



## MEET OUR TEAM

“SAPS, a group of professionals pursuing provision of Ground Handling Services to the Valued Clients of Aviation World”



Air Commodore  
**AHSAN MOHAMMAD KHAN (Retd)**  
*Executive Director, SAPS*



Group Captain  
**SYED ABID ZIA (Retd)**  
*Additional Director Operations*



Group Captain  
**SYED MUHAMMAD ALI (Retd)**  
*Additional Director (Admin & HR)*



Air Commodore  
**SAIYED ARIF MAJEED (Retd)**  
*Additional Director (Engg & GSE)*



**SHAHAB IDREES**  
*Additional Director Finance*

## A LARGEST AND REFINED GROUND HANDLING SERVICES IN THE AVIATION INDUSTRY

**Shaheen Airport Services (SAPS)** is a project of Shaheen Foundation, a welfare organization of Pakistan Air Force and has the largest setup of providing complete Ground Handling Services at major Airports in Pakistan i.e **Karachi, Lahore, Islamabad, Peshawar, Multan, Quetta, Faisalabad and Rahim Yar Khan International Airports**. Its success story goes way back to 1982 when it was established with the sole aim of providing Safe, Secure, Efficient, Cost Effective and Quality Services to Airlines operating in Pakistan.

Since then SAPS has continuously improved its services to meet the requirements of its customers. SAPS adaptability and customer-care are pivotal to the portfolio of Ground Handling Services we offer. Whether partial or complete, SAPS has the ability to tailor a program to meet distinctive needs of Airlines and private competitors.

Besides over-flight and landing clearances, SAPS provides Ground Handling Services as per IATA Airport Handling Standards, with full security measures. Our services include Passenger / Baggage handling, Flight Operations / Dispatch, Load / ULD control, Ramp / Cabin Cleaning, Cargo / Mail handling, Scanning, etc. SAPS, also makes arrangement for refueling, Catering & Aircraft Maintenance, if required.

In addition to Scheduled Airlines, SAPS also handles Charter and Non-Schedule Carriers operating both Freighters & Passenger Aircraft at Karachi, Islamabad, Lahore, Peshawar, Multan, Quetta, Faisalabad & Rahimyar Khan and at remote Airfields i.e. Nawabshah, Chandana, Mohenjo Daro, Kadanwari etc on need basis.

SAPS experience in Aviation Ground Handling is attaining heights of excellence every day. For the last over 38 years SAPS is handling reputable clients to their satisfaction. SAPS is a member of IGHP (IATA's Ground Handling Partner) and stays abreast with new developments in the World Aircraft-Handling Industry.

Our vast experience in serving the World's most reputable Airlines has equipped us with excellent operational expertise required to face current and future challenges which distinguish us from others in terms of Safety, Quality and Reliability. SAPS is an ISO 9001, 14001 & OHSAS 18001 Certified Company.







### **Vision – SAPS a Leading Player in the Aviation Industry**

SAPS to remain preferred Ground Handling Agent in Pakistan. Our ethic is founded in the integrity of our company and those who work in it. Our independence is the guarantee of our legitimacy. Transparency is an essential condition for building and preserving customer loyalty, and we value it completely. Our corporate spirit is rooted in knowledge, firmness, and a sense of commitment.

We learn from every situation and we share this knowledge, in order to enhance our individual and collective experience to improve our capabilities. We strive to improve what we offer, for the greater good of business and people. Technical and technological advances help us achieve progress in our knowledge and innovation, in order to build services and serve our customers better.

## **SAPS STATIONS**

**SAPS SERVES ALL OVER PAKISTAN**



**KARACHI**



**LAHORE**



**ISLAMABAD**



**PESHAWAR**



**QUETTA**



**MULTAN**



**FAISALABAD**



**SUKKUR**



**RAHIM YAR KHAN**



**GWADAR**

***SAPS IS PROVIDING GROUND HANDLING SERVICES AT TEN MAJOR AIRPORTS OF PAKISTAN***

## **CARGO COMPLEXES**

SAPS has developed most modern cargo terminals and the best air freight units in Pakistan. Except Quetta, these Cargo Complexes are provided with Import AFU, Export and unaccompanied baggage section. These Cargo Complexes provide the services of Import, Export, UAB handling, Immediate Clearance group and Clearing / Forwarding.

