

## **Department of Civil Aviation**

The following services and activities are under the respective responsibility of individual Directors:

### **Director RANTA**

RAK National Travel Agency (RANTA) was the first travel agency in Ras Al Khaimah and is the only one to be fully owned by the government. It was established in 1975 and is a subsidiary of the Department of Civil Aviation and is located in the heart of the city on Oman Street in Al Nakheel.

RANTA acts as general sales agent in the emirate for 10 major airlines: Air India, Pakistan International Airlines, Sri Lankan Airlines, Royal Jordanian Airlines, Middle East Airlines, Syrian Arab Airlines, Kuwait Airways, Sudan Airways, Shaheen Air International and Air France. RANTA also has a contract with one of the leading Haj operators in Saudi Arabia, enabling it to process Haj and Umrah visas and arrange all necessary ground transfer and accommodation.

Among the services it provides are online hotel reservations, the facility to show CD and video films of tourist destinations and arranging car rentals. It can organise holiday packages tailored to the specific requirements worldwide. The company is a member of the World Association of Travel Agents (WATA). With a travel and tourism office in Dubai and an inbound tourism department manned by professional staff, RANTA is working to promote Ras Al Khaimah as a tourist destination.

### **Director Civil Aviation**

#### **Sections:**

#### **Fire & Safety**

The RAK International Airport Fire Department is recognised within the industry as a national model for an effective and efficient airport fire department, marked by professionalism and an innovative approach to fire fighting. The Airport Fire Service currently has many personnel, and separate units, such as Operational Unit, Training & Development Unit, Fire Safety Unit and Support & Coordination Unit.

#### **Function & Responsibilities**

- To provide and maintain Fire Protection and Safety Services to aircrafts using the RAK International Airport in accordance with the recommendation and requirements of the International Civil Aviation Organisation (ICAO).
- To provide Rescue and Fire Fighting Services to passengers involved in aircraft accident or incident both on and within the immediate vicinity of the airport.
- To provide a Fire Fighting Service to fight fire in aircrafts and buildings on any part of the airport.
- To provide Fire Protection Services and to give Technical Advices on fire precautions and fire fighting.

The Fire Chief manages the missions of the Fire Department, including aircraft rescue and fire fighting; structural fire fighting; emergency medical service; water rescue; inspections; fire prevention; and training. Additionally, the Fire Chief is responsible for overall program management and direction, together with organisational planning for the department. The Airport adheres strictly to all runway fire-fighting procedures.

The service is responsible for the regular testing of equipment and facilities, including water hydrants, fire extinguishers in all buildings and the airport's 10 crash gates, as well as the maintenance of all fire service vehicles. Regular response time and communications exercises are carried out in conjunction with Air Traffic Control, while every year, a major disaster exercise is held involving outside agencies such as the police, civil defence fire services and local hospitals to test all emergency procedures.

The service has some of the nation's best fire fighting officers, all of whom have attended training courses at the International Fire Training College in the United Kingdom, and are qualified to the standards laid down by the UK's Civil Aviation Authority. Training is provided to all crew as well, based on the guidelines laid down by ICAO. Crew training includes the use of pressurised rigs and breathing apparatus, as well as monthly training drills and full training for all fire service members in first aid.

## **Air Traffic Services**

### **ATC & Radar**

The RAK Air Traffic Services section began its operation with the rapid growth of global air transportation, RAK's ATS set up was equipped with the latest state-of-the-art technology in surveillance and tracking. The RAK ATS section, headed by the Chief Air Traffic Control Officer, is further sub-divided into the following sub-sections for the purpose of effective management:

Air Traffic Control (ATC)  
National Search and Rescue (SAR)  
Aeronautical Information Services (AIC)  
Aeronautical Fixed Telecommunications Services (AFTN)

### **Responsibilities**

In accordance with ICAO Convention, the ATS Section of the RAK Department of Civil Aviation is tasked with the responsibility to ensure safe, regular and efficient operation of all flights (civil and military) within its sovereign and delegated airspace and movements of aircraft at RAK International Airport. Among others, the ATS section provides the following services:

- Preventing collisions between aircraft in RAK Airspace as well as in Flight Information Region (FIR) when such aircraft are under the control of RAK ATC.
- Preventing collision between aircraft on the manoeuvring area of RAK International Airport and obstructions on that area.
- Expediting and maintaining an orderly flow of air traffic.
- Providing advice and information useful for the safe and efficient conduct of flights.
- Notifying appropriate organisations regarding aircraft and ship in need of search and rescue and activating the National Search and Rescue Coordination Centre as and when necessary to cater for airport emergencies as well as search and rescue missions outside the airport boundaries.

