

2022 YEARBOOK



مطار الشارقة
Sharjah Airport



➤ EXPANSION

The East Expansion project is equipped with the latest travel technologies

➤ SAFE TRAVEL

The first airport in the UAE to attain the Airport Health Accreditation

➤ CORPORATE SOCIAL RESPONSIBILITY

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SHARJAH AIRPORT YEARBOOK 2022

At the beginning of 2021, the travel industry was experiencing one of its most challenging years in history. Yet in the face of the difficulties presented by the pandemic, Sharjah Airport has continued its journey of incredible growth, in line with the vision of His Highness Sheikh Dr. Sultan Bin Muhammad Al Qasimi, Supreme Council Member and Ruler of Sharjah.

In this latest edition of the Sharjah Airport Yearbook, we showcase the significant achievements that have been made over the past 12 months, including the introduction of several new airline carriers and flight destinations, the substantial increase in air traffic activity to and from Sharjah, the opening of a new branch of Sharjah Airport Travel Agency (SATA) and the continuation of the extensive expansion project, to increase the airport's capacity to 20 million passengers after completion.

Last year, Sharjah Airport also became the first airport in the UAE to receive the Airport Health Accreditation (AHA) certificate from the Airports Council International (ACI), commending the airport's safety measures in the wake of the COVID-19 pandemic and further strengthening its leading position on the global tourism map.

His Highness
Sheikh Dr. Sultan Bin Muhammad Al Qasimi

Member of the Supreme Council
Ruler of Sharjah





His Highness
Sheikh Sultan Bin Mohammed Bin Sultan Al Qasimi

Crown Prince
Deputy Ruler of Sharjah
Chairman of Sharjah Executive Council







مطار الشارقة
Sharjah Airport





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



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



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مطار الشارقة
Sharjah Airport

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EXPANDING OUR HORIZONS

Sharjah Airport's extensive expansion plan aims to increase the airport's capacity to 20 million passengers upon completion, affirming its position as one of the global leaders in the aviation industry.

East Expansion Project

As part of the main expansion, Sharjah Airport Authority (SAA) inaugurated the East Expansion project in October 2020, extending across an area of 4,000 square metres at a total cost of AED 40 million. The fully integrated building includes four new gates that increase the flow of passengers through the airport building. It is part of the expansion plan of the main terminal and will enhance the airport's regional and global competitiveness.

The East Expansion which stretches over two floors is equipped with the latest travel technologies, as well as food and beverage outlets, a well-stocked duty-free shop, nine waiting areas, advanced security scanning equipment and improved facilities for people with limited mobility. The distinctive facilities embody the airport's commitment to providing the highest standards of services in order to ensure the comfort and satisfaction of travellers.



Integrated Maintenance

Sharjah Airport's comprehensive maintenance programme involved redesigning the entrance to the common arrivals area and replacing flooring and lighting in the entire transit area leading to the departure gates. Additionally all restrooms in the passenger terminal have been comprehensively renovated and the lighting in the aircraft parking lots have been reinstalled according to internationally approved standards. The customer service counters, the security inspection rooms and staff lounges also underwent a complete overhaul.

The Lounge

A complete redesign of the Lounge has significantly improved the passenger experience, providing a place for travellers to rest in ultimate comfort before boarding their flights. The new Lounge incorporates contemporary design and state-of-the-art facilities to accommodate more than 170 people. It offers a variety of food and beverage options, quiet areas for work and relaxation, an interactive play area for children and 24-hour passenger access.



Recent Expansion

Sharjah Airport witnessed a huge expansion across its facilities in 2021, including the completion of the new MoGas Fuel Station and the Sewerage Treatment Plant, both of which commenced operations last year. The airport's 33kv substation was also completed by SEWA, with energisation expected in early 2022. Additionally, Sharjah Airport Authority completed the engineering and procurement building structure works and selected a contractor to carry out the finishing works, which are expected to be completed by the end of 2022.



Current Works In Progress

The Aircraft Handstands project is currently underway with completion expected by mid-2022. Work has also commenced on the Utilities Relocation project, which is expected to be completed in the first quarter of 2022, enhancing the footprint of the Terminal expansion.

Additionally, engineering works and design development of the baggage handling system has been awarded to a contractor and the main contract for the terminal expansion and the ICT/Special Airport Systems project is under tender preparation. Current technical negotiations include the Passenger Boarding Bridges project and the Security Scanning Systems project. The airport's road network is also being developed to accommodate the new expansion capacity.

SHARJAH AIRPORT NEWS

Sharjah Airport Strategy (2021-2025)

Sharjah Airport Authority has launched its corporate strategy for the next five years in line with its vision to become one of the top five regional airports by providing distinguished travel experiences and services to the customer.

Sharjah Airport Receives Airport Health Accreditation Safety Accolade

Sharjah Airport is the first airport in the UAE to receive the Airport Health Accreditation (AHA) certificate from the Airports Council International (ACI). The globally recognised certificate commends the achievements of Sharjah Airport as an international hub in providing a safe experience for its travellers in the wake of the COVID-19 pandemic.

The accreditation, which is the seventh to be awarded in the Middle East, was granted following a thorough evaluation of the health and safety measures in place at the airport during the pandemic. As part of its integrated plan to strengthen preventive measures, the airport intensified sanitization operations within the departures and arrivals halls and public facilities which included sterilizing floors, barriers, walls, check-in counters, passenger bridges, waiting areas, passport counters, security inspection devices, conveyor belts, luggage trolleys, and toilets. It also intensified social distancing measures and security inspections.



World Disability Union Accreditation

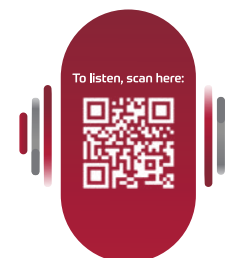
Sharjah Airport became the fourth airport in the world to be awarded a Gold Accreditation Certificate as a friendly entity for people with limited mobility from the World Disability Union. The airport was recognised for its provision of ramps, elevators and designated seating areas as well as specially trained staff, ensuring a fast, easy and safe travel experience for persons with limited mobility while adhering to the highest international standards.



Sharjah Airport Launches Sonic Branding

Sharjah Airport's sonic branding initiative has added a new dimension to its identity by making the use of sound to explore the symbolic elements that represent the airport's unique brand. The sonic branding will add more personality and impact to the brand while communicating with passengers, airport users, and public at various touch points. As the airport continues to connect communities across the globe - positioning Sharjah as a preferred travel hub in the region, the sonic branding is envisioned to grow stronger too.

Sharjah Airport's sonic branding is inspired by the unique travel experience from Sharjah to the world. While the Airport's graphical logo, comprising of three seagulls, represents air, land and sea; its sonic branding conveys the Emirati culture and Sharjah as a travel hub through the melodies of the oud, and its piano notes represent sustainability.



