



مطار الشارقة
Sharjah Airport

2019 YEARBOOK



The Ruler of Sharjah Approves the Final Design Layouts of Sharjah Airport's Expansion Plans

Expansion to meet projected growth of passengers and flights



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Sharjah Airport Yearbook 2019

Sharjah Airport has always played a key role in the development and prosperity of Sharjah. The journey started in 1932 when the first flight landed at Sharjah Airport; and today the airport continues to develop and flourish according to the vision of His Highness Sheikh Dr. Sultan Bin Muhammad Al Qasimi, Supreme Council Member and Ruler of Sharjah.

In this new edition of the 'Sharjah Airport Yearbook', we acknowledge the significant achievements of the past 12 months and highlight the ways these achievements have strengthened Sharjah's position as a destination of choice for both the travel and cargo industries.

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

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The Ruler of Sharjah Approves the Final Design Layouts of Sharjah Airport's Expansion Plans



Expansion will meet the projected growth of passenger traffic and flight movements.

His Highness Sheikh Dr. Sultan Bin Muhammad Al Qasimi, Member of the Supreme Council and Ruler of Sharjah, has reviewed the designs and approved the expansion of Sharjah Airport. The design highlights the exterior of the airport that will be shaped to look like the wing of a plane, with one end designed to resemble a book as a way to acknowledge Sharjah's interest in culture.

The expansion will feature two departure halls and two passport control areas as part of the project to maintain the flow of passengers. A new VIP lounge with a separate entrance and exit will be constructed to serve the business sector of the UAE. The

support service buildings are expected to be completed in the first quarter of 2020, while the remaining construction work is to be finished within the third quarter of 2022.

The AED 1.5 billion airport expansion plan includes the expansion of the terminal building to increase the airport's capacity with the aim of being able to accommodate 20 million passengers by 2025. Sharjah Airport Authority (SAA) has selected Parsons Overseas Limited to manage the project with an AED 51.5 million contract. SAA has also signed three further agreements at a cost of approximately AED 100 million.

ADP Ingénierie, who specialise in airport architecture and engineering, will provide consultancy services and be responsible for the supervision of both design and construction at a total contract value of AED 67 million. CORE Engineering Consultancy LLC will oversee and manage the relocation of existing affected

structures in the eastern area of the airport, and Metito (Overseas) Limited will be responsible for the design and build of a new sewage treatment plant with a contract value of AED 26 million.



Airport News 2018



New Bridge to Enhance Travel Experience

As part of an investment programme designed to upgrade facilities and improve passenger experience, a new AED 85 million bridge has been opened at Sharjah Airport to aid in the arrival and departure of passengers.

Designed to enhance operational processes, increase capacity, upgrade services and emphasise Sharjah Airport as an important gateway to the world, the bridge is part of a comprehensive plan that includes the development of a new 1,200m road network. The development improves travel times by reducing congestion and enhances traffic flow by separating the movement of airport passengers from the surrounding residential areas thereby eliminating unnecessary delays.

The upgrading of roads leading to the airport also includes the addition of more than 1,000 parking spaces as well as the construction of a rainwater drainage network in the parking area and the area near the airport.

This major new infrastructure sets the stage for a positive future for the airport at a time when both passenger numbers and cargo volumes are booming, contributing to the economic growth of the nation.



First Airport in the UAE to Achieve ACA Level 3 Optimisation

Sharjah Airport is leading the way in balancing economic growth while limiting carbon emissions.

Sharjah Airport has become the first airport in the UAE and the second in the GCC to pass the Airport Carbon Accreditation Level-3 Optimisation accreditation. The certificate was awarded by the Airport Council International (ACI) in 2018, at a ceremony which took place in Narita, Japan.

In the 'Optimisation' stage of Airport Carbon Accreditation, Sharjah Airport formed several strategic partnerships with stakeholders including airline companies, ground-agents, fuel service providers and food suppliers. Working in collaboration encouraged all partners to develop their own strategic and comprehensive approach to managing carbon emissions.

Sharjah Airport is aiming to achieve Level 4 Neutrality accreditation in the near future by offsetting its remaining carbon emissions. This highlights the airports commitment to achieving carbon neutral operations for all direct and indirect emissions through its adoption of green initiatives.

Sharjah Airport Achieves More ISO Standards Recognition

Sharjah Airport has been awarded the ISO 27001:2013 Quality Assurance Certificate for its Information Security Management Systems as well as ISO 10002:2014 for Customer Satisfaction in its medical services.

These add to the airport's accredited certifications, underlining its commitment to providing services that meet the highest quality standards, whilst also following best international practices.

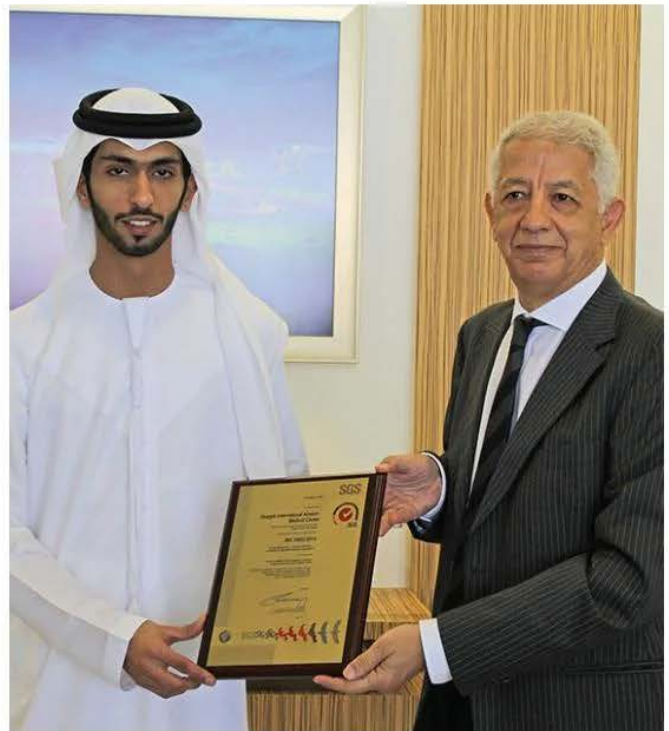
Providing a wide range of IT services to passengers and visitors, Sharjah Airport has now further ensured that all information pertaining to those customers is secure and risk free. The airport's determination to provide services that consistently exceed expectations is the key factor that drives its success.

Recognizing the airports success at raising the satisfaction level of customers, accreditation body SGS Gulf Ltd recently awarded Sharjah Airport's medical centre the ISO 10002:2014 Customer Satisfaction Certificate to reflect their strong desire to respond to comments and enquiries as quickly as possible.

Sharjah Airport has Several ISO Certificates, Including:

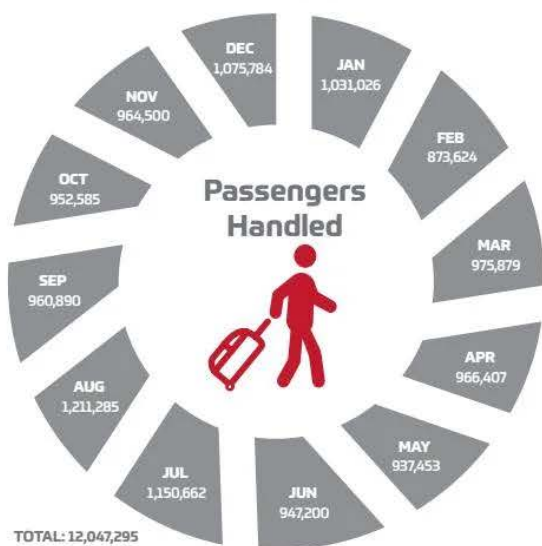
- ✓ ISO 9001:2015 Quality Management Systems.
- ✓ OHSAS 18001:2007 Occupational Health and Safety Assessment Series.
- ✓ ISO 14001:2015 Environmental Management Systems.

