



مطار الشارقة
Sharjah Airport

2021 Yearbook

» Expansion

Sharjah Airport Authority inaugurated the AED 40M East Expansion Project

» Safe Travel

A Range of Precautionary and Preventative Measures Have Been Put in Place to Limit the Spread of Covid-19

» Traveller Services

Sharjah Airport's World-Class Facilities Make Travelling a More Memorable and Personal Experience

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Sharjah Airport Yearbook 2021



In a world where life changed seemingly overnight due to the Covid-19 pandemic, Sharjah Airport has continued to evolve and expand, in line with the vision of His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, Supreme Council Member and Ruler of Sharjah, in order to strengthen its leading position on the global tourism map.

In this latest edition of the Sharjah Airport Yearbook, we showcase the significant achievements that have been made over the past 12 months, as well the completion of the AED 40 million East Expansion project. This 4000 square metre fully integrated building incorporates four new gates and a broad range of new facilities. In addition, Sharjah Airport has initiated an across-the-board maintenance programme in its various facilities, providing technical and security solutions, as well as integrated services to enhance

and apply best practice to operational requirements.

The expansion of the main terminal, which will increase the airport's capacity to 20 million passengers per year by 2025, will feature improved infrastructure, the implementation of special airport systems and the latest technologies. This will enrich the customer experience and provide a high level of services for airlines and industry stakeholders.

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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



His Excellency
Ali Salim Al Midfa

Chairman of Sharjah Airport Authority



His Excellency
Sheikh Faisal Bin Saoud Al Qassimi

Director of Sharjah Airport Authority

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375+ Airport Experts



40+ Countries

DELIVERING A BETTER WORLD

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For information regarding the Sharjah International Airport Expansion Program please contact Parsons Program Management Office at Sharjah Int'l Airport - Parsons Site Office - Next to Alpha Catering Building - No. +971.6.508.5700

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New East Expansion and the Renovation



At a total cost of AED 40 million, Sharjah Airport Authority (SAA) has inaugurated the East Expansion project. Extending over an area of 4000 square metres, this fully integrated building includes four new gates that will contribute to increasing the flow of movement. This is a part of the expansion of the main terminal, which aims to increase the airport's capacity to 20 million passengers per year by 2023. Improved infrastructure, the adaptation of special systems and the latest technologies will heighten the customer experience and provide a high level of services for airlines and industry stakeholders. The total cost of expansion has been scaled up AED 1.9 billion to ensure all necessary work is completed to the highest standards and in line with the requirements of the airport's partners.

The East Expansion project consists of two floors equipped with the latest travel technologies, taking in an array of facilities that embody the airport's commitment to providing the highest quality services.

These include food and beverage outlets, which are open 24 hours a day and offer a comprehensive choice of meals, snacks and refreshments, as well as a duty-free shop stocked with world-class beauty products, perfumes and technology, adding up to a unique shopping experience. Other facilities include nine waiting areas, security scanning equipment and rooms, plus facilities for people with reduced mobility.



The Lounge

A thorough renovation of the first and business class lounge, now called 'The Lounge', improves the level of services provided and ensures that travellers are given an exceptional experience.

Incorporating contemporary design aesthetics, it can accommodate more than 170 people and includes quiet areas for relaxation, an interactive play area for children, international food and drink, and a 24-hour passenger service.

Integrated Maintenance

Sharjah Airport has implemented an across-the-board maintenance programme, including redesigning the entrance to the arrivals building, installing new, modern customer service counters, laying new floors and lighting in the corridor leading to the departure gates in the passenger terminal and adjacent areas, and revamping the design of the security inspection rooms and staff lounges. There has also been a comprehensive re-designing and renovation of all toilets in the passenger terminal, and lighting alterations in the aircraft stand in line with internationally approved standards in the cargo areas.

Sharjah Airport News



HE Ali Salim Al Midfa Elected to Second Vice-President of ACI

HE Ali Salim Al Midfa, Chairman of Sharjah Airport Authority, was elected as the Second Vice-President of ACI Asia-Pacific Regional Board during an ACI General Assembly, in the presence of the President, Seow Hiang Lee, First Vice-President, Emmanuel

Menanteau, and distinguished board members. His Excellency was elected in recognition of his extensive efforts in developing the aviation sector in the Asia-Pacific region, as well as his achievements and successes at Sharjah Airport, which has become a regional and global hub for the air travel and cargo industries.



الجهة المستقلة الرائدة في تطبيق معايير الحسابات هيئة مطار الشارقة الدولي

Level “3+” Carbon Neutral Certification

Sharjah Airport has become the first carbon neutral airport in the GCC to attain Airport Carbon Accreditation Level 3+ Neutrality from Airports Council International (ACI), reflecting its commitment to sustainable practice and reducing environmental impact and emissions.

“Green Airport” Silver Recognition

A new milestone was marked by Sharjah Airport as it received the “Green Airport” Silver recognition 2020, within the preservation of the environment programme issued by the Airports Council International (ACI) Asia-Pacific region. This accreditation is a testament to Sharjah Airport’s innovative advances in the field of water management and recycling, which reflects the airport’s efforts and its keenness to apply the highest standards of sustainability in line with the strategy of Green Airports Recognition programme.

Outstanding Financial Performance 2020

Recognising the airport’s efforts in relation to categories of The Independent Entity Leader in Implementing Accounting Standards and The Independent Entity Leader in Implementing Procurement Standards, HE Sheikh Mohammed bin Saud Al Qasimi, Chairman

of the Sharjah Finance Department, honoured HE Sheikh Faisal bin Saoud Al Qassimi, Director of Sharjah Airport Authority, at the Financial Performance Excellence Awards 2020. Sharjah Airport Authority was also awarded with the Outstanding Financial Section Head, and the Outstanding Financial Auditor.

