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# Airport's round-the-clock

**B**ahrain Airport Services (BAS) has clocked up yet another year packed with achievements, ensuring it operates to the highest international standards.

"In order to stay at the core of the industry, BAS has equipped itself fully to meet today's needs, while being completely in tune with an anticipated future, responding well to a rapidly changing business environment," says BAS chief executive officer Phil Bowell.

Round-the-clock world class ground handling services are provided to over 35 international airlines serving Bahrain, including the national carrier Gulf Air.

The operating departments of ground services, cargo services, engineering services and aircraft catering work on a 24 hour basis, offering services and facilities that meet international standards.

Ground services provides a comprehensive range of passenger and ramp handling, operational and baggage services i.e. check in, load control, aircraft loading, dispatch, special services, baggage handling and flight information for customer airlines and passengers.

BAS operates and maintains a wide range of modern ground handling equipment which is continuously upgraded to meet the needs of new types of aircraft.

The check-in and load control functions are fully computerized, using an international

departure control system while baggage services uses the international world tracer system.

An automated baggage reconciliation system ensures efficient handling of passengers' baggage. All equipment used within the department is maintained keeping within the highest international standards.

BAS check-in load control and baggage handling staff and facilities handle multiple flight arrivals and departures, when as many as 2,000 passengers are attended to within an hour during peak periods.

These functions are enhanced with the highest standards of industry automation and communication equipment.

BAS played a significant role in the success of the fifth Formula One event in Bahrain by providing top class ground handling services for an event which enabled Bahrain to showcase itself to a global audience, which is a major challenge by any standard and one which BAS continues to deliver extremely successfully.



● Shaikh Ali receives the Priority Pass award presented by Mr Kanoo in the presence of BAS management.

BAS was also able to utilise and build upon the expertise learned in past years to generate yet another outstanding Formula One success.

The Dilmun Lounge at Bahrain International Airport (operated by Bahrain Airport Services) has for the fourth consecutive year won the Lounge of the Year Middle East/Africa region award in the Priority Pass Lounge for 2009 awards.

This acknowledges the high standard of, facilities, customer service and satisfaction that the lounge continues to provide to its customers.

The lounge is one of only 15 worldwide to win an award (out of more than 600 in the Priority Pass Lounge programme).

Deputy Prime Minister Shaikh Ali bin Khalifa Al Khalifa, who received the award from BAS chairman Fawzi Kanoo, praised the lounge and BAS team, encouraging them to keep up the excellent work and to continue this success.

The lounge commands a panoramic view of the runway and is specially designed for peace, tranquility and enhanced levels of comfort to premium passengers.

It provides the best service not only to First and Business Class passengers, but also to other card holders including, American Express, Gulf Air, Priority and Loyalty cards. BAS is striving to make the Dilmun Lounge the most luxurious and comfortable in the Middle East.

The cargo department provides a full range of state of the art services to scheduled and chartered passenger and freighter aircraft operators, import and export, transshipment and trucking of special cargo.

A range of special storage facilities are available for perishables, valuables, dangerous cargo, human remains and livestock. Latest computing and communication facilities are used for managing its multi-faceted operations.

The cargo warehouse has a handling capacity of 200,000 tonnes per annum. Space is maximised by the use of high-level racking. The cargo terminal is a modern facility with 19,000 square meters for cargo storage, and is equipped with up-to-date high bay storage racking and handling facilities to ensure optimum efficiency.

In recognition of the crucial role that BAS cargo has played to support the national carrier which has contributed to the rise of the Airline's Cargo business, BAS cargo has been awarded by various airlines such as KLM, Gulf Air during the Agent's Awards ceremony.

BAS's catering centre is modern and well-equipped and has won many international catering awards in recognition of its innovations and quality of services, notable among them are the Mercury awards from the International Flight Catering association and awards from the industry publication Onboard Services.

The aircraft catering provides 30 international carriers operating to and from Bahrain including all major European airlines.

The in-flight catering centre covers an area of about 11,000 square metres on two floors and

has the capacity to produce up to 22,000 meals a day – currently producing 500,000 a month.

The centre employs 635 staff who work round the clock to produce about 125 different menus daily, for its airline customers.

BAS complies with stringent international hygiene regulations and standards, with a fully implemented Hazard Analysis Critical Control Point (HACCP) system.

It is now one of the most modern centres in the Gulf, incorporating sophisticated kitchen equipment, blast freezers, cold rooms, bonded stores, a fully equipped hygiene laboratory and complete separation of dry goods and food items.

The catering unit has been designed to ensure a smooth flow of production, with all preparation performed under strictly controlled hygiene conditions.

It has an automated system for the effective control and integration of catering operations.

Restaurants and refreshment outlets at BIA are managed and operated by the catering department.

Engineering services consists of line maintenance, ground equipment engineering and the aircraft appearance unit providing round the clock support to customer airlines.

BAS engineering services complex comprises of main and auxiliary workshops, a paint shop, fuel station, vehicle service, motor transport services, ramp engineering, materials store, and a hazardous goods store.

Its line maintenance provides round the clock technical support to customer airlines.

Line Maintenance (LM) engineering has obtained accreditation to perform maintenance on aircraft under EASA 145. It has also introduced its own quality section to carry out systematic auditing on engineering facilities, engineering stores, maintenance practices and documentations.

The engineering workshop also repairs and maintains all 850 mechanised vehicles and ground equipment, to ensure the high standards of reliability required to support the precision timetable demanded by airlines.

The airline appearance unit provides Interior



## The British Club

wish to extend their warmest greetings and all good wishes to

**His Majesty King Hamad bin Isa Al Khalifa**

**His Royal Highness Prince Khalifa bin Salman Al Khalifa**

The Prime Minister

**His Royal Highness Crown Prince Salman bin Hamad Al Khalifa**

Deputy Supreme Commander

and the people of the Kingdom of Bahrain

on the occasion of

## National Day



**THE BRITISH CLUB**



● Maintenance work in progress