The ISO standards are designed to help organisations ensure that they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to products or services.

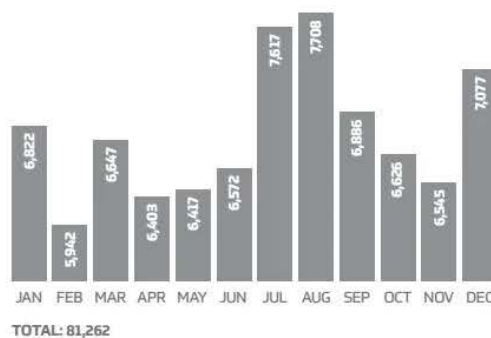


Sharjah Airport in Numbers

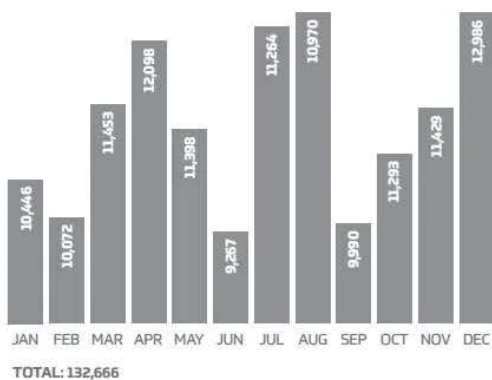
Monthly Statistics 2018



Aircraft Movements



Freight Handled



Sea-Air Cargo



*All weights are in tonnes

Trade Shows



Sharjah Airport participates in some of the world's leading cargo, travel and tourism exhibitions and conferences globally.

Participation in these exhibitions and conferences allows Sharjah Airport to showcase their latest services and facilities, as well as future plans and expansion projects. This helps to ensure strengthened relationships with existing partners, allows the airport to build strategic partnerships with some of the world's leading airline brands as well as giving the airport the opportunity to attract new partnerships in the aviation and tourism sectors.

Sharjah Airport often participates with other Sharjah authorities to promote and highlight the many attractions Sharjah has to offer to its increasing number of visitors, with the aim of improving the contribution tourism makes to the economic, social and cultural well-being of the Emirate.

In 2018, Sharjah Airport was present at...



Moscow International Travel & Tourism Exhibition (MITT)
in Russia



International Air Cargo Forum and Exhibition (TIACA)
in Canada



Air Cargo India
in Mumbai



Kazakhstan International Tourism & Travel Fair
in Kazakhstan



ITB Berlin
in Germany



OTDYKH Leisure Moscow
in Russia



Routes Asia
in Australia



World Routes
in China



Routes Europe
in Spain



CCA Pharma & Bioscience
in Belgium



Arabian Travel Market
in the UAE



World Trade Market
in the UK



United Federation of Travel Agents' Association
in Monaco

Traveller Services

There have been a number of interesting developments at Sharjah Airport, with new innovations not only providing better security but also enhancing the passenger experience.



Smart Gates

Smart gates have reduced the passenger rush during peak hours, ensuring a smooth travel experience. Passengers are now able to complete passport control within 20 seconds.



16 Smart Gates



Pass through Smart Gates within **20 seconds**



Over **2.8 million** passengers have passed through to date



2 Smart Gates dedicated for **disabled passengers**



Registration counters for **Smart Gate** access are available in both Departure and Arrival areas

Baby Strollers

Sharjah Airport incorporates many amenities that are designed to deliver an enhanced travel experience for the entire family. One such amenity is the provision of free baby strollers, making it much more convenient to move around the airport with a toddler. There are pick-up and drop-off points around the terminal, making the whole process simple and hassle-free.

Family Seating Area

Find comfort in Sharjah Airport's conversational style family seating area which has been refurbished to provide a relaxing and welcoming environment for the whole family, further increasing the satisfaction of customers before their flights.

Wi-Fi

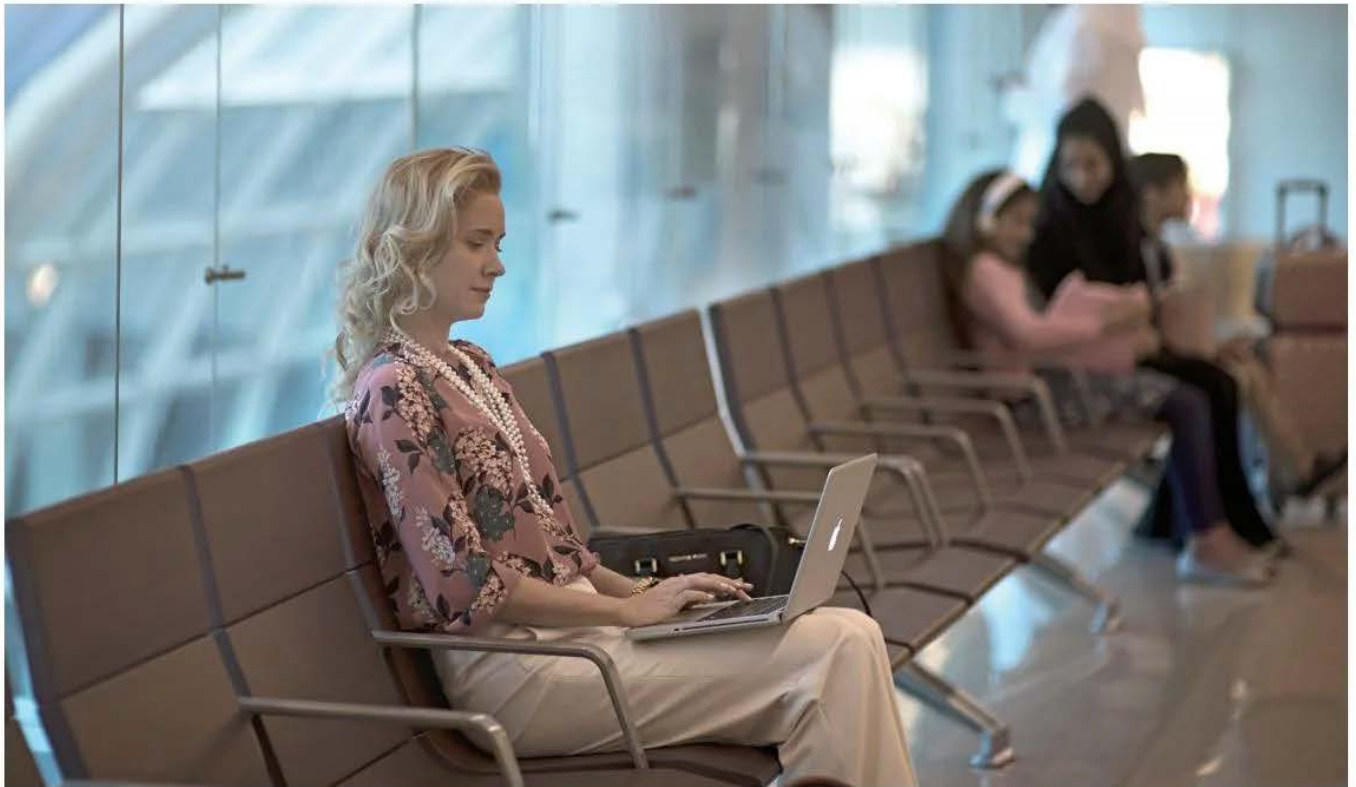
Both local and international passengers can access the unlimited, secure and high speed internet connection available within the arrival and departure areas. To ensure Sharjah Airport fulfils its commitment to a secure and protected network, those customers using an international SIM are required to upload their passport details in order to access online connectivity.

Dedicated Women's Parking Spaces

Only a short walk away from check-in, over 1,000 parking spaces have been added at Sharjah Airport. The airport also has a number of dedicated pink parking spaces for women, in an initiative aimed at increasing the level of satisfaction of visitors in line with the directives and vision of the Government.

