



### 20 Jan 2002 13.5 million passengers use Dubai International Airport; growth on track with forecast

The year 2001 one has been a good year for Dubai International Airport despite the unforeseen events of September 11th. A total of 13.5 million passengers passed through the airport, registering a growth of 10% over 2000. Cargo movement grew 9% with total freight movement of 632,222.52 tonnes.

Both passenger and cargo movement figures have been very close to the forecast. According to forecast, 14 million passengers and 650,000 tonnes of freight movement were expected in 2001. Aircraft movement however has seen a negative for the first time registering at -5 per cent growth. This is attributed to the fact that more airlines are using larger aircraft than ever before. Emirates, for example, which contributes 45% of the passenger movement at Dubai International Airport, has now phased out most of its Airbus 310, and 300 aircraft. Out of the 37-strong fleet, Emirates now has only three A310 and one A300 aircraft (which will also be retired soon), the rest are all either Boeing 777s and Airbus 330s, which are both large-bodied aircraft. In fact, this year Emirates is scheduled to receive 11 new aircraft all wide bodied, including the new A 340-500.

Executive flights registered a total movement of 1852. Al Majlis or the VIP Pavilion, the dedicated facility which provides passengers with personalised check-in, baggage, immigration and custom services, and used mainly by VIPs and private jet owners, witnessed a staggering growth of 24 percent in revenue in 2001 as compared to 2000. The Al Majlis reported total revenue of Dhs 2 million in 2001 as compared to 1.4 million in 2000. Total number of passengers using the facility stood at 6,200 in 2001, a growth of 9% as compared to 5,652 in 2000.

The number of airlines operating out of Dubai International Airport stands at 96, serving 137 destinations. This number is expected to go up with UPS and Air Mauritius starting flights in January and Emirates adding five new

destinations in 2002. Delta, Khalifa Airways and Indian Airlines started flights to Dubai during the past year.

Dubai Duty Free announced record annual sales of Dhs888 million (US\$244 million) in 2001, representing an 11% increase over sales in 2000. The year-end results are a welcome indicator for the retail sector as a whole and firmly place Dubai Duty Free among the top seven airport retail operations in the world in terms of turnover.

Dubai International Hotel in the Sheikh Rashid Terminal has seen a phenomenal room occupancy rate of 106 per cent over the year. Highest occupancy was 135 % during the month of December.

Commenting on the annual statistics, HH Sheikh Ahmed bin Saeed Al Maktoum, President of the Department of Civil Aviation and Chairman of Emirates, said: "2001 has been a good year for Dubai International Airport despite the impact of global event. In fact, we are close on track with the forecasts with passenger and freight movement and Dubai Duty Free had a record year with shopfloor sales consistently higher than the previous year. Airport operations have shown significant increase across all sectors and we aim to retain this trend in 2002.

"The opening of Sheikh Rashid Terminal marked a new high in passenger movement. We have had consistent growth - the year 2000 had a phenomenal growth of 14.6%. With the increased capacity and excellent facilities offered by Sheikh Rashid Terminal, we expect this growth to continue and hence will be beginning our next phase of expansion in the first quarter of 2002."

The second phase of Dubai International Airport expansion programme was announced during the Dubai 2001 Aerospace Exhibition. Dubai 2001, the 7th international aerospace exhibition ended a highly successful five-day



run from November 4th to 8th at the Airport Expo Dubai, with a confirmed record order intake of US \$15.605 billion. According to exhibitors another US \$25 million worth of sales were be concluded within days following the show.

At the airshow the Department of Civil Aviation announced the construction of Terminal 3, Concourse 2 and Concourse 3 and also the launch of a US\$2.5 million campaign "The Cultural Voyage" on CNN to promote Dubai.

As the world focus on Dubai as a leisure and business destination, Dubai International Airport gained considerable recognition in 2001. It collected five awards - World Travel Awards for Best Airport Middle East; Government Excellence Award for Special Recognition for Customer Satisfaction; Air Transport World Award for Outstanding Advertisement; Conde Nast Traveller Award for Best International Airport Worldwide; and Routes Marketing Awards for Best Airport Marketing. All of these awards were bestowed on the basis of votes cast by customers. Internally, the Department of Civil Aviation succeeded in acquiring ISO certifications for three key departments - Engineering, Public Relations, and Strategy & Management Excellence.

While Engineering and Public Relations divisions have received the ISO 9002 certification, Strategy & Management Excellence division has received the ISO 9001 certificate.

With new airlines coming in and Emirates adding five new destinations in 2002, it is expected that 15 million passengers will use Dubai International Airport while Dubai Duty Free aims to reach a target of Dhs 1 billion or US \$277 million. Experts predict a continuous and big growth in travel demands worldwide - which in the Middle East is an average growth of 4.7% annually. With the conclusion of Dubai 2001 Aerospace Exhibition, industry attention has also quickly turned to a future multi-billion dollar Middle East market where analysts are forecasting more aircraft sales. The Middle East is an attractive market due to Dubai's role as a major business hub, and as an up market tourist destination it attracts the lion's share in this market.

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