



Press  
release



26<sup>th</sup> January 2023,

## TANZANIA

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

**Investment of over US\$ 10 million creates 500 local jobs**

**Zanzibar, Tanzania, 26 January 2023: dnata, a leading global air and travel services provider, has today celebrated the launch of its operations at Zanzibar Abeid Amani Karume International Airport (ZNZ) with its partners Emirates Leisure Retail and SEGAP, a joint venture between airport infrastructure and operations specialists Egis, and private equity fund manager AIIM (African Infrastructure Investment Managers).**

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.

**The investment of dnata, Emirates Leisure Retail and SEGAP represents over USD 10 million and, to date, has created some 500 local jobs with the companies.**

**dnata** will provide its globally renowned, quality ground, passenger and 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 master concessionaire for all food and beverage, duty free and commercial outlets at T3. In collaboration with Eight Inc, 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 the ZOMA Zones each store is inspired by the scents, feelings, and flavours of the island. 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: *"We're delighted to celebrate the launch of our airport services and retail offering with our partners at Zanzibar's new, advanced airport terminal.*

*"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: *"We are delighted to continue our key role in ZAA's strategic development in cooperation with the airport's stakeholders, after a successful year of cooperation, where we have contributed to operational improvements to support the growth of tourism in Zanzibar.*

*"Together and over the next 12 months, we will continue with our endeavours to support the modernisation of facilities, processes and staff needed for Zanzibar to achieve high quality, safety and security services in order for Zanzibar to be recognised 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."*

### **dnata: strong, long-term commitment with multi-million US\$ investments in people, infrastructure and equipment**

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.

**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 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 207 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

## About dnata

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dnata is one of the world's largest air and travel services providers, offering ground handling, cargo, travel, catering and retail services in 37 countries across six continents. In the financial year 2021-22, dnata's customer-oriented teams handled over 527,000 global aircraft turns, moved 3 million tonnes of cargo, uplifted 39.9 million meals, and recorded a total transaction value (TTV) of travel services of US\$632 million.

For more information, please visit [dnata.com](https://www.dnata.com)

## About SEGAP

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SEGAP is a 50/50 joint venture between airport infrastructure and operations specialists Egis, and private equity fund manager African Infrastructure Investment Managers (AIIM). SEGAP invests in and airport operation and management services to companies in Africa, including AERIA (Ivory Coast), AERCO (Congo) and Zanzibar Airports Authority Ltd. It develops airports by providing expertise in key areas of airport operations, aviation and ancillary services while ensuring safety and quality of service. SEGAP's mission is to bring its partner airports up to the latest international standards and make air travel in Africa more efficient, accessible and affordable.

<https://www.segapairports.com/en/>

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## About Egis

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**IMAGINE. CREATE. ACHIEVE.**  
*a sustainable future*

Egis is an international player active in the consulting, construction engineering and mobility service sectors. We create and operate intelligent infrastructure and buildings capable of responding to the climate emergency and helping to achieve more balanced, sustainable and resilient territorial development. With operations in 120 countries, Egis places the expertise of its 16,000 employees at the disposal of its clients and develops cutting-edge innovation accessible to all projects. Through its wide-ranging fields of activity, Egis is a central player in the collective organisation of society and the living environment of citizens all over the world.

Egis has over 70 years of experience in Africa with 1500 employees based locally, and a presence in 25 countries.

In the aviation sector, Egis has been dedicated to ensuring safe, seamless and sustainable aviation for all who fly, for over 50 years. Providing innovative consultancy, design and engineering solutions to institutions, ANSPs, airport operators, and airlines through almost every significant change in the industry. Egis specializes in managing and operating small to medium sized airports, with a network of 20 airports in 8 countries across 4 continents.

[www.egis-group.com](https://www.egis-group.com)

[Linkedin: Egis](#) | [Instagram: @egisgroup](#) | [Twitter: @egis](#) | [Facebook: @egisgroup](#)

## About AIIM

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African Infrastructure Investment Managers (AIIM) is the leading infrastructure private equity fund manager in Africa with a 20-year track record extending through seven African infrastructure funds with more than 56 investments across 17 countries. AIIM has USD 2.1 billion in assets under management and is a wholly-owned subsidiary of Old Mutual Alternative Investments (OMAI). The pan-African team of 40 investment professionals is spread across AIIM's offices in Cape Town, Johannesburg, Abidjan, Lagos and Nairobi.

[www.aiimafrika.com](http://www.aiimafrika.com)

## About Emirates Leisure Retail

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Emirates Leisure Retail (ELR) owns and operates a wide-ranging portfolio of restaurants, cafes and bars across the Middle East, Australia, Asia, USA and East Africa. Operating more than 300 outlets (including more than 90 outlets across 21 domestic and international airports), ELR has the proven success and capability to drive revenues, deliver operational excellence, and provide a compelling guest experience. ELR's model ranges from franchise to own-brand development with a unique blend of globally recognized brands and bespoke concepts. ELR is a proud employer of choice, employing a dedicated, diverse and experienced team of more than 2,500 employees from 40 countries.

## About MMI

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Maritime & Mercantile International (MMI) is a dynamic import marketing, sales, retail and distribution organisation specialising in beverages, with an extensive portfolio of global brands, supporting its partners in delivering world-class hospitality across its extensive On Trade (restaurants, hotels, bars) network.

MMI owns and operates over 55 retail stores across the UAE and its international business as well as supplies Duty-Free retailers in the region and operates Master Concessionaire projects. MMI is headquartered in Dubai and operates in 42 countries across South and East Africa, Gulf & Middle East, Southern Europe, Indian Ocean and Southeast Asia.

At every interaction with MMI's portfolio, events and outlets, the company strives to bring more to the lives of customers and consumers, through innovations such as the award-winning Le Clos Finest Wines and Luxury Spirits retail concept to trend brands and e-commerce.

## Egis Press contacts

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