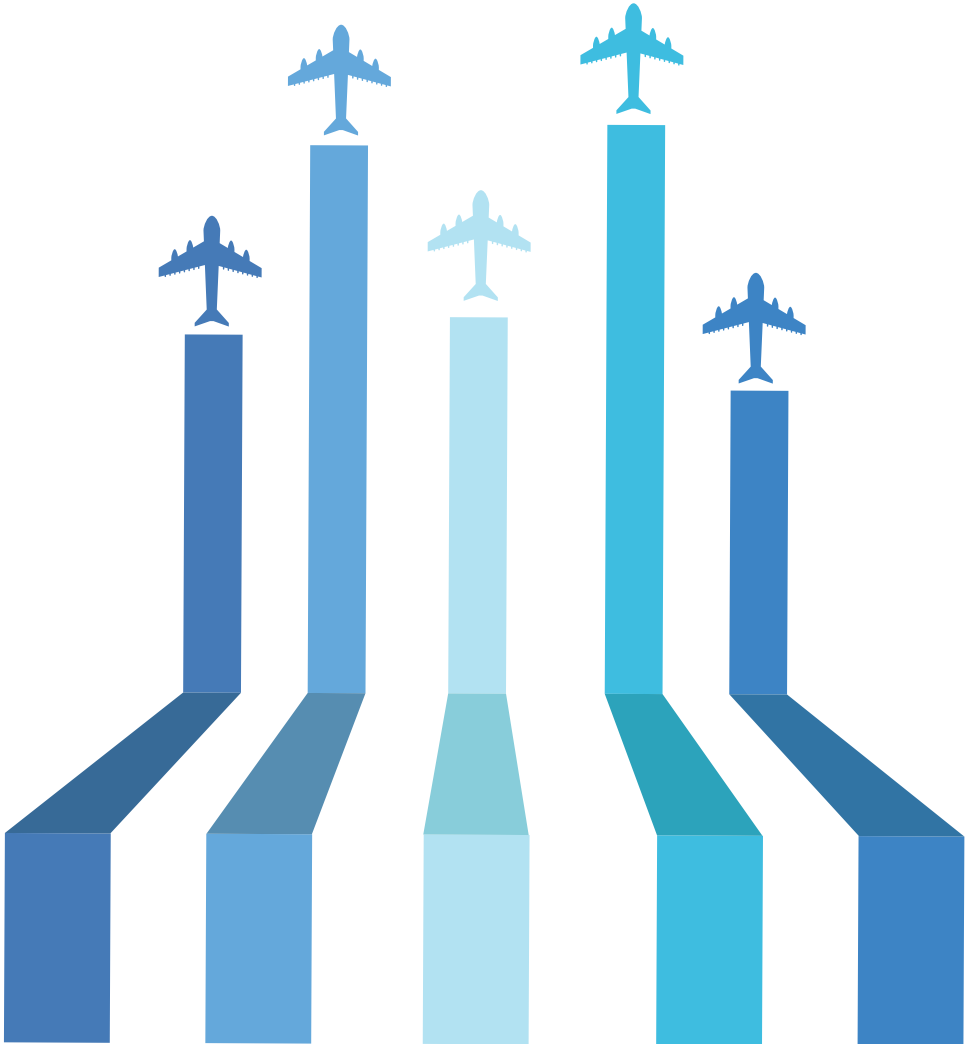


# Leadership & Competitiveness of the Aviation Sector in Ras Al Khaimah







---

## **RAK Chamber of Commerce and Industry:**

### **General Supervision:**

- **Assistant General Manager, Support and Institutional Services Sector**

Eiman Darwish Al Hayyas

- **Business Development and Director of Investment Promotion Department**

Emad Aldin Oberi

- **Coordinator of Competitive Division**

Mrs. Fetouh Mohamed BahlooK

# Index

1	Introduction
2	Strategic Objectives and Vision
5	Competitiveness & Leadership of the Civil Aviation
8	Rapid Developments and Proactive Achievements
10	Governmental laws and Regulations
11	Strategic Partnership and Agreements
18	The success story of the initiative, work from home program
20	The Future plans of the Department of Civil Aviation in the Emirate
21	The Future Outlook of Civil Aviation in the United Arab Emirates

