

2016
YEARBOOK



مطار الشارقة الدولي
Sharjah International Airport

SHARJAH

INTERNATIONAL AIRPORT



Success.
Built on Partnership.



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SHARJAH

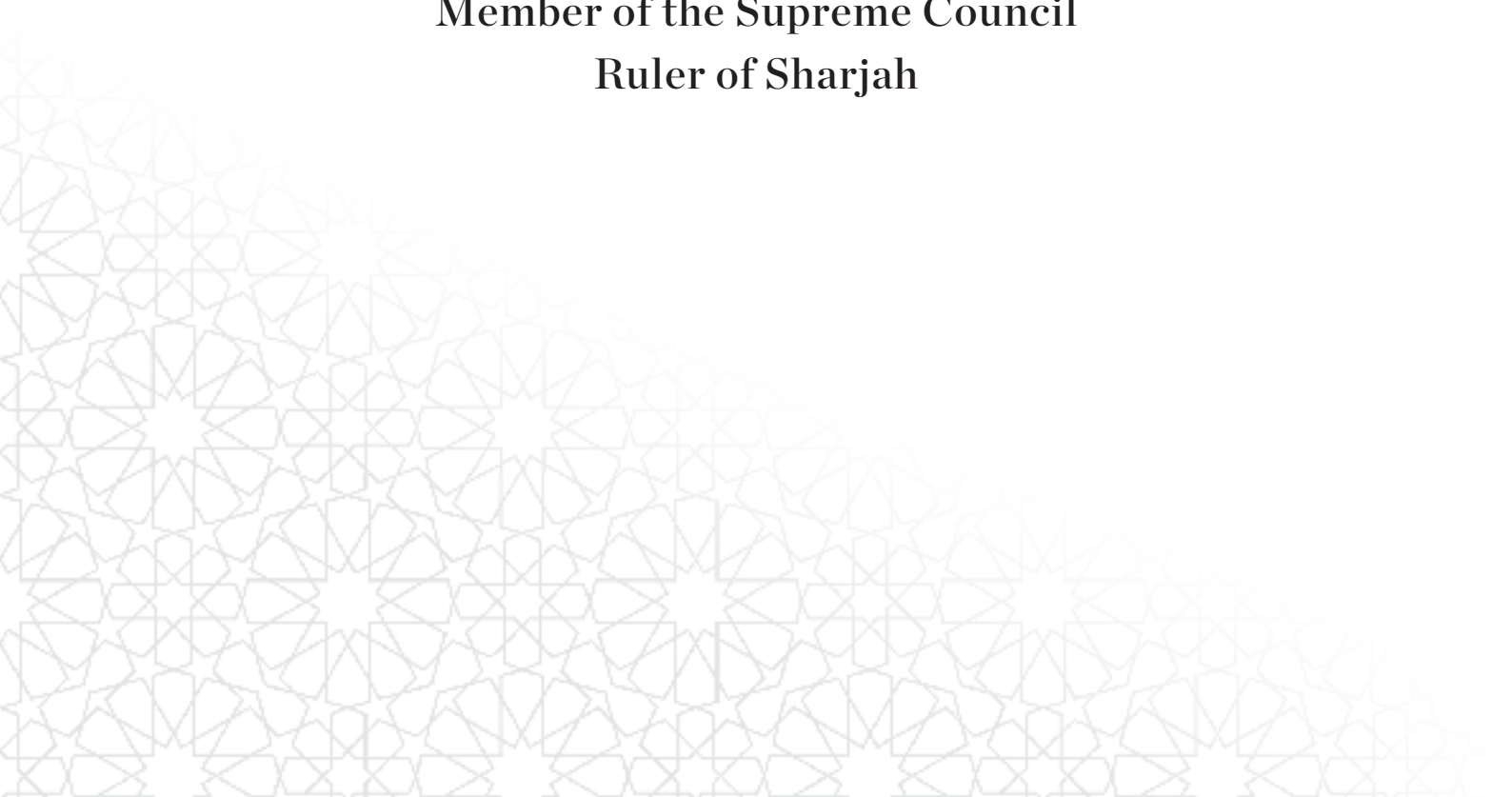
INTERNATIONAL AIRPORT

YEARBOOK 2016



**His Highness
Dr. Sheikh Sultan Bin Mohammad Al Qasimi**

**Member of the Supreme Council
Ruler of Sharjah**





CONTENTS

6

MISSION, VISION & VALUES

7

HISTORY OF AVIATION
IN SHARJAH

10

RECENT RUNWAY EXPANSION

12

INTERNATIONAL AVIATION
OVERVIEW

14

UAE AVIATION OVERVIEW

16

SIA IN NUMBERS

18

SIA FACILITIES

20

TEAMS AT SIA

21

GROUND HANDLING WITH SAS

22

FLY WITH AIR ARABIA

24

MEET AND GREET WITH HALA

25

BOOK YOUR TRIP WITH SATA

26

SHOP WITH DUFRI

28

DINE WITH ALPHA

30

BUSINESS AVIATION

31

GAMA AVAIIATION

32

AIR CARGO CAPABILITIES

34

ENVIRONMENTAL FOCUS

36

NGAP AND EMIRATISATION

38

INNOVATION IN AVIATION

40

DISCOVER SHARJAH

44

AIRPORT DIRECTORY



Dubai
Hong Kong
Las Vegas
New York
Palm Beach
London
Geneva
Moscow

THE INTELLIGENT GATEWAY TO DUBAI AND THE NORTHERN EMIRATES.

Our Sharjah FBO is just a 30 minute drive from downtown Dubai.

Whether you require long term parking and hangar space, a fast fuel stop or business jet maintenance, our state-of-the-art facilities make Sharjah International Airport the only destination to choose.

For detailed handling and maintenance information or to find out about our other services on offer at Sharjah, please contact our FBO team on **+971 6 573 4371**.

Charter. Management. Maintenance.
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Gama Aviation

OUR MISSION

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

OUR VISION

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

OUR VALUES

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.

To realize our vision, mission, goals, and priorities, we shall exert every effort to achieve the following in all our activities:

- Gaining the confidence and trust of our supervising bodies, employees, stakeholders, customers, and the public through strict adherence & commitment to all applicable laws, regulations, legal and other requirements, best practices, and quality management system standard ISO 9001:2008 , environment management system standard ISO 14001:2004, health and safety management system standard OHSAS 18001:2007;
- Ensuring the satisfaction of our valued customers, stakeholders, public and other interested parties through simple procedures customer-oriented approach and excellent services;
- Conducting all our business operations in such a way as to protect and conserve the environment, to minimize all risks to human health and safety as well as the environment;

- Commitment to prevention injury & and ill health and continual improve the occupational health and safety management system and its performance;
- Systematically monitoring, measuring, reviewing and taking effective actions to mitigate adverse risks and enhancing positive impacts on the Quality, Environment, Health and Safety of all our activities;
- Actively manage carbon emissions that are within our control through a formal carbon management plan, including performance improvement targets and a systematic framework for monitoring, measuring and reporting our carbon emissions.
- Communicating our policy and objectives to all our employees, stakeholders, partners, customers, interested parties and the public; and
- Continually improving the effectiveness of our Integrated Management System through periodic monitoring and review of its performance and suitability.