Kids Play Area

Sharjah Airport offers a dedicated play area for parents travelling with babies and children. Staffed with a qualified team, the play area offers an ideal, safe environment for children to play.



Cargo & Logistics

With its e-cargo processes and modern infrastructure, the freight centre at Sharjah Airport operates an eco-friendly ground handling fleet of equipment compatible with all aircraft types and supported by state-of-the-art technology to facilitate the movement of cargo.



Sharjah Airport offers inter-airport connectivity for cargo, with scheduled Road Feeder Service (RFS) to various airports in the UAE as well as door-to-door services for cargo deliveries.

With dedicated and certified teams, Sharjah Airport offers handling capabilities which cover a broad range of cargo services including dangerous goods, perishables and livestock, as well as specialisation in the handling of very specific shipments such as live honey bees, wild animals and championship race horses as well as electric power generators.

Initiatives were developed to respond to specific market segments and Sharjah Airport became the first airport in the Middle East and Africa to offer an IATA CEIV Pharma certified cargo handling service via its sole ground handling agent Sharjah Aviation Services.

All of these innovations were aimed at providing the cargo community of Sharjah Airport with the best service, most competitive rates and the best time saving measures in the UAE.

Freight Centre Facts:

- ✓ Sharjah Airport adopts e-AWB.
- ✓ Sharjah Airport offers competitive tariffs at no less than 30% lower than alternative airports.
- ✓ Modern warehousing infrastructure with five cargo terminals, equipped for handling up to 16 different types of cargo aircraft and parking positions.
- ✓ Large capacity to accommodate Code-F aircraft including the Antonov AN-225 cargo aircraft.
- ✓ Modern GSE fleet with main deck hi-loader 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.
- ✓ The Freight Centre at Sharjah Airport achieved its RA3 certification in 2014 and its ISAGO certification in 2015.
- ✓ Worldwide connectivity through a network of leading operators around the world (Lufthansa Cargo, Singapore Airlines, Etihad Airlines, Egypt Air).
- ✓ Total cargo handled in 2018 amounted to 132,666 tonnes.
- ✓ Sharjah Airport has five cargo terminals with a total floor area of 32,000m².
- ✓ 30 minutes from Dubai International Airport Free Zone and 60 minutes from Jebel Ali Free Zone.

Sharjah Airport's Close Proximity to the Neighbouring Emirates



Taking Digitisation to the Next Level

Sharjah Airport has adopted the new generation of systems, technologies and smart devices to enhance the customer experience. The latest application developed by the Authority resulted in a great leap forward in smart services at the airport.

Mobile Application

Through its enhanced mobile application, passengers are now only one click away from making the most of their journey. Designed to enhance passenger experience with a maximum of four user screens, the application is easy-to-use, interactive and based on the latest technology.

The Application Offers a Variety of Features and Services Including:

- ✓ **Track Flight:** Once the preferred flight has been saved, it will directly link to Google Maps and notify the user of the journey time from the current location to Sharjah Airport. Additionally, the user will receive updates on the flight status throughout the journey. Users can also receive notifications to their smart watches.
- ✓ **Share Flight:** Passengers can directly share their flight details through different social networking applications allowing easy access to their flight status for family and friends.
- ✓ **Chatbot:** Sharjah Airport is increasingly turning to Artificial Intelligence to support its customer service through the use of Chatbot which is integrated into the app.
- ✓ **Boarding Pass Scanner:** Allowing passengers to scan their boarding pass in order to get flight and gate details.
- ✓ **Interactive Map:** The app provides passengers with real time voice navigation throughout the airport that can also be accessed offline, offering seamless routes to airport amenities, services, shopping and restaurants.
- ✓ **Promotion & Offers:** With over 600 beacons installed around the airport, passengers receive notifications as they pass by any store with ongoing promotions.
- ✓ **Peer-to-Peer:** Users of the app can easily navigate to one another within the airport.
- ✓ **Connect to Other Entities:** The airport application has been linked with the Sharjah Airport Travel Agency (SATA) app and other local taxi companies.

To download the Sharjah Airport App, simply scan the QR Code or visit:



AppStore



GooglePlay



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Sharjah Airport

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up to date with your flight schedule
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At Sharjah Airport, premium amenities and services are no longer limited to just VIPs. In an atmosphere of ease, tranquillity and luxury, all travellers can indulge in a unique VIP experience from arrival through to boarding, including those all important security and passport checks.



The First and Business Class Lounges

Relax in comfort and style before your flight with the impressive selection at our international buffet as well as a wide range of drinks. In addition you can access the free Wi-Fi and a wide range of unique facilities which will meet all your needs and will provide you with a great travel experience. This service is available to all travellers for a fixed fee and can be reserved in advance.



Tel:
06 5580507



Email:
bclounge@alpha-group.ae

Hala Services

Bringing you the ideal way to arrive or depart from Sharjah Airport through meet and assist, fast-track check-in and immigration clearance, in addition to porter and visa support services.



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Email:
halacontroller@sharjahaviation.com



VIP Service

VIP Service is an ideal choice for all travellers, especially families and business people seeking privacy and comfort. Airport travellers can take advantage of these services for a fixed price. VIP services guarantee the convenience and privacy of the traveller.



Tel:
06 5581111



Website:
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Airport Transit Hotel

The hotel is ideal for meeting the needs of transit passengers. It offers several facilities including a business center, laundry and banking services. It is conveniently located near the departure gates and also offers multiple booking options including short or long stays.



Tel:
06 5581370



Email:
info@sharjahairporttransithotel.com



Our Commitment to Corporate Social Responsibility

Sharjah Airport is committed to making a positive long-term contribution to the UAE.

Taking its responsibility towards Corporate and Social Responsibility extremely seriously, Sharjah Airport recognises that its customers, employees, suppliers, the local community and the environment are all fundamental to its business. It is therefore a priority of Sharjah Airport to ensure it acts responsibly and make a positive contribution to society.



Sharjah Airport participated in various initiatives throughout 2018 within the areas of environment, sport, health, education and culture; including sponsoring the 18th Sharjah International Arabian Horse Festival.

During Ramadan, Sharjah Airport greeted passengers with dates and Arabic coffee, and distributed Iftar meals in the transit and waiting area. During 'Hajj Season', Sharjah Airport provided fast and efficient services for departing pilgrims, with dedicated smart gates and passport checks before their flights. In cooperation with the Ministry of Health and Prevention, the airport even offered sugar and blood pressure tests, as well as tips for avoiding contagious diseases.

For arriving pilgrims, Sharjah Airport coordinated with all airlines and airport operators to expedite arrival procedures in an effort to provide a smooth travel experience and even distributed gifts to returning pilgrims.

In the wider community, Sharjah Airport organised activities during the 'Back to School' period that engaged parents and children arriving back in the UAE after their summer break.

Sharjah Airport celebrated the national days of KSA, Bahrain, Oman and Kuwait, helping consolidate the relationship between these countries and the UAE by welcoming passengers with flowers and Arabic hosting services.

In the spirit of the Union, the airport terminal was adorned with colourful displays of patriotism and heritage for the 47th UAE National Day, with Sharjah Airport welcoming passengers in true Emirati fashion, including traditional dancers, henna painting and a photo booth with a falcon. For first-time visitors of the UAE, the National Day was a festive introduction to the culture, customs and traditions of the country.





Because We Care

10 Year Anniversary of the Dedicated Customer Satisfaction Programme.

A central pillar of Sharjah Airport's Corporate Social Responsibility programme, the 'Because We Care' initiative promotes a culture of excellence by encouraging customers and passengers to express their opinions and suggestions on the airport services and facilities.

In order to provide world class services and enhance user satisfaction, Sharjah Airport launched 'Because We Care' to listen to customer feedback. Celebrating its 10th anniversary in 2019, 'Because We Care' has become an important resource for improving and addressing the needs and wants of the customer and has been received with great enthusiasm by the public.