Sharjah Airport Website Receives Global Excellence Award

Sharjah Airport received the Gold Award in the Government Website Category at the 2021 Global Excellence Awards. The award recognises the best in digital practices according to the highest international standards. The airport triumphed over 100 nominees from all over the world for its distinguished website, which was commended for its user interface, design, content, innovation, implementation, public participation and value-added functions and features. Sharjah Airport Authority also won the award for the best electronic awareness plan for the year 2021, in recognition of its efforts in the field of information security.



Information Security Management Commended

In recognition of promoting an integrated digital environment, Sharjah Airport Authority has achieved the 27001: 2013 certification for global information security management for a period of three years. The Authority's success in receiving the certificate confirms its commitment to implementing the highest international standards for information security, as well as a continuous assessment of all risks.



Sharjah Airport Authority Honours the Winners of Matari Award

Sharjah Airport Authority honoured ten of its best employees at the first ever Matari Sharjah Airport Excellence Awards. The initiative was launched by the Authority in 2021 to highlight the exceptional performance of employees and enhance the culture of excellence and institutional leadership.

The inaugural ceremony was held in the presence of His Excellency Ali Salim Al Midfa, Chairman of Sharjah Airport Authority and His Excellency Sheikh Faisal bin Saoud Al Qassimi, Director of Sharjah Airport Authority, as well as directors of departments and nominees for the award categories. The virtual ceremony was broadcast live through a direct link to all employees.



Sharjah Airport Travel Agency Opens a New Branch

Sharjah Airport Authority has opened a new branch of Sharjah Airport Travel Agency (SATA) in Dubai, to meet growing demand for individual and corporate travel. The new office, which was inaugurated by His Excellency Ali Salim Al Midfa, Chairman of the Sharjah Airport Authority (SAA) in the presence of His Excellency Sheikh Faisal Bin Saoud Al Qassimi, Director of Sharjah Airport Authority, provides a full range of tourism and travel services including airline reservations and ticketing, domestic and foreign holiday packages, indoor activities, worldwide hotel reservations, car rental, travel insurance, Umrah services, visa assistance services and more.



SAFE TRAVEL AT SHARJAH AIRPORT

In keeping with its overall ethos of passenger safety and convenience during the global pandemic, Sharjah Airport introduced innovative measures to safeguard passenger travel and to reassure travellers that their health and safety is top priority.

Last year, the airport invested in the latest technological innovations to ensure safe travel, including self check-in, boarding card validation system, new smart information desk advanced infrastructure and smart application for travellers aimed at reducing physical interactions and preventing the spread of Covid-19. These efforts were recognised in the awarding of the Airport Health Accreditation (AHA) certificate from the Airports Council International (ACI).

Sharjah Airport Dedicated Area for PCR Testing

Sharjah Airport invested over AED 6 million for a dedicated area specifically designed to manage arrival medical procedures, such as PCR testing, for all arrival passengers. Spanning across 2,471 square metres, this area efficiently expedites procedures for the convenience and safety of travellers. The installation of GCC lanes, lanes for other nationalities and fast track lanes has accelerated safe movement through arrivals. The area also includes all the required facilities such as restrooms, a baby changing room and special needs restrooms, allowing total peace of mind for passengers travelling through Sharjah Airport.

Covid-19 Testing Lab at the Airport

Sharjah Airport has granted the health service provider Pure Health, approved by the Ministry of Health, the authority to launch a laboratory at the airport to issue the results of nasal swab samples for travellers and enable them to adapt their plans, taking into account the safety of all individuals. The laboratory services have the ability to efficiently deal with a large number of incoming travellers.



Precautionary and Preventative Measures for Passengers

- ▶ Departure passengers from Sharjah Airport are required to have a negative PCR test before reaching the airport, according to the destination country restrictions, [please check with your Airline for up-to-date information].
- ▶ All Arrival passengers at Sharjah Airport are required to undergo a (PCR) swab test. This test is also available when needed for transferring passengers.
- ▶ To regulate the flow of passengers into the terminal, some airport entrances have been cordoned off.
- ▶ Floor stickers have been placed in all areas to remind passengers to social distance.
- ▶ All check-in, immigration and information counters have transparent acrylic barriers installed for the safety of both travellers and employees.
- ▶ Digital screens have been placed around the airport to regularly remind travellers to adhere to precautionary measures.
- ▶ Measures are in place for passengers who are suspected to be infected.
- ▶ Hand sanitizer dispensers are placed across the airport building.
- ▶ Personal Protective Equipment (PPE) vending machines are accessible throughout the airport.
- ▶ All airport zones are regularly and continuously disinfected, especially after each flight. Special attention is given to the common areas used by passengers and employees.
- ▶ All retail outlets, the airport duty free, food courts and restaurants strictly enforce social distancing.
- ▶ Encourage disposal of all airport waste in allocated bins.

Employees Precautionary and Preventive Measures

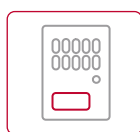
- ▶ Implementation of employee attendance system through Bawabati smartphone application or facial recognition system. This aims to avoid the contact that happens in the previous fingerprints attendance system.
- ▶ Thermal cameras have been installed to maintain the safety of all employees entering the airport.
- ▶ All counters had transparent acrylic screens installed.
- ▶ Stickers have been placed all around the airport and working areas to encourage employees to wear masks, adhere to social distancing, and use sanitizers more often.

Sharjah Airport Medical Centre

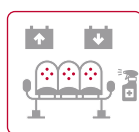
The airport's 24-hour medical centre is open to passengers, airport employees and the general public for all healthcare needs including PCR tests. Located in the Departures hall, the medical centre is operated by highly-trained, experienced medical professionals who can offer urgent and non-urgent assistance including first aid, medical advice and up-to-date information on the health situation in all countries.



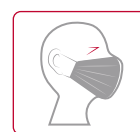
Hand sanitisers are widely available



PPE vending machines



All airport zones continuously disinfected



Wear mask



Bins are provided for safe disposal of all PPE

INNOVATIVE TRAVEL

Today's passenger is accustomed to a seamless and efficient travel experience facilitated by a high standard of technology. Sharjah Airport is known regionally and globally in providing digital services to create an innovation-driven safe travel experience that keeps pace with evolving passenger demands.

Self Service Travel

Sharjah Airport Authority continues to introduce a variety of self-check-in services, which allows travellers and customers to complete their boarding procedures quickly. The reduced waiting time during peak periods contributes to increased customer satisfaction and improves their experience with Sharjah Airport. The self check-in steps are as follows:

► Self Check-in and Print Boarding Pass

On arrival at the airport, passengers can proceed to the self-check-in kiosks and print their boarding passes.

► Print Baggage Tag

After collecting the boarding pass, passengers can proceed to the baggage tag kiosk and print the tags.



► Baggage Drop-off

Once passengers tag their bags, they can hand over their luggage at the Self Baggage Drop and move directly to the airport's passport control.