The above policy provides the framework and sets the basis for establishing and reviewing our quality, environmental, health & safety objectives at all relevant functions of Sharjah Airport Authority. It will be reviewed periodically for continuing suitability.



HISTORY

The UAE is considered to be a world leader in the field of aviation, but few know that Sharjah was where it all began.

The UAE's relationship with aviation began in 1929 when British firm Imperial Airways (now British Airways) approached the late ruler of Sharjah, His Highness Sheikh Sultan bin Saqr (may his soul rest in peace) for permission to build a landing spot for planes en route from England to India.

He agreed, considering the deal a great step forward for the Emirate both financially and strategically, and therefore Al Mahatta airport opened in 1932 with a short runway and a fort to accommodate passengers and crew. The fort, which had taken less than 2 months to erect, was a simple clean design with inward facing rooms and 2 watchtowers. The runway was established by smoothing salt- flats near to the sea. Today where the runway once was is a bustling commercial area of Sharjah, vibrant with shops, people and café's.



TIMELINE

OF AVIATION
IN SHARJAH



1929

IMPERIAL AIRWAYS APPROACH
SHARJAH TO BUILD AN AIRPORT

1940

THE ROYAL AIRFORCE USE
AL MAHATTA AS A BASE
DURING THE 2ND WORLD WAR



1932

AL MAHATTA AIRPORT OPENS AND
SHARJAH BEGINS RECEIVING FLIGHTS

1950

THE FORT IS USED BY THE TRUCIAL OMAN SCOUTS
AS THEIR HEADQUARTERS WHILST THEY POLICED
THE AREA BETWEEN SAUDI ARABIA AND OMAN

1960

A NEW TERMINAL
OPENS AT AL MAHATTA
AND THE AIRPORT
BECAME A TRAINING
BASE FOR PILOTS



1977

SHARJAH INTERNATIONAL OPENS AND
AL MAHATTA CLOSES, EVENTUALLY
FALLING INTO DISREPAIR

1971

THE ROYAL AIRFORCE
LEAVE AL MAHATTA
AIRPORT AND THE UAE



1998

AL MAHATTA MUSEUM OPENS AT THE ORIGINAL
AIRPORT AFTER BEING RESTORED

TAKING FLIGHT

SIA runway continues to guide aircraft to the skies and safely on the ground

NEW RUNWAY

OPENED: 2014

LENGTH: 4060 metres

WIDTH: 60m

COST: AED 500 million

The establishment of the new runway in 2014 has resulted in great success for Sharjah International Airport. Not only permitting unrestricted operations of the largest aircraft including Airbus A380, Boeing 747-800, and Antonov 225 type aircraft. Eight new link taxiways and two high-speed runway exits were constructed as part of the same project. These additions have increased the connectivity between the runway, passenger terminal, and cargo aprons and also improve the efficiency of the fuel burn of aircraft on ground from touch down to the apron stands.

As a result passenger numbers increased by almost one million footfall in 2014, compared to the previous year.

The new runway is also equipped with modern aeronautical lighting and airfield systems, which will increase safety standards and allow operations in reduced levels of visibility (CAT II). The new infrastructure has built-in allowances for equipment to be easily upgraded to allow operations during low levels of visibility (CAT IIIB) in the future.



A new Air Tower Control was established with the latest air navigation and air control systems, for emergency situations to ensure the smooth and continued air operations at Sharjah International Airport.

Continuous development of the airport will only allow passenger numbers and aircraft movements to increase. In addition, as the runway has the capabilities to cater for larger aircraft, there is a new business market that can be explored.

Low fares from Sharjah to more destinations



Fly More from Sharjah to over 90 destinations

Armenia	Egypt	Iraq	Kuwait	Pakistan	Sri Lanka
Bahrain	Georgia	Jordan	Lebanon	Qatar	Sudan
Bangladesh	India	Kazakhstan	Nepal	Russia	Turkey
China	Iran	Kenya	Oman	Saudi Arabia	Ukraine

 Preselect your seat  Preselect your meal  Preselect baggage allowance  Choose Flexible-fare  Add Travel insurance

Book at www.airarabia.com | Call Sharjah (06)5580000,
Abu Dhabi (02)6315888, Al Ain (03) 7666630,
Ras Al Khaimah 07 2284177 or visit our sales offices or travel agents

العربية للطيران
airarabia.com

INTERNATIONAL AVIATION OVERVIEW

International aviation is thriving and as the safest way to travel, it is enabling passengers to explore the world and allowing businesses to grow. The industry is developing through the employment of cutting edge technologies and innovation programs that are encouraging individuals and organisations to make the industry bigger, better and more efficient.

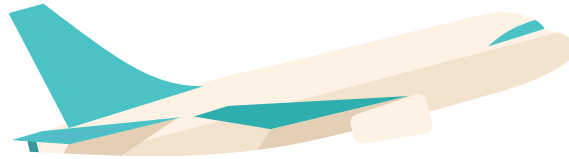
12,000
NEW AIRCRAFT

will have to purchase at a cost of **\$1.3 trillion**, in order for the aviation industry to reach its target of **1.5%** average fleet fuel efficiency improvement per annum from 2010 until 2020, the world's airlines.

THE SOUTH AFRICAN HORN MADE INFAMOUS AT THE **2010 WORLD CUP, THE VUVUZELA**, AT FULL BLAST IS RATED AT **127 DECIBELS**. AN **A380** ON THE OTHER HAND TAKES OFF WITH A RELATIVE WHISPER AT **82DB**.

GLOBALLY, THE AVERAGE OCCUPANCY OF AIRCRAFT IS **AROUND 80%, GREATER THAN OTHER FORMS OF TRANSPORT.**





1,397
25,000
3,864

AIRLINES OPERATE A FLEET OF
AIRCRAFT SERVING
AIRPORTS THROUGH A ROUTE
NETWORK OF SEVERAL MILLION
KMS MANAGED BY
AIR NAVIGATION SERVICE
PROVIDERS.

173



\$1 TRILLION

BY 2026, IS FORECAST THAT AVIATION
WILL CONTRIBUTED TO WORLD GDP.