Towards an Age-Friendly World

The airport has also been awarded with the ‘Age-Friendly Institution’ title for meeting the set standards and requirements. The Initiative, which was launched by the Executive Council to support the Sharjah Age-Friendly Cities programme to follow up with Sharjah’s membership in the global network of age-friendly cities, aiming to support the strategic plan of Sharjah Age-Friendly Cities programme that meets the needs of the elderly.

New Car Parking Solutions

The contract to manage and operate all vehicle parking at Sharjah Airport has been awarded to Mawgif, the National Parking Company, by Sharjah Airport Authority (SAA). This will improve parking for passengers, customers and employees, incorporating new solutions through the latest technology and systems. There will be new parking fee payment options in all locations, with the company also managing the parking area for airport staff.

Safe Travel at Sharjah Airport

The travel industry may have changed over the last two years, due to the effects of the global pandemic, however, Sharjah Airport has committed itself to adapting to the “new normal” and ensuring travel is as safe as possible for passengers. Sharjah Airport’s mission is to reassure travelers that their health and safety is fully protected at every step of their journey, with no stone unturned regarding precautionary measures. Passengers can rest assured that they are in safe hands when travelling through Sharjah Airport, with innovative and creative solutions in place to curb the spread of COVID-19.



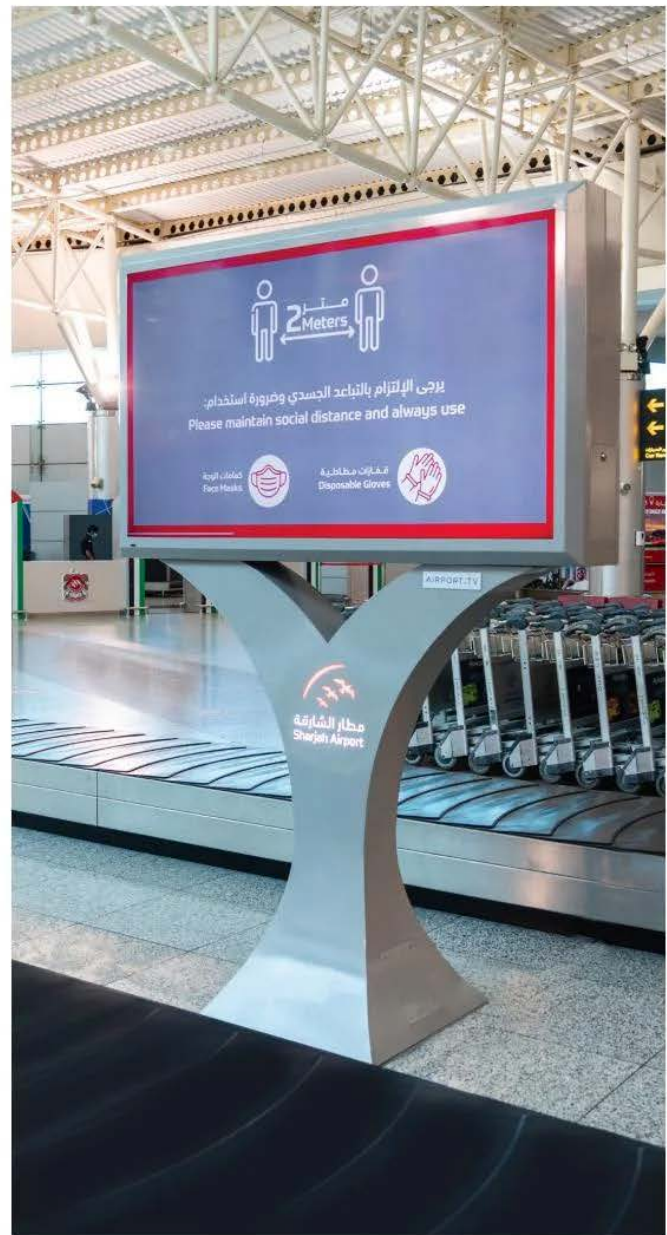
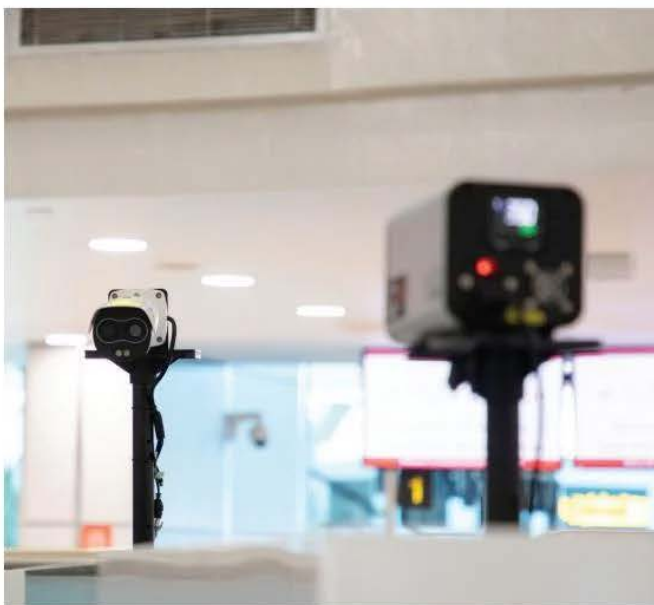
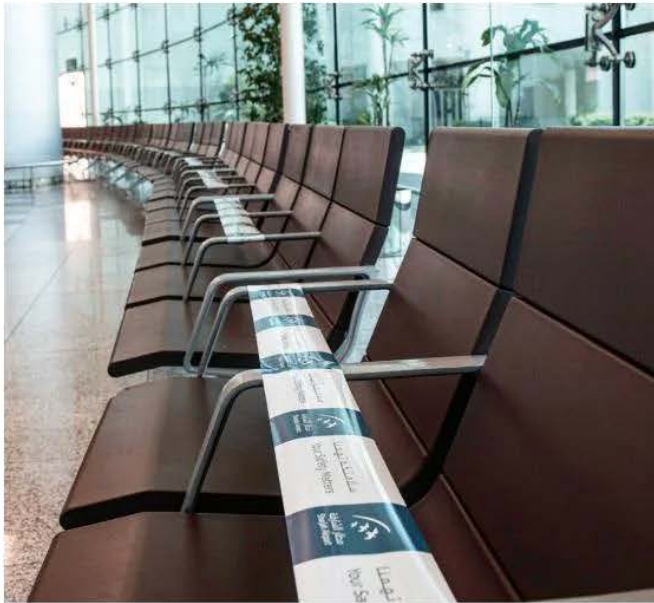


