

2015
YEARBOOK



مطار الشارقة الدولي
Sharjah International Airport

SHARJAH

INTERNATIONAL AIRPORT





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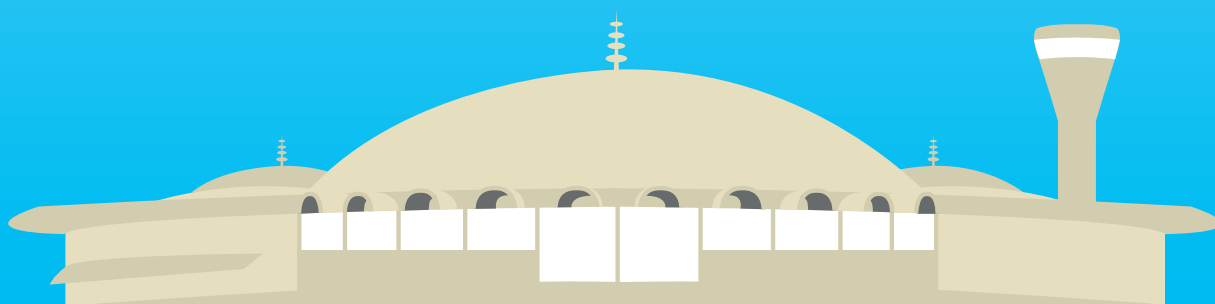
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SHARJAH
INTERNATIONAL AIRPORT
YEAR BOOK
2015



His Highness
Dr. Sheikh Sultan Bin Mohammad Al Qasimi
Member of the Supreme Council
Ruler of Sharjah



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VISION

Our vision is to be the most renowned airport in the region.

MISSION

Our mission is to provide all our customers with safe and efficient airport facilities and services.

QUALITY POLICY

To maintain the best quality of services on a par with the highest international standards of facility, safety and comfort through a continual process of infrastructure development, technological innovation and professional training of our employees, thereby ensuring complete customer satisfaction.

ENVIRONMENTAL POLICY

Identifying potential threats to the environment, human health and work safety aspects and formulating effective solutions to prevent injury and damage. To reduce the environmental impact of our processes through continuous improvement. To improve energy efficiency and energy conservation. To conserve natural resources through efficient use and careful planning.



مطار الشارقة الدولي
Sharjah International Airport



1

1 AL MAHATTA
MUSEUM

MEMORABLE MOMENTS

Celebrating Sharjah's leading role in Middle East aviation

Sharjah has carefully preserved its aviation history at the Al Mahatta Museum, located near the emirate's King Faisal Street, which also happens to be the old runway. This museum documents the history of aviation in

Sharjah and also displays some aircraft from that era.

The country's first aircraft landing took place on October 5, 1932, in Sharjah. The four-propeller Handley Page (HP42) biplane, under the banner

of Imperial Airways (a predecessor to British Airways) landed at the Al Mahatta runway. Famous people including England's King Edward VIII, the millionaire and Woolworth's heiress Barbara Hutton, and actor Gary Cooper also travelled on this route.

Recently, Sharjah International Airport (SIA) designed a special programme featuring various events, to celebrate the history and evolution of aviation in Sharjah and the UAE. The highlight was an Auster plane that took to the skies of Sharjah, making three flights to the neighboring emirates of Ras Al Khaimah and Fujairah, and one trip over the emirate itself. ♦



1 VIEW OF THE SHARJAH INTERNATIONAL AIRPORT

SHARJAH INTERNATIONAL AIRPORT

SIA witnesses robust growth and demand

Sharjah International Airport (SIA) saw healthy growth last year.

Passenger traffic crossed 8.5 million which is 13.5 per cent more than the previous year. Aircraft movements increased by 0.41 per cent from the previous year, while cargo handling reached 295,402 tonnes.

PREFERRED CHOICE

Passenger numbers are steadily growing at SIA. Air Arabia, the region's first low cost airline which operates out of SIA, has been flying to more and more new destinations which were not previously

serviced by other airlines. At the same time, many new airlines have been attracted to the airport, due to its excellent infrastructure, services, and the most competitive rates in the region.

Travellers are increasingly using SIA as their preferred choice for travel due to its close proximity to the other emirates; and the popular destinations they can fly to from this airport.

SIA has also emerged as an important air cargo hub for many of the world's major carriers. Strategically located, SIA is close to Sharjah city and within 20 minutes driving distance to Dubai and

the other northern emirates. SIA also provides access to the main ports of the Gulf with direct road links to both the seaports of Sharjah.

MASSIVE EXPANSION PLAN

With the Sharjah Government's firm focus on travel and tourism industry and the promotion of cultural activities as well as further growth of commerce and industry in the emirate, SIA is poised to grow exponentially.

In order to meet the increasing demand for its services, SIA is undertaking many expansion projects. In October 2014, the airport opened its Dh500 million second runway, which is a significant boost to its aircraft handling capability. The airport also recently launched a dedicated Executive Jet Terminal for private aircraft. Further studies for large scale expansion are currently ongoing and are expected to be announced soon.

SIA continues its remarkable journey towards excellence on every front, while it serves as a growth engine for Sharjah and the region. ♦

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Government of Sharjah
Sharjah Commerce & Tourism
Development Authority





1

Sharjah International Airport offers the most competitive landing and handling rates in the region.

- 1 SIA'S INTERNATIONAL RUNWAY
- 2 GROUND HANDLING SERVICES

A PIONEER IN AVIATION

From a small air strip to a world class aviation facility

Sharjah made aviation history in 1932, when the first flight landed at the emirate's Al Mahatta runway. Since then, Sharjah International Airport (SIA) has continually expanded to become a world class modern international airport. Under the wise leadership of H.H. Dr. Sheikh Sultan Bin Mohammad Al Qasimi, Member of the Supreme Council of the UAE and Ruler of Sharjah, and through a series of path breaking initiatives, the airport has become one of the leading aviation hubs in the MENA region.

SIA also plays a significant role in the Sharjah economy and has been

instrumental in developing the emirate as a centre of trade and commerce.

The airport has established a reputation for providing quality services and a competitive value proposition that has continued to attract a growing number of passengers, as well as airline and cargo shipment clients, each year.

SIA works closely with specialised companies in every aspect of its operations, to ensure the highest level of service to its customers. For example, the airport teamed up with Dufry AG (the leading global travel retailer which operates around 1400 duty-free and duty-paid outlets across the world) and

Alpha Catering Services to provide the best services and experiences to all its passengers. The airport also ensures that it works with highly skilled professionals and airline personnel at all levels.

GROWTH ORIENTED POLICY

SIA has an open sky policy, which allows airline traffic from all over the world hassle-free access to the airport. It also has the most modern equipment and infrastructure that can service all types of aircraft.