### **Met & Flight Plan**

The RAK Meteorological Office is operated under the auspices of the RAK Department of Civil Aviation. The overall objective of the Met Office is to provide 24-hours meteorological forecast services for aviation purposes for the RAK International Airport. The office also prepares terminal and area forecasts at regular intervals. The successful running of the Met Office is quintessentially dependent on the existence of a well coordinated national

meteorological data collection and processing infrastructure to provide the common information base on which all basic and specialised meteorological services depend. This basic data collection system is also needed to support day-to-day weather services, especially to aviation and generally to the community at large. Thus, the Met Office's services are easily available to the general public as well.

## **Communication**

This section is responsible for operation of the AFTN communications centre at the Air Control Centre. Among other jobs, it handles processing of daily messages, entry of flight plan data for the ACC and archiving and retrieval of flight plans for investigations, safety management and planning.

## **Electronics**

### **Aeronautical Telecommunication Service**

The Aeronautical Telecommunications Services Section is delegated with the responsibility for the operation and maintenance for the aeronautical telecommunications and electronics aspects of Radio Navigational Aids, Communications, Air Traffic Control and Meteorological System, Processor, Security Checks and Terminal Building equipment and to ensure the continuous operation of equipment and facilities considered vital, directly or indirectly, to the over all operations of RAK International Airport.

This section also has the responsibility for the coordinating all arrangements with respect to all electronics equipment and spare parts procurement by the Department of Civil Aviation, and for the supervision and monitoring of the maintenance activities at RAK International Airport. In addition, the Aeronautical Telecommunication Services Section is also responsible for all arrangements and coordination actions with respect to the periodic flight checking of the airport navigation, and approach and landing aids to ensure strict adherence with the international standards and recommendations as set forth in the relevant Annexes to the Convention on International Civil Aviation.

Aeronautical Telecommunications Services Section is sub-divided into various sub-sections (technical) such as;

Administration  
Surveillance / ATM section  
Communications section  
Navigational Aids Section  
Meteorological Section and  
Terminal & Security Equipment Section

### **Nav aids & Radar**

This section is tasked to ensure the existence of appropriate telecommunications facilities and their efficient operation at RAK Airport so as to maintain regular and effective communication in air navigation. It also makes available and maintains appropriate air navigation aids in order to facilitate safe and efficient air navigation.

The services provided by Nav aids and Radar section include:

- To provide reliable and effective navigation aids and communications facilities at RAK Airport in order contribute to the maintenance of high standards of safety and security in air navigation.

- To provide navigational aids and communications facilities in order to support the operations of other providers of services in navigation.
- Ensuring that telecommunications and navigation aids located at the Airport in the Emirate and installation of new ones are compliant to existing international standards.

## **Airfield**

The overall function of this section is to establish, implement and monitor policies and regulations relating to the safe operation and efficient handling of aircraft at RAK Airport. The section is a focal point for the collection and distribution of information such as flight times, weather reports and pilot information. Other activities undertaken include inspection of the runways, taxiways and apron, aircraft stand allocation and the maintenance of airport equipment including the airport's noise monitoring system.

## **Civil Aviation Services**

### **Civil Aviation security**

The Civil Aviation Security section at the RAK Airport implements the highest international standards to cope with the development, stand-up to the 21st Century challenges and expansion and to ensure constant compliance with the international obligations.

The RAK Civil Aviation Security section has the following functions and duties:

- To carry out passenger and baggage screening of all international aircraft passenger services and of such other services where the service or the screening is judged advisable by the Director of Civil Aviation and, where necessary, to undertake searches of passengers, baggage, cargo, aircraft, aerodromes, and navigation installations;
- Screening of passengers and their baggage on aircraft ;
- To carry out aerodrome security patrols and patrols of navigation installations;
- To review, inquire into, and keep itself informed on security techniques, systems, devices, practices, and procedures related to the protection of Civil Aviation and persons employed in or using it;
- To undertake, or encourage or supervise, such experimental or research work in respect of any aspect of aviation security as the Director may specify;
- For the purpose of better carrying out any of its functions, to co-operate with the Police, Government Departments, airport authorities, operators, and authorities administering the airport security services of other Emirates and countries, and with any appropriate international organisation;

In the performance of these functions the section also:

- Controls access and prevents unauthorised entry to security areas on aerodromes and navigation installations and maintains a constant response to remove from such areas any unauthorised persons who enter therein, and maintain vigilance to ensure the security and safety of all persons using the aerodromes or navigation installations;
- Carries out such other security services as may be requested by airline operators;
- Collects, evaluates and analyses information which may be potentially significant to aviation security planning.

