



# **Bardawil Middle East Aviation Newsletter**

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**SERVING CIVIL AVIATION IN THE MIDDLE EAST SINCE 1961 WITHOUT A BREAK**

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## **OMAN**

### **SalamAir To Add Six New A320neo To Its Growing Fleet**

SalamAir has announced the addition of six brand new Airbus A320neo aircraft to its growing fleet. Oman's first budget airline is expecting the delivery of one purchased Airbus A320neo by Q4 2018, and five leased Airbus A320neo by Q1 2019. The new A320neos are specifically customized for SalamAir to seat 180 guests, allowing more space and boosting comfort levels. With the expansion, the airline will expand its network of 12 destinations, and meet the growing demand for budget travel in the Sultanate and the region.

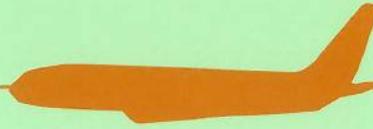
Captain Mohamed Ahmed, CEO of SalamAir said, "We are very excited to be among the pioneer airlines that operate the in-demand A320neo in the region. This is by far the market's most efficient short- and medium-haul aircraft in terms of fuel-efficiency resulting in lower CO<sub>2</sub> emissions offering an improved carbon footprint. The A320neo engine is significantly quieter in comparison with the A320, a key SalamAir proposition to our guests when it comes to offering high levels of customer service, convenience, and comfort."

SalamAir plans to increase flight frequencies to some of its current popular destinations including Salalah, Multan, Sialkot, and Shiraz, as well as launch new routes throughout the GCC, including Kuwait City and Riyadh. The airline is also looking to introduce additional routes throughout the larger MENA region, including Iraq and Egypt. The Indian sub-continent continues to be a key market for the airline that is currently exploring various destinations including Dhaka, Katmandu and various cities across India.

Eric Schulz, Airbus Chief Commercial Officer said: "As a home-grown brand, SalamAir has demonstrated huge potential by addressing Oman's demand for affordable travel options. The new Airbus A320neo is the best in the industry and will allow the carrier to achieve lower operating costs, greater fuel efficiency and offer the highest standard of passenger comfort."

Captain Mohamed concluded, "The Middle East is one of the fastest growing regions within the aviation industry today and we at SalamAir, want to open the skies for more guests, making it easier and more affordable to fly. We have developed a strategic expansion plan and are committed to meeting the set benchmarks that will contribute to our overall growth and in turn contribute to growth and development of Oman's aviation sector."

Today, the SalamAir network consists of 12 destinations including Muscat, Salalah, Suhar, Dubai, Doha, Jeddah, Karachi, Multan, Sialkot, Shiraz, as well as newly introduced Tbilisi and Baku. All routes offer a choice of three easy fare options: Light, Friendly & Flexi. A cost-conscious menu of additional services is also available to guests, which includes extra luggage allowance, seat selection, and priority check-in.



## U A E

### **Emirates Receives IATA 753 Compliance Certification For Baggage Operations In Its Dubai Hub**

Emirates has been awarded IATA 753 compliance certification for its baggage operation in its home base of Dubai, United Arab Emirates. The certification underlines the carrier's capabilities to diligently track bags that flow through its Dubai hub for departing, arriving and connecting customers.

IATA Resolution 753 requires airlines to track bags at four specific points in the baggage journey to ensure that at any time the status of each bag is known, facilitating a more pro-active customer approach to managing baggage challenges.

To achieve certification Emirates developed an integrated Baggage Management System (BMS) in-house called Wasla to provide full control of its worldwide baggage operations. Wasla receives baggage scanning information from across the airline's network and provides Emirates' airport teams with information on the status of each bag on board.

In Dubai where Emirates processed 35 million bags last year, speed and efficiency is of the essence and the airline works closely with stakeholders to ensure processes and systems are integrated with the Baggage Handling System (BHS) that is provided by Dubai Airport.

Resolution 753 compliance was achieved through close cooperation of all involved stakeholders, Emirates as the airline, dnata as the ground handler, and Dubai airport as the provider of the baggage handling system.

Adel Al Redha, Emirates' Executive Vice President and Chief Operations Officer said: "We continue to focus on consistently delivering superior services on the ground, and in the air. As part of this endeavour, I am delighted that our baggage management and tracking systems are aligned with IATA's requirements and that we are certified for end-to-end tracking at our hub (Dubai International Airport). The ability to track our customers' baggage at any stage, means we can proactively notify them at key touch points during their journey, and enable our frontline staff to provide even better service. We have already introduced applications and processes that provide our customers with information regarding their delivery of bags using automation, making best use of available technology."