The airport offers the most competitive landing and handling rates in the region making it popular with both large and small operators.

It is also worth noting that SIA was the first airport in the Middle East to introduce an online cargo tracking system.

INTO THE FUTURE

Another milestone in the history of SIA was marked on October 22, 2014, when the airport's new and second runway was inaugurated by H.H. Dr. Sheikh Sultan

SIA opens a Dh500 million new runway capable of handling the world's largest aircraft

Bin Mohammad Al Qasimi, Supreme Council Member and Ruler of Sharjah. On this memorable occasion, the Ruler's aircraft took off and landed on the new runway to mark its first use.

Built over two years at a cost of Dh500 million, the length of the new runway is just over 4km and width 60m. It is capable of handling new generations of aircraft (Code F) as well as the world's largest aircraft, the Airbus A380, Boeing 747-800 and giant freighters like AN124 and AN225.

Additionally, eight new link taxiways and two high-speed runway exits have been constructed as part of this project to enhance connectivity between the runway, passenger terminal and cargo operation.

ACCOLADES

For its ground breaking initiatives and innovative strategies, SIA won the Best Airport Cargo award at the Emerging Markets Airports Awards 2010 at the Airport Show in Dubai, and the Sea Air Cargo Airport 2010 award given by the Stat Times International Awards for Excellence in Air Cargo in Mumbai. It is also a proud recipient of the Best Global Airport Award in 2005 from the Institute of Transport Management, a respected authority on the transport and logistics industries. In 1999, Institute of Transport Management awarded the Global Air Cargo Airport 1999 to SIA for Outstanding Contribution to the Transport Industry. These accolades are a testament to the airport's high standards of service and commitment to excellence. ♦



RECENT MILESTONES

2014

On October 22, 2014, H.H. Dr. Sheikh Sultan Bin Mohammad Al Qasimi, Supreme Council Member and Ruler of Sharjah inaugurated SIA's new runway.

2011

H.H. Dr. Sheikh Sultan Bin Mohammad Al Qasimi, Member of the Supreme Council and Ruler of Sharjah inaugurates Air Arabia's \$10 million (Dh36.7 million) flight simulator centre designed to train 400 pilots a year.

2007

Sharjah Aviation Services was created.

Work begins on the Dh120 million apron expansion project.

New departure area with a total space of 4,000 square metres and 42 check-in counters opened.

2006

New arrival concourse, new holding lounges, new air bridges, shops, cafeterias, public facilities and related electromechanical services opened.

2003

The Gulf's first low-cost carrier, Air Arabia, is launched.

2000

Construction of cargo Terminal 4 is completed at a cost of \$12 million.

Dh45 million Freight Centre, which provides the highest levels of international standard facilities, inaugurated.



Sharjah Aviation Services ensures that SIA enjoys efficient and reliable ground handling services round-the-clock.

1 GROUNDHANDLING SERVICES

WELL GROUNDED

With more than 1,500 highly competent staff and more than 600 specialised vehicles and equipment, the Sharjah Aviation Services (SAS) operations team faces the task of handling more than 8.5 million passengers and 295,000 tons of freight for more than 100 airline customers.

SAS is a joint venture ground handling company owned by the Sharjah Airport Authority and Air Arabia, the Middle East and North Africa's first low-cost airline, providing a full range of passenger, ramp and cargo handling services for airlines and their clients at Sharjah International Airport (SIA).

SAS has a reputation for efficient and high standards of service. The department has an admirable on-time performance record – that is, flights to and from the airport arrive and leave on schedule 98 per cent of the time, surpassing the industry average of 82 per cent. SAS offers clients the most competitive handling rates in the region.

RELIABLE AND CUSTOMISED SERVICES

SAS offers its clients a comprehensive standard range of ground handling

services, which can be also be customised to the client's specific operational requirements and augmented with additional requests and services.

The high quality of service is supported by the fastest turnaround and shortest connecting times in the region for both passengers and cargo. No matter how big, small or specific the requirement – from transporting perishable or hazardous goods to vulnerable cargo such as equine or marine life, from warehousing to track and trace – SAS has got it covered. In fact, the cargo operation at SIA has facilities for every imaginable product.

Last year, SAS welcomed eight new airlines to SIA consolidating the airport's reputation as a leading regional cargo hub and proved its ability to be one of the best passenger hubs.

FACILITIES UPGRADE

SAS has upgraded its facilities with Level Three baggage screening avoiding the congestion at the entrance of long standing passenger queues. New weighing machines have also been installed

so that passengers can ensure they are not carrying excess baggage before opting for the traditional or self-check-in process. SAS now has a dedicated check-in facility for all premium passengers. In order to cater to the increasing passenger volumes at SIA, 20 additional check-in counters have been installed at the airport.

COMFORT AND SAFETY

SAS is committed to ensuring the comfort and safety of passengers with a range of services, including a dedicated Hala welcome service.

The new "pay-as-you-go" airport lounge scheme provides passengers with 24/7 access to complimentary hot and cold food and drinks, shower facilities, free Wi-Fi and internet access at a nominal price.

ENVIRONMENTAL RESPONSIBILITY

SAS embraced a 'Go Green' environment programme aimed at reducing carbon emissions and conservation responsibilities as a central part of its business strategy. In line with this, the company implemented a series of programmes targeted at reducing the negative impact of operations on the environment. ♦

Low fares to more destinations



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2014 FACTS AND FIGURES

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV **	DEC**	TOTAL
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AIRCRAFTS MOVEMENT

SCHEDULED	5,394	4,704	5,439	5,315	6,547	6,289	6,088	5,599	5,405	5,584	5,639	5,695	67,698
NON-SCHEDULED	298	270	268	259	319	250	236	233	269	295	297	299	3,293
TOTAL	5,692	4,974	5,707	5,574	6,866	6,539	6,324	5,832	5,674	5,879	5,936	5,994	70,991

PASSENGERS MOVEMENT

IN	354,342	294,678	322,327	338,532	413,914	387,175	299,478	384,323	338,429	330,961	334,270	337,612	4,136,041
OUT	328,835	283,833	321,695	310,496	391,643	409,401	382,352	341,190	305,042	315,159	318,310	321,493	4,029,449
TRANSFERRED	117,423	109,690	113,011	111,941	121,140	116,146	111,430	113,384	125,351	111,877	112,995	114,124	1,378,512
TRANSIT	3,583	3,195	2,811	344	282	148	-	2,076	3,789	3,710	3,747	3,784	27,469
TOTAL	804,183	691,396	759,844	761,313	926,979	912,870	793,260	840,973	772,611	761,707	769,322	777,013	9,571,471

FREIGHT HANDLED *

IN	6,481	6,234	7,815	7,912	13,267	12,867	10,695	7,437	8,412	7,253	7,300	7,450	103,123
OUT	9,837	10,061	10,617	11,169	14,996	14,894	12,666	10,087	12,652	9,807	9,850	9,900	136,536
TRANSIT													
TOTAL	16,318	16,295	18,432	19,081	28,263	27,761	23,361	17,524	21,064	17,060	17,150	17,350	239,659

TRANSFERRED	3,888	4,170	5,400	4,766	12,376	12,102	9,000	3,990	5,000	4,686	4,715	4,718	74,811
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SEA - AIR CARGO

TOTAL	2,706	2,476	2,107	2,562	2,170	1,809	1,801	2,180	2,821	2,370	2,393	2,416	27,811
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* ALL WEIGHTS ARE IN TONNES.