Precautionary and Preventative Measures for Passengers

- Scheduling flights with sufficient time intervals between departing flights to ensure social distancing is maintained at all times.
- Departures through Sharjah Airport are subject to do the (PCR) swab test according to the destination country restrictions, as for all the arrivals through Sharjah Airport are required to undergo a (PCR) swab test. The swab is also available when needed for transit passengers.
- Airport entrances are limited in order to regulate the flow of people into the terminal.
- Temperature screening cameras at each point, including the sample collection and screening.
- Proper social distancing is strictly applied and passengers are reminded through the use of floor stickers in all areas.
- Transparent acrylic barriers are installed at information, check-in and immigration counters for the safety of both travelers and employees.
- Digital screens regularly remind travellers to adhere to precautionary measures in place.
- An emergency quarantine facility has been arranged for any suspected / positive arrival passengers in the airport.
- Availability of hand sanitizers across the Airport building.
- Special vending machines providing personal protective equipment (PPE) are conveniently accessible throughout the airport.
- Regular and continuous disinfection of all the airport zones, particularly after each flight, paying special attention to the areas utilised by passengers and employees.
- Enforcing social distancing in the food court and restaurants as well as duty free outlets and all retail outlets.
- Ensuring that all airport users dispose of personal protection items in allocated bins.
- Reduced waiting times in baggage reclaim by ensuring sufficient intervals between arriving flights. (Arrival passengers)
- Observance of social distancing on passenger buses.
- Transfer passengers are separated from departing passengers and will have their temperatures checked and social distancing enforced.

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.
- Installation of thermal cameras that measures the temperature of all employees entering the airport.
- Installation of transparent acrylic screens at all counters.
- Employees are required to wear masks, adhere to social distancing, and encouraged to use sanitizers more often.



Initiatives Aimed at Mitigating Covid-19

A team of Sharjah Airport Authority volunteers was formed to support the UAE's efforts in fighting Covid-19. In addition, Sharjah Airport Medical Centre offers a delivery programme for medicines to the homes of employees and their families.



 Wear Mask	 Social Distancing	 Hand Sanitizer	 Thermal Screening	 Wash Hands Frequently
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Empowered by Innovation

To keep pace with evolving passenger demands, the provision of digital services at airports is now a business imperative. Today's modern traveller is used to a high standard of technology and expects regular services throughout their journey.





Smart Passenger Flow and Queue Management Technology

By studying passenger flows, as well as using contemporary profiling techniques, this technology will help to boost efficiency across check-in, security and immigration. It will dynamically manage airport resources and, in turn, increase capacity and boost passenger satisfaction.

Tracking and monitoring, for instance, is used to identify passenger flow and how different areas are providing services. This system can successfully predict analytics, which allows the Operations Team to prepare the service areas and quickly change things if and when required. This can include opening additional baggage carousels or increasing staff at passport control at certain times of the day or following certain flights.

Boarding Card Validation System

The new iValidate boarding card system automatically verifies all types of boarding passes, including mobile phone and home printed passes. This technology enhances security, accelerates passenger processing and reduces waiting times.

Making Connectivity More Efficient

Implementing digital solutions across the whole Sharjah Airport ecosystem is allowing it to cope with the demands of tomorrow's passenger flows, as well as meet the requirements of the digitally aware customer.

Sharjah Airport has also invested in a series of innovations for its staff, including a Meeting Room Management System; Bawabati Application, which is provided across different channels such as mobile applications, web portals and kiosks; a Facial Recognition Attendance System; and a variety of solutions to support working from home.

The airport's IT department has been reaccredited to ISO27001:2013, Quality Assurance Certificate for Information Security Management System, for the fourth consecutive year. ISO 2013:27001 is one of the most recognised international accreditation certificates 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's world-class facilities make travelling a more memorable and personal experience, with passengers made to feel like VIPs.



The Lounge

Newly renovated and featuring contemporary design aesthetics, The Lounge is designed to help passengers relax and unwind before their flight, providing a range of luxury facilities. These include everything from premium food and drink through to quiet areas for relaxation, an interactive play area for children, high-speed Wi-Fi, and 24-hour passenger service.

The Lounge allows you to catch up on work or treat yourself to some quiet time while you wait.

Tel: +971 6 514 5520

Email: thelounge@alpha-group.ae

Hala Services

Perfect for families, the elderly, passengers with reduced mobility, and children travelling alone, Hala Services' experienced, friendly and multilingual team offers passengers fast-track check-in and assistance during boarding.

Tel: +971 6 514 1248

Email: halacontroller@sharjahaviation.com



Airport Transit Hotel

Sharjah Airport Hotel is the ideal choice for short and long stays for passengers in transit. Conveniently situated within airport security checks and close to the departure gates, it offers competitive rates on its well-appointed rooms, business facilities, laundry, banking and medical services.

Tel: +971 6 546 7346

Email: airporthotel@alpha-group.ae



VIP Service

VIP Service delivers the very best for customers who require an enhanced experience at the airport. Ideal for families and business people, a range of services is available for a fixed price, with an option for online payment.

