

# dnata, Emirates Leisure Retail and SEGAP join forces with Zanzibar Airports Authority



The ribbon-cutting ceremony celebrating dnata, Emirates Leisure Retail and SEGAP joining forces with Zanzibar Airports Authority

[dnata](#), [Emirates Leisure Retail](#) and [SEGAP](#) have joined forces with [Zanzibar Airports Authority](#) to ensure world-class services at Zanzibar Abeid Amani Karume International Airport's new terminal (T3).

The three companies will work closely together to deliver world-class services for airlines and passengers at the newly-built international terminal (T3) of ZNZ. The partnership is expected to significantly contribute to the government's target of boosting its trade and tourism sectors, according to a recent release.

The investments of dnata, Emirates Leisure Retail and SEGAP represent over USD \$10 million and, to date, have created some 500 local jobs with the companies, a recent press release said.

According to the release, dnata will: "provide its cargo handling services to airline customers at ZNZ, ensuring safe and timely operations of flights and an excellent travel experience for passengers. In addition, dnata launched meet & greet and lounge services through its airport hospitality brand, marhaba, to help passengers further enhance their experience and enjoy a smooth airport journey from check-in to boarding.

Emirates Leisure Retail has partnered with MMI as a master concessionaire for all food and beverage, duty free and commercial outlets at T3. In collaboration with Eight Inc, the companies have created an innovative and immersive travel experience, ZOMA, designed to create a sense of place and extend the holiday feeling for passengers. In addition to these outlets, ELR and MMI carefully selected

and curated the best retailers from the island to spotlight some of the best that Zanzibar offers.

SEGAP entered into a 10-year technical partnership with Zanzibar Airports Authority (ZAA) to manage and operate Zanzibar and Pemba airports. The consortium will act as a long-term partner to help position Zanzibar as a leading tourism destination, improve airport performance across all fields (including passenger experience, operation, profitability, etc.) and enhance airport infrastructure and services. The consortium will act as one project team for ZAA, covering different airport management and operation aspects."

Steve Allen, CEO of dnata Group and Chairman of Emirates Leisure Retail and MMI, said in the release: "We are confident that our investment, alongside our commitment to safety, quality and service excellence, will provide a major positive impact on Zanzibar's transport, tourism and trade industries. This in turn will deliver significant benefits for the local community and businesses.

"We will continue our efforts to consistently deliver world-class services, earn the trust and loyalty of airline customers and travellers, and be an employer of choice in Zanzibar."

Olivier Baric, Egis Aviation Director for Africa, said: "Together and over the next 12 months, we will continue with our endeavours to support the modernization of facilities, processes and staff needed for Zanzibar to achieve high quality, safety and security services in order for Zanzibar to be recognized as having an international airport that is an outstanding gateway to a destination that has everything to attract visitors, from world-class beaches to a UNESCO World Heritage site," in the same statement.

To establish operations, "dnata has hired and trained over 340 local talent and deployed a fleet of more than 120 pieces of ground support equipment at ZNZ. The company will gradually expand its operations and team, and by 2024 expects to handle more than 4,000 flights annually with a team of over 400 aviation professionals at the airport," the release said.

"dnata is also investing in a state-of-the-art facility to offer cargo services at the airport, supporting local trade and businesses. The cargo centre, which is scheduled for completion in 2024, will comply with the highest industry standards ensuring efficient and safe handling of a broad range of cargo, including perishables, pharmaceuticals, dangerous goods, live animals, aircraft engines and vehicles.

The dnata Group has been contributing to Zanzibar's tourism sector through its global travel businesses for decades. In 2022 dnata Travel, a leading travel services provider in the GCC region, facilitated flights, hotel bookings and holiday packages for thousands of travellers to Zanzibar."

### **SEGAP: supporting Zanzibar Airports Authority (ZAA) in a management capacity**

"SEGAP will provide general airport management and operation services to ZAA, including improving operational and financial performance, development of airport assets, increasing passenger and cargo traffic, airline route development, best practice and compliance with international standards. SEGAP has also seconded a number of key experts into the airport - including three managers - to work closely with the ZAA teams and facilitate organizational improvements and knowledge transfer. ZAA also benefits from access to Egis' network of 20 airports across the globe, for knowledge and best-practice sharing across many airport management aspects, and databases for operational performance and benchmarking."

### **Emirates Leisure Retail: best-in-class outlets designed to boost passenger experience**

"Emirates Leisure Retail will operate best-in-class outlets with a team of over 130 local culinary and retail professionals at T3, including:

**Curate:** a concept store showcasing the intricate craftsmanship of local independent vendors

**Spice:** a delectable restaurant with a menu inspired by the flavours of Zanzibar

**Revive:** a relaxing café serving locally roasted Zanzibar Coffee House Beans

**Taste:** an integrated bar and duty-free experience where passengers can select from a variety of drinks with the possibility of food pairing as well as purchase their preferred beverage brands to enjoy back home

**Style:** a beauty bar with interactive mirrors to try and buy from popular beauty brands

**Recharge:** a welcoming café on arrival serving the house ZOMA blend, roasted on-site in Revive"