# Introduction

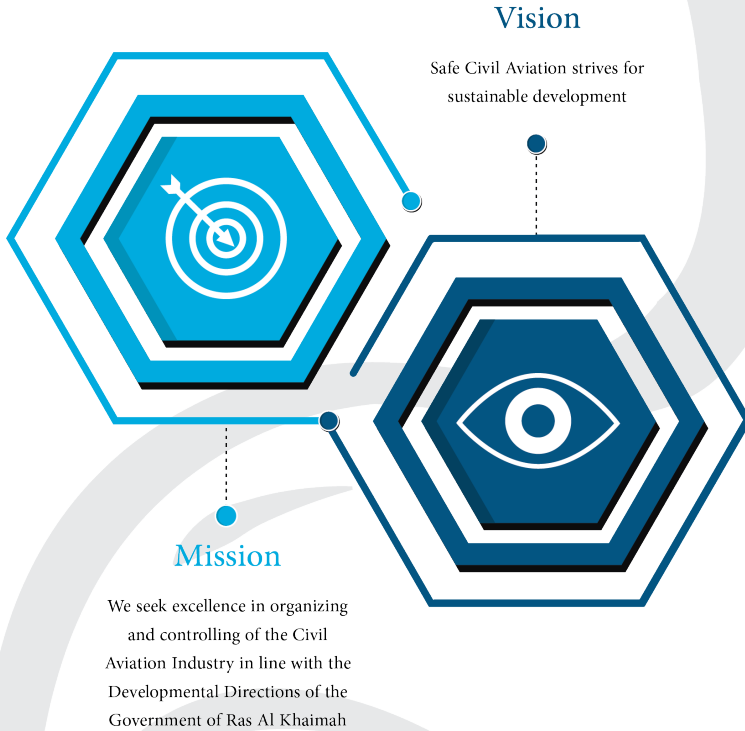
The civil aviation sector is witnessing spectacular developments at all levels, both in terms of airports infrastructure development, means of logistics, general aviation, air navigation, safety, security and massive contribution in the global economy.

The aviation sector growth in United Arab Emirates is expected to create almost a million jobs with the Expo 2021 right around the corner.

The United Arab Emirates has a strategic geographical location that plays an active role in increasing the Gross Domestic Product. As, the aviation industry is a non-oil sector, its importance is increasing for economic diversification and job creation, as the UAE airports have become a major link for all parts of the world, with a population of more than seven billion people living within 8-hour distance. The Arab gulf region facilitates these massive movements through the UAE and the Gulf countries due to national carriers providing competitive prices and high levels of service.

In addition, the growth of the UAE foreign trade, is developing due to the air transport industry which is on the verge of a new era that will add much to economic diversification, labor employment while cementing the economic and commercial position of the United Arab Emirates globally. Air freight operations by national carriers has created major re-export trading centers between different countries of the world.

# Strategic Objectives and Vision



## **Institutional values**

- Security and safety
- Sustainable Development
- Integrity
- Customers Happiness

## **COMPETENCY**

### **Supervision Role**

- To supervise the Civil Aviation and to regulate its affairs in the Emirate in accordance with the Federal Law No. (20) of 1991.
- Administrative and technical supervision of the airport, in order to ensure that the work is maintained and developed in accordance with the Federal and Local laws, rules and regulations.

- The Department supervises all airport personnel with regard to safety and security and ensures measures to avoid any breach of the Airport secured area. If, there is a breach, then the department investigates direct violators and administers procedures in cooperation with other authorities.
- The Department, in conjunction with other Authorities, shall supervise applied systems and instructions and to take steps, whatever it deems necessary to preserve and ensure the safety of aircraft, handling and navigational devices. The department shall have the right to do the following:
  - To keep away, restrict or prohibit the entry of individuals and equipment for particular areas within the airport.
  - To verify the identity of individuals and vehicles entering the airport and to monitor, investigate and inspect them if necessary.
  - To inspect any person suspected of possessing weapons, flammable materials, or that can be used for acts of sabotage and threats during the flight.

### **Executive Role**

#### **After verifying the financial, administrative and technical capability of the companies, the following shall be done**

- Approval from the concerned licensing authorities for carrying out the activities of travel, cargo and tourism agencies.
- Initial approval of the issuance of aviation approvals for activities related to civil aviation, aircraft maintenance, aircraft parts trading and all other aviation related activities.
- Approval for aviation activities of companies that wish to operate within Ras Al Khaimah International Airport premises.
- Facilitate investigation committees on aviation accidents by GCAA (General Civil Aviation Authority) in accordance with the provisions of the Federal Civil Aviation Law, as well as supporting audits conducted by GCAA (General Civil Aviation Authority).
- Prior authorization for the establishment, operation or investment of airport and airstrips in the Emirate are subject to rules and regulations of the GCAA (General Civil Aviation Authority) and the Department of Civil Aviation, RAK. They shall establish the rules and conditions for issuing the aviation approvals for the establishment and operation at RAK Airport, subject to payment of the authorized fees.
- No obstructive object or building can be constructed within the security parameters of the airport or make any changes to the natural habitat except by prior authorization from the Department and in accordance with

the established conditions. The Department has the right, if needed, in coordination with the Municipal Department, to remove any constructions in this area that is set up without prior permit issued by the Department.

- No light beacons can be constructed or fireworks be conducted which may affect the air traffic flow, unless approved by the Department.

### Aircrafts exempted from all fees include



Presidential Flight



Federal Air Force



Any other aircrafts that the Department decides to exempt after obtaining the necessary approval from the concerned authorities

Aircraft used as an ambulift or rescue e.g. Red Crescent

- To apply laws and regulations issued by the competent Authority concerning the issuance of approvals, operating certificates, standards of operation specifications or rights of carriage and bilateral agreements
- Issuing permits for entry into the prohibited zone in the Airport, for persons, vehicles and equipment. The Department has the right to cancel any permit without any prior notice.
- To issue special permits for the placement of posters, guidance material or information boards in the areas of the Airport.