### **SAPS - Karachi**

Cargo Complex at Karachi is manned by professionally trained manpower which is regularly trained on latest techniques. SAPS Karachi has been ISO 9001-2015 certified by internationally reputed SGS Company. The complex comprises of Import, AFU, ICG and Export Terminals. It also has a chiller facility to meet the clients demands of maintaining a temperature from +2°C to 8°C round the clock. Dangerous Goods storage has been built to the spacious standards of CAA Pakistan. Provided with 03 latest technology (TSA approved) Cargo Scanning machines, SAPS Cargo Karachi is maintaining the international security standard. The Complex is spread over a vast area with spacious cargo warehouse, where all transactions are fully automated. Round the clock physical security as well as CCTV monitoring adds to its performance.

### **SAPS - Lahore**

SAPS Cargo Complex Lahore is Pakistan's first ever purpose built Air Cargo Complex which is capable to handle about 200,000 lac tons cargo every year. Spread over 1.800 million sq ft with over 16,000 sq ft of office space for airlines, custom etc., It has been designed for a safe and sound cargo handling with latest cargo scanner (TSA approved), CCTV, Strong Rooms and Cold Room which are all provided with latest Fire Fighting facilities. A separate place has been built for perishables, explosives and other dangerous goods. The Complex is catered to provide a large number of docks for trucks / transporter with wide open parking area. SAPS Cargo Complex is located in the close proximity of Allama Iqbal International Airport and is fully automated to help clients in speedy clearance of cargo.

### **SAPS - Islamabad**

Shaheen Cargo Terminal is one of the main gateways for Export and Import of Cargo Transaction carried out at Islamabad Airport. It provides best cargo handling facilities to British Airways, Kuwait Airways, Thai Airways and Kam Air under the supervision of well qualified personnel. It is equipped with latest scanning machine, CCTV, Cool Room, Dangerous Storage Area, large space to house the cargo in well-built import / export sheds and vast open space to park the incoming and outgoing goods transport trucks.

The cargo manpower is fully trained in ULD build up, handling of dangerous goods, Fire Fighters equipped with latest Fire. Shaheen Cargo Terminal is one of the main gateways for



Export and Import of Cargo Transaction carried out at Islamabad Airport. It provides best cargo handling facilities to British Airways, Kuwait Airways, Thai Airways and Kam Air under the supervision of well qualified personnel. It is equipped with latest scanning machine, CCTV, Cool Room, Dangerous Storage Area, large space to house the cargo in well-built import / export sheds and vast open space to park the incoming and outgoing goods transport trucks. The cargo manpower is fully trained in ULD build up, handling of dangerous goods, Fire Fighters equipped with latest Fire Fighting Appliances and Security Guards to give security cover round the clock. The Terminal is capable to handle 10 to 15 thousand tons cargo yearly. The area is spread over 80 thousand sq ft and is located near PIA Cargo Terminal on main Airport Road.

### **SAPS - Peshawar**

SAPS Cargo Terminal Complex Peshawar has been built on 30,000 sq ft covered and 50,000 sq ft open area adjacent to the Air field hardly 500 meters away from Apron. Cargo Complex is capable of handling about 50,000 tons of cargo every year, the modern Air Cargo facilities like Rapiscan 532H Cargo Scanner (TSA approved), CCTV, Strong Room and Cold Room equipped with latest fire appliances. Separate place has been provided for Perishable, Explosive and Dangerous goods. For expeditious cargo processing, 40 feet long cargo trailer can be parked right in front of scanning room. An independent office block named Aviation Building comprising of 24 offices is built on an area of 32, 896 sq ft as a joint venture with CAA Peshawar to accommodate airlines & cargo agencies offices and is located adjacent to SAPS Cargo Terminal Complex Peshawar. Parking area in front of Aviation Building is constructed on an area of 11,750 sq ft, specifically to accommodate heavy cargo vehicles.

### **SAPS - Multan**

SAPS Cargo Terminal Complex Multan has been built on 80 thousand sq ft with a capacity to handle 10-12 thousand tons per year. Equipped with Rapiscan DV63, ETD and HMD it is conveniently located at approximately 800 meters from the runway. Due to its unique location in south Punjab, SAPS Multan also has the capacity to handle special / chartered flights at Remote Airfields within the vicinity. Moreover, it has the capacity to handle season-specific cargo items such as Mangoes etc.

