 'Corporate Award in the Airline Category' for its commitment to enhancing efficiency, reliability and customer satisfaction at the 2024 OPS Forum in Athens.



New Destinations

In 2024, Air Arabia added seven new destinations from Sharjah Airport

Male | Vienna | Athens | Warsaw | Kraków | Bangkok | Phuket

Why Should You Fly Air Arabia?

Modern Fleet

Air Arabia operates one of the youngest fleets in the world comprised entirely of Airbus A320 aircraft, the most modern and best-selling single aisle aircraft in the world.

High on Entertainment

All Air Arabia aircraft are equipped with "SkyTime", a free in-flight streaming service that allows passengers to stream a wide selection of Hollywood and Bollywood movies, TV shows, documentaries, music, and games, directly to their devices.

SkyCafe

The onboard menu offers a wide variety of delicacies ranging from snacks, hot meals, sandwiches, snacks, and beverages - at affordable prices.

Stretch Out

Low on cost, but high on comfort. Air Arabia's cabin configuration offers a generous seat pitch of 32 inches.

Earn While You Fly

One of the most generous aviation loyalty programmes, Air Rewards lets passengers earn, transfer and spend points to purchase tickets, buy meals on board, and add extra baggage.

Always On Time

Air Arabia is renowned for its on-time performance and fast turnaround time at each airport.

Choose Your Check-in

Check-in from the comfort of your home via the Air Arabia app or head to any city check-in facility.

Take more

With a 10kg hand baggage allowance across all fares, you'll never have to leave behind anything ever again.

A true business aviation experience.

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

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

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

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

Gama Aviation

Charter. Management. Maintenance.
gamaaviation.com



TIME IS YOURS WITH SELF SERVICE TRAVEL

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

وقتك ملكك مع خدمة السفر الذاتي

استمتع بتجربة سفر مميزة توفر المزيد من الوقت لتناول الطعام والتسوق والاسترخاء عند استخدام خدمة السفر الذاتي في مطار الشارقة.

Self Service Travel Steps

سلم حقيبتك
Drop your bag



اطبع ملصق الحقيبة
Print your bag tag



اطبع بطاقة صعود الطائرة
Print your boarding pass



خطوات خدمة السفر الذاتي



www.sharjahairport.ae

GAMA AVIATION

Gama Aviation's Sharjah FBO (OMSJ) is renowned for its VIP services that include MRO, private jet charter, business jet management and maintenance, AOG support, and EASA and UAE GCAA approved line maintenance.



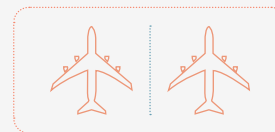
2025 will be a landmark year for Gama Aviation, the first FBO in the Middle East to be accredited by International Standard for Business Aircraft Handlers (IS-BAH). The company's Sharjah Business Aviation Centre (SBAC) will be complete by the second quarter of the year, making Gama one of the most advanced facilities of its kind in the region.

Upon completion, the new SBAC will encompass an airconditioned premium hangar and a sleek VVIP terminal. It will also offer clients and crew optimised aircraft access, enhanced in-house MRO capabilities and faster connections to Sharjah, the Northern Emirates and Dubai. Earlier this year, Gama completed work on an expansive parking apron – a key milestone in the SBAC's construction plan.

The new SBAC will service:

- ▼ Jets such as Bombardier Global, Gulfstream, Embraer Legacy & Learjet
- ▼ Helicopters
- ▼ eVTOL air systems

GAMA in Numbers



36,000 sqm
parking apron



**Dedicated Customs
& Immigration**
facilities



14,000 sqm
hangar space



6 Minutes
taxi time from
runway to
parking apron



No Slot
restrictions

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today**

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SHARJAH DUTY FREE

Whether you're shopping for a loved one or treating yourself, Sharjah Duty Free has curated a stunning range of gifts to make your journey memorable.



Sharjah Duty Free, operated by global travel experience player Avolta, is committed to offering travellers a world-class shopping experience.

Shop at Sharjah Duty Free from home

Browse through Sharjah Duty Free's exciting product range from the comfort of your home. Sharjah Duty Free's Reserve and Collect service (shopdutyfree.com) lets you pre-order purchases up to 30 days before your flight. Avail exclusive online discounts and simply collect the items before boarding at Sharjah Airport. You can even opt for the home delivery service.

Club Avolta – unlocking more value for your money

Discover the all-new Sharjah Duty Free app, Club Avolta, and elevate your shopping experience like never before! With just a few taps, you can shop Sharjah Duty Free's extensive product collection online, enjoying access to an innovative loyalty program that's truly one-of-a-kind. Club Avolta seamlessly brings together duty-free and duty-paid shopping, dining, top brands, airports, airlines, hotels, and so much more—all in one place.

Gifts for Him and Her



Perfumes



Cosmetics and Skincare

Gifts for Little Ones



Books



Toys

Flavours of UAE



Dates

Chocolates



Scan to
discover more

ALPHA FLIGHT SERVICES

A subsidiary of dnata, and in partnership with Air Arabia, Alpha Flight Services is Sharjah Airport's official food and beverage supplier.