Tel: +971 50 626 1851 or 050 519 5888

Email: pro@sharjahairport.ae





Family-Friendly Facilities

A modern and spacious family seating area provides a welcoming environment where families can spend quality time together before boarding their flight.

A dedicated play area for parents travelling with babies and children, the Kids Play Area is supervised by qualified and experienced staff at all times, ensuring a safe and welcome environment for children to play. However, during the Covid-19 pandemic this facility will not be available. It will re-open as soon as it is safe to do so.

Sharjah Airport offers families the convenience of complimentary baby strollers, allowing for easy movement around the terminal.

Sharjah Airport also offers an array of age-friendly services and facilities for elderly passengers, including healthcare services, smart-gates, special escalators and wheelchairs. It also provides buses equipped with hydraulic apparatus to lift wheelchair-bound passengers and transport them to the aircraft safely and efficiently.

Age-Friendly Parking Spaces

Dedicated parking spaces are available for elderly people at a short walk from the Departures terminal.

Dedicated Women's Parking Spaces

Just a short walk from the Departures terminal, female passengers can take advantage of exclusive access to dedicated car parking spaces. Painted in pink, with areas for both female employees and passengers, these parking spaces, which have increased customer satisfaction levels, have been implemented in line with the directives and vision of the government.

Surf the Web for Free

'Fly-Fi' is Sharjah Airport's free, high-speed unlimited Wi-Fi service, allowing passengers to surf the web with ease without the need to register.

Big or Small - We Can Handle it All

Sharjah Airport is one of the GCC region's principal air cargo hubs, with an all-embracing array of facilities and solutions. These include a scheduled Road Feeder Service (RFS) to airports in the UAE and door-to-door services for cargo deliveries.



Employing dedicated, certified teams, the Cargo Centre provides the safest ground handling procedures for pharmaceuticals, dangerous goods, perishables, automobiles and animal handling.

Sharjah Airport and Sharjah Aviation Services provide bespoke services for flights dedicated to honeybees, offering well trained staff equipped to handle the immediate processing of import clearance and timely transportation of the bees, starting with air traffic control awarding the shortest possible on-the-ground taxiing route to the most adequate aircraft stand.

The UAE is well known for its love of horses, and Sharjah Airport has impressive credentials when it comes to their safe air transportation, including a dedicated ramp for horse handling with Astroturf flooring and on-site veterinary services.

It 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. Amongst the many resources available, there is a 1500 cubic metre capacity temperature controlled and monitored storage facility (2-8°C and 15-25°C), As well as container handling equipment in the aircraft yard, which is temperature-controlled to deliver shipments from aircraft to the storage facility, and a fleet of hydraulically powered roller-bed refrigerated and dry van trucks, in addition to smaller 3.5 tons trucks, to deliver the shipments to the customers warehouses.

Featuring a range of modern innovations, such as an e-Clearance cargo portal that processes shipments for transportation to other airports and facilities in the UAE, the Cargo Centre meets the full expectations and requirements of international cargo agents.



Sharjah Airport Cargo Centre Fast Facts

- Sharjah Airport Cargo Centre features five cargo terminals with a total floor area of 32,000²m.
- It is a full e-AWB facility.
- Sharjah Airport offers competitive tariffs at no less than 30% lower than alternative airports.
- It can accommodate up to 16 different types of aircraft, including the world's large plane, Antonov AN-225.
- Modern GSE fleet with main deck hi-holder capacity of 35 tonnes.
- Speedy cargo acceptance and clearance.
- State-of-the-art cargo systems to accept e-airway bills and the clearance procedures.
- Special handling services for dangerous goods, valuable cargo, room for radioactive materials, livestock and pharma facilities.
- Multiple international destinations connected to Sharjah Airport through many international airlines such as (Lufthansa Cargo, Singapore Airlines, Ethiopian Airlines, Egypt Air Cargo, Kenya Airways and Astral Aviation.
- Considerable number of flights operated by United Nations World Food Programme (WFP) to Yemen via Djibouti.
- Sharjah Aviation Services is certified by (IATA) with the "IATA Safety Audit for Ground Operations" (ISAGO) accreditation.
- A CEIV certified by IATA to handle Pharma Products.
- A founder and a strategic member of Pharma.Aero organization.
- An RA3 certified handling agent as per the European Union (EU) for aviation security validation.



Employee Empowerment



Sharjah Airport Authority has been able to foster an ideal work environment that supports innovation and stimulates entrepreneurship.

The authority encourages its employees, with all their competencies and fields, to realise their full potential to embody the airport's vision in providing the highest standards of services that meet the aspirations of customers and travellers.

Sharjah Airport Authority is committed to empower its employees within a comprehensive culture that will rise up its goals and aspirations and reinforce the leading position of Sharjah Airport on the global map.

As part of its strategy based on investing in human capital, the authority is keen to continue launching several initiatives aimed at providing a work environment that keeps pace with and supports the growth achieved by the Emirate of Sharjah.

Job Satisfaction

High levels of employee motivation are intrinsically linked to high levels of employee engagement, and motivating employees begins with helping people to reach their full potential. At Sharjah Airport, all 684 members of staff have identified career paths to provide job satisfaction.

As soon as new members join the team, candidates take psychometric tests that show how they will perform in the work environment, identifying any leadership potential. This accurately tests the general intelligence of candidates, highlighting their skills and abilities, rather than just education and experience.

Furthermore, in order to raise business performance, Sharjah Airport links the personal goals of the employee with its own strategic goals. This ensures relevant and ongoing training that provides the opportunity for all employees to gain the qualifications and skills necessary to meet the demands of the airport.