### Development Role

- Representing the Emirate in the local and international Civil Aviation conferences in accordance with the prevailing regulations.



- Proposing local fees and taxes for the services provided by the Department, such as landing, arrivals, handling and departure of aircrafts and the collection of these fees in due consideration of the GCAA (General Civil Aviation Authority) as well as the Federal Civil Aviation Law.
- The Department has special safety policies and procedures in place for all its functions related to aviation safety, security and operations which include restrictions of laying cables/wires as well as signages clearly outlining the measures taken.

### **Leading Role**

- According to the Resolution No. (11) of 2014 regarding the write-off, dismantling and recycling of aircrafts, the Emirate of Ras Al Khaimah is one of the distinguished Emirates that provide this service

### **Competitiveness and Leadership of Civil Aviation**

The Civil Aviation sector in Ras Al Khaimah has achieved a state of the art aviation infrastructure, which has contributed significantly in the diversification of the National Income sources due to its continuous work that is aimed to develop the airline sector by many leading achievements in the field of competitiveness and Institutional Excellence. Including:

## **Some of the leading competitive achievements**

<b>S.No.</b>	<b>Achievements</b>	<b>Section/Team</b>	<b>The Gained Material and non-material achievements</b>
1.	Obtaining the Global ISO Certificate 9001:2015	The Office of Institutional Development	Applying the quality management system in the Department of Civil Aviation, ensuring smooth operation.
2.	Obtaining the Global ISO Certificate 14001:2015	The Office of Institutional Development	Applying the environment management system in the Department of Civil Aviation, ensuring that it conforms to the global specification of the environment management system.
3.	Obtaining the Global ISO Certificate 56002:2019	The Office of Institutional Development	Applying the innovation management system in the Department of Civil Aviation, ensuring that it conforms to the global specification of the innovation management system.

4.	Facilitate procedures and information flow through the single window sector (hosty)	Business Development & Management Unit	<p>Increase the happiness of customers.</p> <p>Reducing the duration of the provided service.</p> <p>Improve the level and quality of service provided to customers.</p> <p>Simplifying procedures for customers.</p> <p>Reducing the number of the submitted complaints.</p>
5.	Winning the first position in the happiness of the employees at governmental level in Ras Al Khaimah	Human Resources Unit	Increasing the rate of Employees happiness.
.6	Expenditure reduction program	Financial Resources Unit	<p>Control the expenses of the Department more effectively.</p> <p>Reduce the controllable expenses.</p> <p>Preserving the environment.</p> <p>Next year's budget should be more accurate.</p> <p>Maintain the water.</p> <p>Control the use of electricity.</p>
.7	Launch of the updated website and to convert to electronic	All concerned sections of the Department	Providing all the services of the Department electronically through the new website, which will provide customers with easy use and smooth payment from anywhere in the world.



# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Department of Civil Aviation  
RAK International Airport  
Airport Road  
Ras Al Khaimah  
United Arab Emirates

Holds Certificate No:

**FS 608230**

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

Supervision of civil aviation and regulating its affairs, and Ras Al Khaima Airport in administrative and technical respects to make sure that operation, maintenance and development are made in accordance with federal, local rules and regulations applicable in this regard.

For and on behalf of BSI:

Andrew Lunn, EMEA Systems Certification Director

Original Registration Date: 2014-04-30  
Latest Revision Date: 2020-04-01

Effective Date: 2020-04-30  
Expiry Date: 2023-04-29

Page: 1 of 1



...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of award.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be obtained at [www.bsigroup.com/ClientDirectory](#)  
Subscription and Contact: BSI, Standards Court, Davy Avenue, Knockhill, Milton Keynes MK5 8PP, UK. +44 345 000 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.

## Rapid Developments and Proactive Achievements

The Department of Civil Aviation has been able to provide a variety of services (29 at present) through Mediaf services in accordance with safety and security regulations, in order to strengthen the Aviation Sector in the Emirate and is able to make significant progress through the services required for its customers and shareholders in the Aviation Sector.

Since its establishment, the Department has completed many new and innovative projects with outstanding results, including

## Services provided by the Department (1)

Service name	Service Group
Company Registration	Permit services
Permanent/temporary airport pass	
Permit for entry and exit of materials (spare parts of aircraft and armored vehicles)	
Representative card	
Vehicle entry permit daily, monthly and annually	
Airport driver's license permit	
Photographing permit inside the Airport.	