► Boarding Card Validation

Passengers can validate both, printed boarding passes, as well as digital passes on mobile phones, and proceed directly to the Smart Gates. This validation step increases airport security and accelerates passenger processing times using the latest technology.



► Smart Gates

After validating the boarding pass, passengers simply need to scan their passport and boarding pass on the e-reader, enter the Smart Gate and look at the camera. The Smart Gate will then automatically open. Smart Gates enable travellers to pass through immigration quickly and easily at a rate of 20 seconds per passenger.



Smart Information Desk

The new “smart information desk” allows passengers to virtually communicate with the customer service staff at the airport through voice and video calls. Designed to be accessible for passengers with limited mobility, it includes sign language features and a flexible screen for wheelchair users. In addition, it provides access to an interactive airport map and associated features, such as flight information and the fastest route to the relevant gate, by simply scanning a boarding pass. Users can also send an ‘electronic souvenir’ – a keepsake card of their travels through Sharjah Airport – via email or mobile phone.

Passenger Flow

By promoting efficient digital solutions across the entire airport ecosystem, Sharjah Airport can effectively manage the demands of passenger flows and meet the requirements of the modern, digitally conscious traveller.

Internationally Accredited

In recognition of promoting a fully integrated digital environment, Sharjah Airport’s Support Services Department - IT Affairs, has been reaccredited with the ISO 27001:2013, Quality Assurance Certificate for Information Security Management System. The certificate has been issued for a period of three years, from January 2021 until January 2024. ISO 2013:27001 is one of the most recognised international accreditation certificate in information security management, requiring the adoption and application of specific policies, procedures and systems to ensure the confidentiality and security of information.

TRAVELLER SERVICES

Sharjah Airport is committed to making travel a memorable experience for all passengers, with a range of world-class facilities on offer.

The Lounge

The Lounge has been expertly designed to help passengers fully relax before their flight. Luxury facilities and contemporary aesthetics allow passengers to start their travels in comfort, with everything from food and drink to quiet relaxation areas to make the airport experience as enjoyable as possible. There is also an interactive play area for children, a 24-hour passenger service and high-speed Wi-Fi.

+971 6 514 5520

thelounge@alpha-group.ae



Al Diyafah

Al Diyafah service offers the ultimate travel experience in exclusivity and luxury. It allows passengers to relax and make the most of their waiting time with an enhanced airport experience and five-star lounge access. The dedicated team ensures that you have a smooth journey from check-in to boarding of the flight.

+971 50 626 1851 or +971 50 519 5888

pro@sharjahairport.ae



Airport Transit Hotel

Conveniently located within airport security checks and close to the departure gates, Sharjah Airport Hotel is the perfect choice for passengers in transit. The hotel is currently under maintenance and will reopen soon, offering competitive rates, comfortable rooms, business facilities, laundry, banking services and medical care, allowing customers to rest and relax during breaks in their journey.

+971 6 546 7346

airporthotel@alpha-group.ae



Hala Services

Our friendly meet and greet service allows passengers to enjoy total peace of mind while travelling. Ideal for passengers with limited mobility, the elderly and children travelling alone, Hala Services' helpful multilingual team offer passengers fast-track check-in and assistance from check-in to boarding.

+971 6 514 1248

halacontroller@sharjahaviation.com



Family-Friendly Facilities

Families are welcome to enjoy quality time together before boarding their flight at our modern family friendly seating area. Complimentary baby strollers are also available, allowing them to move around the airport with ease.

The Kids Play Area in the Departures hall is a dedicated zone where children can play safely under the supervision of qualified and experienced staff. However, during the Covid-19 pandemic this facility will not be available and will reopen as soon as it is safe to do so.

Sharjah Airport also offers a range of dedicated facilities for passengers with limited mobility and the elderly passengers, including dedicated seating, smart gates, special escalators and wheelchairs. The airport also provides buses equipped with hydraulic apparatus to lift wheelchairs safely and transport them to the aircraft with efficiency and ease.

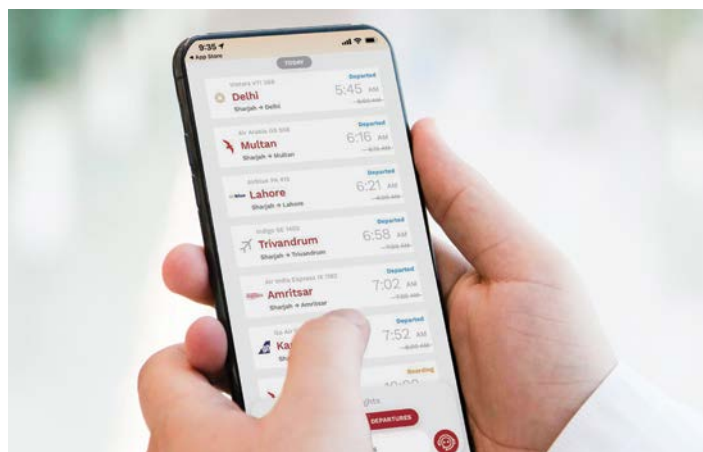


Surf the Web for Free

Passengers can surf the web for free using Sharjah Airport's high speed unlimited Wi-Fi service, 'Fly-Fi', without the need to register.

Parking Facilities

Sharjah Airport's passengers and visitors can avail of the fully-equipped and technologically advanced parking slots. Dedicated female parking areas are also available under the directives and vision of the government, and have proven to increase customer satisfaction levels.



DELIVERING ON OUR COMMITMENT

Sharjah Airport is one of the leading air cargo hubs in the GCC region, facilitating the safest ground handling procedures for all types of commodities including pharmaceuticals, dangerous goods, perishables, automobiles and animal handling.

Sharjah Aviation Services (SAS) employs dedicated and certified teams to manage an array of facilities and solutions, including a scheduled Road Feeder Service (RFS) to airports in the UAE and door-to-door services for cargo deliveries.

By utilizing a range of modern technological innovations such as an e-clearance cargo portal that processes online clearance of shipments, the Cargo Centre meets the full requirements of international cargo agents, offering a bespoke package for every business model.

Animal Handling Service

Sharjah Airport Cargo Centre provides tailored services for the handling of live animals. Specially trained staff efficiently manage the import clearance and timely transport of all types of animals including livestock, birds, pets and bees, from the fastest on-the-ground delivery route to the most suitable aircraft stand.

Sharjah Airport is also dedicated to the safe air transportation of horses and uses a dedicated ramp with Astroturf flooring and on-site veterinary services to ensure ultimate comfort for the animals.



Pharma-Certified Cargo Handling

Sharjah Airport Cargo Centre is the first facility in the MENA region to offer an IATA CEIV Pharma-certified cargo handling service through its sole ground handling agency, Sharjah Aviation Services. Specialist resources include a 1500 cubic metre capacity temperature controlled and monitored storage facility (2-8°C and 15-25°C). The Cargo Centre also features temperature-controlled container handling equipment to deliver shipments from aircraft to the storage facility, as well as a fleet of hydraulically powered roller-bed refrigerated and dry van trucks, to deliver shipments to warehouses.