SAPS also have a massive presence in Quetta, Faisalabad, Sukkur, Bahawalpur and Rahim Yar Khan Airports.





## OUR SERVICES





## AVIATION SUPPORT SERVICES

SAPS is providing multiple airport services to airports and airlines across Pakistan, few are listed below:-

### AIRCRAFT HANDLING

SAPS is well equipped to handle all types of Narrow & Wide body Passenger Aircraft & Cargo Freighter as well as Corporate Jets from Aircraft Parking to Servicing & Pushback. We also provide all types of services to handle an Aircraft once it is on the Ground.



### PASSENGER & BAGGAGE HANDLING

SAPS has a team of Experienced & Dedicated staff for Passenger-handling. Personalized interaction with Passengers ensures greater confidence between the SAPS & Airlines. Our dedicated and committed staff is always present from Check-in to Boarding for Departing.

Passengers and up-to delivery of Baggage for the Arriving Passengers to assist them and make their travel comfortable & memorable.



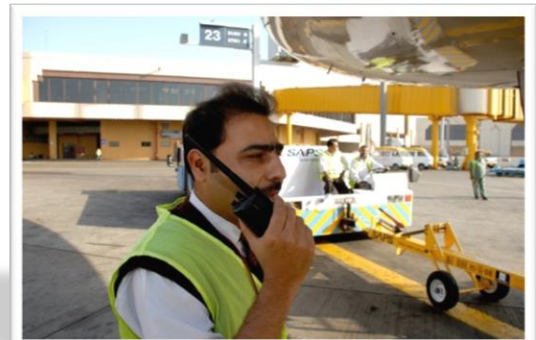
## AVIATION SUPPORT SERVICES

### FLIGHT OPERATIONS

SAPS Flight Dispatch Offices are operational 24/7 and manned by qualified and experienced staff who competently conduct Crew-Briefing, Flight-Documentation, ATS Flight-Plan Filing & NOTAM including In-Flight Assistance.

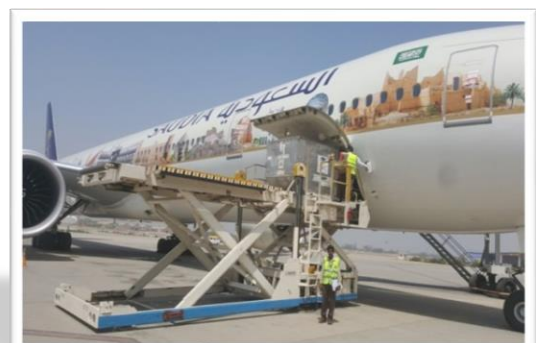
SAPS offers complete range of flight operation services including:

- Over flying / landing permission through CAA.
- Metrological information.
- ATC Flight Plan.
- Crew Administration and Arrangements for hotel accommodation, as well as surface transport.



### RAMP HANDLING

SAPS is equipped with high quality Ground Support Equipment imported from the First-World Countries including Tow-Bar-less push & pull operations on Narrow/Wide-body Aircraft which is a state-of-the-art Ground Support Equipment (GSE). SAPS regularly induct new GSE every year to keep abreast with new Technology. SAPS is fully equipped to handle all types of Aircraft i.e. Narrow/Wide-body Freighter/Passenger Aircraft as well as VIP/ VVIP and Executive Jet Aircraft. Workshop maintenance facilities are also available round-the-clock to assist Airlines / Flight Operations.



## AVIATION SUPPORT SERVICES

### CARGO & MAIL HANDLING

SAPS takes pride in declaring that it has the most modern Cargo Terminals in Pakistan covering all facilities necessary for Import/Export & Ware-Housing of Perishable Items, Dangerous/Valuable Goods, Special Shipments and Un-Accompanied Baggage. The sophisticated Cargo screening facility coupled with the latest CCTV surveillance cameras ensure maximum security for our Cargo Operations.



### CABIN SERVICES

Neat and presentable appearance of Aircraft cabin-cleaning generates healthy and comfortable feeling for the Passengers and plays an important role in upgrading Airline's image. SAPS Cabin-cleaners & Supervisors, therefore, always make sure that cleanliness & tidiness is maintained at all times by fulfilling the contractual obligations.