Discovering New Horizons

Sharjah Airport participates in many local and international exhibitions to showcase its services and facilities to the customers, airlines, business communities, and stakeholders. Due to the Covid-19 pandemic many of these have been cancelled, while some have shifted to virtual platforms.



15 JAN 2020

Matka Nordic Travel Fair

To target new international markets in terms of travel and tourism, Sharjah Airport took part in the Matka Nordic Travel Fair 2020, a leading international travel industry event held in Helsinki, Finland, from 15-16 January.

Air Cargo India 2020

Sharjah Airport Authority (SAA) participated in the three-day Air Cargo India 2020 (25-27 February) in Mumbai. This was part of its strategy to communicate with decision makers and experts and stay up-to-date with the latest developments in the air cargo sector in Asia and around the world.

First Virtual Event Gulf Travel Show in the GCC

The first one-of-a-kind virtual event in the GCC in the post-pandemic era was held on 23-24 November. Two days of connecting industry leaders on a networking platform, the Gulf Travel Show redefined the way the way that travel and tourism are promoted. It provided a platform to showcase how the industry is building on what it has achieved over the past year, and how it is planning for a stronger future post Covid-19.

It also offered an opportunity for direct access to target markets, with Sharjah Airport holding a number of B2B meetings with airlines, travel agents and those interested in the aviation sector.

Connects, Communicates and Celebrates

Sharjah Airport is focused on making a positive long-term contribution to its employees, business partners, the communities in which it operates, and the world at large, playing an active role in improving the local community by participating in various initiatives in the environment, sport health, education and culture.



25 FEB 2020

Despite the exceptional circumstances in 2020 due to the COVID-19 pandemic, Sharjah Airport has maintained its usual participation through its social media platform, such as the International Day of Happiness, UAE Flag Day, Martyrs' Day and the UAE's 49th National Day. As well as reviving the Annual events and Celebration digitally, including International Women's Day, Zayed Humanitarian Day,

World Environment Day, International Day of Tolerance, among others.

Also of note, Sharjah Airport received the 'Age-Friendly Institution' title in 2020 from Sharjah Age-Friendly Office in compliance to the standards required for access to age-friendly services and facilities.



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Together always



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SALES: commercial@vdgulf.com
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www.vdgulf.com

Committed to the Communities



13 FEB 2020



Sharjah Airport supports and contributes to the community and its development through its involvement in various cultural, educational, sports, innovation, tourism initiatives and collaborations. The airport's Corporate Social Responsibility (CSR) initiatives are focused on giving back and making a positive long-term contribution to Sharjah and the rest of the UAE. In addition to benefitting customers, the local community and the environment, these CSR initiatives also help to grow a sustainable business that delivers value for all stakeholders.

Sharjah Airport has, from the very beginning, sponsored the Sharjah Arabian Horse Festival, and for the second time has sponsored the handball team at Sharjah Sports Club. In addition, it sponsored the Arab Women Sports Tournament, the Sharjah Volunteer Centre activities, and was the Silver Sponsor in the UAE Innovation Month.

Cultural initiatives have included the sponsorship of the Sharjah World Book Capital, and Sharjah Airport supported the Sharjah Light Festival 2020 organised by the Sharjah Commerce and Tourism Development Authority, the airport also undertaking collaborative partnerships with other companies, organisations, and other Government authorities.



Putting Customers First

At Sharjah Airport, there are friendly faces and trusted ambassadors on hand for every moment of your journey, who are committed to making the whole of your passenger experience as seamless as possible. At Sharjah Airport, we believe it's the little personal touches along the way that make a big difference. Our team is always ready to answer any questions you may have and help with any problems should they arise.

We understand that travelling can often be stressful, and so we endeavour to ensure that your journey is as straightforward as possible from start to finish, starting from the moment you enter the terminal building.

You can take advantage of a variety of services designed to fast-track you through the airport and make your experience as stress free as possible. With dedicated services for VIPs, families, and people of determination, our team can offer you a helping hand. You can also enjoy a dedicated lounge to relax in before your flight embarks, with first class facilities and services catering to your every need.

All services are available to book online or by telephone 24 hours a day.



Accommodating your needs

At Sharjah Airport, we are committed to provide special assistance to accommodate for the needs of families, the elderly, people with reduced mobility, and those with cancelled visas.

To provide you with a seamless experience, you can request special passes which will enable you direct access to check-in areas, through highly trained personnel at the conveniently located information desks situated within the airport.

Share Your Experience

Your feedback is important to us and gives us valuable insights to maintain the highest standards of services.

The well-curated "Because We Care" programme aims to reward all passengers who share meritorious suggestions on how we can continuously improve our services. You are our priority, and we are constantly striving to deliver the best experience every day.

Of course, the past year has been somewhat different to normal, with the COVID-19 pandemic bringing forth a wide range of new challenges and protocols. With this in mind, 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. The results show that the satisfaction level between August and the end of December 2020 was 94%.



Stay Connected

Our call centre team is committed to providing you with the highest level of service and helping answer any of your queries – from flight information through to handling any complaints you may have.

We are on hand 24 hours a day, 7 days a week. At Sharjah Airport, we make customers feel special, treating every one of them as an individual.

Contact Details

VIP Service:

- +971 (0) 506 261851
- +971 (0) 505 195888
- pro@sharjahairport.ae

Call Centre:

- +971 (0) 6 558 1111

Feedback and Suggestions

- care@sharjahairport.ae

Telephone:

- +971 (0) 6 558 1111

Sharjah Airport Mobile App (SHARJAH AIRPORT)

www.sharjahairport.ae/en



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Sharjah Airport



Your Cargo is in Safe Hands



PERISHABLES



VALUABLES



HONEYBEES



HORSES



PHARMA

- Easy and transparent procedures mean your cargo moves with minimal wait time.
- Dedicated trucking fleet and airline network ensures excellent regional connectivity.
- Availability of cool units to facilitate perishables handling.
- First airport to offer IATA CEIV Pharma certified cargo handling services in the Middle East and Africa.
- Our ability to expedite handling at reasonable rates makes us especially popular with Charter and ad hoc operators, especially those involved with sea-air traffic.