Cargo Centre Fast Facts

- ▶ Sharjah Airport Cargo Centre features five cargo terminals with a total floor area of 32,000 square metres.
- ▶ The airport offers competitive tariffs at approximately 30% less than neighbouring airports.
- ▶ The cargo parking apron can accommodate up to 16 different types of aircraft, including the world's largest plane, the Antonov AN-225.
- ▶ It features a modern GSE fleet with main deck hi-holder capacity of 35 tonnes.
- ▶ Sharjah Airport Cargo Centre is a full e-airway bills facility.
- ▶ Advanced cargo systems accept e-AWB and clearance procedures.
- ▶ The centre operates special handling services for dangerous goods, valuable cargo, room for radioactive materials, livestock and pharma facilities.
- ▶ Multiple international destinations are connected to Sharjah Airport through international airlines such as Singapore Airlines, Ethiopian Airlines, Egypt Air Cargo, Kenya Airways, Astral Aviation, etc.
- ▶ A considerable number of flights are operated by United Nations World Food Programme (WFP) to provide humanitarian aid.



Certified by (IATA) with the
"IATA Safety Audit for Ground
Operations" (ISAGO) accreditation



CEIV certified by IATA to handle Pharma Products

A founder and a strategic member
of Pharma.Aero organisation



An RA3 certified handling
agent as per the European
Union (EU) for aviation
security validation

EMPOWERING THE WORKFORCE

Sharjah Airport Authority is committed to empowering its employees in an environment that stimulates growth, innovation and career satisfaction.



SAA strategically invests in human ability and is committed to helping employees reach their full potential to embody the airport's vision of providing distinguished travel experiences to passengers.

Supporting Staff Growth

The Training and Career Development Section at Sharjah Airport has launched several initiatives to facilitate career progression, including an annual training plan to promote learning and growth for employees.

The section refines the professional skills of the employees and focuses on raising the level of competencies across the airport. These programs cover various fields, including administration, leadership, operations, customer service and innovation.

Developing the Competencies

SAA is committed to employing and developing the talent of

Emiratis to raise the overall level of airport performance. SAA is also proud to empower women by providing balanced opportunities for career advancement while promoting a culture of gender balance. To increase the motivation of all employees, the Authority routinely designs and launches initiatives to enhance employee job satisfaction levels.

Rewarding Excellence

In 2021 SAA launched its first ever Matari Sharjah Airport Excellence Award to highlight the exceptional performance of employees and enhance the culture of excellence and institutional leadership.

The Matari award is a catalyst for progression and winners are selected based on stringent evaluation criteria and interviews conducted by an external evaluation team, including a group of experts and accredited evaluators.



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COMMERCIAL ACTIVITIES

Sharjah Airport's Commercial Department enhances the revenues of the airport and ensures optimum service levels from the various service providers that operate there.



Business Development (Aviation Affairs)

The Business Development Aeronautical section develops and maintains the business activities of airlines, travel agencies, tourism agents, general aviation and cargo logistic agents to build aero growth at the airport and enhance aero revenues.

Retail and Concession

The Retail and Concession Section primarily focuses on maximising the non-aeronautical revenues at Sharjah Airport (SHJ) by attracting new concessionaires and at the same time maintaining the existing concessionaires to offer services to the passengers. It also ensures optimal customer experience by bringing in a mix of offerings through a variety of brands thereby fulfilling the varied needs of a well spread demographic such as one that travels through Sharjah Airport. The non-aeronautical services, managed by the Retail and Concession section, comprises activities such as car parking management, Duty Free operations, in-flight catering services, into-plane fuel services, airport hotel, lounges, F&B shop operations, retail shop management, banks and ATM, advertising etc.

Property Management and Insurance

The Property Management and Insurance section is responsible for the tenancies, maintenance and overall management of the airport property, including airline offices, cargo warehouses, aircraft maintenance rooms and more. The section is also responsible for providing telecommunication technologies to all airport staff, stakeholders and passengers in coordination with UAE telecom providers and also facilitates insurance cover across the airport.

Service Assurance

The Service Assurance section is vital for the smooth, safe, efficient and secure handling of airport operations. The section is led by a team of Service Assurance Duty Officers who work seamlessly with stakeholders to manage service standards from service providers via service level agreements and key performance indicators.

To learn more about the commercial opportunities at Sharjah Airport, please email: commercialservices@sharjahairport.ae

EXHIBITIONS

Bringing Sharjah Airport to the world at leading travel, tourism and cargo exhibitions in 2021.

Each year, the senior management and Commercial Department at Sharjah Airport participates in the world's top cargo, travel and tourism exhibitions, both locally and internationally. As well as showcasing the airport's services and facilities to the airline community, business entities and aviation partners, these exhibitions allow the airport to share its future expansion plans while developing new strategic partnerships.

Currently, the airport is working to attract more business to the emirate from international airlines and to enable operational flights to and from Sharjah, as the recovery from the coronavirus pandemic gains momentum.

Each event is also an opportunity to showcase the unique Emirati and Sharjah heritage and promote the emirate as a distinctive tourist destination. By highlighting the many attractions that Sharjah has to offer visitors, the airport hopes to improve the contribution of tourism to the economic, social and cultural well-being of the emirate.



2021 Events

In 2021, Sharjah Airport attended a range of high profile aviation exhibitions around the globe.



World Travel Market

London,
United Kingdom



World Routes Forum

Milan,
Italy



Russian Tour Market Roadshow

Moscow and
St. Petersburg, Russia



Roadshow to East Europe and CIS Markets

Ukraine, Armenia
and Georgia



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EFFECTIVE SOCIAL CONTRIBUTIONS

Sharjah Airport's corporate values and social responsibility principles have helped it to make positive contributions to the local community while ensuring to build a competitive and sustainable economy that enhances the prestigious position of the Emirate of Sharjah and the UAE.

Sharjah Airport's CSR initiatives are in-line with the directives of its wise leadership that emphasises Sharjah's comprehensive social and economic development goals as well as the development and service of the community.

Sharjah Airport Authority recently launched the Competency Development initiative for its employees. Under the initiative, development plans will be created for each employee ensuring their professional growth. Furthermore, SAA introduced the Career Succession initiative to empower second grade leaders at the Authority to occupy future leadership positions.

SAA also implements initiatives for the training and development of the Emirati youth and providing job opportunities based on their talents and skills. This includes annual summer training and reading programmes and the National Career Fair apart from other smaller events organised at schools and universities.