## **Public Relations**

The work of the PR section includes the production and distribution of press releases to meet press demands and to enhance the image of the RAK Airport through published and broadcast media. The PR section is responsible also for managing filming and photographic activity within the Airport.

## **Local & Federal Affairs**

This section is responsible for the handling of administrative matters pertaining to the local and Federal authorities. Among others, some of the functions of this section are to:

- Negotiate bilateral and multilateral air services agreement for securing and granting of traffic rights, process licenses and permits, and to monitor compliance with the provision of the agreements and permits;
- Control accessibility to the air transport and general aviation markets in accordance with levels of demand;
- Analyse, consider and approve passenger fares, freight and mail rate and associated conditions as well as monitoring compliance with the field fares and rates;
- Establish and update periodically an efficient and economic civil aviation charging system for the airport and air navigation services and facilities and to foster generation of revenue from non aeronautical viability;
- Establish, operate and monitor a comprehensive statistical system for the collection, processing and reporting of civil aviation statistics;
- Maintain and foster relations, co-operation and co-ordination with the ICAO, IGHC, ACI, GASA, GCAA, EPAIDC and other important bodies in civil aviation; and
- Carry out search work and studies in the various fields of air transport and initiate the implementation of relevant plans devised for development for air transport service in the RAK emirate.

## **Director Admin & Finance**

### **Finance**

The finance section is responsible for all financial transactions within the Authority including budgetary control, preparation of monthly financial management reports, processing of invoices and timely collections from customers and payments to suppliers, ensuring accuracy of fixed assets records, management of cash flow, etc.

### **Accounts**

The Accounts section is an integral part of the RAK DCA, designed to add value and improve its operations. The department helps DCA management and staff in operating Civil Aviation Facilities by reaching full operating potential. Among others, the Accounts section ensures that necessary controls are put in place and that the systems of controls are effective. It provides reliable and accurate information to the management, ensures economical and optimum use of DCA resources and oversees safeguarding of DCA assets. The section works to achieve the DCA goals and objectives.

### **Purchase & Stores**

This section is responsible for all the stores, property, and supplies, including purchase, upkeep, disposal, etc. of equipment and supplies ordered by the DCA.

## **Administration**

The Administrative section is responsible for the day-to-day administrative needs of the DCA. This includes documentation control, reception and security services, transportation billeting public relation and facility maintenance which is responsible for building maintenance and janitorial services, on a 24 hours basis.

## **Human Resources**

The RAK Department of Civil Aviation has always believed that its human resources are the bedrock of its operations, helping it achieve its corporate objectives, meet market demands and expectations of clients. In keeping with this view, the DCA has long ago recognised the need to develop and implement a human resources policy embracing a system that is flexible and dynamic and fully adaptable to civil aviation requirements. This policy treats the workforce as 'Human Capital, a crucial asset that deserves to be selected, protected and developed.

In the DCA, department heads are well informed of the HR policy and procedures and are regularly consulted and involved in the recruitment process and other related staff issues. The workforce of the DCA is fully adaptable to current needs and requirements, excelling in team work and a quick response approach.

The objectives of the HR section are to:

- Stay proactive by remaining informed of each department's activities and new initiatives to plan and prepare for any repercussion these activities might have on Human Resources.
- Enforce and enhance the systematic approach of all HR related issues particularly recruitment, job evaluation/grading and performance appraisals.
- Follow market trends particularly related to civil aviation in terms of new HR initiatives and compensation and adjust or respond as required.
- Be informed of the UAE Government's HR policies and regulations, particularly those related to nationalisation, and cooperate with local educational and public institutions.

## **Information Technology**

Computers play a large role in the running of any organisation or any Airport; the most visual form of this to the casual visitor is the display of aircraft arrival and departure times on the Flight Information Display Screens. Recognising the vital role of IT in achieving its goals and objectives, the RAK DCA developed and implemented an overall information technology strategy, solutions and support structure for the operating of DCA and other department of the RAK airport, with qualified professionals managing the entire IT set up.