## Services provided by the Department (2)

Service Name	Service Group
The use of drones	Drone Services
Use of drones for photography (aerial photography /filming/ aerial survey)	

## Services provided by the Department (3)

Main service name	Service Group
Approvals for aircraft activities at the airport	Approval services for all aviation related activities
Renewal of approvals for the aircraft activities at the airport	
Cancellation of approvals for the aircraft activities at the airport	
Amendment of company's details	
Residence Visa application (new/renewal/cancellation)	
Labor card	
Official messages to companies	
No objection certificate for shipping, travel agencies and cargo companies	
Renewal of no objection certificate for shipping, travel agencies and cargo companies	
No objection Certificate for free zone license issued by RAKEZ	
Renewal of the certificate of no objection for free zone license issued by RAKEZ	

## Competitive strategic projects and initiatives

The strategic performance of the Civil Aviation Department	Remarks
Strategic Initiative	16 strategic initiatives have been achieved that support the vision of the Emirate of Ras Al Khaimah and the vision of the Department's future. The performance of these initiatives is monitored and matched through many performance indicators

## Government laws and Regulations applied in the Department

S. No.	Government laws and regulations to which the Department complies	Year of issue
1.	Law No.1of 2012 and its amendments on the organization of the Department of Civil Aviation in the Emirate of Ras Al Khaimah	2012
2.	Human Resources Management Law No. (1) of 2013 on the government human resources of the Emirate of Ras Al Khaimah, and the provisions of this law shall apply to employees of the Department of Civil Aviation	2013
3.	The National Civil Aviation Security Program law of 2012 was issued by the General Authority of Civil Aviation.	2012
4.	The laws and regulations of the General Authority of Civil Aviation regarding the quality of civil aviation security. (NQCP)	2010
5.	Civil Aviation law Article 6 on the Aviation Safety law (CAR part VI)	2011
6.	Specifications of the of Management quality System - ISO 9001:2015	2015
7.	The laws and specifications of international standards for preparing the financial reports are followed	Updated in 2018
8.	Civil Aviation law No. (5), Annex 13 on Monitoring Barriers and Signs of Air Penetration of 2016	2016
9.	Resolution No. 11 of 2014 on the write-off, dismantling and recycling of aircrafts	2014
10.	Specifications of environment management system, ISO 14001:2015	2015
11.	Specifications of Innovation Management System - ISO 56001:2019	2018
12.	Civil Aviation Law - Wireless Aircraft System and Operations (CAR-UAS)	2018

## Strategic Partnerships and Agreements with Parties

S.No.	Party	Areas of partnership	Executed Initiatives and activities
1.	Ras Al Khaimah Municipality	Operational	Discussions are under way to sign a joint agreement with an aviation consultancy to ensure the safety of the Emirate's airspace.
2.	Department of Economic Development in Ras Al Khaimah	Operational	Regulating the licensing of air travel and freight offices in the Emirate.
3.	Department of Public Service	Operational	Providing public services to the Department and Ras Al Khaimah International Airport.
4.	Ras Al Khaimah Transport Authority	Operational	Organize the loading and unloading of passengers to and from Ras Al Khaimah International Airport.
5.	Ras Al Khaimah International Airport (To protect airspace from obstructing objects)	Strategic	To supervise all operations at Ras Al Khaimah International Airport.
6.	Ras Al Khaimah Industrial Zones (RAKEZ)	Logistical	Regulating the licensing of aviation companies in Ras al Khaimah industrial areas (RAKEZ).
7.	Department of Finance	Operational	Development and control of financial procedures. Financial support in case of deficit.



### Procedures and policies being studied for the purposes of modernization or amendment

- The Department of Civil Aviation follows most of the laws and regulations established by the International Civil Aviation Organization and the GCAA (General Civil Aviation Authority), as well as based on internal procedures that are amended from time to time by the Department.

### Laws and regulations being studied for the purposes of modernization or amendment

- A study is under way to issue a regulation for the practice of light air sports in the Emirate of Ras Al Khaimah.

## Strategic Objectives

S.No.	Goals
1.	Promoting the application of the open skies policy to attract foreign carriers for scheduled and non-scheduled flights.
2.	Strengthening the mechanism of monitoring the business of travel and air freight offices to protect consumers and support governance achievements.
3.	Strengthening the security, safety and environment of civil aviation in accordance with international requirements.
4.	Strengthening the relationship with partners and the community
5.	Excellence in providing services and improving the customer experience
6.	Promoting institutional development and innovation services

## Initiatives Based on Strategic Achievements

S.No.	Department's Strategic Achievements	Initiative based on achievements
1.	Excellence in providing services and improving the customer experience	Development of customer service center according to star rating requirements
2.	Promoting institutional development and innovation services	Motivational program to improve staff performance "motivate me"
3.	Strengthening the relationship with stakeholders and society	Arabic Award for Foundation's social responsibility
4.	Improving institutional support services and strengthening the culture of creativity and innovation	Innovation Award in the Civil Aviation Department ISO 9001:2015 ISO 560001:2019 (Innovation Management System)
5.	Strengthening the mechanism and monitoring the business in the travel and air freight offices with consumer protection and supporting the governance axis.	Issuance of laws, rules and regulations relating to travel agencies in the Emirate
6	Excellence in providing services and improving the customer experience.	Implementation of program of attracting Implementation of the package program
7	Promoting the safety, security and environment of civil aviation in accordance with international requirements	Preparation of plans to develop security control, security supervision and risk management systems in the areas around the administration and the airport Implementation of a security and safety awareness plan ISO 14001:2015 (E.N.C.)
8	Promoting the safety, security and environment of civil aviation in accordance with international requirements	Promoting and regulating the use of drones. Preparing and drafting a plan and regulatory system for the implementation of the environmental regulations for aviation in Ras Al Khaimah. Project of areas dividing and heights determination in order to ensure that the atmosphere is free of obstructing objects.



