

newsletter

2025



Welcome Message



Mr. Nabeel Kanoo
Chairman of the
Board of Directors

Welcome to the Bahrain Airport Services newsletter. This platform reflects our commitment to open communication and meaningful engagement with our stakeholders, customers, and employees. At BAS, our people and partners are the foundation of our success. Through their dedication and

professionalism, we continue to support Bahrain International Airport while driving service excellence, innovation, and sustainable growth. We look forward to sharing our latest updates and achievements as we continue shaping the future of aviation services together.



Key Achievements

Did You Know?

In June, BAS recorded the fastest turnaround time for an A320 at Bahrain International Airport this year, completed in just 22 Minutes!



Nurturing Future-Ready Talent Through Aviation Training at Youth City 2030

As part of our commitment to developing Bahrain's next generation of aviation professionals, BAS participated in Youth City 2030. Through the Bahrain Airport Services Aircraft Engineering Training Centre (BAETC), we introduced young participants to jet engine operations, global aviation safety standards, and key maintenance procedures.

BAS was honored to welcome HM King Hamad bin Isa Al Khalifa and HH Shaikh Nasser bin Hamad Al Khalifa, HM the King's Representative for Humanitarian Work and Youth Affairs, who explored the Center's specialized programs and met with the trainees.



Strengthening National and Institutional Engagement

As part of Bahrain Airport Services' ongoing engagement with national stakeholders, the Chairman of the Board met with HE Dr. Shaikh Abdullah bin Ahmed Al Khalifa, Minister of Transportation and Telecommunications, to discuss developments in the aviation and air transport sector, emphasizing the importance of public – private collaboration, alignment with international environmental and technological standards, and efforts to enhance operational efficiency in support of Bahrain's position as a regional hub for aviation, air transport, and logistics services.



Representing Bahrain at the Paris Air Show 2025

We were proud to join the Bahrain delegation at the Paris Air Show 2025, led by HE Dr. Shaikh Abdullah bin Ahmed Al Khalifa, Minister of Transportation and Telecommunications. Represented by Chief Executive Officer, Eng. Mohamed Khalil, and Chief Commercial Officer, Mr. Zaeem Gama, BAS stood alongside the Bahrain International Airshow management team to promote the upcoming edition and reinforce the Kingdom's stature as a regional aviation hub.

Catering Services Supporting International Events

In 2025, BAS Catering supported a diverse portfolio of international and large-scale national events hosted in the Kingdom, delivering catering services in line with international standards and event-specific operational requirements. These engagements included the **Bahrain Asian Youth Games 2025 (BAYG)**, **BIC Formula 1 2025**, **BIC FIA World Endurance Championship (WEC) 2025**, the **BIC Karting Rotax Championship**, and major public festivals such as **Muharraq Nights** and **Hawa Al Manama**, in addition to industry-focused initiatives including the **MTT Aviation Workshop**, sponsored by BAS.

During the year, BAS Catering also received formal recognition from the **Bahrain Weightlifting Federation** for its exceptional catering services during the **IWF World Championship in Manama**, with appreciation noted for the quality, presentation, and professionalism demonstrated by the team.



Engaging Global Partners at Ground Handling International 2025

BAS participated in the 26th Annual Ground Handling International Conference in Amsterdam, joining more than 1,000 aviation professionals from over 60 countries. Represented by Chief Commercial Officer Zaeem Gama and Chief Operations Officer Tony Smith, the team met with industry partners and airline stakeholders to discuss collaboration opportunities, operational improvements, and service enhancements across the ground handling portfolio.

Insights and Collaboration at the IATA Ground Handling Conference in Nairobi

The 2025 IATA Ground Handling Conference (IGHC) in Nairobi brought together leaders from across the global aviation community to explore developments in safety, service quality, and ground handling performance. Chief Commercial Officer Zaeem Gama and Chief Operations Officer Tony Smith attended the forum, contributing to industry discussions and meeting with partners.