Every two months, the most productive suggestions received are rewarded with free return air tickets sponsored by Air Arabia, in recognition of their participation and interaction with the programme.

Contact us with Suggestions



Feedback Forms
at the Airport



care@sharjahairport.ae



sharjahairport.ae



06 558 1111



Social Media Channels



Airport Mobile App



Personal Interviews
in the Airport



Discover and Develop National Skills

Aiming to increase the number of employed Emiratis and their contribution to the economy, the UAE Government encourages and supports Emiratisation which mandates the inclusion of Emiratis in the jobs sector.

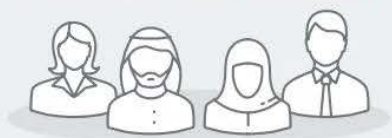
As part of its commitment to the vision of UAE 2021 for Emiratisation, the Authority continued its efforts to raise the Emiratisation rate, which reached at a total of 59% of all jobs with 53% being female employees versus 47% male.

As a result of the efforts of the Authority over the past few years, Emiratisation rates in the top managerial and technical positions has jumped to 90%, a percentage that continues to rise as a result of the different initiatives rolled out with the aim of increasing local national competencies and enhancing their leadership experience.

Emiratisation rates in some departments such as customer service and passport control have reached 100%. The Authority seeks to increase nationalisation in technical posts at a rate of 2% per annum.

The Authority participated in a number of initiatives aimed at attracting national employees such as participating in various events and exhibitions including the Sharjah National Career Exhibition, as well as coordinating with local universities to attract those with the most promising skill sets.

Total Workforce Percentage



100%

Emiratisation in customer care

47%

Male

100%

Emiratisation in passport control

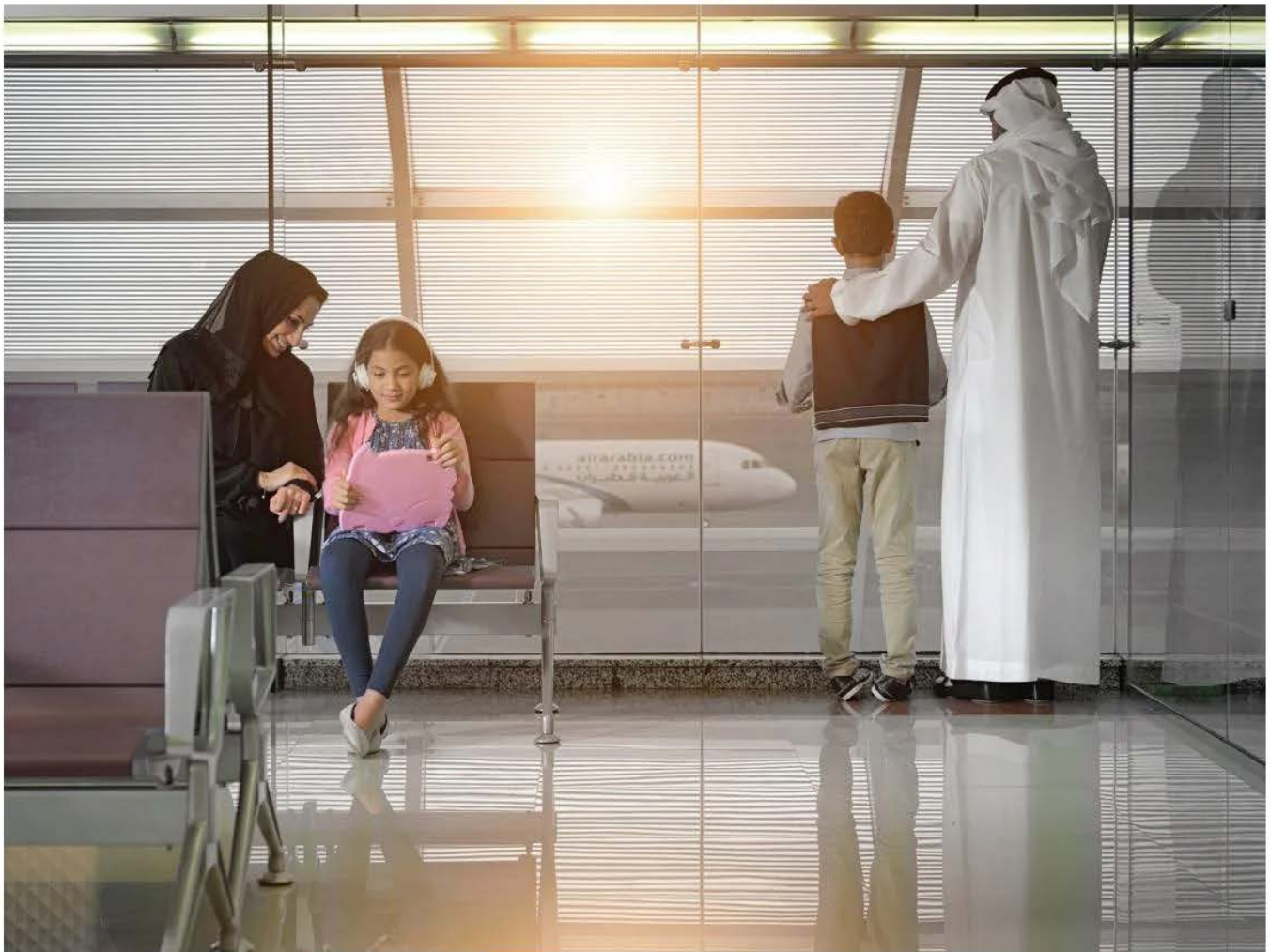
53%

Female

Measuring Environmental Performance

A pioneer in aviation environment, Sharjah Airport not only stands out for its greenery and lush landscaping, but also for its commitment to protect the environment and maintain sustainability in its development.

In addition to minimising carbon emissions and being accredited the Airport Carbon Level-3 Optimisation, Sharjah Airport is also committed to share its environmental knowledge with key business partners, stakeholders and the broader community.



Emission/Energy Reduction

Sharjah Airport ground handling team launched the 'Go Green' initiative to generate cleaner air, lower emissions and increased energy efficiency by replacing 15% of existing diesel and petroleum powered vehicles with environmentally friendly electric vehicles as a first phase.

Sustainability

Sharjah Airport is committed to maintaining sustainability in all of its operations. It abides by a philosophy of conducting business in a way that is environmentally, socially and economically responsible.

Air Quality

Sharjah Airport has introduced a mobile air quality monitoring station to ensure both Local Air Quality and Internal Air Quality meet the optimal levels for a healthy community. This is one of the most important stations for monitoring changes in suspended molecules (dust). The parameters include PM_{10} , $PM_{2.5}$, PM_{10} , NO_x , SO_2 , CO_2 , CO , O_3 and VOC's.

A Green Airport Oasis

To aid in offsetting the environmental impact of the airport as well as maintaining a green and beautified airport, Sharjah Airport's flourishing gardening sector promotes the plantation of trees to absorb carbon dioxide. A single tree is capable of absorbing 23 kilograms of carbon dioxide each year.

Facts and Figures:

- ✓ Sharjah Airport has a well-established Environmental Management System that is certified ISO 14001:2015.
- ✓ In line with the UAE Vision 2021, Sharjah Airport is replacing 27% of conventional energy sources with clean energy sources and has introduced solar lighting systems in a number of different areas of the airport.

Energy Reduction Initiatives:

- ✓ Energy efficient airfield lighting systems, energy efficient LED lighting in different locations, upgraded building management system and energy efficient VSD chillers.
- ✓ Implementation of an Integrated Waste Management System, which aims towards zero landfill waste.
- ✓ Since 2011, the reusable parking card system has saved 7.33 million parking tickets which is the equivalent of approximately 500 saved trees.
- ✓ Sharjah Airport has developed and maintains a green oasis in and around the airport with a 58,641m² green grass area, 2,185 Pennisetum Setaceum (Fountain grass), 6,601 Damas trees, 288 Palm trees, 84 Washingtonian trees, 63 Ghaf trees, 3,754 other trees and shrubs, 1,272 indoor plants and 1,789m² of seasonal plants.