IATA Resolution 753 was developed to reduce mishandling and baggage fraud, increase customer satisfaction, and enhance the overall baggage management landscape at airports around the world. The resolution was issued in 2014 and made mandatory for all IATA airlines to be implemented by 1 June 2018 and Emirates received the compliance certification in advance of this deadline.

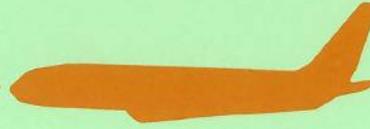
"Having Emirates - one of the region's largest operators - achieve Resolution 753 certification is a significant boost not only for the airline's customers but also the region. We congratulate them on their achievement and for taking the industry one step closer to 100% bag tracking," said Muhammad Al Bakri, IATA Regional Vice President, Africa and The Middle East.

### **Abu Dhabi Airports Celebrates Success At CIPS Middle East Supply Management Awards** **Abu Dhabi Airports' Procurement And Logistics Department Wins "Best People Development Initiative" And "Most Innovative Use Of Technology"**

Abu Dhabi Airports' Procurement and Logistics Department has won the "Best People Development Initiative" and "Most Innovative Use of Technology" at a ceremony held in Dubai by the Chartered Institute of Procurement and Supply – CIPS.

Recognized as international standards of excellence within the industry, the CIPS awards validate the outstanding work and effective performance achieved by Abu Dhabi Airports' team.

Saeed Al Zaabi, Senior Vice President of Abu Dhabi Airports' Procurement & Logistics Department said: "The Procurement & Logistics Department plays a vital role in the success of Abu Dhabi Airports' business and operations. The CIPS awards and other accolades received over the past few years highlight our commitment to excellence and dedication to contributing to our vision of becoming one of the world's leading airport companies. I would like to recognize and thank everyone from the winning team for their hard work and continuous commitment to developing Abu Dhabi Airports into a sophisticated, world-class business that is recognized internationally for its accomplishments and outstanding performance."



The Chartered Institute of Procurement & Supply (CIPS) is a UK based international organization working for the purchasing and supply professions. With the objective of leading excellence in procurement and supply, it aims to promote best practices and provides services for the benefit of its members and the wider business community.

### **Dubai Duty Free Tops Dhs. 3.671 Billion (US\$1 Billion) In First Half Of 2018**

Dubai Duty Free has announced a 10% increase in sales for the first half of the year with turnover reaching Dhs 3.671 billion ( US\$1 billion ) and placing the operation well on track to reach Dhs 7.400 billion (US\$2 billion) by year-end.

Liquor, Perfumes and Tobacco retained the top three category positions with Liquor showing a 7% increase year to date (YTD) amounting to Dhs553.14 million (US\$151.55 million), while Perfumes, which account for 15% of total sales, reached Dhs534.57 million (US\$146.46 million). Tobacco sales increased by 36% over last year. Other notable increases in sales were seen in Cosmetics which rose by 27% and Electronics by 25% YTD. For the first six months Dubai Duty Free recorded 12,769,905 individual sales transactions with average daily sales of Dhs20.28 million (US\$5.6 million).

Commenting on the half year sales, Colm McLoughlin, Executive Vice Chairman and CEO of Dubai Duty Free said: “2018 has been a fantastic year for Dubai Duty Free so far. We have continuously grown our business and are happy to see a double digit increase for the first half. With new retail areas now operational and ongoing retail developments coming on stream at both Dubai International and Al Maktoum International, we are confident that we will reach the US\$2 billion mark at the end of December, which also marks our 35<sup>th</sup> anniversary.”

Accounting for 88% of the total revenue, retail sales in Departures (DXB and AMIA) show an 11% increase over the same period last year reaching Dhs3.2 billion (US\$889.35 million). Meanwhile sales across all Concourses have registered significant increases with overall sales in Concourse C in Terminal 3 up 60% over last year, mainly as a result of new retail areas opened in recent months. In addition, Concourse A sales are up by 16%, Terminal 2 Departure sales are up by 14%, Concourse D sales are up by 8%, and Concourse B is up by 6%.