** NOVEMBER AND DECEMBER 2014 IS PRORATED

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VISA ENTRY

The visa procedures detailed below are for information only and are subject to change without prior notice. Please contact your travel agent for the latest information on visa procedures.

The following nationalities do not need visas prior to arrival in the UAE: GCC country visa holders (certain designations only) and passport holders from Britain, France, Italy, Germany, Holland, Belgium, Luxembourg, Switzerland, Austria, Sweden, Norway, Denmark, Portugal, Ireland, Greece, Finland, Malta, Monaco, Iceland, Andorra, San Marino, Estonia, USA, Canada, Australia, New Zealand, Japan, Brunei, Singapore, Malaysia, Hong Kong, South Korea, Spain.

Residents in the UAE who wish to invite friends or family to visit may apply for a visa through SATA (Sharjah Airport Travel Agency), for requirements information: **TEL:** 00971-6-5164444 / 00971-6-5618888;

EMAIL: info@sata.ae | visa@sata.ae; **WEBSITE:** www.satatravels.com

Those wishing to travel to the UAE can obtain visas either through the assistance of tour operators providing holiday packages, or through business organisations who can sponsor their visas, or with the help of family and friends already residing here by approaching SATA, as explained above.

1 IMMIGRATION COUNTERS

2 FOODCOURT AT SIA

AIRPORT FACILITIES

SIA incorporates an array of efficient and convenient services ensuring passenger comfort at each step of the journey

AIRPORT PASS TO ESCORT FAMILY

Sharjah International Airport (SIA) understands that some passengers – such as the elderly, very young or individuals with special needs – require assistance during the check-in process. In such cases, it issues an airport pass to a family member, allowing them to accompany the passenger right up to the check-in counter. The pass can be applied for – at a

nominal fee – at the Information Counter situated near the entrance of the departures hall. Please call 06 5581111 for further information.

BANKS AND EXCHANGE CENTERS

Many international banks have placed their ATMs at convenient locations throughout the airport. Money exchange centres can be found in the arrivals,

departures and transit areas. The main dome of the airport houses a bank that can be accessed by both passengers and visitors.

COMMUNICATIONS

Telephones are available at the airport. Local calls within Sharjah are free. Cash and credit card telephones are available at departures, transit and arrivals domes for international calls and telephone to other emirates. Email and internet facilities for passengers and the public are also available.

DUTY FREE SHOPPING

The Duty Free at SIA is managed by Dufry Sharjah, offering the travellers world-renowned brands and a wide variety of goods at prices that are unmatched in most airports of the world. Duty Free



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- 24 hour operations Alpha is a world leader in compliance, actively participating in the creation of World Food Safety Guidelines for the aviation industry. Based upon Hazard Analysis and Critical Control Point (HACCP) and produced in association with the international In-flight Food Service Associations (IFSA) and the Association of European Airlines.

Alpha Flight Services UAE L.L.C. has an Airport & City Retail, including World News Cafe, Café Med, Catalina Cigar Lounge, Cuisine Xpress, Transit Hotel, Catalina Sports Lounge, Consumer Protection Department, Cafe' avenue as well as Feeding services for all Airlines delayed Flights.



FOR OUTSIDE CATERING & EVENTS:

Tel: 00971 6 558 11 33
Fax: 00971 6 558 11 22
E-mail: sharjah@alpha-group.ae

FOR TRANSIT HOTEL BOOKING:

Tel: 00971 6 558 13 70
Fax: 00971 6 558 13 72
E-mail: headofhospitality@transithotel.com

FOR FLIGHT CATERING:

Tel: 00971 6 558 11 44
Fax: 00971 6 558 0806
E-mail: operations@alpha-group.ae



PROHIBITED ITEMS

In keeping with the country's safety regulations, SIA forbids both arriving and departing passengers from carrying the following:

Psychotropic substances

Endangered wildlife species

Firearms

Obscene articles and publications

Uncooked edible seafood, fruits and vegetables from cholera-infected areas.

Restrictions: Permit from local authorities required for firearms

shopping is available to all arrival, departure and transit/transfer passengers.

FOOD COURTS

The transit and departures lounges offer a superb selection of international cuisines through a wide variety of outlets. Tea, coffee, freshly squeezed juices, soft drinks and light snacks are available 24 hours a day. Popular outlets such as McDonald's, Costa Coffee and Dunkin' Donuts are also available.

FIRST CLASS AND BUSINESS CLASS LOUNGES

SIA's luxurious lounges offer impeccable services and cutting-edge facilities to first and business class travellers. Amenities include telephone, fax and internet services, daily newspapers and magazines. The lounges also serve a variety of refreshments and light meals.

HALA SERVICES

A 24-hour special meet and assist service, Hala, ensures a swift, safe and smooth passage through the airport.

Hala offers assistance to arriving as well as departing passengers, unaccompanied children, elderly people and individuals with special needs. They assist passengers through immigration

and customs formalities quickly and easily. A gift and chauffeur service is also offered.

KIDS' PLAY AREA

A dedicated play area at the departures terminal allows young children to enjoy themselves in a fun-filled and safe location, while adults can shop or just relax in the lounges.

MOSQUE

Prayer areas are available at the airport's main passenger terminal transit area and at the departure area (ground floor). Mosques are located in both east and west cargo terminals 1 and 2.

MEDICAL FACILITIES

SIA's main dome houses a well-equipped clinic as well as a pharmacy that offer medical assistance to both passengers and visitors.

MEET AND GREET HALL

The arrivals terminal has a dedicated 'Meet and Greet' hall for the comfort of guests awaiting the arrival of their loved ones. A floor to ceiling glass curtain allows you to see arriving passengers. The hall also comprises restaurants, ATM, a florist and a convenience shop.

PORTERS

SIA offers convenient porterage services to all passengers for a nominal fee. In the departures hall, the porter desk is located kerbside, just outside the entrance.