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Ajman : +9716 742 0030

Sharjah Airport Travel Agency

Sharjah Airport Travel Agency (SATA), owned by Sharjah Airport Authority, is committed to delivering an unparalleled level of service, offering tailor made solutions to the most complex of travel enquiries.

With 14 branches across the UAE, including two offices at Sharjah Airport, SATA employs only well-travelled and highly trained staff who strive to make the travel experience exceptional by using their insights, expertise, and leading technology to create the best solutions for their customers.

Whether travelling for business or pleasure, customers can depend upon SATA to be with them throughout the entire process, providing any assistance they might require with a dedicated 24/7 support system at Sharjah Airport.

Services Include:

- ✓ Airline Reservations.
- ✓ Ticketing.
- ✓ Customised Inbound/Outbound.
- ✓ Holiday Packages.
- ✓ Worldwide Hotel Reservations.
- ✓ UAE Visit Visa Packages.
- ✓ Global Visa Services.
- ✓ Worldwide Car Rental.
- ✓ Travel Insurance.
- ✓ Transit Hotel Booking.
- ✓ Educational Tours.
- ✓ MICE Services.
- ✓ Visa Change Services.
- ✓ Visit Makkah & Madinah.
- ✓ Meet and Greet Services.



Website:

www.satatravels.com





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مطار الشارقة
Sharjah Airport

Sharjah Aviation Services

From cargo handling to check-in, Sharjah Aviation Services (SAS) provides a range of services that offer optimum value while maintaining the highest standards.

As an industry leader in terms of quality, reliability, customer satisfaction and innovation, SAS has developed and introduced a number of new and efficient services in 2018.

Ground Handling

SAS has renewed its fleet of medium sized apron buses to improve the passenger travel experience. The Airside Department began to perform inbound cargo segregation on the ramp, which reduced the overall delivery and clearance processing time with better cut-off for all perishable service customers. Additionally, the Aircraft Appearance Department introduced a new aircraft exterior washing rig suitable for all aircraft up to the B747.

Cargo Handling:

- ✓ SAS has introduced cool trailers for transporting meat shipments from the aircraft to the delivery dock.
- ✓ SAS has invested in a specially prepared aircraft engine dolly, which is capable of transporting new generation aircraft engines.
- ✓ The livestock handling area has been expanded, with a laboratory facility for veterinary tests also having been set-up at the Freight Centre.
- ✓ In addition to the existing 40ft reefer trailers, SAS has introduced an additional 3 tonne pick-up with refrigerated cabin to cater for the road surface movement of perishable products.
- ✓ A dedicated handling area has been allocated to Aramex for processing their inbound e-commerce shipments via Sharjah Airport.

Hala Services:

The recent introduction of Mobile Check-in makes the passenger experience more enjoyable and convenient.

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



Website:
www.sharjahaviation.com





Celebrating 15 years of connecting communities across the globe while offering true value, reliable service and providing customers with greater travel opportunities.

airarabia.com

AirArabia
Where next?

Air Arabia

Air Arabia, the Middle East and North Africa's first and largest low-cost carrier, is in its 15th year of successful operations. Since the start of its first flight through only two planes operating to five destinations, it has transformed the air travel industry in the wider MENA region.

Today, Air Arabia has a fleet of 53 aircraft serving over 155 destinations from its hubs in the UAE, Morocco and Egypt. It is seeking further expansion in 2019 and has become a Public Shareholding Company comprising many companies that provide travel and tourism services around the world.



Website:
www.airarabia.com



Air Arabia Flight Destinations:

Afghanistan

Kabul*

Armenia

Yerevan

Azerbaijan

Baku

Bahrain

Bahrain

Bangladesh

Chittagong

Dhaka

Czech Republic

Prague*

Egypt

Alexandria

Assiut

Cairo

Sohag

Eritrea

Asmara

Georgia

Batumi

Tbilisi

India

Ahmedabad

Bangalore

Calicut /

Kozhikode

Chennai

Coimbatore

Delhi

Goa

Hyderabad

Jaipur

Kochi

Mumbai

Nagpur

Trivandrum

Iran

Abadan

Isfahan

Lar

Mashhad

Shiraz

Tehran

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Dammam

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Gizan

Hail

Jeddah

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Nepal

Kathmandu

Oman

Muscat

Salalah

Sohar

Pakistan

Faisalabad

Karachi

Multan

Peshawar

Quetta

Sialkot

Russia

Grozny*

Moscow

Sheremetyevo

Somalia

Hargeisa

Sri Lanka

Colombo

Sudan

Khartoum

Turkey

Antalya

Istanbul

Trabzon

Ukraine

Kiev

*Newly Available Air Arabia Destinations



CORE Engineering Consultancy LLC

CORE Engineering Consultancy LLC was established in 2007 with a focus on providing Engineering Consultancy Services for special projects covering Master planning, Airports, Hotels, Infrastructure, Roads and Bridges for public and private sector.

In the years following the company's establishment, CORE collaborated with local and internationally recognized firms such as EGIS and LEEAD to provide customized services to clients by forming project teams specifically suited to the requirements of each project.

CORE's beginnings in Project Management gives CORE a solid foundation in understanding the needs of all stakeholders in any Engineering Construction project, from Client, to Engineer, to Contractor. With this experience and foundation, CORE has grown and expanded its services to include Design Consultancy services and Construction Supervision Consultancy.

Currently, CORE has grown to be well-recognized Consultancy firm with contracts in Architecture and Infrastructure for a number of well-known public and private clients.

CORE is proud to provide Engineering Services in the UAE and consider themselves part of the exceptional efforts across the entire industry who share the common goal of improving the lives of the people of the UAE through Engineering solutions and innovation.

CORE Engineering Consultancy LLC

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T: +971 2 443 7745 | F: +971 2 443 7746
info@core-ae.com | www.core-ae.com

Gama Aviation

Gama Aviation is a global business aviation services organisation which operates over 230 aircraft from bases across Europe, the Americas, Asia and the Middle East.