Sharjah Airport Authority is keen to establish a culture of social responsibility, as well as leaving a positive imprint on society. The Authority actively participates in various community-based initiatives - national, regional and international, such as the UAE National Day Celebrations, the Flag Day, Emirati Women's Day, marking the national days of GCC countries, UAE Innovation Month "The Emirates innovates", as well as international celebrations such as International Women's Day, International Humanitarian Day, International Day for Tolerance, International Volunteer Day, International Civil Aviation Day and others.

Over the past year, SAA celebrated several other occasions and events through its social media channels. This is in line with the global precautionary measures taken to deal with Covid-19 as well as part of its own strategy in facing crises and challenges.



MEANINGFUL PARTNERSHIPS

Sharjah Airport Authority (SAA) has always worked towards strengthening and improving the quality of life of the local community. It does this by making meaningful contributions in various social, economic, environmental, cultural and sports initiatives. SAA routinely supports, both, government and corporate events through sponsorships and partnerships, boosting the success of these events and helping them reach their desired goals.

Sharjah Airport carefully selects events, activities and programs that have a meaningful and comprehensive impact on the upliftment of society and raising the competitive advantage of the Emirate of Sharjah. It does so by enhancing the innovation environment by investing energies in the implementation of initiatives that embody the leadership's vision.



The airport sponsors the Sir Bu Nair Festival, one of the most prominent annual environmental and tourism events, which aims to raise awareness of the importance of preserving the environments of marine and coastal areas in the Emirate of Sharjah.



It has also sponsored the Sharjah International Arabian Horse Festival, that connects the youth with their national identity and Arabian heritage, since its inception. Furthermore, Sharjah Airport is the proud sponsor of Sharjah Club's handball team for the third year in a row.

Sharjah Airport is also keen to enhance its sponsorship of government entities and private companies events, by providing them with benefits from some of the promotional services adopted by the airport to users and travelers.



CUSTOMER DRIVEN TRAVEL

Sharjah Airport is committed to making travel as seamless and enjoyable as possible for all its passengers from the moment they enter the terminal.

Travellers are warmly welcomed by a dedicated customer service team, ready to respond to queries and provide support to any assistance required.

Sharjah Airport is committed to excellence and strives to provide a safe and exceptional travel experience in a friendly, gentle and professional manner. A variety of services are available to passengers and customers.

Fulfilling Your Needs

Sharjah Airport is committed to providing special assistance to accommodate the needs of families, the elderly, and people with reduced mobility.

Comprehensive services can be availed through multiple channels, including the smart application, electronic platforms within the airport and customer service counters in the airport, working to ensure passengers have accurate information and the support of qualified staff.

Give Your Feedback

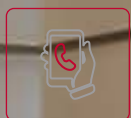
Passenger feedback is important and gives the airport valuable insights to maintain the highest standards of services. "Because We Care" programme aims to reward all passengers who share their honest suggestions on how services can be improved.

The last two years have seen the COVID-19 pandemic bring forth a wide range of new challenges and protocols. To address this, Sharjah Airport employees have been interviewing customers to determine if they are happy with the health and safety precautions being taken during this difficult time.

Call Centre

Sharjah Airport Call Centre offers 24/7 passenger support to any customer queries about general flight information.

Communication Channels



Call Centre
+971 (0) 6 558 1111



Email
info@sharjahairport.ae



Sharjah Airport Mobile App
(SharjahAirport)



Official website
www.sharjahairport.ae



Social Media
(SharjahAirport)





مطار الشارقة
Sharjah Airport

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SHARJAH AIRPORT

www.sharjahairport.ae

STRIVING FOR SUCCESS

Sharjah Airport Authority (SAA) works tirelessly to develop proactive plans in line with ongoing changes in the travel sector to further its position as a regional leader.

SAA has achieved notable successes and achievements in safety, innovation and sustainability, through its corporate strategy that is in line with its ambitions to make the airport among the best airports in the region, and according to the highest international standards.

Digital transformation is also one of the Authority's key objectives, in addition to empowering its employees and providing a positive work environment that stimulates growth.



Vision

To be among the top five regional airports by providing distinguished travel experiences and services to the customer.



Mission

Providing safe travel experiences and pioneering services for all airport users in coordination with our stakeholders. To create an innovation-driven working environment and contribute to the overall growth of the Sharjah Emirate.



Our Values

Pioneering: We utilise our resources and capabilities to position Sharjah Airport Authority internationally, through visionary proactive services and operations.

Governance: Accountability, transparency and integrity will govern all our operations and stakeholders' relations.

Innovation: Cultivate a culture of innovation and incorporate the tools to foster creativity in daily operations and activities.

Well-being: We effectively support the culture of happiness and positively influence the quality of life and well-being among all our partners and stakeholders.

Sustainability: Focus on achieving outstanding, growing and sustainable results driven by responsive, efficient and effective corporate capabilities.

Strategic Harmony: We work as a single coherent team to achieve our goals that are aligned with the priorities of Government to achieve its strategic priorities.



SAA has a strong set of strategic objectives which ensure their operations adhere to international standards and provide a safe and healthy work environment. By following a strict strategic plan, the authority has achieved outstanding accomplishments across environmental, social, customer-focused and leadership-driven operations.

The authority works tirelessly to attain global standards through full transparency in all of its dealings. Additionally, the Authority strives to promote a culture of innovation in the work environment, focusing on achieving outstanding results and working as a team to achieve the strategic objectives.



Strategic Objectives

- 1. Pioneering:** Enhancing the airport competitiveness, developing revenue streams & rationalizing expenses and enhancing partnerships
- 2. Human Resources:** Empower and develop our human resources; a positive & innovative working environment; an organizational culture that supports the strategy
- 3. Operational Performance:** Deliver quality provision of internal services
- 4. Infrastructure & Technology:** Ensure airport infrastructure is of high quality and efficiency; digital transformation
- 5. Environment, Health and Safety:** Commit and comply with environmental standards; ensure healthy & safe working environment
- 6. Customers:** Achieve a leading model in customer satisfaction



Strategic Accomplishments

- 1. Environment:** SAA successfully renewed the Airport Health Accreditation for 2020, and maintained previously acquired certifications in carbon emissions management, as part of its annual plan and in association with its strategic partners. It also successfully renewed the ISO 14001 certificate in the environment.
- 2. Social:** SAA supported several community initiatives in various fields such as sports, environment and sustainability, charitable works and humanitarian aid, health and education and community sponsorships. The Authority aims to consolidate social responsibility and the values of giving, through media campaigns on the airport's social networking accounts.
- 3. Customers:** The launch of a number of smart systems within the digital transformation plan by the authority, including self-service travel which allows travellers and customers to complete their boarding procedures quickly. The authority also renewed, as part of its annual plan, the ISO certificate for customer service, complaints and dispute resolution, which is concerned with achieving the objectives of the customer service charter and determining the framework for receiving complaints and observations and settling disputes.
- 4. Leadership:** SAA has completed ambitious expansion operations, attracted new airlines, launched strategic initiatives, strengthened existing partnerships and launched its sonic branding. Sharjah Airport also obtained a Gold Accreditation Certificate as a friendly entity for people with limited mobility from the World Disability Union, becoming the fourth airport in the world to obtain this certificate. The airport is also recognised as an institution that accommodates all age groups. Most recently, Sharjah Airport won the Cyber Awareness Plan of the Year from The Cyber Security & Innovation Series.