Key Achievements (continued)

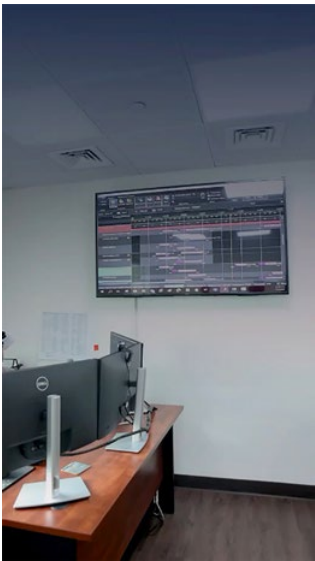
Operational Excellence & Innovation



Milestones in Wide-Body Handling
In 2025, BAS successfully handled ground operations for several wide-body aircraft, including ITA Airways’ Airbus A330-900neo, Korean Air’s Airbus A380, and Emirates’ Airbus A380, reflecting our reliability as a strategic partner across the most complex aircraft types.



Operational Readiness for Peak Travel Season
Ahead of the Hajj period, Eid Al-Adha, and the summer travel season, BAS introduced a comprehensive operational readiness plan. Measures included increasing capacity, streamlining passenger flow, and delivering targeted training for over 400 staff members to ensure seamless service throughout peak travel periods.



Introducing RMS for Smarter Operations
BAS has implemented the Resource Management System (RMS) by SITA to elevate ground operations. The new platform provides real-time visibility, optimizes resource allocation, and strengthens operational coordination across workforce and equipment scheduling.



Reliable Handling for British Airways
As part of our longstanding partnerships, BAS continues to support British Airways at Bahrain International Airport through coordinated ground handling services that uphold international safety and service standards.



Airside Canteen Now in Operation
BAS Catering has begun operating the Airside Canteen, offering 24-hour food services to support airside staff and enhance workplace facilities.

People & Culture

Our People



Aviation connects people and economies, shaping the way the world moves. At Bahrain Airport Services (BAS), we remain focused on navigating the sector’s evolution with clarity and purpose.

Through four core business units, BAS supports over 7 million passengers across 36 airlines, manages 104,000 tonnes of cargo, prepares 8.7 million in-flight meals, and provides engineering support for 8,000 aircraft movements, all in line with EASA standards.

I thank our teams for their dedication and reaffirm our commitment to strengthening Bahrain’s position as a leading regional aviation hub while delivering lasting value to our passengers and stakeholders.

Eng. Mohamed Khalil | Chief Executive Officer



BAS Hosts Annual Long Service Awards

This year’s Long Service Awards ceremony celebrated more than 160 team members with 10 to 35 years of service. Held on 22 May 2025 at Mövenpick Hotel Bahrain, the event highlighted the expertise, professionalism, and valued contributions they bring to the organization.



BAS Team Members Contribute to Aviation Research

Chairman Mr. Nabeel Kanoo welcomed Mr. Moosa Ahmed and Ms. Maryam Adel, who presented their master’s theses on AI utilization and business strategies in aviation. BAS continues to support research, innovation and professional development through the Staff Welfare Program.



Over 400 Staff Graduate from Customer Service Excellence Program

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Chairman Meets with BAS Trade Union Representatives

In line with BAS’s commitment to transparency and employee well-being, the Chairman Mr. Nabeel Kanoo held a meeting with Mr. Ebrahim Al Ansari and Mr. Ammar Janahi, Chairman and Vice Chairman of the BAS National Trade Union, to discuss labor-related matters and explore ways to improve the work environment.



Ramadan 2025 Ghabga Gathering

BAS hosted its annual Ghabga at the Gulf Hotel, bringing together the Board, executive management, and strategic partners in an evening of unity, connection and appreciation during the holy month.



Bahrain Airport Company Honors Terminal and Ground Operations Staff

Terminal and ground operations teams at BAS were honored by Bahrain Airport Company (BAC) for their consistent performance and commitment to passenger service excellence throughout 2024.