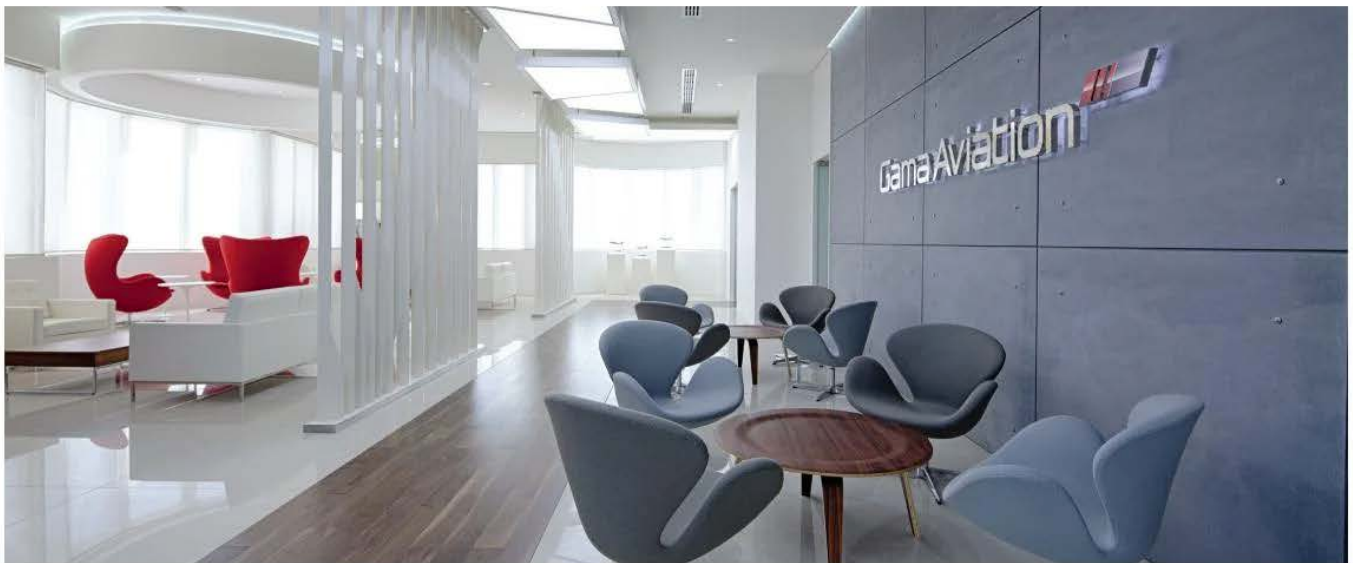
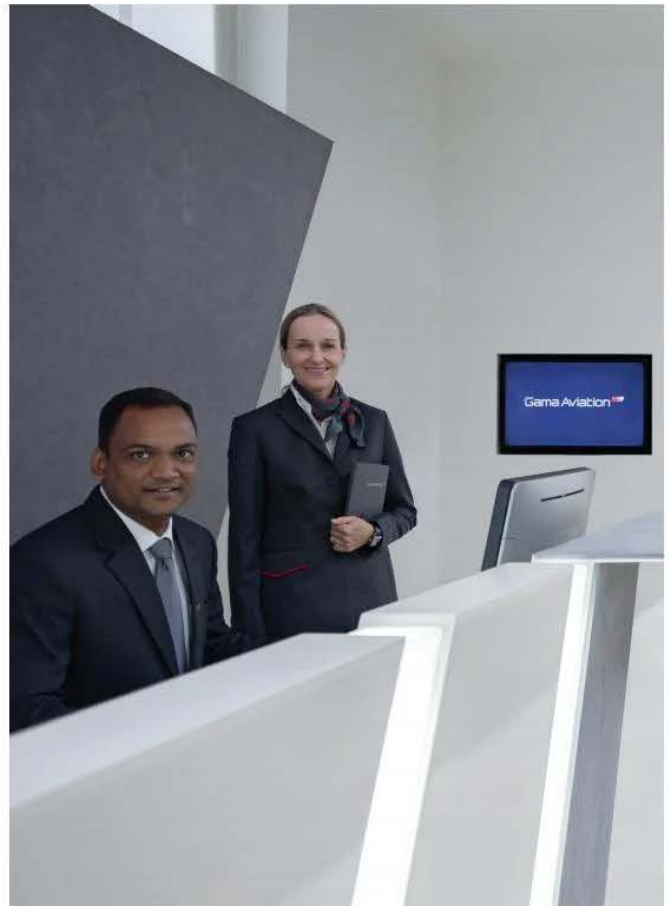
Gama Aviation introduced VIP ground support services to Sharjah Airport in 2012 and opened their VIP terminal in 2014. The company now base their regional headquarters at Sharjah Airport and provide handling and maintenance services for business jets and general aviation. Gama Aviation recognises that the strategic location of Sharjah Airport makes it an ideal gateway from which to operate their Fixed Based Operation (FBO) for Dubai, the Northern Emirates, and as a hub for other GCC countries.

The company's services include the operation and management of aircraft, ground handling services for VIP aircraft and passengers, aircraft charter, business jet and turboprop maintenance, as well as aviation software solutions.

Gama Aviation's facilities include VIP passenger and crew lounges with dedicated customs and immigration facilities, as well as hangar solutions.



Website:
www.gamaaviation.com





Relax and recharge in the comfort of our lounges before your next flight

Unwind and dine at Sharjah Airport's refurbished Business and First Class Lounge. Pay on entry or use one of the following partner relationships to enter:

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- **Plaza Premium**
- **LoungeKey**
- **LoungeBuddy**

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- *24-hour access*
- *Business centre with internet access and photocopier*
- *Separate smoking room*
- *Wi-fi*
- *International TV channels*
- *Shower facilities*
- *Daily magazines and newspapers*
- *International cuisine and snacks*

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مطار الشارقة
Sharjah Airport



www.airindia.in

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SINGAPORE AIRLINES CARGO
SWIFTRIDER

Alpha Flight Services

As Sharjah's leading inflight caterer, airport food and beverage provider, and event caterer Alpha Flight Services understands how to exceed evolving dining preferences, deliver on food trends and knows what great hospitality looks like. Now managing ten outlets in and around Sharjah Airport – including the recently refurbished first and business class lounges, Alpha continues to grow and innovate.

Alpha's culinary experts in Sharjah are supported by a broader group network of more than 500 executive chefs who cater to 63 airports around the world, allowing Alpha to tap into global culinary expertise and innovation, including the best safety and hygiene practices.

With Alpha Flight Services, you can be assured you will be served with the utmost care.



Website:
www.alpha-group.com

- ✓ 10,000+ employees globally.
- ✓ Multi-cuisine.
- ✓ 456 employees at Sharjah Airport.
- ✓ Serving to 25 airlines in Sharjah.
- ✓ 63 locations around the world.
- ✓ Serving to 110+ airlines worldwide.

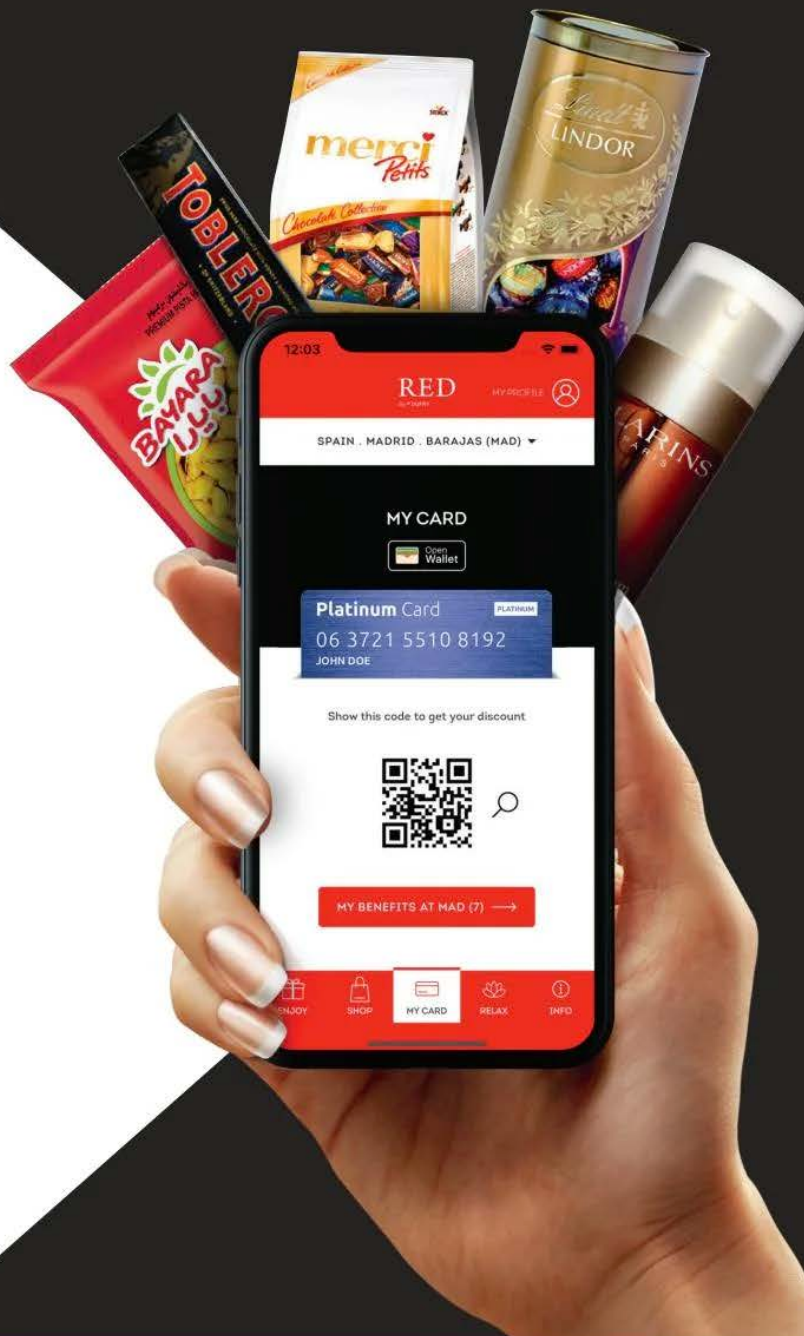


RED

By DUFRY

NEXT TIME YOU FLY... GET MORE FROM YOUR AIRPORT EXPERIENCE

With the RED by Dufry loyalty programme, you'll **get exclusive benefits on your Duty Free purchases at the airport**



