



# NAHCO NEWS

## Digital Version

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### NAHCO MOVES TO HELP BOOST EXPORTS

As part of its efforts to boost the Nigerian economy through exports, leading ground handling company, nahco aviance is ready to help exporters and airlines move their goods and products abroad.

Speaking at a meeting with representatives from the Nigerian Export Promotion Council (NEPC), airlines, exporters and other stakeholders, Group Executive Director, Business Development and Commercial, Prince Saheed Lasisi said NAHCO is poised to provide enabling environment for exporters' businesses to grow optimally.

Although, Lasisi said that, based on the feedback the company gets, the exporters have been having some issues with government agencies, in terms of facilitating their services in a timely manner; NAHCO has always intervened whenever any issue comes up.

Stating that over 80 per cent of the foreign airlines are NAHCO customers, the G,ED pointed out, that most export cargoes traditionally, still come to NAHCO. Lasisi said that NAHCO has lots of advantages and all the certificates required to export to the European Union, United Nations and other parts of the world.

[Read more on pg2](#)

### NAHCO TAKES DELIVERY OF GSE, UPGRADES FACILITIES



The nation's leading ground handling Company, Nigerian Aviation Handling Company Plc, (NAHCO Plc) has taken delivery of another set of ground support equipment valued at about half a billion Naira, as part of the 3.6-billion-Naira equipment proposed in 2019 for injection into the company to aid facility upgrade and enhanced service delivery.

The latest delivery is the first of two sets being expected before the end of the first quarter of 2020. Beside the equipment, the Company has

also completed the renovation of the cargo complex, which houses airlines, cargo agents, banks and other clients. According to the Group Managing Director and Chief Executive Officer of NAHCO" our plan is to make NAHCO customer- centric, and with this renovation, as well as the ongoing equipment purchase, we are providing our clients a conducive environment to operate from. We are also coming up with fresh innovations to offer our numerous clients better deals, and retain a minimum of 65

per cent market share in aviation ground handling business".

Speaking on the latest deliveries, the GMD attributed to the Company's current low run to the Covid-19 pandemic which has adversely impacted the Company's operations, notwithstanding," we will continue to strive for excellence at all times. This is just part of the equipment being expected, some more will be delivered in the coming days. The era of inadequate equipment is sure to be over soon".

[.Read more pg 7](#)

### NAHCO DONATES MEDICAL EQUIPMENT TOWARDS FIGHT AGAINST COVID-19



As parts of its corporate social responsibility (CSR), the Nigerian Aviation Handling Company Plc, (NAHCO Plc) recently donated medical items to the Lagos State Government to aid the fight against the ravaging COVID-19 pandemic.

- **COVID -19 PANDEMIC AND THE IMPACT TO LIFE STYLE**
- **NAHCO INTRODUCES AIRCRAFT DISINFECTION SERVICE**
- **THE NEW NORMAL: CLEAN & DISINFECT IN FULL GEAR**

**NAHCO SUPPORTS GOVT. IN THE FIGHT AGAINST COVID-19**

**N**igerian Aviation Handling Company (NAHCO) Plc stood out by handling on behalf of the Federal Government of Nigeria, the airlifting of medical supplies shipment which consisted of 107 cartons of the laboratory kits and other vital supplies to combat the dreaded Covid-19 virus.

The medical equipment which was first of such at the onset of the pandemic, was donated by the Chinese tech titan and Alibaba founder Jack Ma. NAHCO provided a seamless handling and carefully dispatched the items, using its state-of-the-art equipment.

Commenting on the issue, Fagbemi said that NAHCO was chosen because of its high-tech equipment and promised that the company would continue to assist the Federal Government in any way possible in its efforts at ensuring the eradication of the disease, which has been described as a pandemic by the World Health Organisation (W.H.O). She explained further that it was not the first time the company would be handling such sensitive and important projects for Federal, State governments and private organisations in the country.

She said: “We are glad to handle the shipment of these very sensitive and important materials for the Federal Government. As a leader in the sub-sector, we have the latest equipment and well-trained staff to carry out the job seamlessly without hitches. “We are ready to ensure this disease is eradicated from the world. This is our own contribution to the success of the programme. The equipment includes 20,000 laboratory diagnostic test kits, 100,000 medical masks, and 1,000 protective suits and face shields.



**NAHCO MOVES TO HELP BOOST EXPORTS**

On agricultural exports, Lasisi said “We also got a letter from the Quarantine department at the Ministry of Agriculture that all agric exports are supposed to pass through NAHCO. So at NAHCO, we know that we have a whole lot of advantages. “All we have to do is to make sure that our services are seamless in a timely manner. We also encourage the exporters through our airlines to ensure that they have the volume they require.” He assured that NAHCO is in regular communication with the exporters and other stakeholders. Speaking at the meeting, representative of NEPC, Mrs. Francisca Odega advocated for the increase of exports so as to boost the economy. She said government had earlier made moves to support export but that such moves were channeled through the agencies. According to her, for export to grow optimally, three key areas must be addressed which include: freight charges reduction; Ease of Doing Business, which creates conducive business environment; and cooperation among operators. In his remarks, regional cargo manager,