SMOKING ROOMS

SIA is a non-smoking zone, but the airport has designated smoking areas for those who wish to light up. ♦

INFORMATION

SATA AIRPORT OFFICE
(24-hour, seven days a week)
Tel: +9716 5084080 / 4081
Fax: +9716 5581199
Email: sata@sharjahairport.ae

SATA DOWNTOWN OFFICE
PO Box 8, Sharjah
Tel: +9716 5618888 Fax: +9716 5618777
Email: sata@emirates.net.ae

TAXI
Airport Taxis are available immediately outside the arrival terminal.

AIRPORT BUSES
Airport buses are available for transfers to the city centre at a nominal charge.



1 AIR CONTROL
TRAFFIC TOWER
AT SIA

THE HEART OF SIA

SIA operates 365 days 24/7 providing a pleasant, safe and efficient experience to thousands of passengers. Below, we explore some of the teams who work tirelessly to ensure the airport runs smoothly.

AIR TRAFFIC CONTROL

Air Traffic Control forms one of the most critical elements of the aviation sector. A team of highly experienced Air Traffic Controllers at the Department ensures that Sharjah's 100 square-mile airspace is closely monitored. With thousands of aircraft movements each year and SIA under a massive expansion plan, the Air Traffic Control Department can look forward to another busy year.

SHARJAH METEOROLOGICAL OFFICE

The Sharjah Meteorological Office has been providing aviation weather forecasting and other related services since 1933 – making it the oldest and most reliable meteorological office in the region. The Met Office is operated by a team of dedicated professionals who are certified and highly competent meteorological experts. Weather forecasting is one of the key components of airport safety. The Met Office plays a vital role by providing up-to-the-minute weather forecasts and facilitates the smooth landing and take-off of hundreds of aircrafts every day. The Met Office

also provides national weather information to the Global Climate Observation Programme, of the World Meteorological Organisation.

ENGINEERING AND MAINTENANCE

The Engineering and Development Department is in charge of keeping SIA's facilities smooth and efficient. The department comprises two divisions – the Facilities Management Section and the Projects and Development Section.

The Facilities Management team ensures that the facilities and structures at SIA are not only well maintained, but also on a par with the strict standards set by the General Civil Aviation Authority. Its scope includes maintenance of airfield lighting, electrical, air-conditioning, aeronautical and civil works. SIA's engineering services are currently outsourced to Maf Dalkia, which is overseen by the Sharjah Airport Authority's engineering staff.

The Projects and Development Section is responsible for planning, co-ordinating and supervision of the airport's small-scale projects right from inception to completion. The section also liaises and coordinates among stakeholders during the development of large-scale works.

The two departments work together and ensure that the airport's facilities

operate smoothly even as the airport continues its expansion projects.

AVIATION CATERING

Alpha Flight Group provides catering services at SIA. Alpha's expertise in consumer food and packaging trends gleaned from its wide ranging international operations and melded with its group of renowned chefs, gives the company a distinctive edge in this specialist catering sector. Its development team is committed to understanding passenger requirements and expectations; and constantly elicits customer feedback, in order to provide improved services. All meals are halal. Alpha's partnership with Air Arabia as well as its expertise in combining regional hospitality with its rich international experience has made it a unique success story.

TRAINING AND DEVELOPMENT

SIA is continuously investing in staff development and regularly conducts training programmes and workshops to ensure that all staff is equipped to deal with SIA's clients in an efficient and courteous manner. In partnership with the Department of Civil Aviation, SIA's human resources department tailormakes programmes for different sections of the airport.

SIA also regularly provides a range of training opportunities to youth, to help them acquire skills that will assist them in building their careers. ♦

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- 1 AWARD WINNING AIR ARABIA
- 2 AIR ARABIA'S FLEET AT SIA

SOARING ABOVE

Air Arabia on high growth path

Air Arabia is on an accelerated growth path showing year-on-year growth in passenger numbers, ever increasing number of destinations and continued profitability, which clearly illustrates the success of the Middle East's first budget airline

The carrier recently launched services to Tbilisi in Georgia, Al Jouf in Saudi Arabia and Samara in Russia surpassing the airline's 100th global destination, covering routes across MENA, Europe and Asia - a remarkable achievement for an airline that was launched a little over a decade ago.

On May 06, 2014 the first Air Arabia flight took off from Ras Al Khaimah marking the start of operation of its second hub in the UAE and fourth worldwide besides Sharjah, Casablanca and

Alexandria. The carrier also expanded its Moroccan and Egyptian operations.

STRATEGY MEETS SERVICE

Air Arabia's strategy of flying to a multitude of destinations that were previously not catered to by other airlines, not only paid rich dividends to this pathbreaking company but also has made air travel affordable and accessible to millions of people.

Its dependable, convenient and low cost services have created a paradigm shift in the regional aviation industry. Innovation and customer service form the core of its operational strategy. From Air Arabia's City Terminal check-in facilities in Dubai, Sharjah and other emirates, to its user friendly and

multi-lingual online ticketing website and mobile website (accessible from any smart phone) the airline enables its customers to conveniently access its services.

GLOBAL RECOGNITION

In addition to a long list of awards and accolades and as a further recognition of its outstanding accomplishments, Air Arabia has been named among the World Economic Forum's prestigious Global Growth Companies (GGCs) for 2014. The company was selected for exceeding industry standards in revenue growth, promoting innovative business practices and leadership in corporate citizenship making it a part of an exclusive community of dynamic, high-growth companies from around the world. The airline has also been declared the "Middle East's Leading Low-Cost Airline" at the World Travel Awards 2014.



UNPRECEDENTED GROWTH

Air Arabia' regularly beats the growth figures forecasted by industry analysts. In the second quarter of 2014, for instance, net profits surged by 128 per cent to produce its best quarterly performance yet. In terms of passenger numbers, it flew more than 1.6 million in the second quarter of 2014, an increase of eight per cent over the 1.5 million it carried in the same period last year.

To match its rapid growth Air Arabia has invested heavily in state-of-the-art aircraft. In early 2014 it took delivery of its 37th aircraft, the 6000th Airbus A320 made to date. This is part of the of the 44 A320 aircraft ordered from Airbus which, when completed, will more than double the size of the existing fleet. These A320 aircraft come equipped with fuel saving large wing tip devices known as Sharklets, a first for any airline in the Middle East.

The carrier provides a complete package of travel services for its customers. Air Arabia Holidays is a value added service that offers holiday packages to a large number of destinations in the Middle East, Asia, Europe and North Africa. Centro Hotel at Sharjah International Airport is another venture by Air Arabia in this direction.