PROTECTING THE PLANET

Sharjah Airport is committed to ensuring its operations have a minimal impact on the environment while working towards reducing its carbon footprint and energy consumption.

Level 3+ Neutrality Accreditation

Sharjah Airport is leading the way in sustainable aviation as the first carbon-neutral airport in the GCC and the second in the Middle East to attain a Level 3+ Neutrality accreditation, which occurs when net carbon dioxide emissions over a full year are zero, by optimizing all its direct emission and offsetting the residual emission. The Airport Carbon Accreditation programme is the only independent, institutionally endorsed carbon standard for airports that recognises the efforts made to manage and reduce their CO₂ emissions. The achievement marks an important milestone in Sharjah Airport's journey

towards continuous environmental and sustainable development as it expands its operational capacity.

Sustainable Initiatives

Environmental and sustainability initiatives by Sharjah Airport include clean energy projects, energy conservation initiatives, and circular economic initiatives to encourage all stakeholders of the airport to engage and contribute to good practice. Besides minimising the consumption of electricity and water, the airport also implements an integrated waste management system targeted at zero landfill waste.



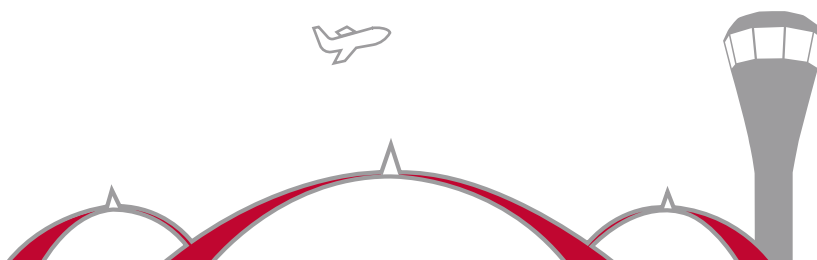


Enhancing Air Quality

Sharjah Airport is committed to improving air quality both inside and outside the airport. To naturally improve the air quality within the terminal buildings, the airport grows numerous indoor plants and has installed healthy ventilation systems. Outside, a tree-planting programme helps lessen environmental impact on the local air quality and reduces soil

erosion. Tree planting is an innovative solution for dealing with air pollution and a single tree is capable of absorbing 23kg of CO₂ annually. In addition, to help reduce CO₂ emissions and their harmful impact on air quality, Sharjah Airport has replaced diesel/petrol vehicles and ground-handling equipment with a new electric-drive and operated fleet.

Environmental Awards



► Airport Carbon Accreditation

- Level 3+ Neutrality Accreditation in 2020
- Level 3 Optimisation in 2018
- Level 2 Reduction in 2016
- Level 1 Mapping in 2014

► Winner of ACI Green Airport Silver Recognition 2020

► Winner of Ajman Tourism Departments Green Government Initiative Award (Modama) 2019

► Winner of Green Sharjah Award 2019 by Sharjah Chamber of Commerce and Industry



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SHARJAH AIRPORT TRAVEL AGENCY

Sharjah Airport Travel Agency (SATA) is one of the leading professional tourism services in the country providing tailor-made travel solutions to its customers.



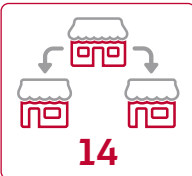
Established in 1985, SATA, Sharjah's premier travel agency, is owned and operated by Sharjah Airport and has evolved to become one of the UAE's oldest and most respected travel agencies. Last year, SATA saw significant expansion with the opening of a new branch in Dubai to meet growing demand for individual and corporate travel, now operating a total of 14 branches across the UAE.

Apart from being a market leader in the UAE, SATA is also the General Sales Agency (GSA) for Pakistan International Airlines (Sharjah and the Northern Emirates) and Air Peace, Passenger Sales Agent (PSA) of Flynas, Uzbekistan Airways and PSSA of Egypt Air.



1985

Established



14

Number of branches



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



خدمة إنهاء إجراءات السفر السريعة
Fast Track Check-in



خدمة إنهاء إجراءات الجوازات السريعة
Immigration Clearance



الاستقبال والمساعدة
Meet & Assist



خدمة نقل الأمتعة
Porter Service



فحص مسحة الأنف السريع
Fast Track PCR Testing

SHARJAH AVIATION SERVICES (SAS)

Sharjah Aviation Services provides customers with comprehensive, tailor-made ground and cargo handling solutions for a better customer experience.



SAS facilitates both passenger and ramp handling support, including operating one of the region's leading cargo hubs. With over 1,500 staff and a fleet of over 450 specialised vehicles and equipment, SAS is constantly pushing the boundaries of industry innovation across service, quality and reliability.

Ground Handling

To ensure the highest quality of services to customers, SAS invested in a series of new generation Ground Support Equipment (GSE), which are being introduced to the existing fleet. It also introduced Centralised Load Control for Air Arabia and is focusing on expanding to additional international airlines operating out of Sharjah Airport. Last year, SAS successfully handled more than 1,000 passengers to cabin freighter aircraft flights from renowned carriers including Ethiopian Airlines, Kenya Airways, Air Arabia, Indigo Airlines and other ad hoc operators.

Aircraft Appearance Services

SAS Aircraft Appearance department provides a range of cleaning services from exterior washing of the aircraft to deep interior cleaning, using state-of-the-art disinfectant that is both effective and safe.

Cargo Handling Capabilities

SAS efficiently handles a variety of special cargo, giving customers total peace of mind.

- ▶ An express cargo distributor in the e-commerce sector, working with industry leaders such as Emirates Postal Service
- ▶ A dedicated handling area for processing inbound e-commerce shipments
- ▶ Swift processing of import cargo from offloading, transportation, coordination with authorities and delivery to customers
- ▶ Refrigerated 3-tonne pick-up trucks ensure safe transport of perishable cargo
- ▶ Dedicated livestock handling area featuring a laboratory facility for veterinary tests
- ▶ A specially prepared aircraft engine dolly for transportation of next-generation aircraft engines
- ▶ Cool trailers allow transportation of meat shipments from aircraft to delivery dock

Hala Services

Hala Services provides a unique range of services that makes every step of our traveller's journey easier

- ▶ Meet and Assist (Arrivals and Departures)
- ▶ Fast Track Check-in
- ▶ Quick Exit service which includes rapid PCR testing for qualifying passengers
- ▶ Porterage and wrapping service to keep your baggage safe and secure



- Sunrise
- River cruise
- African Safari
- Family reunion
- Uphill hiking
- Alpine skiing

• **Where Next?**

AirArabia

airarabia.com

AIR ARABIA

Air Arabia continues its ambitious expansion with the launch of two budget airlines; Fly Arna in Armenia and Fly Jinnah in Pakistan, despite the challenges of the ongoing Covid-19 pandemic.