## SECURITY SERVICES

SAPS is able to employ Ex-Armed Forces fully trained/committed staff who work according to the needs & requirements of the Airlines. The presence of SAPS Security staff at all salient/vulnerable locations including Baggage Segregation Area, while transporting the Baggage/Cargo and during Loading/Off-loading onto Aircraft/Terminal Areas is not only an effective deterrence against any theft & pilferage but also a source of satisfaction and assurance to our Clients.



## CATERING SERVICES

SAPS arranges - on request, a wide variety of meals catering from First Class dishes to Economy meals and snacks, which are prepared to exact specifications by reputed airline Caterers.



## **EXPLOSIVES TRACE DETECTORS (ETD)**

As per the latest requirement EU (European Union), regarding Narcotics and Explosive detection, an ETD machine has been inducted, supplementing EDD (sniffing dog)

## **RA3 VALIDATION**

SAPS Air Cargo & Mail services are VALIDATED by EU Aviation Security Independent Validator (ASIV) and SAPS stations KHI-LHE-ISB-PEW & MUX are classified as Regulated Agent - RA3.

## **GROUND SUPPORT EQUIPMENT**

Constant endeavors are being made from time to time to replace the outdated and to upgrade the GSE on regular basis to suit the working environment of 06 airports in Pakistan. SAPS has the ability to deploy on 36hrs notice to remote airfields of Pakistan to handle VVIP executive jets to B747 aircraft.

On the other hand full range of adequate motorized and non-motorized G.S.E. enables SAPS to handle any number and aircraft type. To ensure smooth & safe operation, the maintenance staff performs daily inspection of equipment to enhance its efficiency and reliability.

We have an ongoing equipment replacement plan as well as provision for the purchase of new GSE for anticipated volume growth. We are investing more in our equipment renewal program than any other operator in Pakistan so that we can maintain our edge in handling.

## AVIATION COLLEGE

The need for quality training was inherently imbedded in SAPS because of the highest operational standards desired by the Chief of Air Staff PAF, Chairman Committee of Administration, Shaheen Foundation, PAF. Therefore; Satellite Training Centers were also set up at Lahore, Islamabad and Peshawar to enhance the ambit of training and the scope was expanded to include Dangerous Goods Regulations (DGR), Flight Operations Officer (FOO) Course, refresher training, and ETOPS.

CAA approvals were obtained for the Training Facilities, Instructors and the CAA regulated courses. FOO course is popular amongst the general public because of our quality of training and comparatively low charges, while DGR and other courses are the first choice of airlines and aviation organizations which care to provide quality training to their human resource.





## QUALITY POLICY

The cornerstone for customer satisfaction and the key to our continued business success is the quality of services we provide at International Airports of Pakistan. Accordingly, it is the policy of Shaheen Airport Services:

- To carry out all service functions in accordance with our established quality management system,
- To deliver high quality, reliable, safe and integrated services that meet or exceed the expectations of our customers, and
- To seek continuous improvement in the quality of the services we provide.

## QUALITY ASSURANCE

Our success is attributable to our hands-on management style and the dedication and hard work of our highly skilled and experienced staff. All members of staff have to understand and be fully committed to implement this policy, and work together as a team dedicated to mutual support and achievement of our quality objectives.

## SAFETY

To ensure our services are delivered to the highest standard, SAPS places great emphasis on its GHE (Ground Handling Equipment) Maintenance Program.

## SAPS NETWORK

### HEAD OFFICE

SAPS Complex, Malir Avenue,  
 Jinnah International Airport,  
 Karachi - 75200, Pakistan.  
 Tel: +92-21-34680117-9  
 Fax: +92-21-34680115  
 Email: [hosaps@saps.com.pk](mailto:hosaps@saps.com.pk), [ops@saps.com.pk](mailto:ops@saps.com.pk)  
 Web: [www.saps.com.pk](http://www.saps.com.pk)