With newer destinations, exotic holiday packages, new aircraft and innovative services there is always something exciting happening at Air Arabia. ♦

ACCOLADES

2014

Air Arabia named among World Economic Forum's Global Growth Companies for 2014

Middle East's Leading Low-Cost Airline at the World Travel Awards 2014

2013

Best Low-Cost Airline, Middle East at Skytrax World Airline Awards

Brand Leadership Award, by the 3rd Asian Leadership Awards for Excellence in Branding and Marketing

"Low Cost Carrier of the Year" at the 2013 Aviation Business Awards

Highly commended winner of the "Corporate Social Responsibility Award" at the 2013 Aviation Business Awards

2012

Air Arabia ranked first for punctuality at Moscow airport

World's second best performing airline at Aviation Week's annual Top Performing Airlines

Adel Abdullah Ali, CEO of the Year – Aviation at the third edition of CEO Middle East Awards

Corporate Social Responsibility Award at the 2012 Aviation Business Awards

2011

Airbus Operational Excellence Award

Innovation in Operations Award

Business Leader of the Year Award for CEO Adel Abdullah Ali

Best Low-Cost Carrier – International in India

MENA travel award for best airline

2010

Business Traveler Award

MENA travel award for best airline

World Travel Award

World breaking record by Airbus

Best Managed Company by Euromoney

Superbrands Award Low-Cost Carrier of the Year

Hall of Fame Award for Air Arabia CEO, Adel Abdullah Ali



Hala services are very popular at SIA. In order to cater to the increasing demand for their services the department has recently hired additional staff.

1 HALA SERVICE COUNTER

ARRIVALS AND DEPARTURES ARE A BREEZE

Hala services assist arriving and departing passengers through SIA with a range of value added facilities

Hala is Sharjah International Airport's (SIA) meet-and-greet service, which makes each travellers' airport experience quick, simple and hassle free. It offers a range of services such as the Fast Track check-in and immigration clearance, chauffeur services, porter services and extensive visa support services.

ARRIVE IN STYLE

Hala executives welcome arriving passengers at the boarding gate, whisk them through dedicated immigration counters and assist them in baggage collection.

DEPART IN SEVEN MINUTES FLAT

Passengers opting for Hala services are guided through premium check in desks, dedicated security and

immigration counters and priority boarding gates by multilingual executives. The entire process is completed within seven minutes, thus providing travellers at SIA with a fast and convenient VIP experience.

UNACCOMPANIED MINORS

Unaccompanied minors can travel in complete safety and comfort with Hala. On departure, Hala provides a dedicated and secure waiting area, priority boarding, as well as identification papers of the child to cabin crew.

On arrival at the destination, minors are met at the aircraft gates by the staff. The requisite documentation is then completed, after which the child is handed over to his/her guardians.

VISA ON ARRIVAL

Hala's visa team manages visa formalities for guest, ensuring a hassle-free transit at Sharjah. Visas are subject to approval by immigration authorities.

GOLD PACKAGE

For passengers departing from Sharjah, Hala's Gold Package offers a truly luxurious travel experience including a porter service, Meet and Assist service and access to the business class lounge.

Passengers also have the option to personalise their requirements and can even select only one service at the time, which includes a pre-flight relaxation at the business class lounge.

Special services are also available for the elderly and people with reduced mobility

Hala is truly a value-for-money service, which offers genuine comfort and convenience to travellers. ♦

BOOKINGS

Hala Services can be booked online, through the Air Arabia website, by phone or at the airport desk.

Website: www.hala-services.com

Hala Call Center: +971 6 5581100

Email: hala-services@sharjahaviation.com



1 SATA OFFICE
AT SIA

UAE VISA PACKAGE

SATA's easy documentation and affordable prices makes travelling to the UAE easier than ever. Tourists can choose from a one-month tourist visa or a visit visa valid for three months.

GLOBAL VISA SERVICES (GVS)

It is a premium add on service introduced by SATA recently. Experienced and professional consultants at GVS can facilitate passengers to get their visas to travel abroad, processed in the shortest possible time.

COMPLEMENTARY SERVICES

Includes special assistance such as priority clearance for eye scan and immigration formalities is provided for visitors on arrival at Sharjah International Airport

TRAVELLING THE SATA WAY

Great or small, business or holiday, SATA takes care of all your travel needs.

Established in 1984, Sharjah Travel Agency (SATA) is a travel service provider owned by Sharjah Airport Authority.

The agency has branches in Sharjah, Abu Dhabi, Dubai, Ras Al Khaimah and Ajman. More are planned for other emirates in the near future.

SATA is also the General Sales Agent (GSA) for Flynas, a privately owned airline from Saudi Arabia, hotelrack.com (a popular b2b portal of Ottila International) and Rail Europe and Serviced Apartments worldwide.

SATA also represents world famous Harrow House College in London for the entire UAE. Harrow House College is very popular among the students studying English.

It offers a comprehensive range of travel services such as airline reservation and ticketing, customised inbound and outbound holiday packages, world wide hotel reservations, UAE visit visa packages, Global Visa Services (GVS), world wide car rentals and much more.

POPULAR PACKAGES AND PLANS

SATA Umrah packages, Rail Europe, Cruise and Exotic Holiday packages are very popular in the UAE. From sports and cultural tours to trade fairs and MICE events, it offers a variety of packages, each one tailor-made around the particular needs and schedules of the guest. Its professional team of staff ensure that customers enjoy the highest level of service, including the best deals that are value for money.

SATA's Educational Trips (Edu Trip) are very popular among the schools and colleges as it is packaged with a view to develop new skills for the younger generation to allow them to experience foreign cultures thus moulding them as global citizens.

Edu Trip is organised with a firm belief that learning outside the formal classroom environment and fun-filled and exciting daily programmes gives students an opportunity to learn more about various cultures and educational systems around the world and to evaluate the scope for future studies in different countries. These programmes also help them to interact with students from different countries.

SATA offers the most reliable, efficient and cost effective travel services and is recognised as an industry leader in the regional travel service market in UAE. With the emirate's strong emphasis on the travel and tourism sector, its vision and reach helps it to expand exponentially in the coming years. ♦



MORE THAN 25 YEARS OF SMILES

For more than 25 years Dufry at Sharjah International Airport has been bringing smiles to its valued customers through its wide range of tax free products. Whether you are looking for a designer fragrance, bespoke accessories or just instant coffee, you will find all these and much more at Dufry. Since 1988 Dufry has been bringing to SIA some of the world's best brands at amazing prices. With retail concepts tailored completely around customers' needs, Dufry offers a comprehensive range of products including tobacco, beverages, food and confectionery and fragrances and cosmetics. Committed to bringing customers the most innovative retail concepts, Dufry shopping guarantees complete satisfaction.

1 DUFRY OFFERS UNBEATABLE PRODUCTS AT UNBELIEVABLE PRICES

SHOPPING SPREE AT DUFRY

Duty free shops at SIA offers souvenirs and top brands at fabulous pre-flight prices

With a retail space covering 20,000 square feet and an assortment of more than 15,000 products, Dufry at Sharjah International Airport (SIA) is a true shopper's haven.