The ongoing major refurbishment of Concourse C, which features newly opened Watches and Electronics shops, will be completed by year end and will cover a total of 4,700sqm.

Meanwhile Al Maktoum International Airport (AMIA) Passenger Terminal Building (PTB) has also recently completed the redevelopment of the existing Departures Area, including a new and refurbished Gifts from Dubai, Electronics, Perfumes & Cosmetics, and Liquor & Tobacco shops. By year-end, Dubai Duty Free at AMIA will have grown to 4,500sqm in retail space, from the previous 2,500 sqm.

## **BAHRAIN**

### **Gulf Air Recognised For Top On Time Performance Across The United Arab Emirates**

Gulf Air, the Kingdom of Bahrain’s national carrier, has been recognised for its On Time Performance (OTP) across the United Arab Emirates. The airline was awarded by Dubai airports for its 2017 OTP category A (2000 +movement) at the second annual Airline Excellence Awards held at Dubai. Alongside this, Gulf Air was also recognised by Abu Dhabi International Airport for its OTP throughout the month of May 2018, during which the airline achieved 94% OTP and exceeded the target set. All Abu Dhabi International Airport departure flights have to attain 80% OTP.

### **Statement By Gulf Air Chairman Following News Of Gulf Air Being Recognised For Top On Time Performance Across The United Arab Emirates**

In light of Gulf Air recently being recognised for its On Time Performance (OTP) across the United Arab Emirates, H.E. Zayed R. AlZayani, the Kingdom of Bahrain’s Minister of Industry and Commerce and Chairman of Gulf Air’s Board of Directors has issued the following statement thanking the airline’s workforce.



“These OTP awards in both Dubai and Abu Dhabi are valuable recognition for all the efforts exerted by Gulf Air staff working together to help the airline’s flights operate on time. With 8 daily flights to Dubai and 4 daily flights to Abu Dhabi, Gulf Air’s Dubai Airport Manager Mr. Ahmed Hafiz and the airline’s Abu Dhabi Airport Manager Mr. Tariq AlAlawi work tirelessly to ensure that the airline’s promise of seamless movement to and from Bahrain and across Gulf Air’s global network, is delivered. This is but a small example of what this airline is made off, our dedicated and loyal staff are the backbone of our airline. I would like to thank all Gulf Air staff who contribute to such achievements and especially to Mr. Hafiz & Mr. Alalawi and their teams on this occasion.”

“Gulf Air has an excellent reputation across our global operations for on time performance, which is of critical importance to the airline’s passengers. I am delighted with this achievement and look forward to seeing Gulf Air continue to excel in its operations across the globe.”

The airline was awarded by Dubai airports for its 2017 OTP category A (2000 + movement) at the second annual Airline Excellence Awards held at Dubai this year. Alongside this, Gulf Air was also recognised by Abu Dhabi International Airport for its OTP throughout the month of May 2018, during which the airline achieved 94% OTP and exceeded the target set. All Abu Dhabi International Airport departure flights have to attain 80% OTP.

Gulf Air has held the top spot in recent years for OTP. The airline was independently ranked by UK aviation analysts OAG the third most punctual airline in 2017, amongst Middle East and African airlines, with an average OTP of 80.22%. Additionally, Gulf Air ranked as the most punctual airline in 2016, amongst GCC airlines and also ranked first among major airlines from the Middle East and Africa for the 5th Annual Airline On-time Performance Service Awards in 2013.

## **Bardawil Aviation Co. s.a.l.**

LEADING MARKETING CONSULTANT IN THE MIDDLE EAST

<b>Products and Services:</b>	<b>Maintenance &amp; Overhaul Services</b>	<b>Airport Equipment &amp; Materials</b>
<b>Aircraft</b> Aircraft financing Aircraft purchase, resale and leasing Engine leasing Business jets Helicopters	Sales support to major maintenance, repair and overhaul service providers Technical support to leading OEMs in servicing clients Aircraft maintenance	Airport lighting & nav aids Airport equipment Airport seating & furnishings Flight information & baggage information display systems (FIDS & BIDS) Ground support equipment (GSE) Emergency and rescue equipment Security equipment
<b>Aircraft Components and Spares</b> Aircraft components Auxiliary power units Aircraft avionics, components & systems	<b>Aircraft Interiors</b> Aircraft interiors Aircraft passenger seats In-flight entertainment systems Galley Equipment	

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