ALPHA in Numbers

Alpha Flight Services is a leading provider of in-flight catering and airport hospitality solutions. Since 2007, it has been delivering world-class culinary experiences to travellers at Sharjah Airport, including in-flight and terminal retail catering. The company serves 30 airlines from Sharjah Airport including Air Arabia; Gama Aviation's private jets as well as cargo carriers.

Each day, Alpha crafts thousands of exquisite meals, flavourful light bites, fun children's meals and a variety of refreshing beverages for Sharjah Airport's exclusive venues such as The Lounge and The Hotel. Following strict HACCP controls, guidelines set by the International Flight Services Association (IFSA), World Food Safety Guidelines (WFSG), dnata global standards, Sharjah Municipality and food control authorities, alpha guarantees the highest-quality F&B options. Alpha is also IEnvA certified.



40,000
meals served per day



Cuisines from 6
continents served



30
airlines served in 2024



Up to 140 flights
catered to per day

A global loyalty program everyone will want to be part of.

Over 5,000 locations across travel retail, convenience and food & beverage. We believe the sky's the limit for new revenue.



Join
today

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PASSENGER & CARGO DIRECTORY

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

Sharjah Airport Passengers Cargo Passengers / Cargo



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

Scheduled Passenger Airlines Operating at Sharjah Airport

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

*airlines subject to change

Scheduled Cargo Airlines Operating at Sharjah Airport

✈ Astral Aviation	✈ Etihad Airways
✈ Atlas Air	✈ Kenya Airways
✈ DHL International	✈ Lufthansa Cargo
✈ Egypt Air Cargo	✈ MNG Airlines
✈ Ethiopian Air	✈ Singapore Airlines
✈ Emirates Airlines	✈ UPS

AIRPORT DIRECTORY

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

24/7 Call Centre
☎ 558 1111

Airport Customs
☎ 508 1161

Airport Immigration
☎ 508 1313

Airport Police
☎ 594 4022

Airport Medical Centre
☎ 508 4949

Lost & Found
☎ 514 1235

Department of Civil Aviation Sharjah

Chairman's Office

☎ 508 1004

✉ maria.kevork@dca.shj.ae

Director's Office

☎ 508 1031

✉ hamda.alhammadi@dca.shj.ae

Air Transport & DCA Services

☎ 508 1017

✉ khaled.elkilany@dca.shj.ae

DCA Operations Department

☎ 508 1006

✉ ops@dca.shj.ae

Air Navigation Services

☎ 508 1050

✉ mohamed.almazroua@dca.shj.ae

DCA Security Department

☎ 508 1007

✉ jamil.alnajjar@dca.shj.ae

Government Communication Department

☎ 508 4131

✉ jawahir.aljarwan@dca.shj.ae

Support Services Department

☎ 508 1027

✉ shahd.taryam@dca.shj.ae

Sharjah Airport Authority

Chairman's Office

☎ 508 4101

✉ chairmanoffice@sharjahairport.ae

Director's Office

☎ 508 4008

✉ dsaaoffice@sharjahairport.ae

Airport Operations Department

☎ 508 4500

✉ michelle.ckari@sharjahairport.ae

Commercial Department

☎ 508 1512

✉ alya.alali@sharjahairport.ae

Customer Services Department

☎ 558 1111

✉ hessa.alnuaimi@sharjahairport.ae

Facilities Department

☎ 508 4282

✉ meera.hamed@sharjahairport.ae

Finance Department

☎ 508 4161

✉ saber.iqbal@sharjahairport.ae

Procurement Section

☎ 508 4197

✉ saja.alnoman@sharjahairport.ae

Government Services Department

☎ 508 4111

✉ mohamed.albouqaish@sharjahairport.ae

Marketing & Corporate Communications Department

☎ 508 1518

✉ alya.almaazmi@sharjahairport.ae

Strategic Planning & Performance Department

☎ 508 4382

✉ mona.alteneiji@sharjahairport.ae

HRD Affairs

☎ 508 4128

✉ nora.almazrouee@sharjahairport.ae

IT Affairs

☎ 508 4057

✉ aisha.almheiri@sharjahairport.ae

Quality Assurance Department

☎ 558 1111

✉ sultan.alshamsi@sharjahairport.ae

Safety Management

☎ 558 1111

✉ hafidh.alzarai@sharjahairport.ae

Airport Emergency Services Department

☎ 558 1111

✉ leigh.cockman@sharjahairport.ae

Sharjah Aviation Services

General Manager's Office

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pa.gm@sharjahaviation.com

Director of Operation

☎ 508 8966

✉ szainal@sharjahaviation.com

Customer Services

☎ 514 1156

✉ mradwan@sharjahaviation.com

Airside

☎ 514 1115

✉ psdharan@sharjahaviation.com

Sharjah Airport Cargo Centre

☎ 514 1173

✉ cgopsmgr@sharjahaviation.com

Human Resource

☎ 514 1105

✉ astuart@sharjahaviation.com

Sharjah Airport Travel Agency

☎ 561 8888

✉ info@satatravels.com

Air Arabia

☎ 508 8888

✉ info@airarabia.com

Alpha Flight Services

☎ 558 0055

✉ info@alpha-group.ae

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✉ fbo.shj@gamaaviation.com