The retail giant also enjoys a collaboration with Air Arabia, enabling them to offer its duty free experience on-board as well. Dufry boasts a wide variety of products, which include fine foods and beverages, confectionery, designer fragrances, luxury watches, precious jewellery and designer accessories, all at unbelievable prices.

It has consolidated its position as a leading travel retail operation through a series of initiatives. In keeping with

its commitment to provide passengers with the best and convenient shopping experience, it recently introduced 'Buy on Departure and Collect on Arrival' programme while offering 10 per cent discount for the same.

Dufry has become the global leading travel retailer after its recent acquisition of the 'The Nuance Group' on September 9, 2014. It is now present in 63 countries with more than 1750 shops on all five continents.

In 2008, Dufry signed a merger with Hudson Group, the premier travel retailer in North America, to introduce the Hudson News concept both inside SIA and on board Air Arabia flights in 2009.

Hudson News, is North America's only national news-stand brand, and offers a wide selection of magazines, along with books, newspapers and a wide variety of travellers' necessities, snacks and bottled soft drinks. SIA has one Hudson store in the departures area.

THE WAY AHEAD FOR DUFRY

Dufry is now focussing on top-line growth, productivity and efficiency and has undertaken a series of initiatives to achieve these goals.

One such is the 'Dufry Plus One', which comprises a set of connected initiatives to better analyse and understand customer needs, identify their opportunities and provide them with the relevant purchase propositions in each shop.

As passenger numbers and operations expand at SIA, Dufry is leaving no stone unturned in providing a matchless duty free offering. It continues to attract a series of global brands due to the high potential and high visibility offered by SIA. ♦



1 ALPHA FLIGHT SERVICES FOOD PREPARATION

CULINARY DELIGHTS

State-of-the-art food technology blended with an unbeatable gourmet experience is the hallmark of Alpha Flight Services

Alpha Flight Services, a global organisation, operates 58 flight catering services and a variety of food and beverage (F&B) outlets in 58 international airports across 11 countries.

At SIA, Alpha operates the business and first class airline lounges. The company has also introduced some of its most popular internationally branded food and beverage outlets in the terminal, including World News Café, Café Med, Catalina Lounge and Cuisine Xpress, offering a wide range of regional and international dishes from around the world, including the Far East, Asia, Europe and the Middle East.

Alpha's knowledge of consumer food and packaging trends gleaned from its international operations and blended with its group of renowned chefs, give the company a distinctive edge in the catering sector. The company's development team is committed to understanding passenger requirements and expectations and constantly elicits customer feedback to provide improved services.

All meals at SIA are halal.

SKY CAFE

Quality inflight meals and services are associated with an airline's brand image. Alpha's catering service on Air

Arabia and the wide range of quality meals it serves, have significantly contributed to the 'regions first low cost carriers' excellent reputation. Using the best of ingredients and latest food technologies, the company ensures that passengers have an excellent culinary experience.

SAFETY FIRST

Alpha is a world leader in food safety compliance and was recently awarded HACCP and ISO 22000:2005 certificates for its Sharjah operations.

The company is an active participant in the creation of World Food Safety Guidelines for the aviation industry. Besides continued staff training, all personnel are professionally trained in food safety and personal hygiene prior to their employment. Trials are conducted on food, water, ice, equipment, kitchen surfaces and personnel to ensure that the utmost possible standards of hygiene is always maintained.

Combining regional hospitality with its rich international experience, Alpha Flight Services strives to generate unforgettable culinary experiences. ♦



Full Service Private Aviation Hub: The recently opened Executive Jet Terminal caters exclusively to executive jet customers and allows them to pass through customs and passport control and board the aircraft within 15 minutes after reaching the terminal.

This will further accelerate Sharjah's aviation economy and create new and exciting opportunities for all stakeholders.

1 GAMA, SIA'S EXECUTIVE JET HANDLER

GOOD BUSINESS SENSE WITH GAMA

Gama Aviation is the authorised operator for business jet handling at SIA

Gama Aviation is a global business aviation services organisation operating out of Sharjah International Airport (SIA) since 2004.

Gama has 30 bases worldwide and operates more than 90 business aircraft providing an array of business aviation services including: business aircraft charter; management; FBO (Fixed Base Operation); maintenance; valeting and aviation software services.

SOLE EXECUTIVE JET HANDLER AT SIA

In 2012 Gama Aviation took responsibility for all business aircraft handling at SIA. It provides a dedicated team that works round-the-clock, to manage business aviation traffic.

Gama's tie-up with SIA highlights the advantages and potential of Sharjah as a business jet hub and brings to the airport the expertise needed for executive jet handling.

SIA's efficiency and ease of use is a huge attraction for business aviation. The average landing to blocks-on time is just six minutes, while fuel stops consistently average 30-minutes. The airport's main appeal for the industry – and resulting growth – is the availability of slots, parking and availability of hangars, along with its convenient location, just 20 minutes from Dubai by car, or five minutes by helicopter. Clients can also drive directly to their aircraft thereby saving time.

Expansion of Gama Aviation's services at SIA has continued with Gama Support Services FZE (GSS FZE) of the UAE being awarded the GCAA CAR Part 145 approval, initially supporting Challenger, Global, Legacy and King Air operations. This approval has built on the achievement of GSS FZE's sister company, Gama Aviation FZE, becoming one of the first UAE-based business jet operators to achieve CAR Part M Maintenance

Management Approval. CAR Part M is the latest continual airworthiness management requirement designed to ensure the highest level of safety and quality. It is overseen by the operators themselves, rather than the regulatory authority.