The goals of the IT section are:

- To lead in information management solutions that enable DCA to work smarter
- To deliver "world-class" services to the operating departments of the RAK airport and to the other organisations it supports
- To make airport information easily available, accessible and affordable

And its objectives are:

- To improve service levels
- To minimise the cost of computing and information management
- To transform business practices to capture the benefits of automation
- To maintain professional skills and disciplines to ensure the highest quality

## **Director Airport Operations**

### **Marketing/ R & D**

RAK International Airport has become the premier transit stop, thanks to the unique package of competitive ground handling, catering, fuel and other support services which the airport is able to offer.

RAK International Airport recognises that in order to attract more passenger business, it must attract the airlines. RAK already has a firmly established open skies policy, which seeks to encourage and develop new airline services, balanced by the investment and commitment to the market made by existing carriers serving the gateway.

RAK's Department of Civil Aviation, in supporting the open skies policy, has developed a range of incentives aimed at further encouraging new carriers to serve RAK. These include, among others, competitive tariffs and financial packages, availability of Airport's marketing campaign to provide effective publicity and media coverage to all new carriers, across the region. This includes advertising, travel agency coordination and community functions, competitive office rental charges, transportation of passengers and cargo to all other Emirates at very reasonable prices, option of B.O.T. (Build-Operate-Transfer) airport projects and availability of industrial lands for long term lease including airside. RAK also offers cost-effective fuel prices in the region.

By developing integrated marketing campaigns, working both on its own and with other partners, the Marketing and R & D team aims to raise awareness of the RAK Airport and increase the number of passengers using it. The Marketing team is responsible for the Airport's literature and print material and its participation in high profile events and exhibitions with the aim of raising awareness of the RAK Airport, the destinations on offer and the various benefits of doing business with RAK Airport.

### **Commercial Opportunities**

RAK Free Trade Zone offers facilities and opportunities for companies to participate in the provision of commercial and industrial services ranging from warehousing through distribution to assembly, manufacturing and logistics facilities.

### **Ground Services**

The function of the Ground Services department is to provide an efficient, safe and consistent ground handling service to the Airport's customer airlines through a series of tasks from the arrival to the departure of an aircraft. The period of time that an aircraft is on the ground, between its arrival and departure is referred to as a turnaround. During this time staff in the Ground Services department provide support to airlines by way of aircraft marshalling, applying ground power, loading/unloading passenger baggage and cargo, baggage sorting and security, the positioning of passenger steps, aircraft towing, communicating with aircraft flight crews to conduct engine starts and operating specialised equipment. .

## **Cargo**

The RAK Airport has a 7,000 square metre area reserved specifically for cargo. It has two dedicated buildings and includes cold storage facilities, X-ray equipment and special secure areas for the storage of hazardous cargo and valuables. The area can handle bulk cargo, live animals, fresh, fresh meat and dangerous goods, including radioactive material.

The RAK airport has the equipment and expertise to handle all types of cargo. In addition to the two cargo buildings, other areas are also available within the airport perimeter for cargo airlines or freight forwarders with heavy cargo operations. These are available on a build-operate-transfer (BOT) basis, or as a five-year free land lease, depending on the volume of operations. Customs officials are also available around the clock, while health department staff attend to supervise the handling of livestock and inspection of fresh meat imports.

## **Passenger Services**

Passenger service is an integral part of working in an airport. The airport business is defined as being a 'service' industry – the end product is not a tangible object. The Passenger Service section is the focal point of communication within the terminal building. The team responds to passenger and visitor enquiries and ensures the smooth overall running of the terminal. Ground transportation is part of the Passenger Service section and plays a very important role in the success of the airport. The role of ground transportation is to ensure that all aspects of access to and from the airport are running smoothly.

## **Apron**

The RAK Airport has an apron area large enough to accommodate 25 standing aircraft. This section is responsible for regulating the activities and the movements of aircraft and vehicles on the apron of the RAK Airport.

## **Maintenance**

Airfield Maintenance and Engineering Section

To carryout all the responsibilities effectively and efficiently the Airfield Maintenance and Engineering Section has been divided into three (3) sub-units namely:-

Landscape and Cleaning Section

Building and Security Section

Machinery and Vehicles Maintenance Section

Responsibilities

The maintenance section provides the following services:

- Maintenance service for the airfield infrastructure/airfield landscape.
- Maintenance service for the civil aviation department vehicles including that of Airport Fire Services.
- Maintenance service for machinery, equipment and vehicles used for carrying out maintenance works.
- Maintenance service for the department building and offices.
- Cleaning maintenance service for some of department offices.
- Office renovation service for the department.

Providing building security service to the department.