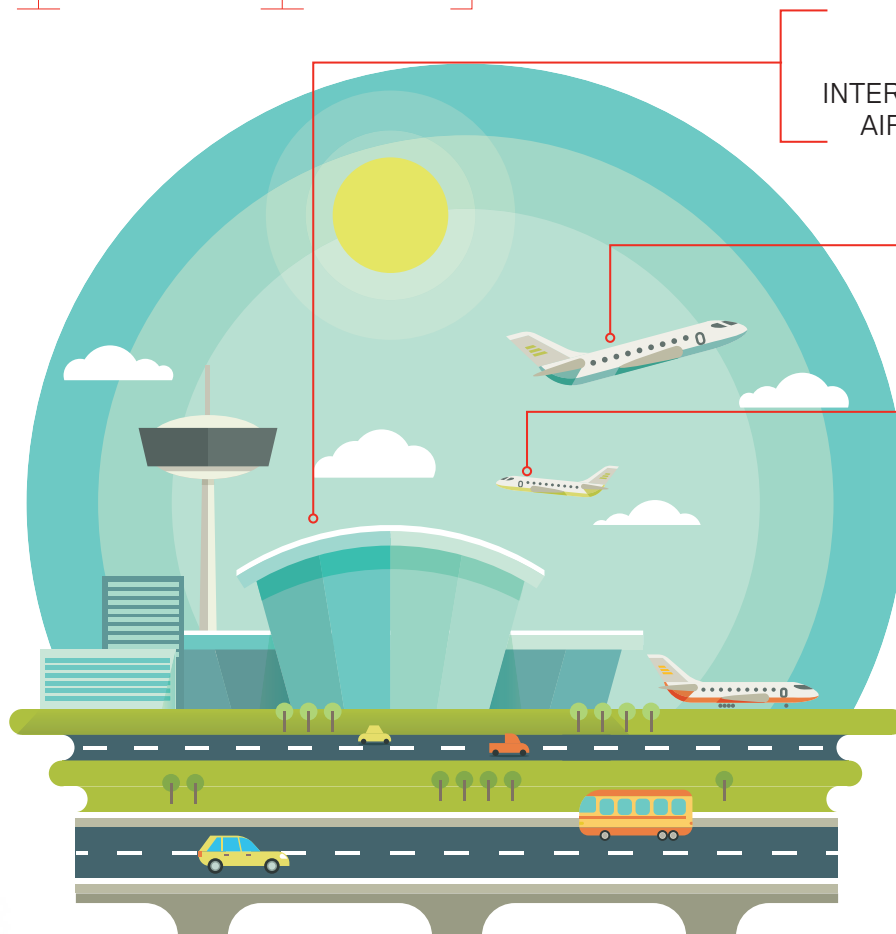
21ST

IN THE WORLD IF AVIATION WERE A COUNTRY,
IT WOULD RANK IN TERMS OF GROSS
DOMESTIC PRODUCT (GDP), GENERATING
\$606 BILLION OF GDP PER YEAR.

OVER 58 MILLION

PEOPLE ARE EMPLOYED WORLDWIDE IN
AVIATION AND RELATED TOURISM.





7

INTERNATIONAL
AIRPORTS

2500

APPROX. DAILY AIR TRAFFIC
MOVEMENTS

4

NATIONAL
CARRIERS

225,000

PEOPLE EMPLOYED
IN AVIATION

400,000

PEOPLE PROJECTED TO
BE EMPLOYED BY

2033

UAE AVIATION OVERVIEW

Aviation in the UAE has developed and is continuing to develop at an unprecedented rate. The industry currently employs over 225,000 people within the UAE, and it is projected that more than 400,000 people will be employed by 2033. The speed at which the industry has developed is astonishing, but reflects the commitment of country to enable the industry to thrive.

The UAE however has come a long way over the past 80 years and now boasts 7 international airports; Abu Dhabi, Dubai, Al Ain, Fujairah, Sharjah, Ras Al Khaimah and Al Maktoum airport in Dubai. They remain dedicated to making the UAE the most

successful region in the world for aviation and continue to strive forward in order to achieve this.

The UAE is home to 4 carriers; Etihad Airways and Emirates Airline dominate the long haul international market for the region and flydubai and AirArabia are continuing to increase their market share for the short to medium haul market in the region. All are showing major potential for the future to continue the growth and development of global business. The UAE is rapidly becoming a hub of innovation with major projects planned across the region that will see the UAE remaining at the cutting edge of technological development at all times.

The return on this investment is always green

Join the movement for a greener, more sustainable UAE.
Become an EWS-WWF Corporate Member.



To learn more,
contact us now.
www.ewswwf.ae

Environmental sustainability is increasingly important in today's competitive corporate world. By joining EWS-WWF's Corporate Membership Programme, your company can actively help us combat climate change, promote environmental education and conserve biodiversity in the UAE. In return, you will gain access to inspiring resources, experiences, and recognition for your business' commitment to a sustainable future.



SIA IN NUMBERS

2015 Figures



FLIGHT



PASSENGERS

	SCHEDULED	NON-SCHEDULED	TOTAL	IN	OUT	TRANSFERRED	TRANSIT	TOTAL
JAN	5,441	281	5,722	367,238	342,578	124,189	1,910	835,915
FEB	4,957	242	5,199	307,623	300,939	120,280	1,928	730,770
MAR	5,654	290	5,944	345,005	347,735	130,844	3,032	826,616
APR	5,532	291	5,823	353,289	331,046	128,833	1,480	814,648
MAY	5,591	335	5,926	344,483	332,215	133,997	13	810,708
JUN	5,374	282	5,656	310,842	335,577	128,632	242	775,293
JUL	5,875	290	6,165	316,799	387,211	133,306	0	837,316
AUG	6,060	274	6,334	420,754	361,500	146,643	0	928,897
SEP	5,987	255	6,242	377,698	362,555	144,722	631	885,606
OCT	5,973	226	6,199	368,497	345,216	146,852	144	860,709
NOV	5,680	202	5,882	343,119	340,128	134,475	0	817,722
DEC**	6,213	235	6,448	383,383	359,162	152,784	150	895,479
TOTAL	68,337	3,203	71,540	4,238,730	4,145,862	1,625,557	9,530	10,019,679



FREIGHT HANDLED

	IN	OUT	TRANSIT	TOTAL	TRANSFERRED	SEA-AIR CARGO
JAN	5,698	7,408	2,016	15,122	4,004	1,388
FEB	6,139	7,410	2,244	15,793	4,488	1,230
MAR	7,096	9,236	2,391	18,723	4,766	1,946
APR	6,875	9,185	2,696	18,756	5,376	1,761
MAY	7,191	9,856	2,549	19,569	5,100	1,857
JUN	7,565	10,185	2,787	20,537	5,508	1,313
JUL	6,972	8,174	2,248	17,394	4,450	1,745
AUG	7,008	8,425	2,417	17,877	4,820	1,964
SEP	7,502	8,123	2,619	18,244	5,272	1,501
OCT	7,151	7,455	2,447	17,053	5,454	1,343
NOV	7,114	7,943	2,605	17,662	5,252	1,423
DEC**	7,440	7,756	2,545	17,741	5,674	1,398
TOTAL	83,751	101,183	29,564	214,498	60,164	18,869

ALL WEIGHTS ARE IN TONNES

** PROJECTED FIGURES FOR DECEMBER 2015

FACILITIES AT SIA

All bases are covered to ensure your journey is as seamless and enjoyable as possible

AIRPORT PASS TO ESCORT FAMILY

Airport passes can be issued to family members wishing to escort their loved ones through the check-in process. For more information please call 06 5581111.