Join RED in 3 simple steps

1

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RED by Dufry app



2

Sign up
via app



3

Show your QR code
and start enjoying
exclusive benefits!

SHARJAH  DUTY FREE

www.dufry.com

Raising Duty Free to New Heights

Sharjah Airport has become a world-class shopping destination, with 20,000 ft² of retail space and more than 15,000 well-renowned brands such as Giorgio Armani, Tom Ford, Dior, Swatch and Pandora.

The opening of several new stores, attracting well-known brands and offering exclusive promotions are all a part of Sharjah Airport's effort to promote shopping. As part of this effort significant investment has been made in training employees in how to provide the highest level of customer service.

With world-class brands at competitive prices, travellers will not only be able to shop in the Duty Free, they will also enjoy unparalleled promotions and may be lucky enough to win one of the prestigious prize draws run at the airport.

Sharjah Duty Free operated by Dufry, a leading Swiss retail company with more than 60 years of experience, which operates more than 2,300 stores around the world. Dufry has recently undergone renovation in line with the highest of international standards in order to ensure that shoppers enjoy the best possible shopping experience. The airport offers a wide range of modern products from more than 1,000 suppliers and distributors of the best known brands both locally and globally.

Additionally, Sharjah Duty Free offers a Reserve and Collect service which allows passengers to pre-order their purchases and collect their shopping basket just before they fly, saving considerable time and giving them the opportunity to benefit from the promotional prices offered online.



Website:
www.dufry.com



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.....
Sharjah



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Sharjah

A Perfect Destination



Sharjah continues to transform into a leading global destination with major developments taking place year-on-year.

The emirate continues to attract not only tourists but also a growing number of investors keen to take advantage of lucrative partnerships with government and private sectors. 2018 was another exceptional year for the Sharjah Commerce and Tourism Development Authority (SCTDA) with the launch of new family-centered offerings including the first Sharjah Summer Festival. SCTDA's main strategy revolves around positioning Sharjah as an ideal global destination for family holidaymakers as well as an international cultural hub for historical and natural heritage.

Sharjah City Centre

Centred round a beautiful lagoon, Sharjah's capital combines heritage and culture with family-friendly entertainment.

Central Region

Discover a different pace of life in this region of desert dunes, endless skies and craggy mountains.

East Coast

Take a road trip across the country and you'll find some of the most beautiful beaches in the whole of the UAE.



Website:
www.visitsharjah.com

IBIS STYLES

Sharjah Hotel

The first and only international economy brand hotel in the whole Emirate of Sharjah, ibis Styles is loved as much by families and groups as by people traveling solo.



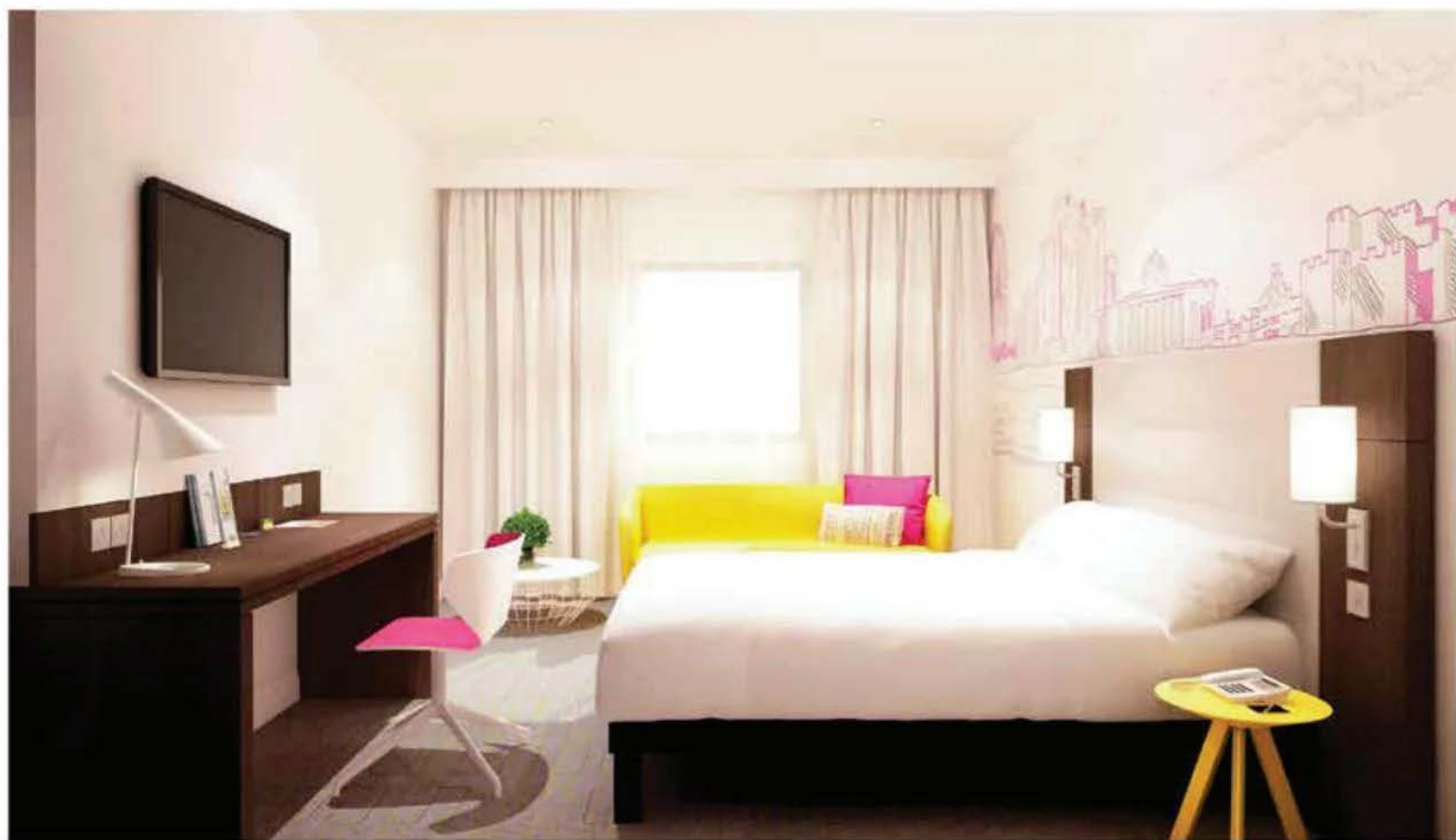
ibis Styles Sharjah Hotel enjoys a superb location right in the heart of the city, in Al Majaz (1), the most lively and fashionable shopping and entertainment districts in Sharjah, featuring such popular destinations as the picturesque Khalid Lagoon Corniche, Blue Souq, Al Majaz Park and Waterfront, Sharjah Expo Centre, and Mega Mall.

ibis Styles Sharjah Hotel welcomes both business and leisure travelers and offers a wide range of rooms and facilities, including the 'Classic Family Room' which, at 37m², can accommodate up to four adults (one queen bed and two sofa beds), making it convenient for larger families to travel and stay together. There are also two dedicated rooms providing access for people with reduced mobility. All rooms are equipped with tea-coffee making facilities, mini-fridge and safe box.