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www.sharjahairport.ae

الشارقة لخدمات الطيران
Sharjah Aviation Services



PHARMA
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Customer Focused, Results Driven

Sharjah Airport Authority (SAA) has adopted a corporate strategy that reflects its orientations for the next five years, and showed it through a set of projects aimed at strengthening cooperation ties with our stakeholders, with the aim of protecting its position as a regional leader.



The Authority achieved outstanding accomplishments through enhancing the values of innovation and sustainability, by investing capabilities to achieve efficiency and effectiveness in providing services. SAA will work with its partners to provide a safe travel experience for passengers by improving and developing its operations according to the highest international quality standards and specifications.

The plan of achieving sustainable growth that is in line with the Authority's directions and the work environment at the airport,

as well as contributing to supporting the economy, and facing environmental challenges such as climate change.

Digital transformation is also considered one of the Authority's priorities, in addition to empowering and qualifying its human resources, and providing a positive work environment that stimulates innovation.

Through the strategic plan, the Authority seeks to promote the concept of social responsibility through contributions, aimed at enhancing the airport's contribution to the community and region.

Pioneering The Sustainable Aviation

Sharjah Airport is a pioneer in aviation environment in the region and become the first carbon neutral airport in GCC and second in Middle East, not only stands out for its greenery and lush landscaping, but also for its commitment to protect its environment and maintain sustainability in its own development.



Achievements

- 1 Sharjah Airport has become the first carbon-neutral airport in the GCC and the second in the Middle East to attain Level 3+ Neutrality accreditation in 2020. This is awarded by the Airport Carbon Accreditation program, issued by Airports Council International (ACI) when net carbon dioxide emissions over a full year are zero by optimising direct emissions and offsetting the residual emissions.

Sharjah Airport also accomplished other levels in previous years by Airport Carbon accreditation:

- Level 3 Optimisation in 2018
- Level 2 Reduction in 2016
- Level 1 Mapping in 2014

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.

- 2 Winner of ACI Green Airport Silver Recognition 2020, which acknowledges airports' achievements in environmental projects.
- 3 Winner of Ajman Tourism Departments Green Government Initiative award (Modama) 2019.
- 4 Winner of Green Sharjah Award 2019 by Sharjah Chamber of commerce and industry.

The airport's green initiatives include strict control over the consumption of electricity and water, as well as the implementation of an integrated waste management system which support the long-term sustainable development goals of the airport.

All these recognitions and awards celebrate Sharjah Airport's pioneering environmental and sustainability initiatives in the UAE aviation industry.



His Excellency Ali Salim Al Midfa, Chairman of Sharjah Airport Authority, said: "Sharjah Airport's attainment of the highest level of carbon neutrality reflects the efforts made by the airport in the field of environmental practices, which translate the directions of the rational leadership into the need to preserve and protect the environment. The airport has adopted many green initiatives and programmes, in line with the commitment of the United Arab Emirates towards reducing carbon emissions that fall under the UAE Green Growth Strategy and to support the national agenda to attain the UAE vision 2021."

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Passenger Sales & Service Agent

Sharjah & N. Emirates

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Sharjah Airport Travel Agency

Sharjah Airport Travel Agency (SATA) is celebrating 20 years of professional tourism service and offers a wide range of business and travel services, providing bespoke solutions that are professional and cost-effective.



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.

SATA is recognised for its overall expertise and professionalism, with its knowledgeable staff committed to delivering the highest quality services to customers.

With a dedicated Pakistan International Airlines (PIA) and Flynas sales office and 13 branches across the country, SATA has positioned itself as a market leader in providing good value, high-quality travel solutions alongside excellent customer service.

SATA also provides expert advice to UAE residents looking to travel abroad, while for those visiting from overseas, it can arrange admittance to the country's top attractions and experiences.



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



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Fast Track Check-in



خدمة إنهاء إجراءات الجوازات السريعة
Immigration Clearance



الاستقبال والمساعدة
Meet & Assist



خدمة نقل الأمتعة
Porter Service



خدمة المساعدة في التأشيرات
Visa Support



WWW.HALA-SERVICES.COM

Sharjah Aviation Services

Sharjah Aviation Services stepped into aviation in the year 2007. One of several successful integrated service partners at Sharjah Airport, it provides world-class airport services in ground and cargo handling that exceed customer expectations.



Sharjah Aviation Services is committed to working towards a vision to benchmark itself by consolidating and strengthening its market position by constantly driving to achieve the key areas of industry innovation such as service, quality and reliability.

Ground Handling

Sharjah Aviation is set to achieve another milestone with advanced technology solutions provider, Amadeus, catering to airlines. This forward-thinking solution will enhance the customer experience further, as well as increasing the carrier's efficiency in flight operations with better customer service.

Aircraft Appearance Services

SAS Aircraft Appearance department provides a variety of services ranging from exterior wash to tailor-made interior cleaning and disinfection options using a state-of-the-art disinfection product approved by major aircraft manufacturers for the optimal protection of aircraft interior surfaces, passengers and crew.

Cargo Handling Capabilities

SAS takes pride in its ability to handle any type of special cargo giving its customers a peace in mind

- A dedicated handling area for processing inbound e-commerce shipments via Sharjah Airport
- Provides swift handling of import cargo from offloading, transportation, coordination with authorities and delivery to customers
- SAS uses cool trailers to transport meat shipments from the aircraft to the delivery dock
- SAS's livestock handling area features a laboratory facility for veterinary tests
- SAS has invested in a specially prepared aircraft engine dolly, which can transport next-generation aircraft engines
- In addition to the existing 40ft reefer trailers, SAS has a fleet of 3-tonne pick-ups with a refrigerated cabin to provide perishable products for road transportation.