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. Residents in the UAE who wish to invite friends or family to visit may apply for a visa through SATA (Sharjah Airport Travel Agency).

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

BANKS AND EXCHANGE CENTRES

All financial needs are covered at SIA; the main terminal houses a bank, a range of ATMs and a money exchange centre.

COMMUNICATIONS

Telephones are located throughout the airport; calls within Sharjah are free and international calls can be made via cash or credit card telephones. Email and internet facilities for passengers and the public are also available.

FOOD COURTS

A wide range of international cuisine is available throughout the airport to cater for all passenger's culinary requirements.

FIRST CLASS AND BUSINESS CLASS LOUNGES

Indulge in luxury and relax in style at one of SIA's executive lounges, offering refreshments and a range of amenities.

HALA SERVICES

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





DUTY FREE SHOPPING

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

PLAY AREA

Young children are safe to have fun and play in the departures terminal, whilst parents eat, relax or shop.

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.

PORTERS

SIA offers convenient portorage services to all passengers for a nominal fee. Porter's desk is located in the departures hall

MEDICAL FACILITIES

SIA's main dome houses a well-equipped

clinic, as well as a pharmacy that offers 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. F&B outlets and a convenience shop.

SMOKING ROOMS

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

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.

TRANSIT HOTEL

Take the chance to relax during your

transit time and check into the hotel during your stay at SIA.

INFORMATION DESK SATA

Visit SATA for all your travel needs; whether business or pleasure, SATA have every aspect of your trip covered.

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

SATA DOWNTOWN OFFICE

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



KEEPING SIA MOVING

With an operation that is always open, SIA is dependent on a number of teams to keep everything running smoothly.

AIR TRAFFIC CONTROL

With thousands of aircraft movements each year, the safety of Sharjah's skies are in the hands of a team of highly experienced Air Traffic Controllers that ensure that Sharjah's 100 square-mile airspace is closely monitored.

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 team facilitate smooth landings and take offs all year round with consistent up-to-date weather information.

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 ENOVA, 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.

AVIATION CATERING

Alpha Flight Group is responsible for catering at SIA as well as onboard all Air Arabia flights. With international experience and award winning chefs, they provide food to an exceptionally high standard through utilising the freshest of ingredients and producing meal to please a variety of palates.

TRAINING AND DEVELOPMENT

In order to maintain maximum motivation of staff, SIA continuously invest in staff training and development. In partnership with the Department of Civil Aviation, SIA's human resources department tailor makes programmes for different sections of the airport.

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. SIA also regularly provides a range of training opportunities to young people.

SIA FIRE TEAM

As part of ongoing investment and the ensurance of safety and security of all passengers, SIA has the youngest fleet of fire fighting vehicles and Mobile Commando Centres in the region.

HITTING THE GROUND RUNNING

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

S Sharjah Aviation Services (SAS) was launched in 2007 as 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. SAS delivers a comprehensive range of passenger, ramp and cargo handling services for airlines and their clients at Sharjah International Airport (SIA).

"Flights to and from the airport arrive and leave on time 98% of the time, beating

the industry average of 82%"

With more than 1,500 highly competent staff and a GSE owning its youngest fleet of more than 600 specialised vehicles and equipment, provides SAS with the capabilities of running the highly logistical task efficiently.

SAS allows its clients to choose for a comprehensive standard range of ground handling services, which can be tailored to customers specific operational requirements and even complemented

with additional requests and services. Their impeccable service is supported by the fastest turnaround and shortest connecting times in the region for both passengers and cargo.

SAS has upgraded its facilities with level 3 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 catering its customers and its business class passengers with a premium handling with an easy accessibility avoiding queues paving way to a better handling standard for all first and business passengers using SIA.

SAS is committed to ensuring the comfort and safety of passengers with a range of services, including a dedicated Hala welcome service. Additionally, every passenger can experience VIP treatment by using the new "pay-as-you-go" airport lounges. For a nominal price, passengers can take advantage of 24/7 access to complementary hot and cold food and drinks, shower facilities, free Wi-Fi and internet access, while enjoying watching the airport in action.





AIR ARABIA: ON THE UP, AND UP

Air Arabia, the MENA region's first and largest low cost carrier, is continuing on its schedule to dominate the short haul market, and is receiving many accolades as an illustration of their success.

Air Arabia, the MENA region's first and largest low cost carrier, is continuing on its schedule to dominate the short haul market, and is receiving many accolades as an illustration of their success.

2015 has been a groundbreaking year for the airline, including expanding its route network to more than 115 destinations, increasing its total fleet size to 44 new Airbus A320 aircraft, and opening a fifth international hub in Amman, Jordan. Air Arabia was also responsible for two industry firsts last year; with the introduction of Airewards, they became the first Low Cost Carrier in the MENA region to offer a rewards scheme for customers. It also became the first low-cost airline from the Middle East and Africa to enter the Chinese market, with the launch of regular non-stop services to Urumqi, the largest city in Western China.

"2015 has been a year of significant expansion and real innovation for Air Arabia. Every new initiative over the last twelve months has been launched squarely with the objective of offering more value, flexibility and convenience to our customers. We have been delighted by their response, which is helping the airline to reach new heights in 2015." Adel A. Ali, Group Chief Executive Officer of Air Arabia

AWARDS 2015

- Best Low-cost Airline in the Middle East - Skytrax World Airline Awards in France, "Best Low-Cost Carrier - 2015 World Tourism Forum Awards in Turkey
- Award for Customer Innovation - Aviation Achievement Awards.
- Low Cost Airline of the Year and Airline of the Year - Middle East Aviation Business Awards 2015


115

DESTINATIONS

44

 AIRBUS A320 IN
THE FLEET

44

 AIRBUS A320
ON ORDER

5

HUBS


**3.6
MILLION**

 PASSENGER NUMBERS FOR
FIRST 6 MONTHS 2015

AED 1.75 BILLION

TURNOVER FOR FIRST 6 MONTHS 2015

AED 237 MILLION

NET PROFIT FOR FIRST 6 MONTHS 2015



HALA

Meet & Greet at SIA

M

Make travelling a breeze with assistance from Hala, with Fast Track Check-In and Immigration clearance, Porter services and extensive Visa support service; it helps make your journey as easy and seamless as possible.