The Omniya restaurant offers a unique opportunity to explore international cuisine including Indian, Oriental and European spices. Serving breakfast, lunch and dinner, you will create your own combination and watch our chefs prepare it in front of you. Furthermore, there are two separate gymnasiums for male and female, a meeting room for up to 40 guests, and a prayer room.

Make yourself at home at ibis Styles Sharjah; the best value under the Sun.





IBIS STYLES



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Sharjah

Routes

● Sharjah Airport ● Cargo ● Passengers ● Passengers / Cargo

1. Afghanistan	● Nagour	● Kazan
● Kabul	● Nasik	● Platov
● Shank Air Base	● Surat	● Saint Petersburg
2. Algeria	● Trichy	● Samara
● Algiers	● Trivandrum	● Tyumen
3. Armenia	● Varanasi	● Ufa
● Yerevan	19. Iran	33. Saudi Arabia
4. Azerbaijan	● Imam Khomeini	● Abha
● Baku	● Lar	● Dammam
5. Bahrain	● Mashhad	● Gassim
● Muharraq	● Shiraz	● Gizan
6. Bangladesh	20. Iraq	● Hail
● Chittagong	● Baghdad	● Jeddah
● Dhaka	● Basra	● Jouf
● Kurmitola	● Erbil	● Madinah
7. Belgium	● Najaf	● Riyadh
● Brussels	● Sulaimaniyah	● Taif
8. China	21. Jordan	● Yanbu
● Urumqi	● Amman	34. Singapore
9. Czech Republic	● Marka	● Changi
● Prague	22. Kazakhstan	35. Somaliland
10. Democratic Republic of Congo	● Almaty	● Hargeisa
● Goma	23. Kenya	36. South Sudan
11. Egypt	● Eldoret	● Juba
● Assiut	● Nairobi	37. Spain
● Borg El Arab	24. Kuwait	● Zaragoza
● Cairo	● Kuwait City	38. Sri Lanka
● Sohag	25. Kyrgyzstan	● Colombo
12. Eritrea	● Manas	39. Sudan
● Asmara	26. Lebanon	● Khartoum
13. Ethiopia	● Beirut	40. Sweden
● Addis Ababa	27. Nepal	● Stockholm
14. French Polynesia	● Kathmandu	41. Syria
● Anaa	28. Netherlands	● Damascus
15. Georgia	● Amsterdam	● Latakia
● Tbilisi	29. Niger	42. Turkey
16. Germany	● Manu Dayak	● Antalya
● Frankfurt	30. Oman	● Sabiha Gokcen
17. Hong Kong	● Muscat	43. Ukraine
● Hong Kong	● Salalah	● Kiev Borispol
18. India	● Sohar	44. United Kingdom
● Ahmedabad	31. Pakistan	● Heathrow
● Bangalore	● Faisalabad	45. United States of America
● Calicut	● Islamabad	● Dallas
● Chandigarh	● Karachi	46. Uzbekistan
● Chennai	● Lahore	● Tashkent
● Cochin	● Multan	
● Coimbatore	● Peshawar	
● Delhi	● Quetta	
● Goa	● Sialkot	
● Hyderabad	● Turbat	
● Jaipur	32. Russia	
● Lucknow	● Chelyabinsk	
● Mumbai	● Ekaterinburg	
	● Domodedovo	





Scheduled Passenger Airlines Operating at Sharjah Airport

- >> Air Arabia
- >> Air Blue
- >> Air India
- >> Air India Express
- >> Cham Wings
- >> Egypt Air
- >> Indigo
- >> Jordan Aviation
- >> Pegasus Airlines
- >> PIA
- >> Syrian Arab Airlines
- >> Turkish Airlines
- >> Uzbekistan Airlines

Scheduled Cargo Airlines Operating at Sharjah Airport

- >> Egyptair Cargo
- >> Ethiopian Airlines Cargo
- >> Lufthansa Cargo
- >> Singapore Airlines Cargo
- >> Southern Air
- >> UPS

Sharjah Airport Directory

24/7 Contact Centre
Tel: 06 5581111

Airport Medical Centre
Tel: 06 5084949

Airport Immigration
Tel: 06 5081313

Lost & Found
Tel: 06 5141235

Department of Civil Aviation Sharjah

Chairman's Office

Tel: 06 5081004
Email: maria.kevork@dca.shj.ae

Director's Office

Tel: 06 5081031
Email: hamda.alhammadi@dca.shj.ae

Air Transport & DCA Services

Tel: 06 5081018
Email: khaled.elkilany@dca.shj.ae

DCA Operations

Tel: 06 5081006
Email: mariam.alali@dca.shj.ae

DCA Security

Tel: 06 5081007
Email: jamil.alnajjar@dca.shj.ae

Government Communication

Tel: 06 5084131
Email: jawahir.aljarwan@dca.shj.ae

Strategic Planning & Performance

Tel: 06 5081071
Email: noura.alsuwaidi@dca.shj.ae

Support Services

Tel: 06 5081027
Email: shahd.taryam@dca.shj.ae

Sharjah Airport Authority

Chairman's Office

Tel: 06 5084101
Email: chairmanoffice@sharjahairport.ae

Director's Office

Tel: 06 5084008
Email: dsaaoffice@sharjahairport.ae

Airport Operations Department

Tel: 06 5581069
Email: michelle.ckari@sharjahairport.ae

Commercial Department

Tel: 06 5081512
Email: alya.alali@sharjahairport.ae

Customer Services Department

Mob: 050 6261851 (24/7)
Email: prsl@sharjahairport.ae

Documentation Office

Tel: 06 5084187
Email: archives@sharjahairport.ae

Facility Services Department

Tel: 06 5084282
Email: meera.hamed@sharjahairport.ae

Finance Department

Tel: 06 5084161
Email: saberiqbal@sharjahairport.ae

Government Services Department

Tel: 06 5084111
Email: mohamedalbouqaish@sharjahairport.ae

Internal Audit Office

Tel: 06 5084148
Email: essam.elashwal@sharjahairport.ae

Legal Affairs Office

Tel: 06 5081090
Email: munira.mohamed@sharjahairport.ae

Marketing & Corporate Communications Department

Tel: 06 5081518
Email: maria.alsufyani@sharjahairport.ae

Strategic Planning and Performance

Tel: 06 06 5084115
Email: mey.alhajri@sharjahairport.ae

Support Services Department

Tel: 06 5084069
Email: ssd@sharjahairport.ae

Administration Affairs

Tel: 06 5084110
Email: ssd@sharjahairport.ae

HRD Affairs

Tel: 06 5084128
Email: ssd@sharjahairport.ae

IT Affairs

Tel: 06 5084069
Email: ssd@sharjahairport.ae

Sharjah Aviation Services

General Manager's Office

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Email: gm@sharjahaviation.com

Freight Centre

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Email: psdharan@sharjahaviation.com

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Head of Operations

Tel: 06 5088966
Email: szainal@sharjahaviation.com

Sharjah Airport Travel Agency

Tel: 06 5618888
Email: info@satatravels.com

Air Arabia

Tel: 06 5088888
Email: info@airarabia.com

Alpha Flight Services

Tel: 06 5581133
Email: info@alpha-group.ae

Dufry Sharjah FZC

Tel: 06 5581145
Email: admin@ae.dufry.com

Gama Aviation

Tel: 06 5734371
Email: fbo.shj@gamaaviation.com