Hala Services

Hala Service offers an online check-in for passengers which will make their experience more enjoyable and convenient.

- Check-in from anywhere
- Choose your preferred seats before travelling
- Shorter lines with negligible waiting times at the airport
- Fast-Forward Check-in Services for all airlines

» Our ambition has driven us to expand our reach to over 170 global destinations. Today, we are ready to offer our passengers an even more significant connection with excellent service and value for money, making Air Arabia the smart choice for travellers everywhere. «



Air Arabia

Flying to over 170 global destinations, Air Arabia has added 11 new routes from its five hubs in the UAE, Morocco and Egypt, including its latest hub, Abu Dhabi, which was opened in 2020. Air Arabia now first on Air Finance Journal's list of 100 top global airlines and was honoured 'Low-Cost Airline of the Year' at Aviation Business Awards 2020.



In a challenging year due to the Covid-19 pandemic, Air Arabia's customer journey has been upgraded to include all safety measures that are in line with the highest international standards.

The entire fleet is fitted with HEPA cabin air filters, with Air Arabia also providing global Covid-19 cover for all passengers travelling from Sharjah, Abu Dhabi, Morocco and Egypt.

The airline increased the size of its fleet, acquiring two brand new Airbus A321 neo LR airplanes in 2020, bringing its total fleet size to 57 aircraft.

Air Arabia is looking to the future with genuine excitement, as it continues its fleet expansion, launches new routes and benefits from the growth of Sharjah Airport as a leading regional hub.

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.

The firm quickly developed its onsite maintenance capabilities for a range of business jet and turboprop aircraft, which attracted 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, which resulted in the migration of more jets to Sharjah.

Gama Aviation's planned construction of a new Business Aviation Centre will deliver additional hanger space and apron parking, and larger VIP passenger and crew facilities.

Gama Aviation at Sharjah Airport

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 and for aircraft including the Gulfstream, G650, Bombardier Learjet, Challenger and Global series, Embraer Legacy 600/650, Hawker 800/850/900XP and Kingairs.

www.gamaaviation.com



Established
in 1983



Headquarters located
in Farnborough, UK



Operates more than 45 aircraft
10 bases in UK, 7 Europe, 10 in United States,
1 in Hong Kong & 1 in the Middle East (Sharjah)

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To find out more call us on
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مطار الشارقة
Sharjah Airport

Alpha Flight Services

Make the most of your waiting time in our premium lounge. Relax and enjoy all the exclusive benefits of our superior facility, then board your plane feeling rested, recharged and refuelled.



Easy to find and centrally located, our airport lounge is open 24-hours, 365 days per year. Charges do apply, and entry to the lounges can be pre-booked in advance.

The Lounge

Recently, a comprehensive renovation of the first and business class lounge, which is now called "The Lounge", was completed to improve the level of services provided by the airport to ensure that travelers are given an exceptional travel experience.

The new hall is distinguished by its contemporary design aesthetics, and the facilities are equipped to provide the highest level of comfort. The Lounge is located in a privileged location that is easily accessible, and it is open 24 hours a day throughout the year. Fees are applied to enter the lounge, and

can be booked in advance.

Facilities

- Dedicated business/working corner
- Wi-Fi
- Interactive kids play area with family rest area
- Disabled access
- Shower facilities with toiletries and towels provided (subject to payment)
- Separate smoking room
- International newspapers and magazines
- Televisions in various areas of the facility

Food and Beverage

A selection of international canapés, desserts, snacks and hot and cold beverages are available 24 hours a day.

- Breakfast buffet is available from 02:00am to 11:30am
- Lunch buffet is available from 12:00pm to 17:00pm
- Dinner buffet is available from 17:30pm to 01:30am

How to Book

Passengers can apply for a voucher to The Lounge through their tourism agency or airline, by emailing Hala Services or the Transfer Desk, or at the check-in counter. Charges may apply for access to the lounge for up to three hours; extra time will incur additional costs.

Contact Details for Enquiries or Booking.

Phone: 00971 6 508 5520

Mobile: 00971 56 454 3527

Email: thelounge@alpha-group.ae

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advantages, your duty free
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App Store

Download the Red By
Dufry app now

Sharjah Duty Free

With 2,000m² of retail space, Sharjah Duty Free is a magnet for travellers shopping for world-class brands.



From beauty products and fragrances to the latest gadgets, watches, gifts and confectionary, Sharjah Duty Free offers unbeatable value on world-famous brands, including Giorgio Armani, Tom Ford, Chanel and Dior.

Managed by global travel retailer Dufry, Sharjah Duty Free is located in distinctive locations in various areas of the airport.

The store offers passengers the chance to save money, shop for a wide variety of brands under one roof, and discover an array of local delicacies, from dates to Arabic sweets.

For the ultimate in convenience, Sharjah Duty Free also offers a Reserve and Collect service that enable passengers to pre-order purchases up to 30 days in advance of their departures and collect their goods before they board a flight, saving time, efforts and money thanks to exclusive online discounts offered on many items.

www.dufry.com



60
Years in the
business



2,400
Stores
worldwide



1,000+
Brands and
products on display



**New store
opened in 2020:**
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Sharjah – Get Closer To The Coast

Steadily rising tourist numbers and numerous expansions taking hold in Sharjah's hospitality and tourism facilities, all point to promising growth for Sharjah's travel sector. The emirate has carved out a niche for itself as a year-round, family friendly, culturally inclined destination.