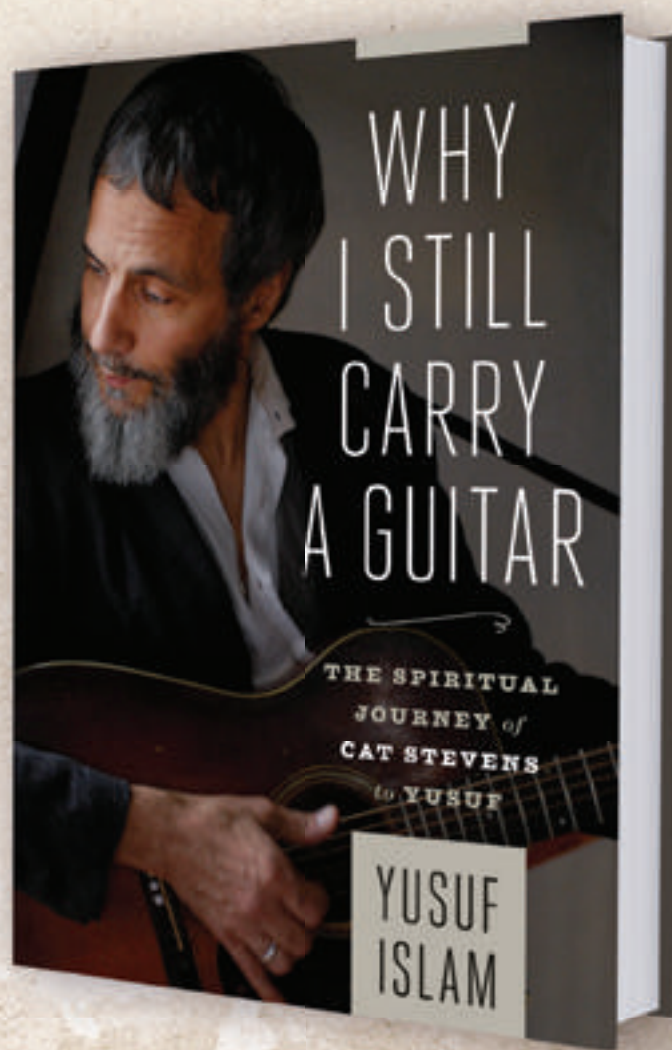
NEW EXECUTIVE JET TERMINAL AT SIA

In July 2014 Gama Aviation opened a new Executive Jet Terminal at SIA, creating a fully serviced private aviation hub. This marks the completion of phase one of the company's \$15 million investment programme at SIA. The new terminal, caters exclusively to executive jet customers and allows them to pass through customs and passport control and board the aircraft within 15 minutes of reaching the terminal. The majority of its regional fleet is based at this facility.

The second phase of Gama's SIA expansion, which is nearing completion, includes a hangar facility catering to business jets and for air medical services.

A number of significant achievements combined with new facilities and infrastructure have helped Gama establish itself as a fast and convenient gateway for business and private visitors to Sharjah, Dubai and the northern emirates; and the first choice for refuelling and technical stops for business jet operators flying through the Middle East. ♦

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Sharjah International Airport (SIA) has five cargo terminals with a total combined floor area of 32,000 square meters and can handle all types of cargo, including livestock.

1 CARGO LOADING AT SIA

AIR CARGO HUB

SIA is one of the region's leading air cargo hubs

Being at the center of the eastern and western trade corridors, Sharjah is known as the crossroads of the south. The emirate is the handler of its own cargo and has in-house trucking with easy access to both Port Khorfakkan on the Gulf of Oman and Port Khalid on the Arabian Gulf. Sharjah therefore can provide fully intermodal air, land and sea transportation services to any part of the world.

Sharjah International Airport (SIA) has five cargo terminals with a total floor area of 32,000sq m served by dedicated cargo aircraft parking positions equipped to handle up to 16 different types of aircraft including code F.

SIA was the first in the Middle East to introduce an online 'Advanced Track and Trace System' for cargo and install touchscreens at convenient locations to provide on-the-spot updates on shipments.

The airport also offers door-to-door delivery and has introduced barcoding in cargo handling using latest technology to cargo business.

The freight center is renowned for its speedy and efficient services and can provide customer specific and

customised operations for clients at extremely competitive rates.

Recently, SIA introduced an e-Clearance cargo portal facilitating IATA's e-airway bill initiative for all airlines operating in and out of Sharjah. A joint initiative by SIA and the Customs Authority, e-service facilitates the issuance of delivery orders and bills of entry through a single portal, thereby streamlining procedures and reducing processing and waiting time.

UNPRECEDENTED GROWTH

The freight handling volume at SIA crossed 295,000 tonnes last year while the freight centre's total capacity is roughly 700,000 tons. Currently, the centre serves more than 250 companies and airlines. SIA is also a popular transshipment stop, especially for intermodal cargo. In fact, it holds the world record for the fastest transit times that cargo can be shipped into the seaports and flown out of the airport.

UPGRADE OF FACILITIES

SIA has installed and upgraded its facility with millions of dirhams worth of

new equipment to meet the demands of Sharjah's diverse airfreight sector. The cargo terminals have been fitted with state-of-the-art equipment which includes a 20-foot-long truck dock capable of handling cargo weighing up to 14 tons, dock levellers used for smaller trucks and driven roller conveyers. Sharjah has been accredited with a RA3 status for serving European markets. ♦

KEY FEATURES

Global connectivity

Large freight terminal and warehouse area

Quick and efficient processing

Advanced track and trace system

Special handling and dedicated areas for livestock, perishables,

Hazardous goods, etc.

Proximity and easy access to Dubai and northern emirates

Dedicated aprons and parking bays for freighters



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- 1 DEPARTMENT OF ISLAMIC AFFAIRS OFFICE
- 2 SHARJAH'S ICONIC LANDMARK
- 3 BUHEIRAH CORNICHE MOSQUE

SHARJAH: THE CAPITAL OF ISLAMIC CULTURE

Drive through the heart of Sharjah to experience an enchanting city with a truly ethnic Arab and Islamic flavour

The modern emirate of Sharjah with its beautifully landscaped avenues has seamlessly blended the splendour of tradition with the convenience and ease of a contemporary living.

In recognition of the rich heritage of the city and the role it plays in cultural development, it was named the Capital of Islamic Culture for 2014.

RECENT HISTORY

In the early 18th century, the emirate, was a strong marine power. The city flourished with the help of coastal trading and pearling. Fast forward to 1932 and aviation history was made with Imperial Airways flights

departing from England to India and vice versa.

On December 2, 1971, Sharjah became part of the UAE as a founder member. In 1972, H.H. Dr. Sheikh Sultan Bin Mohammad Al Qasimi succeeded as the Ruler. In the same year, oil was discovered in the emirate.

CULTURAL HOTSPOT

Sharjah kept its rich heritage alive by weaving its tradition into every aspect of modern development. In 1998, the emirate was named the 'Cultural Capital of the Arab World' by UNESCO.

Since 1982, the Department of Culture and Information has been organising The

Sharjah World Book Fair, a 10 day annual event. It encourages reading among the population and to make quality books available at affordable prices

Another initiative is the 'Culture without borders' project which plans to establish a library in every home. Based on the directions of the Ruler, 50 books are being distributed to every local family in the emirate.

Sharjah Festival Days is an annual cultural programme promoting local theatrical productions.

Using the emirate's architectural landmarks as a canvas, the public are treated to dazzling sound and light displays in the annual Sharjah Light and Sound Festival.

The recently built Roman-style Al Majaz Amphitheatre covers 7,238sq m and accommodates up to 4,500 people. The building is the official venue for the Sharjah Capital of Islamic Culture (SICC) 2014 celebrations as well as other international cultural and art events.

Ramadan, the month of fasting and worship in the Muslim faith, is celebrated with much joy and spirituality. Prominent roads and public squares are decorated with festive lights and the city comes alive at night.

CITY OF MUSEUMS

Sharjah has many museums and heritage sites dedicated to preserving its rich



2



3

history as well as showcasing contemporary art and sciences.