Marking Bahrain Sports Day

BAS participated in Bahrain Sports Day 2025 with a series of activities including group walks and on-site health checks, promoting fitness while strengthening team spirit across the organization.



I am proud to be part of Bahrain Airport Services. Coming to work every day makes me feel valued, supported, and respected. BAS is more than a workplace to me — it is a family



Celebrating Outstanding Customer Service

Chief Executive Officer, Eng. Mohamed Khalil, visited work locations across BAS to present the Customer Satisfaction Award 2025 to more than 40 employees. He was joined by Chief Commercial Officer, Zaeem Gama, and Chief Human



Capital Officer, Hana Abdulwahid, as they honored the staff members who showcased exceptional service throughout the first half of the year. Many of this year’s nominations came directly from airline partners, which made the recognition especially meaningful for the teams involved.

People & Culture (continued)
From the Terminal



Passenger Stories

A member of the Passenger Services team at Bahrain Airport Services (BAS) was recognized by the Ministry of Interior for his professionalism in handling a critical situation at Bahrain International Airport, in the presence of BAS CEO Eng. Mohamed Khalil Ahmed and Col. Duaij Al Kuwari, Director of Airport Police.

During a shift, Ali Al Kooheji noticed a passenger in visible distress and acted immediately. He calmly assessed the situation, coordinated with the relevant authorities, and ensured the appropriate support was provided — reflecting the high standards of service and professionalism that define BAS.

Insider Scoop

BAS staff share 3 go-to tips for a smoother airport experience:



Mark your bag with a visible tag or ribbon to spot it quickly.



Wear shoes that are easy to slip off during security checks.



Use an AirTag to track your luggage in case of delays or reroutes.



BAS Gives Back

‘Take Off’ Program Returns with New Opportunities for High School Students

BAS launched the second edition of our ‘Take Off’ summer youth program, welcoming a new group of high school students to explore the aviation sector through interactive workshops and mentorship. Designed to support national goals for youth empowerment and skills development, the initiative reflects our commitment to creating opportunities for the next generation of aspiring professionals.



Supporting the Bahrain Down Syndrome Society

BAS launched the second edition of our ‘Take Off’ summer youth program, welcoming a new group of high school students to explore the aviation sector through interactive workshops and mentorship. Designed to support national goals for youth empowerment and skills development, the initiative reflects our commitment to creating opportunities for the next generation of aspiring professionals.



Fostering Community Spirit Through Ramadan Iftar at Bab Al Bahrain

BAS distributed over 800 Iftar meals at Bab Al Bahrain during Ramadan, with employees from across the organization volunteering in the initiative as part of the company’s annual tradition.



Advancing National Sports and Bahraini Heritage

During the 29th race of the 2024/2025 season, BAS Chairman Mr. Nabeel Kanoo presented the BAS Cup to apprentice jockey Dhai AlSaadoon, reaffirming our support for equestrian sports as a valued part of the Kingdom’s cultural heritage.



A day with BAS staff

Click on any of the images to watch the video



Behind every flight is a team working to deliver quality and precision. I take pride in ensuring every detail meets the highest standards.

Mohamed Akbar
Operations Supervisor - Catering



For me, it’s about people. A calm word, a quick solution, or a smile can change a passenger’s entire journey.

Aysha Khalifa
Passenger Service Agent



My role is to ensure that every operation meets safety requirements. Compliance isn’t just a checklist — it’s a commitment

Abdulwahed Aref
Senior Auditor - Safety & Operations



Seeing my children surprise me at work was a moment I will never forget. BAS made this Father’s Day truly special for me and my family.

Basel Abdulrahman
Senior Controller - Airside Operations

Awards & Recognition



Etihad Airways Names BAS Best Maintenance Service Provider for 2024

BAS was awarded Best Maintenance Service Provider 2024 by Etihad Airways, acknowledging the excellence of our Aircraft Line Maintenance team in upholding performance, communication and technical standards across the airline’s global network.