VIP EXPERIENCE

Passengers opting for HALA services are guided through premium check in desks, dedicated security and immigration counters and priority boarding gates by multilingual HALA executives; and the entire process is completed in an average time of seven minutes.

VISA ON ARRIVAL

Hala's dedicated visa team manage all visa formalities for guests ensuring a hassle-free transit at Sharjah. Services include a 96-hour transit visa for travellers who apply at their local Air Arabia reservations office or on arrival at Sharjah. Visas are subject to approval by Immigration authorities.

GO GOLD

For passengers departing from Sharjah, Hala's Gold Package offers passengers a truly luxurious travel experience and includes a Porter service, Meet &

Assist service and access to the Business Class lounge. Passengers also have the option to personalise their requirements and can even select one service at the time. Special Services are also available for the elderly and people with reduced mobility

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

FLYING SOLO

Unaccompanied minors can travel in complete safety and comfort with Hala and parents can be reassured that the best care is being given. 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, unaccompanied minors are met at the aircraft gates by Hala staff. The requisite documentation is then completed before continuing on the journey.

BOOKINGS

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

WEBSITE: www.hala-services.ae

Hala Call Center: +971 6 5581100

EMAIL: hala-services@sharjahaviation.com





TRUST SATA

Sort all your travel needs with SATA

Let SATA take the reigns and organise all your travels requirements, permitting you to relax and enjoy your trip. Planning any holiday can be a complex task, when considering airline reservations and ticketing; customised inbound/outbound holiday packages; hotel reservations; UAE visit visa packages; Global visa services(GVS); car rentals and much more, SATA has every travel need covered.

- Owned by Sharjah Airport Authority, SATA was established in 1984 and is now recognised as a market leader.

UMRAH WITH SATA

SATA has attained a distinct reputation among the public for providing the highest level of service to the pilgrims at very affordable prices. The staff works with an element of dedication and professionalism to continuously improve the standard of service

offered to the pilgrims. This reputation is attained by streamlining, harmonising and educating the staff about the pilgrims needs and the management's evolving concept of service excellence.

VISA SOLUTIONS WITH SATA

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.

TRAVEL AT SPEED

Whether you want Europe, Japan, Canada, Australia, USA, Korea and many more destinations... we can get you there by train!

"Trust in SATA for everything you need to travel with the reassurance every detail has been pre-arranged by the UAE's leading travel agent."



DUFRY SHOPPING PARADISE

Shop till you depart at Dufry

A Allow time to spare before departing at SIA, as the extensive range of products on offer will keep even the most discerning of travellers busy for quite some time. It is the ideal destination to pick up regional souvenirs and fabulous luxury items.

Dufry has more than 50 years of experience in travel retail – just one reason that has contributed to the success of the company as one of the leading travel retailers worldwide.

COMPANY PROFILE

- Dufry is a global travel retailer with operations in more than 62 countries.
- Dufry operates over 2000 shops located at airports, cruise liners, seaports, and other touristic locations.
- Dufry provides its customers with prestigious brands from more than 1500 suppliers.
- Our customers rely on the professional services of more than 31,000 Dufry employees.

- Global and local. Dufry is globally active, with its corporate structure organised in five regions.
- Dufry has a clear vision; they want to be the industry's most innovative and profitable company.
- Dufry can boast a 24% market share in airport travel retail.

BUYING IN THE SKY

The retail giant also enjoys collaboration with Air Arabia, enabling them to offer their unique duty free experience on-board as well. Dufry presents travellers with a wide variety of products, which include fine foods and beverages, confectionary, designer perfumes, luxury watches, precious jewellery and haute couture, all at unbelievable prices.



THE FUTURE FOR DUFRY

Dufry Sharjah is committed to providing top quality products, efficient staff and a pleasant shopping experience. They are focused on giving travellers the best duty free shopping possible. As SIA is witnessing an increase in passenger traffic, Dufry are focused to developing the stores to cater for the needs of many different people. Dufry continues to attract a series of global brands due to the high potential and high visibility offered by SIA.





ALPHA FLIGHT SERVICES

Serving the skies and SIA

A Alpha Flight Services is responsible for nearly all the catering facilities at Sharjah International Airport; they cater to the exquisite tastes of guest in the Business and First Class lounges as well as including World News Café, Café Med and Catalina Lounge, which are located in the departures terminal. All the meals are prepared fresh, with the finest ingredients with flavours from around the globe. With strict halal guidelines and superb hygiene standards, guests are promised a taste explosion before they travel. Award winning chefs regularly communicate with visitors at the airport to discuss ways that menus can be developed based on changing tastes and culinary trends.

IN-FLIGHT CATERING

Not content with serving meals on the ground, Alpha Flight Services manages to deliver the finest cuisine at 30,000 feet. As the official caterer for Air Arabia, Alpha have to organise a comprehensive range of meals to cater for many different cultures and tastes. With many different processes required for serving hot and cold meals on board aircraft, Alpha are renowned for their exceptional logistical capabilities and their ability to bring world class food to all the customers.

58

AIRPORTS RELY ON
ALPHA'S CATERING



Proudly Serving Sharjah International Airport

- ▶ Serving over 150 airlines worldwide .
- ▶ Operating over 220 outlets at 88 airports in 16 countries.
- ▶ Principal Food Services Provider at Sharjah International Airport.
- ▶ Full catering production facility including producing fresh bakery and patisserie items.
- ▶ Comprehensive range of ancillary services including Laundry, Dry Cleaning, Laboratory, Food & Beverages Management and Hotel Management
- ▶ 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 manages airport & city outlets , including World News Cafe, Café Med, Catalina Cigar Lounge, Transit Hotel, Business Class Lounges, Consumer Protection Department as well as providing food supply services for all airlines during operational delays.



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BUSINESS AVIATION

Business aviation is a rapidly expanding market around the globe and SIA is proof



As with all areas of UAE aviation, the private jet market is expanding and developing.