Launched in 2003, Air Arabia is the Middle East and North Africa's first and largest low-cost carrier operator (LCC). Headquartered in Sharjah, the airline serves over 170 international and domestic destinations through its five hubs in the UAE, Morocco and Egypt, and has carried more than 100 million passengers since its inception.

In 2020, the airline was first on Air Finance Journal's list of 100 top global airlines and was honoured 'Low-Cost Airline of the Year' at the Aviation Business Awards 2020. It now boasts a total fleet of 58 new Airbus A320 and A321 neo LR, with the first batch of 120 new Airbus aircraft expected by 2024. With Sharjah Airport as a leading regional hub, Air Arabia is looking to the future with excitement as it continues its exceptional growth into 2022 and beyond.



100 million +
passengers



1st
Air Finance Journal's list of
100 top global airlines



120
new Airbus aircraft
expected by 2024



58
new Airbus A320 and
A321 neo LR fleet

MANAGE MAINTAIN DELIVER



We manage and maintain aircraft and deliver charter flights, that's obvious, right! However what we also do is manage your asset as if it were one of our own. Maintaining accuracy, and uptime, ensuring in these changing times, that itineraries are kept. And most importantly we deliver our promises so you can keep yours.

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To find out more call us on
+971 657 343 71 or email
fbo.shj@gamaaviation.com

Your mission, our passion
gamaaviation.com

GAMA AVIATION

Gama Aviation delivers a comprehensive range of ground support services to private and business aviation at Sharjah Airport.

Gama Aviation launched its VIP aircraft and passenger handling services for general aviation at Sharjah Airport in 2012. It quickly developed its onsite maintenance capabilities for a range of business jet and turboprop aircraft, attracting VIP clients from Sharjah, Dubai and the Northern Emirates, in addition to visiting traffic from all over the world. It subsequently opened Sharjah Airport's first FBO facility in the summer of 2014, resulting in the migration of more jets to Sharjah.

Gama Aviation's planned construction of a new Business Aviation Centre will deliver additional hangar space and apron parking, and larger VIP passenger and crew facilities. Gama Aviation provides a range of exclusive services at Sharjah Airport, including aircraft management and charter, FBO and maintenance services and aviation software solutions. Gama's onsite engineering team provides line maintenance for aircraft including the Gulfstream, G650, Bombardier Learjet, Challenger and Global series, Embraer Legacy 600/650, Hawker 800/850/900XP and Kingairs.



1983
established



Farnborough, UK
headquarters location



45 aircraft +
in operation



www.gamaaviation.com

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you depart

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عن ٢٠٠ درهم إماراتي وسنكفل بدفع ضريبة القيمة المضافة بالنيابة عنك



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العالمية
والمحلية

Latest
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& Local
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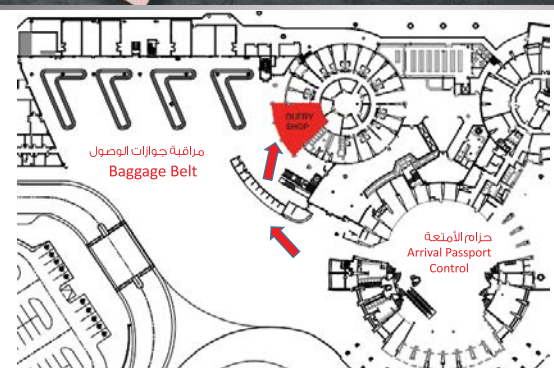


الشوكولاتة
العالمية
الليزية والحلويات
الشرقية

Delicious
International
Chocolates and
Local Sweets



Arrivals Store
Pick Up Location



SHARJAH DUTY FREE

Sharjah Duty Free is a magnet for travellers shopping for world-class brands.

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

Managed by global travel retailer Dufry, Sharjah Duty Free is located just after immigration in Sharjah Airport Departures Area and after baggage reclaim in Arrivals. The 2,000 square metres of retail space offers passengers the opportunity to discover a wide variety of

leading brands all under one roof, alongside an array of local products and delicacies from dates to 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 or avail exclusive online discounts in a click.



60+
years in the
business



2,300
stores operated
by Dufry worldwide



Globally Dufry operates in
more than **64** countries
across all 6 continents



50,000
brands and
products on display



2018
start of online
services

ALPHA FLIGHT SERVICES

As Sharjah Airport’s exclusive catering and F&B partner, Alpha Flight Services delivers a range of world-class cuisine that services The Lounge, the Airport Hotel and all in-flight catering.



The Lounge

In partnership with Sharjah Airport, Alpha Flight Services recently made a significant investment in a total renovation and redesign of the airport lounge to improve the level of services provided to passengers and ensure an exceptional travel experience.

The Lounge can now comfortably accommodate 800 passengers a day and is situated in a prime airport location. A wide range of international dishes hot and cold beverages are available 24 hours a day. Passengers also have access to shower facilities, televisions, a dedicated business area and an interactive kids play area.

The Airport Hotel

Alpha Flight Services has invested in developing the airport’s state-of-the-art hotel, the Airport Transit Hotel, which opened its doors in February 2022. The Airport Hotel, located within the



airport terminal, has seen a 30% increase in capacity on completion of the upgrade, which is being carried out in collaboration with Sharjah Airport.

Catering

As the partner of choice for all inflight catering services across Sharjah Airport as well as a selection of airport food outlets, Alpha currently caters to approximately 30 airline carriers, serving up to 76 flights and 22,000 meals per day. Plans of rapid expansion are underway to match the fast-growing pace of the airport.

The Future

In the next five years, Alpha Flight Services aims to double its growth and expand its catering facility. Commencing in 2022, Alpha plans to invest in new equipment, catering trucks and technology to drive sustainable growth for both its business and for its customer partners.



30
airline carriers



76
flights catered to per day



22,000
meals served per day



24/7
lounge open for passengers



DISCOVER HIDDEN GEMS IN SHARJAH

Sharjah is home to an endless list of astounding tourist attractions and landmarks.

The Rain Room Sharjah, a unique-to-Sharjah Art installation, gives the effect of constant rain while The Heart of Sharjah is the region's ambitious conservation project, preserving the heritage of the emirate.

The popular Sharjah Natural History Museum and Desert Park is an educational landmark for all the family. The emirate's House of Wisdom, built to honour Sharjah's World Book Capital 2019 award, epitomises the library of the future. Visit Buhais Geological Park to learn about the moon-like terrain that surrounds the Emirate of Sharjah.