### BRANCH OFFICES

<b>KARACHI OFFICE</b> Terminal-II, Jinnah International Airport, Karachi, Pakistan. Tel: +92-21-34571252, 34571080, 34581200 Fax: +92-21-34570678 SITA: KHIOPXH Email: <a href="mailto:gmkhi@saps.com.pk">gmkhi@saps.com.pk</a> , <a href="mailto:opskhi@saps.com.pk">opskhi@saps.com.pk</a>	<b>LAHORE OFFICE</b> Allama Iqbal International Airport, Lahore, Pakistan. Tel: +92-42-36628601-6 Fax: +92-42-36628600 SITA: LHEOPXH Email: <a href="mailto:gmlhe@saps.com.pk">gmlhe@saps.com.pk</a> , <a href="mailto:opslhe@saps.com.pk">opslhe@saps.com.pk</a>
<b>ISLAMABAD OFFICE</b> Islamabad International Airport Islamabad, Pakistan. Tel: +92-51-59055803 SITA: ISBOPXH E-mail: <a href="mailto:gmsib@saps.com.pk">gmsib@saps.com.pk</a> , <a href="mailto:opsisb@saps.com.pk">opsisb@saps.com.pk</a>	<b>PESHAWAR OFFICE</b> Baacha Khan International Airport Peshawar, Pakistan. Tel: +92-91-5253515-6 Fax: +92-91-9211681 SITA: PEWOPXH E-mail: <a href="mailto:gmpew@saps.com.pk">gmpew@saps.com.pk</a>
<b>QUETTA OFFICE</b> Quetta International Airport Quetta, Pakistan. Tel: +92-81-2881323 Fax: +92-81-2881323 E-mail: <a href="mailto:mgruet@saps.com.pk">mgruet@saps.com.pk</a>	<b>MULTAN OFFICE</b> Multan International Airport Multan, Pakistan. Tel: +92-61-6306711, 6306712 E-mail: <a href="mailto:gmmux@saps.com.pk">gmmux@saps.com.pk</a> , <a href="mailto:opsmux@saps.com.pk">opsmux@saps.com.pk</a>
<b>FAISALABAD OFFICE</b> Faisalabad International Airport Faisalabad, Pakistan. Cell: 92320-5593341 E-mail: <a href="mailto:dsmlyp@saps.com.pk">dsmlyp@saps.com.pk</a>	<b>SUKKUR OFFICE</b> Sukkur International Airport, Sukkur Cell: 92320-5593251, + 92320-5593261 E-mail: <a href="mailto:gmkhi@saps.com.pk">gmkhi@saps.com.pk</a> , <a href="mailto:mopskhi@saps.com.pk">mopskhi@saps.com.pk</a>
<b>RAHIM YAR KHAN OFFICE</b> Sheikh Zayed International Airport, Rahim Yar Khan Cell: 92320-5593251, + 92320-5593261 E-mail: <a href="mailto:gmkhi@saps.com.pk">gmkhi@saps.com.pk</a> , <a href="mailto:mopskhi@saps.com.pk">mopskhi@saps.com.pk</a>	<b>GWADAR OFFICE</b> Gwadar International Airport, Gwadar Cell: 92320-5593251, + 92320-5593261 E-mail: <a href="mailto:gmkhi@saps.com.pk">gmkhi@saps.com.pk</a> , <a href="mailto:mopskhi@saps.com.pk">mopskhi@saps.com.pk</a>

## OUR VALUED CLIENTS

S #	Airlines
1	Aeroflot Airlines
2	Air SIAL
3	Air Falcon
4	Air Eagle
5	British Airways & World Cargo
6	Ethiopian Airlines
7	Emirates Sky Cargo (Pew)
8	Iran Air
9	Iraqi Airways
10	Jordan Aviation
11	Kuwait Airways
12	KAM Air
13	Lufthansa Cargo
14	Leopard Courier
15	Malindo Air
16	Mahan Air
17	Saudi Airlines (Mux)
18	Thai Airways International
19	TCS Pvt Ltd.
20	Vision Air
21	World Cargo Solutions







## **SHAHEEN AIRPORT SERVICES**

SAPS Complex, Malir Avenue, Jinnah International Airport, Karachi - 75200, Pakistan

Tel: +92-21-34680117-9 Fax: +91-21-34680128

E-mail: [hosaps@saps.com.pk](mailto:hosaps@saps.com.pk), [ops@saps.com.pk](mailto:ops@saps.com.pk) Website: [www.saps.com.pk](http://www.saps.com.pk)