9	Promoting the safety, security and environment of civil aviation in accordance with international requirements	To constitute the Safety Council in order to coordinate with government and private agencies related to prevention, inspection and safety to protect the community and ensure its safety. Implementation of the security and safety awareness plan.
10	Promoting open skies policy in order to attract foreign carriers to scheduled and non-scheduled operations.	Participation in the work of the International Commission for Civil Aviation Negotiations. International air agreements"
11	Promoting institutional development and innovation services	Electronic archiving tool E-dirham
12	Strengthening the relationship with stakeholders and society	Partner satisfaction Community satisfaction rate
13	Promoting institutional development and innovation services	Percentage of creative ideas applied Percentage of beneficiaries of the creative and innovative training program
14	Strengthening the mechanism and monitoring of business in travel and air cargo offices with consumer protection and governance support.	Number of approvals granted to renew licenses for air cargo and travel offices. Number of companies in violation. Number of actions taken against companies in violation.
15	Excellence in providing services and improving the customer experience	<ul style="list-style-type: none"> <li>Reduction rate at the time of service delivery.</li> </ul> Consumer comfort.
16	Promoting institutional development and innovation services	Electronic Archive Department E.AED
17	Strengthening the relationship with stakeholders and society	Partner satisfaction Community satisfaction rate
18	Promoting institutional development and innovation services	Percentage of creative ideas applied Percentage of beneficiaries of the creative and innovative training program
19	Strengthening the mechanism and monitoring of work in travel and air cargo offices with consumer protection and governance support.	Number of approvals granted to renew licenses for air cargo and travel offices. Number of companies in violation. Number of actions taken against companies in violation.
20	Excellence in providing services and improving the customer experience	Reduction rate at the time of service delivery Consumer comfort

## Initiatives based on strategic objectives

S.No.	The strategic objectives of the Department	Initiatives based on objectives
1.	Promoting the safety, security and environment of civil aviation in accordance with international requirements	Compliance with safety and security laws
2	Promoting the safety, security and environment of civil aviation in accordance with international requirements	The percentage of removing the obstructing objects in the company's report
3	Promoting the safety, security and environment of civil aviation in accordance with international requirements	Number of audit procedures carried out annually. Number of annual review operations for reduction of surface obstructing objects .
4	Promoting open skies policy in order to attract foreign carriers to scheduled and regular operations.	Number of air agreements concluded Number of the held meetings
5.	Promoting institutional development and innovation services	Revenue from agreements with partners Revenue growth rate Percentage of budget commitment
6	Excellence in providing services and improving the customer experience	Rate of Customer satisfaction Percentage of improved operations
7	Promoting institutional development and innovation services	Percentage of beneficiaries of initiatives and innovative training programs Staff Happiness Number of stimulus initiatives

## Current Scheduled Airline Operators



Air Arabia



Air India Express



Spice Jet

## Operators of Unscheduled Airlines



Lux Air



Ural Airlines

# The success story of the initiative working program (CONTINUE)

Creativity and continuing work have no limits. The impossible must be accomplished, but the miracle needs time. Under the current circumstances the team of the innovation committee, under the directions of the Director General, insisted to continue work in order to obtain the Global Certificate. All the employees of the Department continue to complete the rest of projects that is to be completed before the pandemic and hence came the idea of the logo “CONTINUE” to motivate employees to continue working and not to give up whatever the circumstances and challenges are, which includes:

## Month: March

## The Beginning

- The risks faced by the Department have been identified.
- Preparing the mechanism of continuity (directory) of work based on the directory of guidance to the readiness of the continuity of the work of UAE institutions for the state of Corona virus.
- The application of the system of remote working for emergency purposes according to the Circular number (11) of the year 2020 of the Department of Human Resources.
- The standard of management of business continuity.

## Month: April-May

## Response

- To follow-up on the implementation of corrective plans for the risk register of the Department.
- The start of applying the remote working system from 5 April 2020 at 50% of employees by shifts.
- Doing the Medical examinations for virus covid 19 to ensure the safety of employees.
- To replace the normal computer by lap top for all employees in order to facilitate the remote working and to insure the productivity of employees.

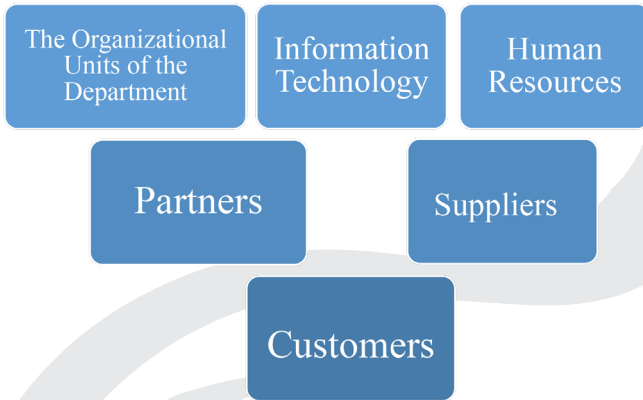
## Month:

## June Healing

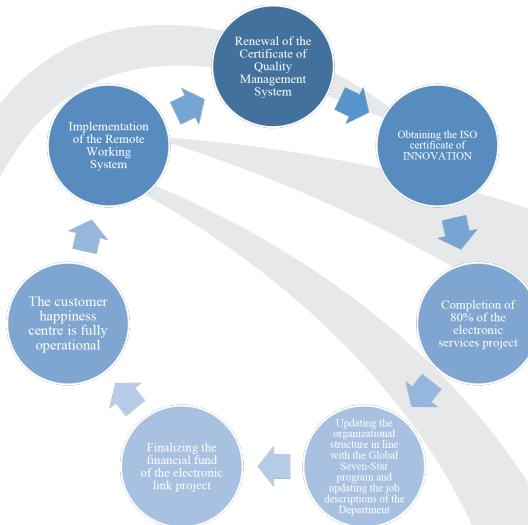
- Doing the medical examination for all employees in order to come back to office working at 100%.
- Adhering to the governmental resolutions and directions in UAE and the Emirate of Ras Al- Khaimah i.e. applying the circular No. (9) issued by the Human Resources Department of 2020 regarding the gradually return of employees to offices.

- To adopt the system of (go to meeting) in order to conclude all meetings and the external auditing related to the Department.

### Entities that affected by the implementation of (CONTINUE) program



### Achievements of (CONTINUE) Program during Corona Pandemic



## Future plans of the Department of Civil Aviation in the Emirate

Under the guidance of the RAK Government and in line with RAK Vision 2030, the Department of Civil Aviation is developing projects as part of future plans and these projects include:

- Creating virtual innovation center that will focus on introducing new ideas for innovation and holding brain storming sessions with internal and external stakeholders.
- Coordination with the GCAA (General Civil Aviation Authority) in relation to all regional aviation rules, regulations and procedures.
- Development of air relations between Ras Al Khaimah and other countries
- Developing, designing and supervising the aviation security system at RAS Al Khaimah airport through the implementation of the security gates project and the activation of the electronic cards project.
- Provide traffic regulation within the flight information area and at airports (FIR).
- Coordination and cooperation with government departments and other travel agencies in Ras Al Khaimah.
- Cooperation and signing memorandums of understanding with RAK Tourism Development Authority, RAKEZ, RAK Chamber and The Department of Economic Development in order to Cooperate with these departments in Marketing.
- To increase the rate of Emiratization in the aviation sector in the Emirate of Ras Al Khaimah.



## **The Future Vision of Civil Aviation in the UAE**

The UAE has achieved policies and legislations through which it has regulated its economic activities in general and the activities of the air transport and aviation sector in particular, which has made it a global center in facilitating air trade operations, since UAE is distinguished as excellent in openness level of visas.

Where the GCAA (General Civil Aviation Authority) always strives to achieve the following strategic objectives to raise the level of services for the better:

- The development and enforcement of safety and security regulations in accordance with international standards and best practices.
- Continuous improvement of safety standards and air navigation services.
- Upgrading the UAE civil aviation sector on the international stage.
- Continuous improvement of air transport relations with countries around the world.
- Ensuring the provision of all administrative services to the General Authority for Civil Aviation in accordance with standards of quality, efficiency and transparency.
- Establishing a culture of innovation in the institutional work environment.

The UAE is at the forefront of the aviation sector, particularly in light of the competitive developments that achieved in modernizing its airport network infrastructure and expanding its commercial fleet, this will be one of the most important reasons for hosting many related events aimed to exchange opinions, experience ,expertise, analyzing modern trends in the aviation markets, developing strategies and mechanisms to achieve more investments in the aviation sector by highlighting on the promising investment opportunities under the large infrastructure projects which will grow up the aviation industry and refresh the global economy and ensuring the growth and sustainability of the future of aviation.

---

**General Civil Aviation Authority**

**The Next Fifty Years Plan**

### **The Best Civil Aviation in the World 2071**

The Aviation sector should be the fastest growing, developed and connected in the world and be an economic heart and a major center for travel, business and investment, through a smart legislative system and integrated solid infrastructure and advanced qualifications and skills.

---

Despite the high levels of competency achieved by the Emirate’s Civil Aviation Sector, still there are standard monitors are not showing the actual position of the Sector.

Emirates	Competency Monitor	No. (1) Globally
1.	The number of available seats as per km (international transport)- report of competitiveness of Tourism &Travel	United States
2.	Aircraft Departure/for each1,000 persons, the stage of Emirates is as per the report of competitiveness of Tourism &Travel.	Seychelles
3.	Air Carriage infrastructure quality – as per report of competitiveness of Tourism &Travel	Singapore
4.	The number of passengers carried by companies, per each one thousand passengers as per the annual Book of International Competitiveness	United States
5.	The number of the operating airlines companies as per the report of competitiveness of Tourism &Travel	United States
6.	The openness of the duality of aero- services agreements	New Zealand
7.	Ticket tax and airport fees as per the report of competitiveness of Tourism &Travel	Lesotho Eswatini

Revenue of National Airlines	154.32 B
Aero flow at UAE airports	854.9 K
Air cargo per ton/km	5.7 M
Number of passengers at UAE airports 2031	175.04 M

**Remarks:** Most of the airlines companies and airports have no clear expectations because of COVID-19 Pandemic, which may be clear by 2025.