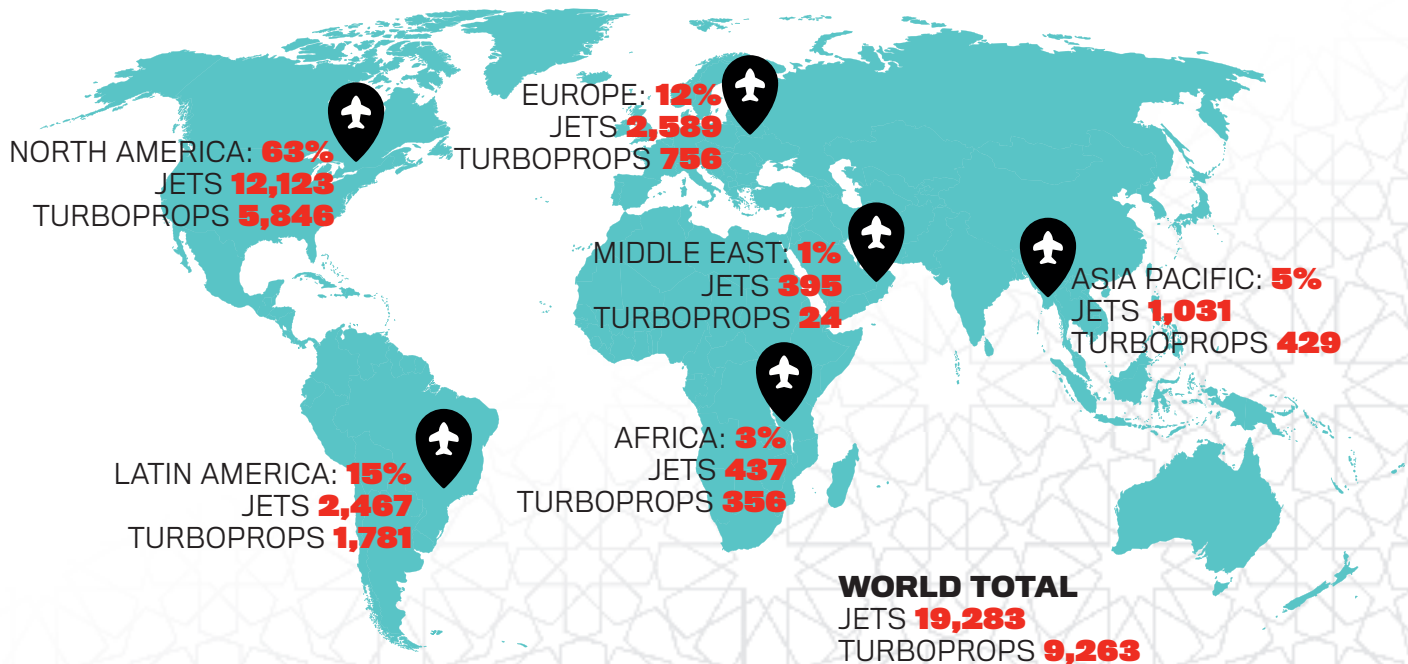
Last year witnessed great change within the market as many of the business jet providers are relocating from oversaturated Dubai International Airport to Dubai World Central.

At SIA, they have the exclusive Gama terminal, which is proving hugely popular with business travellers. With world class service,

minimal transit times and superb location, the partnership between Gama and Sharjah Airport Authority is aiming to fulfill Sharjah's aspirations of becoming a premier private aviation hub.

- UAE is the 3rd largest market (17%) for business aircraft in the Middle East
- UAE ranks behind Saudi Arabia and Turkey respectfully
- There are currently 792 business aircraft in the region.

2015 FLEET DISTRIBUTION: SHARE BY REGION



GAMA AVIATION

Glamour with Gama



- Complete aircraft and passenger arrival and departure services
- Dedicated customs and immigration
- 10 minutes to Sharjah city, 20 minutes to Dubai business district by car and 5 minutes by helicopter transfer
- Variety of Dubai and Sharjah hotels at preferential rates
- Chauffeur and crew transport options available
- On-site hotel and restaurants for crew
- Long stay car parking for crew
- Flight planning assistance
- Interior and exterior cleaning services
- Catering services

TIMELINE

- 1983** Company founded as Gama Aviation Ltd (GAL)
- 1984** Awarded first certificate to begin operations
- 1991** Began working with Scottish Ambulance Service
- 1997** Acquired Bond Aviation Ltd
- 2001** Acquired Plymouth Executive Aviation
- 2008** Acquired Lees Avionics
- 2010** Certificate awarded to fly in UAE
- 2011** Full FAA maintenance approval to operate in USA
- 2012** Began operations at Sharjah International Airport
- 2014** Certificate awarded to fly in Switzerland
- 2015** Began trading on London Stock Exchange

In 2012, one opera Gama Aviation has chosen its new base at Sharjah International Airport. Over the past few years, Sharjah Airport has been recognised for its quality, efficiency and ideal geographical location to serve both Dubai and the Northern Emirates. Gama's new positioning will enable customers from around the UAE to have ease of access and utilise the services on offer with relative ease.

Gama's flight center is sleek, modern and contemporary, provides individual care to each client and has no slot restrictions. The Sharjah base is firmly established as the first choice for the more discerning business jet operator.

Established in 1983 and now with headquarters in Farnborough, UK Gama Aviation offers aircraft management, aircraft charter, ground operations, special missions support and software and IT support. After a recent merger, the company is estimated to have market capital of AED 745 million.

SERVICES AT THE FACILITY

- Air charter
- Aircraft management
- Line maintenance approved by EASA, FAA and UAE GCAA
- Fuel
- Hangar facilities for transient and based aircraft

FREIGHT FIRST

The region's leading cargo hub

P Perfectly situated between East and West trade corridors, Sharjah is known as the Crossroads of the South. Possessing its own cargo as the sole handler supported with its in-house trucking promoting an easy access to both Port Khorfakkan on the Gulf of Oman and Port Khalid on the Arabian Gulf, the emirate is able to provide fully intermodal air, land and sea transportation services to almost any part of the world.

At the helm of Sharjah's cargo sector stands Sharjah International Airport (SIA). Befitting its status as one of the world's top air cargo hubs, SIA has five cargo terminals with a total floor area of 32,000 square meters seen as the region's leading cargo hub served by dedicated cargo aircraft parking positions equipped to handle up to 16 aircraft of different types , includes code F. SIA was the first in the Middle East to introduce an online

Sharjah Airport is also a very 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





'Advanced Track and Trace System' for cargo and install touch-screens at convenient locations to provide on-the-spot updates on shipments. The airport offers door-to-door delivery and has introduced barcoding in cargo handling offering latest technology and approach to cargo business. Cargo capabilities are constantly upgraded to enhance the role as the prominent airport in the Middle East. The airport is renowned for its speedy and efficient services so the provision of unique and tailor-made operations at extremely competitive rates and feeding cargo to various part of South Asia, Europe and Africa.