Turkish Airlines Sevkett Battal advised Nigerian exporters to always plan ahead as it gives airlines room for proper cargo management. He commended NAHCO for always cooperating with Turkish Airlines and that the company is doing well in that area. “We have digital cargo session. We are with NAHCO digital team. We have the special cargo section which we have changed to Cargo in care. NAHCO has a special cargo department and they are improving the cargo services in line with our demands. Recently, we brought a special design container with batteries and Central cooling system. We are improving together and we are guiding them. They are cooperating with us and that is why we are together for long.” Also speaking at the meeting, Managing Director /Chief Executive Officer of FOB Global Logistics, Mr Oluwajimi Jimi Adebanye identified Nigeria cargo market as a huge one. He therefore, urged operators to always cooperate so that they can easily tap into the benefits inherent in the large market.

**EDITORIALS**

Yes, nahco news is back, we are back in line with the current realities- we have gone digital.

This maiden edition of digital nahco news is a child of necessity, and a response to current realities. It is our hope that you will enjoy it, contribute to its growth and join in nurturing it. This edition promises to be a great read. It features the usual news, articles and memorable pictures. Relax and enjoy it.

On behalf of the nahco news team, I welcome you to the digital world of nahco news.

Many thanks.

Samuel Olusesan Akinrinmade - Editor

**Editorial Board**



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**NIGERIAN AVIATION  
HANDLING COMPANY**  
RC30954



## VISION

To be the leading service provider, continuously innovating and reshaping our chosen markets.



## MISSION

To consistently provide exceptional services, using professional teams, cutting edge technology and leading practices to deliver value to all stakeholders.



## CORE VALUES

**Safety**

**Integrity**

**Innovation**

**Reliability**

**Respect**

**Empathy**



## DIFFERENTIATING COMPETENCY

**Service Excellence**





**NIGERIAN AVIATION  
HANDLING COMPANY PLC**  
RC 30954



## 39TH ANNUAL GENERAL MEETING

Nigeria's leading ground handling company, Nigerian Aviation Handling Company Plc, nahco aviance, held its 39th Annual General Meeting (virtual) at the Banquet Hall of Radisson Blu, GRA, Ikeja Lagos on Thursday 16th July, 2020.



**DIRECTORS**



**SHAREHOLDERS**



**REGULATORS**



**GROUP MANAGING DIRECTOR**



**AGM IN PROGRESS**



**GROUP CHAIRMAN**

# NAHCO GROWS PROFIT TO N1.34BN, SHARES N487M DIVIDENDS AMONG SHAREHOLDERS

The Nigerian Aviation Handling Company (nahco aviance) Profit Before Tax (PBT) has grown to N1.34 billion in the year ended December 31, 2019, representing 166 per cent increase when compared to the same period in 2018. It also paid N487 million as dividends at 30 kobo per ordinary share of 50 kobo each, as approved by the shareholders.

Board Chairman, Dr. Seinde Fadeni, stated this during the Annual General Meeting (AGM), which was transmitted virtually to shareholders in compliance with the World Health Organisation (W.H.O) and Presidential Taskforce (PTF) on Covid-19 pandemic. Fadeni in his speech at the virtual AGM, disclosed that NAHCO in its PBT 2018, had N503.237 million, but grew to N1.34 billion in 2019, which he attributed to the several measures put in place during the financial year to control costs and income revenue by the company. According to him, Profit After Tax (PAT) increased significantly from N196.8 million in 2018 to N717.2 million in 2019, representing 264 per cent increase within the period.

Also, Fadeni added that the group closed the year ended December 31, 2019 with total revenue of about N9.99 billion, a marginal increase of 2.3 per cent over the 2018 figures of about N9.8 billion. He, however, expressed that the year would have ended on a better note, but for the United States – China trade issues and the virus in the Asian country affected importation and reduced flight frequencies at the tail end of 2019.

He added: "In line with our business strategies, the initial problems of increased costs of operations and administrative expenses have been taken on board by management and

are being released.

"The transformation agenda, being facilitated by KPMG, is on course. This transformation agenda includes our five-year strategic plan and this plan is anchored on five strategic pillars and three key enablers. "The strategic transformation pillars are; operational excellence, digital transformation, people and culture transformation, organic and inorganic growth, and diversification and the key enablers are: adequate funding and capitalisation, financial grip and enhanced risk management."

Fadeni added that the year 2019 was fairly good to the company, adding that the management was working to win more clients, while it renewed a number of its existing contracts within the past year.

Also speaking, Mrs. Olatokunbo Fagbemi, the Group Managing Director, NAHCO, said that in the year under review, the group's PBT increased to N1.340 billion, while group's operating cost decreased by 1.4 per cent and administrative expenses decreased by 12.1 per cent. Within the year, Fagbemi explained that the group expended resources into re-fleeting, which produced immediate result as the company was

able to provide a more efficient service, reduced degreasing and cost of maintenance.

She added that the company upgraded the warehouses in Lagos, Kano and Abuja airports, adding that it also began the implementation of the new staff condition of service, which enhanced workers' welfare and promoted industrial harmony in the group.