The Sharjah Museum of Islamic Civilisation is housed in a striking building, which is one of the jewels of Islamic Architecture. It has several galleries showcasing the contribution of Islamic civilisation. The museum also organises special exhibitions such as the 'Early Capitals of Islamic Culture - The Artistic Legacy of Umayyad Damascus and Abbasid Baghdad (650–950)' which runs up until January 2015.

The Sharjah Calligraphy Museum is the only one in the Arab world devoted entirely to calligraphy and showcases centuries of Arabian heritage in the form of beautifully written scripts.

Al Mahatta in Sharjah, the first airport in the UAE, is now converted into Al Mahatta Museum which documents the history of aviation in the emirate and exhibits aircrafts from that era.

The sea played a key role in its growth and was the main reason for the early settlers choosing this area over 6,000 years ago. The Sharjah Maritime Museum houses traditional dhows, trading and pearling designed according to their use. See how Arabian pearls were classified, measured and weighed and learn about old, traditional fishing methods.

More than 100 classic car brands made between 1917 and the 1960s

are on display at the Sharjah Classic Car Museum.

Also worth a visit are Sharjah Science Museum; Sharjah Archaeology Museum; Sharjah Art Museum; Sharjah Heritage Museum; Sharjah Discovery Center and Sharjah Aquarium.

CITY OF KNOWLEDGE

With its University City and numerous scientific research facilities, libraries and archaeological centers, Sharjah is a magnet for researchers, art, culture and science buffs. The University City houses the prestigious American University of Sharjah, Sharjah University, the Higher Colleges of Technology, the Sharjah Institute of Technology, Sharjah Police Academy and Skyline University.

REST AND RECREATION

Sharjah has plenty of fun filled options for outdoor recreation. The latest is the Al Montazah Amusement and Waterpark which covers 126,000sq m.

The Al Majaz Waterfront Park overlooks the serene Khalid Lagoon with amenities that include restaurants, cafés, play areas, entertainment and cultural areas, a mosque, jogging and bike tracks and a sculpture park.

Al Qasba is another landmark, featuring a manmade canal and a large observation wheel.

Sharjah has many well maintained beaches such as the Al Khan Beach, Al Mamzar and the Corniche - ideal for family fun.

It is a delight for shopaholics with its open air souks and new shopping malls. A must see is the Blue Souk overlooking the Khalid Lagoon and consisting of six splendid buildings covered in blue tiles. Also known as the Central Market, it has more than 600 shops offering general merchandise as well as traditional items.

CENTER FOR TRADE AND COMMERCE

Sharjah is the industrial hub of the UAE, accounting for more than 40 per cent of the country's industrial GDP. It is the only emirate with seaports on the Arabian Gulf and the Indian Ocean. As such it has evolved into a major logistic hub due to its integrated air and sea links.

Sharjah Airport International Free Zone (SAIF-Zone) and SIA have made a major contribution to the economic development of the emirate. The Sharjah Government's investor friendly policies and attractive incentives package have made it the preferred destination for business and industry.

Sharjah is truly a kaleidoscope of cultural, leisure and business opportunities and has evolved into a leading tourist and business destination. ♦

QUICK GUIDE



ART AREA

1	Sharjah Art Galleries	1E
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HERITAGE AREA

2	Sharjah Hisn (fort)	1E
3	Arabic Calligraphy Square	1E
4	Bait Al Naboodah	1D
5	Bait Khalid Bin Ibrahim	1E
6	Majlis of Al Midfa	1D
7	Sharjah Institute for Theatrical Arts	1D

MUSEUMS

8	Al Eslah School Museum	1D
9	Al Mahatta Museum	2D
10	Arabia's Wildlife Centre	5F
11	Children's Farm	5F
12	Dr Sultan Al Qasimi Centre of Gulf Studies	5F
13	Sharjah Aquarium	1C
14	Sharjah Archaeology Museum	3E
15	Sharjah Art Museum	1E
16	Sharjah Calligraphy Museum	1E
17	Sharjah Discovery Centre	5F
18	Sharjah Heritage Museum	1E
19	Sharjah Maritime Museum	1E
20	Sharjah Museum of Islamic Arts and Culture	1E
21	Sharjah Natural History Museum	2E
22	Sharjah Botanical Museum	2E
23	Sharjah Science Museum	3E

MOSQUES

24	Abu Baker Al Siddique Mosque	2E
25	Ahmed Bin Hanbal Mosque	3F
26	Al Bara Bin Azed Mosque	1F
27	Al Hoda Mosque	2C
28	Al Khoz Mosque	2F
29	Al Maghfirah Mosque	1E
30	Al Majaz Mosque	3C
31	Al Noor Mosque	2D
32	Al Qasba Mosque	2C
33	King Faisal Mosque	2D

CINEMAS

1	Al Hamra Cinema	1E
2	Novo Shara	3B
3	Metro Cinema	3C
4	Novo Al Buhaira	2D
5	Novo Mega Mall	3C
6	Star Cineplex	3C

HOSPITALS

1	Al Qassemi Government Hospital	4E
2	Al Zahra Private Hospital	2E
3	Central Private Hospital	2E
4	Kuwaiti Government Hospital	2F
5	Royal Private Hospital	2F
6	Zuleka Private Hospital	2F
7	University Hospital Sharjah	5E

PARKS, SHOPPING – SOUQ

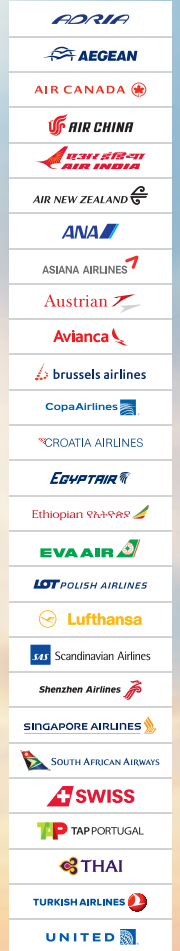
1	Al Ghuwair Centre	2E
2	Central Souq	2E
3	Fish Market	1D
4	Fruit and Vegetable Souq (New)	3D
5	Fruit and Vegetable Souq(Old)	1D
6	Plant Souq	1D
7	Souq Al Arsah	1D
8	Textile Souq	2E
9	The Gold Centre	3E

MALLS

10	Al Falah Plaza	3D
11	Al Fardan Centre	3C
12	Arab Mall	3B
13	Ansar Mall	3B
14	Crystal Plaza Shopping Mall	2D
15	Emax Big Box	3C
16	Lulu Centre	1E
17	Mega Mall	2D
18	Mubarak Centre	2E
19	Safeer Mall	3B
20	Sahara Centre	3A
21	Sarah Shopping Centre	1E
22	Sharjah City Centre	3C

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