**Source:** all indicators based on expectations of Etihad Airways report for the year 2017.



# THE RAS AL KHAIMAH INTERNATIONAL AIRPORT

## Airport Facilities

The Ras Al Khaimah International Airport offers a range of facilities and services in order to ensure a seamless experience for the passengers. It has a dedicated VIP lounge that can accommodate up to sixty passengers and a thirty-seater business lounge that caters to passengers travelling in premium coaches. These lounges provide numerous amenities such as complimentary beverages, and television and Wi-Fi access. Both the departure and arrival terminals have Duty Free outlets, which are open round the clock. It offers a range of duty-free products to incoming, outgoing and transiting passengers, including confectionary, food items, alcoholic beverages, cigarettes and other tobacco products, souvenirs, perfumes, cosmetics and toiletries, gift items, fashion accessories and electronics.

After experiencing continued growth over the years, the Duty Free has enhanced its presence at the two terminals. The departure terminal also has several restaurants serving a variety of cuisines. From the beginning, RAK Airport has commissioned the Albert Abela Co. to cater food for the restaurants as well for in-flight meals. Passengers also have access to snack bars, gourmet cafes and a smokers' lounge at the departure terminal, while both terminals have money exchange centres, ATMs and prayer rooms.

For people of determination, RAK Airport provides free wheelchairs, Ambu-lifts and designated toilets. The Airport also has a medical facility with an on-call nurse for treating sick passengers. There are also ambulances and medical lifts on standby for emergencies, wherein patients would be immediately transported to any of the best hospitals in Ras Al Khaimah, such as the RAK Hospital, Saqr Hospital, Saif Hospital and Al Zahrawi Hospital. For the safety and security of its passengers and employees, the Airport also has a police station and firefighting service that are available at all times. The police station is located within the airport premises for security reasons and for helping travellers with any legal matters in case of emergencies, threats or accidents. The airport staff working at the fire and rescue services are constantly trained and retrained to international standards in fire prevention and suppression, rescue and first aid.

Regular drills and practice exercises are held to assess their preparedness, response time and teamwork. They are also provided with the latest firefighting equipment as well as foam tenders, pumps and a command vehicle. The Airport has a 1-million-square-metre piece of land next to the aeronautical infrastructure that is dedicated to maintenance facilities for aircraft of any size. They have entrusted the aircraft maintenance to BCT Aviation Maintenance Ltd, an EASA approved Part 145 MRO that serves airlines, tour operators and private aircraft owners globally. The company handles most aircraft from all the major manufacturers including Boeing, Airbus, Embraer, ATR and Bombardier.

The Ras Al Khaimah Airport also became the first civil aviation station for the scrapping and dismantling of old aircraft in 2014, when they started the dismantling work on twenty aircraft that had been left abandoned at the airport for a number of years. With this, the airport made itself a prominent hub globally for aircraft life-cycle management, an area that is currently growing. Now, the airport houses Aircraft Solutions Middle East, which is a facility that not only dismantles, but also disposes, recycles and stores unused aircraft.

## **A Dedicated Freight Centre**

Ras Al Khaimah Airport's central location, the excellent road networks that connects it to the other emirates along with its proximity to world-class ports make it an ideal location for cargo operations. The nearness of the ports means the availability of the sea-air cargo link, an added bonus for cargo operators and freight-forwarders. The Ras Al Khaimah Freight Centre houses two dedicated buildings fitted with state-of-the-art facilities for handling, scanning and loading cargo, with specific storage rooms for the different types of cargo it receives – including valuable goods and hazardous or dangerous goods. The Centre is also equipped to handle bulk cargo, live animals as well as fresh meat and produce.

The airport operates twenty-four hours with an adequate number of customs officials and health department staff who can supervise the handling of livestock and inspect fresh meat imports. The list of services offered by the freight centre includes import and export of cargo; inter-airport trucking; customs clearance; free paking spaces for large trailers; and cold storage facilities with a freezer and chiller. Moreover, the Centre hastie-ups with Emirates Sky Cargo, Aramex, FEDEX and DHL to provide their services from the Ras Al Khaimah facility through an integrated air and land network. The Centre also focuses on increasing trans-shipment freight through the road networks to the other emirates.

Due to the steady increase in cargo traffic over the years, the dedicated Freight Centre was opened at Ras Al Khaimah Airport in 2003, in conjunction with Emirates Cargo. The main aim of establishing this centre was to handle the increase in the influx of cargo traffic and also to attract major international cargo companies to the emirate and thereby aid the process of development. In 2009, the airport authorities opened a new cargo terminal that doubled the airport's freight capacity to 60,000 tonnes per year. It again expanded its cargo operations with yet another facility following an 80 per cent increase in cargo in 2016, which also coincided with the airport's fortieth anniversary. In 2016, Egypt Air Cargo began flying to the airport from Cairo on a weekly schedule. RAK Airport and Egypt Air Cargo worked together to achieve an incredible feat of logistics in 2019 when the carrier transported forty tonnes of live honeybees to the emirate. With around 350 million bees, the shipment was one of the largest of its kind in the region. The airport staff quickly and efficiently processed the consignment, so that the bees could be collected by the customers, who then took them to various farms across the UAE.