ISO/IEC 17025:2017 Accreditation Renewed for the 9th Year

We have renewed our ISO/IEC 17025:2017 certification following an accreditation assessment by the ANSI National Accreditation Board. Marking the ninth consecutive renewal for our Calibration and Testing Laboratory, the recognition affirms the team’s technical competence, impartiality, and consistent performance across all laboratory activities.



eGovernment Excellence Award Highlights the Success of ‘Munawala’

The 2025 eGovernment Excellence Award for Best Integrated eServices in the Private Sector category was presented to Eng. Mohamed Khalil Ahmed, Chief Executive Officer of BAS, for our ground handling management platform, Munawala. Proudly developed by a Bahraini team, the system supports the coordination of aircraft services and contributes to more streamlined and efficient airport operations.



Operational Reliability Earns BAS Silver Award from British Airways

British Airways presented BAS with its Silver Award for the fourth quarter of 2024 in recognition of our exceptional punctuality and consistent adherence to safety standards. The acknowledgment highlights the daily coordination and technical precision that keep British Airways’ operations running smoothly at Bahrain International Airport.



Successful Completion of EASA Audit

BAS successfully concluded the European Union Aviation Safety Agency (EASA) audit, covering both EASA-145 and EASA-147 approvals. The review evaluated Line Maintenance, the BAS Aircraft Engineering Training Centre (BAETC), and Quality Assurance operations, affirming our continued alignment with international aviation safety and training standards.

Photo Gallery



BAETC celebrated the graduation of 100 trainees from the EASA Part-66 Aircraft Engineering License program, reaffirming BAS’s commitment to developing national aviation talent.



Chief Operations Officer Tony Smith and Chief Commercial Officer Zaeem Gama at this year’s Emirates Airline Ghabga.



BAS Chairman Nabeel Kanoo, alongside BAS Management, visited the company’s strategic partner, British Airways.



BAS meets Air Arabia to advance collaboration opportunities.



BAS team joins Gulf Air in celebrating the launch of the inaugural Bahrain-New York route.

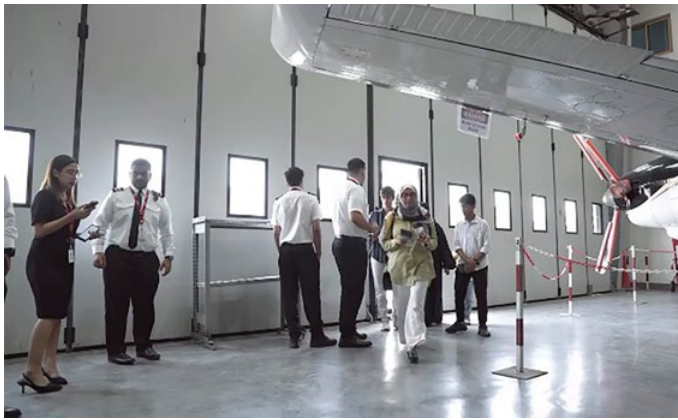


BAS leadership connects with industry leaders at Investor Day hosted by Dammam Airport Company.



BAS represents Bahrain at the Dubai Airports Airshow 2025.

Photo Gallery (continued)



Aspiring professionals explore aviation training during our BAETC open day.



BAS strengthens ties with Aljazeera Airlines.



Aviation, Security & Safety Annual meeting



A number of Bahrain Airport Services (BAS) employees during the 40th Annual Ceremony for Honoring Outstanding Workers, organized by the Ministry of Labour under the patronage of His Majesty the King, may God protect and preserve him



Closing Message

As we continue to move forward, our focus remains on delivering value through strong partnerships, service excellence, and the dedication of our people. Every achievement shared in this newsletter reflects the collective effort that drives Bahrain Airport Services forward.

Thank you for your continued trust and collaboration. We look forward to building on this momentum together.

Mr. Zaeem Gama
Chief Commercial Officer