KEY FEATURES

- Large freight terminal and warehouse area
- Speedy handling and efficiency
- Modern track and trace system
- Special handling and dedicated areas for livestock, perishables, dangerous goods, etc
- Proximity and easy access to Dubai and Northern Emirates
- Dedicated aprons and parking bays for freighters
- Excellent regional and international connectivity
- User-friendly and hassle-free handling process

SIA's convenient and efficient procedures make it an ideal choice for cargo operators. Recently, SIA introduced an eClearance cargo portal further enhancing its cargo services facilitating IATA's e airway bill initiative for all airlines operating in and out of Shajah.

A joint initiative by SIA and the Customs Authority, the e-service facilitates the issuance of Delivery Orders and Bills of entry through a single portal reducing thereby streamlining procedures and reducing processing and waiting time, welcome by all customers.



ENVIRONMENT

Committing to a friendlier future

A According to IATA, since the early days of jet aircraft, aviation has dramatically improved its environmental performance.

- Since the 1960s, fuel efficiency has improved by some 70% per passenger/km.
- Today's aircraft are 75% quieter than those manufactured 50 years ago.
- Levels of carbon monoxide have come down by 50% and unburned hydrocarbons and smoke by around 90%.

The aviation industry is responsible for around two per cent of global greenhouse gas emissions from human activity. This

may seem like a relatively small contribution but more than almost any other industry, aviation needs a renewable fuel replacement. While other sectors are moving towards renewable energy in order to reduce their impact on the environment, the aviation industry has to come up with other solutions due to its heavy dependence on fossil fuels.

The UAE has made significant strides in introducing operational efficiencies. It has enhanced its airspace use for the expeditious flow of domestic and international air traffic and initiatives such as more direct air routes connecting Abu Dhabi to the Kingdom of Saudi Arabia significantly reduce flight time, fuel consumption, and carbon emissions.



Attention is also being paid to ground handling operations and catering to reduce environmental impacts through recycling, waste management and community partnership. Energy saving and waste reduction measures have been introduced by airport operators across the country.

Aircraft are becoming more efficient with each generation of aircraft using around a fifth less fuel than the last but to achieve carbon neutrality, fossil fuels will have to be replaced with a sustainable alternative.

ENVIRONMENT POLICY AT SIA

SIA have a well established environmental Management System certified to ISO14001-2007, however, they are continuously striving to better improve their systems in order to benefit the environment. Therefore, to

enhance their Environmental Initiatives and to adhere to international aviation environmental standards, they embarked on a 4-level program to gain Airport Carbon Accreditation (ACA) by ACL. SIA successfully completed all 4 levels and is only the second airport in the region to gain this accolade.

Since 2000 the price of jet fuel has also risen, up to 40% of an airline's operating costs. With this in mind, it can be said that reducing carbon emissions is as important for the environment as it is for the aviation industry.

FACTS:

- The A380 burns up to 20% less fuel per seat than its nearest competitor and represents the most significant advance in reducing fuel consumption and CO2 emissions in over 40 years.
- The UAE's major carriers signed the declaration "Towards Sustainable Aviation" at the 6th Aviation and Environment Summit in Geneva, in 2012. The declaration aims to cap net aircraft carbon emissions by 2020 as well as a 50% reduction in net carbon emissions from aviation by 2050 compared to 2005
- Like modern car engines, aircraft engines today are 30 - 40% more efficient than they were 15 years ago.



NEXT GENERATION OF AVIATION PROFESSIONALS [NGAP]

Planning for the future of aviation

The international aviation community has anticipated a shortage of skilled professionals in the near future as waves of current older aviation professionals approach their retirement age. In response to this shortfall, ICAO launched the Next Generation of Aviation Professionals (NGAP) initiative in 2009 to ensure that there will be a sufficient number of qualified and competent aviation professionals to operate and oversee the international air transport system for the years to come.

The NGAP helps by planning to acquire future candidates; finding the best ways to reach out to

them and attract more people to the industry. The role of the NGAP is important not only in dealing with the shortage of harmonized skills in some aviation disciplines, but also in addressing the lack of awareness among the next generation of candidates regarding the many types of aviation jobs available to them.

The ultimate goal of the NGAP is to ensure that the global aviation community has sufficient competent human resources to support a safe, secure and sustainable air transportation system. To reach this goal, the NGAP works on two levels: developing strategies, best practices, tools, standards and guidelines where needed, and also supporting information sharing to help the global aviation community in attracting, training, educating, and retaining the next generation of aviation professionals.

FACTS AND FIGURES

- The International Civil Aviation Organization (ICAO) identified a shortage of aviation professionals in the future.
- Between 2005 and 2015, 73% of American air traffic controllers will retire.
- A staggering one million new aviation jobs would need to be filled by 2026.
- Over the next 20 years, airlines have to add 25,000 new aircraft to the existing 17,000 commercial fleet.
- The ICAO created the Next Generation of Aviation Professionals (NGAP) in 2009 to deal with the shortage of aviation professionals.



- The NGAP's mission is to have a global aviation community with sufficient professionals to support a safe, secure and sustainable air transportation system.
- The NGAP is supported by a variety of organizations within the aviation industry that help find solutions for this complex issue.
- The NGAP task force consists of 29 representatives of aviation industry organizations that include airlines, air navigation service providers, airports, manufacturers, training providers, universities, and others.
- The NGAP continues to help the global aviation community attract, train, educate, and retain the next generation of aviation professionals.

EMIRATISATION

"Our youths are showing a great sense of responsibility and understanding. I am very proud of them because without their help, creativity and cooperation, the country will not progress."

Sheikh Mohammed bin Rashid Al Maktoum

The UAE has been thriving for the last 4 decades and there is no reason it should stop now. But instead of investing in foreign workers the UAE needs to find future employees in local nationals.

Emiratis currently comprise less than 1% of employees in the private sector. This can mean the reality for an Emirati working in a private sector company is that they may be the only UAE national there, which can be a challenge compared to working in the public sector where a UAE national employee will be one of many. However due to investment of AED 9.8 billion in 2014 there is a predicted increase of the number of graduates all of whom are/will be seeking positive employment, and all have much to offer.

- The 2011 Labour Report, which was published by the National Bureau of Statistics, reveals that only 19,874 of the nearly 3.9 million employees in the private sector are Emiratis, which is close to 0.5 per cent of the total private sector's workforce of almost 3.89 million. Meanwhile, unemployment rates in the national workforce range from between 12 per cent and 14 per cent.



- The private sector in Dubai employed the most Emiratis of all the emirates, at 9,857; followed by 6,898 in Abu Dhabi; 1,691 in Sharjah; 688 in Ras Al Khaimah; 365 in Ajman; and 73 in Umm Al Quwain.
- Whilst 2013 was 'The Year of Emiratisation', in January 2014 Sheikh Mohammed set a target as part of the UAE National Agenda to increase Emiratisation tenfold by 2021, tweeting that "Government will take action in case the private sector falls short of fulfilling the Emiratisation resolution".
- Benefits of increased employment of Emiratis will include:
 - Broader choice for job seekers
 - Increased opportunities for employed Emiratis
 - Increased employment rates for UAE nationals
 - Reduction on the dependence in the UAE on foreign workers
 - Increased success of companies within the private sector due to the abilities and communication skills of their Emirati employees.