Sharjah's east coast in particular offers unique experiences for those looking for adventure and to reconnect with nature. A pure reservoir, the Al Rafisah Dam, with tranquil surroundings marks the start of the drive. Hike through un-spoilt wadis with the backdrop of the majestic Hajar mountain range, looking out for glimpses of rare wildlife or follow the path to the ocean where the wide-open

waters of Khorfakkan are an invitation to sailors and swimmers alike. Curious travellers enjoy exploring the well-preserved forts to learn more about the history of the area.

Sharjah's east coast offers unmatched scenery and diverse activities for those looking for adventure and family-friendly fun.

Passenger & Cargo Destinations

★ Sharjah Airport | 📍 Passengers | 📍 Cargo | 📍 Passengers/Cargo

1 Afghanistan 📍 Kabul	📍 Hyderabad	📍 Multan
2 Armenia 📍 Yerevan	📍 Jaipur	📍 Peshawar
3 Austria 📍 Vienna	📍 Kannur	📍 Quetta
4 Azerbaijan 📍 Baku	📍 Lucknow	📍 Sialkot
5 Bahrain 📍 Bahrain	📍 Mumbai	📍 Turbat
6 Bangladesh 📍 Chittagong 📍 Dhaka	📍 Nagpur	32 Russia 📍 Domodedovo 📍 Grozny 📍 Moscow 📍 Saint Petersburg 📍 Yekaterinburg
7 Belgium 📍 Brussels	📍 Surat	33 Saudi Arabia 📍 Abha 📍 Dammam 📍 Gassim 📍 Gizan 📍 Hail 📍 Jeddah 📍 Jouf 📍 Madinah 📍 Riyadh 📍 Taif 📍 Yanbu
8 Bosnia 📍 Sarajevo	📍 Trichy	34 Singapore 📍 Changi
9 China 📍 Hong Kong	📍 Trivandrum	35 Somalia 📍 Hargeisa
10 Czechoslovakia 📍 Prague	📍 Varanasi	36 Sri Lanka 📍 Colombo
11 Djibouti 📍 Djibouti City	18 Iran 📍 Imam Kohmeini 📍 Lar 📍 Mashad 📍 Shiraz	37 Sudan 📍 Khartoum
12 Egypt 📍 Alexandria (Borg El Arab) 📍 Assiut 📍 Cairo 📍 Sohag	19 Iraq 📍 Baghdad 📍 Erbil 📍 Sulaimaniyah 📍 Najaf	38 Syria 📍 Damascus 📍 Latakia
13 Ethiopia 📍 Addis Ababa	20 Jordan 📍 Amman	39 Tunisia 📍 Tunis
14 Eritrea 📍 Asmara	21 Kazakhstan 📍 Almaty	40 Turkey 📍 Antalya 📍 Istanbul 📍 Sabiha 📍 Trabzon
15 Georgia 📍 Tbilisi	22 Kenya 📍 Nairobi 📍 Eldoret	41 United Kingdom 📍 Heathrow
16 Germany 📍 Frankfurt 📍 Leipzig	23 Kyrgyzstan 📍 Bishkek	42 Ukraine 📍 Kharkiv 📍 Kyiv 📍 Lviv 📍 Zaporizhzhia
17 India 📍 Ahmedabad 📍 Amritsar 📍 Bangalore 📍 Calicut 📍 Chandigarh 📍 Chennai 📍 Coimbatore 📍 Cochin 📍 Delhi 📍 Goa	24 Kuwait 📍 Kuwait	43 Uzbekistan 📍 Tashkent
	25 Lebanon 📍 Beirut	
	26 Malaysia 📍 Kuala Lumpur	
	27 Nepal 📍 Kathmandu	
	28 Netherlands 📍 Amsterdam	
	29 Nigeria 📍 Lagos	
	30 Oman 📍 Muscat 📍 Sohar 📍 Salalah	
	31 Pakistan 📍 Faisalabad 📍 Islamabad 📍 Karachi 📍 Lahore	

Scheduled Passenger Airlines Operating at Sharjah Airport

- 📌 Aeroflot Russian Airlines
- 📌 Air Arabia
- 📌 Air Blue
- 📌 Air India
- 📌 Air India Express
- 📌 Air Peace
- 📌 Cham Wings
- 📌 Egypt Air
- 📌 Go Air
- 📌 Indigo Airlines
- 📌 Jordan Aviation
- 📌 Oman Air
- 📌 Pegasus Airlines
- 📌 PIA
- 📌 Rossiya Airlines
- 📌 SalamAir
- 📌 Skyup Airline
- 📌 Serene Air
- 📌 Syrian Arab Airlines
- 📌 Turkish Airlines
- 📌 Uzbekistan Airways
- 📌 Vistara Airlines

Scheduled Cargo Airlines Operating at Sharjah Airport

- 📌 Astral Aviation
- 📌 Al Haya Aviation
- 📌 Air Falcon
- 📌 Egypt Air Cargo
- 📌 Ethiopian Airlines
- 📌 Kenya Airways
- 📌 Lufthansa Cargo
- 📌 Singapore Airlines Cargo
- 📌 Spice Jet
- 📌 United Parcel Service Co.
- 📌 Vision Air



Sharjah Airport Directory

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

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).

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

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
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Airport Operations Department

☎ 508 4500
✉ michelle.ckari@sharjahairport.ae

Commercial Division

☎ 508 1512
✉ alya.alali@sharjahairport.ae

Customer Services Department

☎ 558 1111

Documentation Office

☎ 508 4348
✉ doc@sharjahairport.ae

Facilities Services Department

☎ 508 4282
✉ meera.hamed@sharjahairport.ae

Finance Department

☎ 508 4161
✉ saber.iqbal@sharjahairport.ae

Government Services Department

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Internal Audit Office

☎ 508 4148
✉ essam.elashwal@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

Administration Affairs

☎ 508 4123
✉ mariam.alansari@sharjahairport.ae

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IT Affairs

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Director of Operation

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