This added to the airport's good reputation for handling livestock. Numerous UAE-based companies use the airport for the import and export of animals, such as cattle, sheep, goats and camels, for local farms mainly because of the major benefit of short transit times from the airport to the farms.

In March 2020, RAK Airport inked a deal with the Indian carrier SpiceJet and the GMR Hyderabad International Airport in India for the import of vegetables, fruits, herbs and spices, flowers, livestock, as well as marine and seafood products from India to the UAE and its neighbours via Hyderabad from April 2020. The agreement could potentially lead to the opening of an agro-corridor between India and the UAE, with the Ras Al Khaimah International Airport providing infrastructural and local support for the goods and facilitating its onward connection to the other countries in the Middle East. Moreover, SpiceJet recently expanded its freight capabilities with non-stop, long-haul flights to and from Europe. For this, the airline has increasingly been using RAK Airport as a hub for its cargo operations.

## **Future Plans for the Ras Al Khaimah International Airport**

The passenger and cargo traffic at the Ras Al Khaimah International Airport have continued to increase year by year since its operations commenced in 1976. During the 2020 global pandemic, RAK Airport played a prominent role in the UAE's repatriation efforts when tourists and expatriate residents were stuck in the country following the closure of borders across the globe. These efforts also helped raise the airport's status as a convenient base that connects the UAE to cities around the world. Also, the resumption of flights after the global aviation shutdown – as well as a quest to reach and exceed pre-pandemic level performance – means an expansion to its operations. The airport currently offers several benefits to leisure and business travellers, including competitive prices, easy accessibility from the rest of the UAE and also that it has no slot restrictions, which means no delays and smoother operations.

Expansion plans include the development of the arrival halls as well as the opening of new buildings to accommodate more flights, which will, in turn, play a major role in the increase of scheduled and seasonal flights to the emirate. The deal with India's SpiceJet to start operations on a new plane from the emirate also serves an impetus to develop the airport further. The Ras Al Khaimah International Airport has a vital role to play in the region's air cargo sector. As explored in the previous chapter, the airport's proximity to the ports gives it an added advantage of access to the air-sea cargo corridor.

There are future development plans in place to increase air cargo activity and to provide more logistical options and opportunities so that more cargo companies flock to the emirate to set up operations. The country's leaders have made substantial investments to the UAE's aviation market, which is one of the most dynamic in the region.

To support the industry, RAK Airport is keen on providing the required facilities to companies that they can include at the heart of their operations. They are also eager to attract aircraft maintenance companies, with emphasis on adherence to strict safety procedures to ensure the highest quality. The Ras Al Khaimah International Airport also launched smart travel gates to facilitate passenger registration services at the portal and online completion of travel procedures within seconds. The airport also has sixteen smart gates that provide check-in services, passport data check, facial recognition and biometric data entry before boarding and after landing. The authorities continuously monitor these services and facilities and upgrade them as required so that the airport is on par with the best international aviation hubs.

## Airline List 2021

Airline	Destinations
SpiceJet	Delhi, Amritsar, Jaipur, Cochin and Calicut
Air Arabia	Bangladesh- Dhaka Pakistan- Islamabad , Lahore , Peshawar Egypt- Cairo
Scat Airlines	Kazakhstan: Almaty, Aktau, Aktobe, Atyrau, Karaganda, Oral, Nur Sultan and Shymkent
Ural Airlines	Moscow
Air India Express	Calicut
Smart wings	Prague
Rossiya Airlines	Russia- Kazan, Samara, Yekaterinburg, Nizhny Novgorod, Perm, UFA, Moscow, St. Petersburg and Rostov
Fly Egypt	Cairo
Smart wings	Slovakia

## Cargo Statistical Data for 2020

Cargo Analysis (in kgs)				
Month	In (in kgs)	Out (in kgs)	Transit	Total
January	135,673	-	24,059	159,732
February	211,616	9,873	57,580	279,069
March	125,233	36,484	220	161,937
April	16,000	-	-	16,000
May	33,400	44,530	8,044	85,974
June	78,180	69,277	8,785	156,242
July	106,159	10,663	7,953	124,775
August	154,820	-	7,678	162,498
September	393,320	-	6,352	399,672
October	502,438	-	9,965	512,403
November	471,600	-	7,281	478,881
December	460,874	-	3,163	464,037
<b>Total</b>	<b>2,689,313</b>	<b>170,827</b>	<b>141,080</b>	<b>3,001,220</b>



## **Special Thanks:**

### **RAK Chamber of Commerce and Industry offers thanks to:**

- The Chairman: H.E Engr. Sheikh Salem bin Sultan Al-Qasimi
- The Director General: Ms. Hanan Abdullah
- Ms. Esraa Al-Awadhi
- Mr. Zalend Arifin
- Ms. Joanna Jacinto
- Mr. Adnan Saleh