EMIRATISATION AT SIA

- SIA have launched many initiatives and programmes to attract locals and engage them in training
- 95% Emiratisation in public relations and customer services
- 100% emiratization in higher management of the authority
- 60% successful Emiratisation in middle management
- Continuous development of all employees

AVIATION INNOVATION

2015 marked the start of the UAE's quest to become the most innovative nation in the world. Currently ranked at number 36, the country has only 5 years to reach position number 1 by 2021.

THE UAE AND THE GII

The Global Innovation index (GII) is an annual publication that ranks countries by its ability to innovate. The GII surveys 143 economies around the world, using 81 indicators to gauge both their innovation capabilities and measurable results. The publication enforces the notion that innovation is the way that economies are able to grow and prosper.

In October 2014, Vice President and Prime Minister of the UAE launched a new strategy to make the country one of the worlds most innovative within seven years.

The National Innovation Strategy was implemented to focus on seven sectors;

- Renewable energy
- Transport
- Education
- Health
- Technology
- Water
- Space

UAE VISION 2021 NATIONAL AGENDA

The 2021 Vision seeks to promote innovation, research and development. The key targets for the 2021 Vision are:

- Global Innovation Index to rank UAE among top 20 countries up from rank 35 in 2013
- R&D expenditures of 1.5% from GDP as opposed to its current rate of 0.5%
- Non-Oil Real GDP Growth of 5% up from 3.5%

INNOVATION AND GOVERNMENT

“Announcing 2015 as the Year of Innovation comes to support federal government efforts, attract national skills, increase distinguished research, as well as boost efforts to build a national cadre who are able to lead our future in this field towards more progress, prosperity and innovation” said His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE. “We live today in a world



witnessing rapid changes and continuous developments, full of opportunities, discoveries and inventions” he added, when hearing the announcement made by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE.

“This innovation strategy is a national priority for our program of development and progress. It is a primary tool to achieve Vision 2021 and an engine for the growth of distinctive skills and capabilities across the nation. We have always called for creativity in every field: this strategy is a concrete step to implement that vision. These initiatives around innovation will enhance quality of life in the UAE and take our economy to new horizons... We want our public and private sectors to explore new horizons to develop our economy. Innovation is our only way to build a great history of the UAE... the future will be for those who adopt innovation,” stated Sheikh Mohammed.

INNOVATION AND SHARJAH INTERNATIONAL AIRPORT

As part of GITEX Technology Week 2015, the largest technology event in the Middle East, Africa, and South Asia, held at the Dubai World Trade Centre, Sharjah International Airport unveiled its latest e-Services. The IT department of Sharjah International Airport has launched its website e-services where passengers can track flights real-time and avail VIP services at the Airport. In addition, suppliers can register for listing, participate on tenders and bid for auctions. Meanwhile, the team has developed mobile applications for employees and passengers, which can be downloaded soon.



SHARJAH

The Emirate of Sharjah is one of the quieter Emirates compared to its neighbours of Dubai and Abu Dhabi, yet the Emirate embraces the elements of culture and the arts to the extreme. Grand museums showcase the history of the region, highlighting the important role that Sharjah has played throughout the years in establishing the UAE as it is today.

SHARJAH FACTS

- His Highness Sheikh Dr Sultan bin Mohammed Al Qassimi, Member of the Supreme Council and Ruler of Sharjah, is the 18th ruler of the emirate from the Al Qassimi ruling family, which dates back to AD1600.
- Sharjah is the only emirate that shares its borders with the other six emirates of the UAE.
- The cost of industrial investment in Sharjah is 35 per cent lower than the rest of the UAE.
- The UAE's first school, library and municipality were set up in Sharjah. It was also the first emirate to provide education for women in 1942.
- Sharjah was the first to establish an airport in the Gulf region.
- Oil and gas discoveries in 1973 and 1980 brought prosperity, as did the development of several factories in a specially created industrial zone in the western part of Sharjah city. Sharjah also has developed a successful tourist industry. Reflecting the academic drives of the ruler, who holds a doctorate from Exeter University, Sharjah leads the U.A.E. in the development of arts, literature, and museums.



TOP 5 ACTIVITIES TO DO IN SHARJAH

AL QASBA

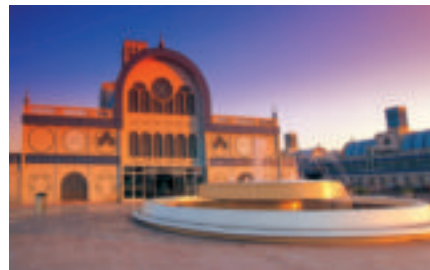
A cultural centre housed around the Mareya Art Centre; an art gallery curated by famous Italian artist Giuseppe Moscatello and houses three floors of exhibitions, ranging from canvases to digital pieces and multimedia projects.

KHALID LAGOON

This stunning lagoon is located on Sharjah's beautiful corniche, and is home to the third world's largest fountain. The beautiful azure waters attract tourists from around the world and host a number of annual events.

CENTRAL SOUK

A stunning piece of architecture that is Sharjah's most photographed building; a stunning shopping mall, embellished with blue tiling that is home to more than 600 shops offering local antiques, jewellery and carpets.





ARABIAN WILDLIFE CENTRE

The centre showcases animals from across the Gulf region, and supports breeding programs with the aim of maintaining the wildlife for future generations. Visitors can expect to enjoy reptiles, fish, creepy crawlies and a range of exotic mammals.



HEART OF SHARJAH

This recently restored area offers guests the chance to explore an authentic Bedouin village. With tour guides and a wealth of information on offer, visitors can be educated and become part of Sharjah's history and culture.



SHARJAH INTERNATIONAL AIRPORT DIRECTORY

To get in with Sharjah International Airport, punch in the required Number after the international dialing code for the UAE (971+) and the Local area code (6) for Sharjah.

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We can handle it.

Because we have been in the aviation business for over 8 years, we handle 8.5 million passengers and 500,000 tons of cargo every year. Our customer profile consists of names like Air Arabia, Qatar Airways, Air India, Lufthansa, Emirates, Etihad, Singapore Airlines, DHL, Saudi Cargo to name few.

With over 1700 staff members, more than 200 specialized equipments along with highest standards of safety and security, we can be your best business partners.

- Ground handling
- Aircraft Appearance
- Load control
- Flight operations
- Passenger services
- Cargo handling





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