The east coast is home to the majestic outdoor venue of Khorfakkan Amphitheatre and the Najd Al Maqsar Village, nestled deep within the Khorfakkan mountains, displaying ancient restored houses, now part of a tourism development project. Souq Sharq, modeled on the market places of old is the ideal spot for traditional handicrafts while the Kalba Bird of Prey Centre is a one of its kind facility in which visitors can experience the power of birds of prey in the Arabian Peninsula. One of the emirate's newest attractions is the Al Suhub Rest House, a unique circular lounge set almost 600 metres above sea level.

PASSENGER & CARGO DESTINATIONS

✈ Sharjah Airport 📍 Passengers 📍 Cargo 📍 Passengers / Cargo

1. **Afghanistan**
 - ✈ Bagram Air Base .Af
 - ✈ Kabul
 - ✈ Kandahar
 - ✈ Mazar-I-Sharif
2. **Armenia**
 - ✈ Yerevan
3. **Azerbaijan**
 - ✈ Baku-Heydar Aliyev
4. **Bahrain**
 - ✈ Bahrain
5. **Bangladesh**
 - ✈ Chittagong
 - ✈ Dhaka
6. **Belgium**
 - ✈ Brussels
 - ✈ Liege
7. **Bosnia Herzeg**
 - ✈ Sarajevo
 - ✈ Tuzla International Airport
8. **Brazil**
 - ✈ Arraias
9. **Burkina Faso**
 - ✈ Ouagadougou
10. **Byelorussia**
 - ✈ Minsk
11. **Central African Rep.**
 - ✈ Bangui M'Poko International Airport
12. **Chad**
 - ✈ Ndjamena
13. **China**
 - ✈ Hefei
 - ✈ Hong Kong International Apt.
 - ✈ Tianjin
14. **Congo**
 - ✈ Brazzaville
15. **Cyprus**
 - ✈ Larnaca
 - ✈ Paphos
16. **Djibouti**
 - ✈ Djibouti
17. **Egypt**
 - ✈ Assiut
 - ✈ Borg El Arab
 - ✈ Cairo
 - ✈ Luxor
 - ✈ Sharm E Sheik
 - ✈ Sohag
18. **Eritrea**
 - ✈ Asmara
 - ✈ Massawa
19. **Ethiopia**
 - ✈ Addis Ababa
20. **Georgia**
 - ✈ Batumi
 - ✈ Tbilisi

21. **Germany**
 - ✈ Cologne
 - ✈ Dusseldorf Apt.
 - ✈ Frankfurt Main
 - ✈ Hahn
 - ✈ Leipzig
22. **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
23. **Iraq**
 - ✈ Al Asad Air Base
 - ✈ Baghdad International Airport
 - ✈ Erbil Airport
 - ✈ Sulaimaniyah International
24. **Italy**
 - ✈ Malpensa
25. **Jordan**
 - ✈ Amman Queen Alia Intl. Apt.
 - ✈ Marka Airport Of Amman
26. **Kazakhstan**
 - ✈ Aktyubinsk
 - ✈ Almaty
 - ✈ Nursultan Nazarbayev Airport
27. **Kenya**
 - ✈ Eldoret
 - ✈ Mombasa
 - ✈ Nairobi Jomo Kenyatta Intl Apt
28. **Kirghizia**
 - ✈ Bishkek
29. **Kuwait**
 - ✈ Kuwait
30. **Lebanon**
 - ✈ Beirut
31. **Libya**
 - ✈ Al Bayda - La Abraq 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 International 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 International Apt.
55. **Uzbekistan**
 - ✈ Tashkent
56. **Vietnam**
 - ✈ Ho Chi Minh City
57. **Yemen**
 - ✈ Aden
 - ✈ Sanaa

Scheduled Passenger Airlines Operating at Sharjah Airport

- | | |
|---------------------|-----------------------------------|
| ✈ Air Arabia | ✈ Pakistan International Airlines |
| ✈ Aeroflot | ✈ Pegasus |
| ✈ Air India Express | ✈ Qatar Airways |
| ✈ Airblue | ✈ Rossiya Airlines |
| ✈ Bees Airlines | ✈ Royal Flight Airlines |
| ✈ Cham Wings | ✈ Salam Air |
| ✈ Egypt Air | ✈ Serene Air |
| ✈ Fly Arystan | ✈ Sky Up Airlines |
| ✈ Fly Egypt | ✈ Syrian Arab Airlines |
| ✈ Go First | ✈ Turkish Airlines |
| ✈ Indigo | ✈ Ural Airline |
| ✈ Jordan Aviation | ✈ Uzbekistan Airways |
| ✈ Nord Wind | ✈ Vistara Airlines |
| ✈ Oman Air | |

Scheduled Cargo Airlines Operating at Sharjah Airport

- ✈ Atlas Air
- ✈ Egypt Air Cargo
- ✈ Ethiopian Airlines
- ✈ Indigo Airlines
- ✈ Kenya Airways
- ✈ MNG Airlines Cargo
- ✈ Saudia Cargo
- ✈ Singapore Airlines
- ✈ United Parcel Service

*airlines subject to change



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 Medical Centre ☎ 508 4949	Airport Police ☎ 594 4022	Lost & Found ☎ 514 1235
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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

khalid.alfardan@dca.shj.ae

Air Navigation Services

508 1050

mohamed.almazroua@dca.shj.ae

DCA Security Department

508 1007

jamil.alnajjar@dca.shj.ae

Government Communication Department

508 4131

jawahir.aljarwan@dca.shj.ae

Support Services Department

508 1027

shahd.taryam@dca.shj.ae

Sharjah Airport Authority

Chairman's Office

508 4101

chairmanoffice@sharjahairport.ae

Director's Office

508 4008

dsaaoffice@sharjahairport.ae

Airport Operations Department

508 4500

michelle.ckari@sharjahairport.ae

Commercial Department

508 1512

alya.alali@sharjahairport.ae

Customer Services Department

558 1111

Facilities Department

508 4282

meera.hamed@sharjahairport.ae

Finance Department

508 4161

saber.iqbal@sharjahairport.ae

Procurement Section

508 4197

saja.alnoman@sharjahairport.ae

Government Services Department

508 4111

mohamed.albouqaish@sharjahairport.ae

Marketing & Corporate Communications Department

508 1518

maria.alsufyani@sharjahairport.ae

Strategic Planning & Performance Department

508 4382

mona.alteneiji@sharjahairport.ae

Support Services Department

508 4069

ssd@sharjahairport.ae

HRD Affairs

508 4128

nora.almazrouee@sharjahairport.ae

IT Affairs

508 4057

aisha.almheiri@sharjahairport.ae

Sharjah Aviation Services

General Manager's Office

514 1104

gm@sharjahaviation.com

pa.gm@sharjahaviation.com

Director of Operation

508 8966

szainal@sharjahaaviation.com

Customer Service

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

Dufry Sharjah FZE

558 1145 ext 19

admin@ae.duty.com

Gama Aviation

573 4371

fbo.shj@gamaaviation.co