She added: "In 2019, the implementation of the five-year 2019 to 2023 transformation plan, which was developed in 2018 after a business review of your company by board and management, commenced with a 12-month programme code named Project Falcon.

"NAHCO staff and management are working with KPMG in the implementation and this has started with focus on operational excellence, culture transformation and optimising technology within your company.

Last year, we announced an asset acquisition plan of over N3 billion. Management is grateful to the board for its timely approval of this asset renewal plan and the aggressive purchase of ground support equipment



Directors at the event

# COVID -19 PANDEMIC AND THE IMPACT TO LIFE STYLE

**Uche Ikechukwu. C.**

**C**ovid-19, a code name to depict Coronavirus, which broke out in a city called Wuhan in China of Asian continent last year 2019.

This pandemic is more of a health crisis concern and conclusively an unforeseen socio-economical crisis. It has long created a devastation in social, economical and political life style. To this fact, we shall briefly understand humanitarian responses, cutting across "Homes, Workplaces, Social gatherings, Government functions and Religious life". Obviously, one can not over emphasize the fact that this pandemic has brought about a new 'Era' a change in how people relate with one another, discipline in various spaces, redefinition of the word Hygiene both at home and at interactive places for example working environment. Yes! it has also created an adjustment in various organisational policies, standard operating procedures hereby known as SOP as the case may appear. Lastly to note but not forgotten, this pandemic has impactedly brought concerned attention of the appropriate bodies to public health matters. thereby exposing its existing weaknesses in structure, sophistication, policies and general functions to mention but a few.

Research has it that, Nigeria recorded her first case of this pandemic on the 27th of February 2020, through the Network of the Nigeria center for Disease Control and was managed at the infectious Disease Hospital Yaba in Lagos. Since this incident, no doubt the government of Nigeria, through the federal Ministry of Health has been solidifying policies and measures in place to ensure that an outbreak in subsequent time is adequately controlled and properly contained in a bid to keep its citizens and nationals safe. So, here we are since this outbreak, from one decision to another, from one measure to another by those concerned authorities in the process to fix this mess: yet, the virus as a pandemic it is, rapidly spreads. Kudos to the Federal and state governments working closely with other bodies of interest to control the virus via processes of emergency lockdown, controlled movement with person to person interactions, complied by institutions, establishments, companies and organisations at large.

**MATTERS OF INTEREST**

It will interest you to know that there has been several ideas, thoughts and conceptions about this virus. Recall that the WHO declared this covid a pandemic and a(global health crisis) on 11th March 2020, which saw many nations taken to preventive actions, Nigeria inclusive. When we talk about ideas and thought of people, sometimes it could be associated with their belief and philosophy of life. Covid-19 affects different people in different ways. Most affected people will develop mild to moderate illness and recover almost immediately without isolation or hospitalization. Also, from most medically established and proven facts of the symptoms commonly associated with this virus, some of

which are; fever, dry cough, and tiredness. Others could be aches and pains, sore throat, diarrhoea, loss of taste or smell, headaches etc. Just as earlier stated that it varies from person to person symptoms. Also remember that, considering these common symptoms of covid 19, one can outrightly say that they share same manifesting indications of other health conditions, such as the common malaria and typhoid fever.

In the course of my pulling information via research and findings, I listened to a man in his late 60s say and I quote "this covid-19 or whatever you call it does not affect black man, as it would the western world". Take a pause, think, what do you derive or draw from his statement? Well, to you it could be a fallacy and to another it could be the exact truth of the current happenings. But, if I may ask, what is going through your mind as you read this?. Remember we have a global opinion on this matter, which by reasoning we have to take if we must win this fight against coronavirus.

Different perceptions and philosophical stand about this covid 19 manifested as follows ;

The Black Man stand: this takes a view from the above made statement. The Medical stand: which obviously bore its view from the already established facts by the WHO. The Traditional stand: this view completely got me believing that coronavirus can be prevented through the intake of carefully selected Roots and Herbs. Idealist opined that, it's mother nature's way of bringing us close to her, by recognizing the fact that several ailments, sickness and diseases have and still can be remedied through these herbs and roots. The Believers stand: this view also known as the Religious view, covers the idea that God is the giver and taker of life. No doubt, this is generally correct. But what do we then say about the popular adage "Heaven help those who help themselves". Lastly is the Simple Life stand: this view swept me off my feet. I remember when we were kids growing up in elementary schools, we were taught basic science, and in this subject I remember a popular rhythm "wash your hands". our teacher will teach us how to wash our hands clean and free from the danger of having germs.

I remember our teacher will say, before you eat it's good to wash your hands, when you go out and come back home, make sure you wash your hands with soap and clean water to prevent germs. I also remember she said it's a good habit to cover your mouth and nose when coughing. Lastly I remember her saying do not play on dirty surfaces, if you do wash your hands with soap and clean water. Hmm! funny isn't it?. Yes indeed, but it is the basic fact for a simple lifestyle. This view exposes the fact that we have lost our regular hygiene practices both at home and in work places. what basically should be our normal routine lifestyle, has suddenly been thrown away and forgotten for frivolity. Why is this so? because we forget the saying that cleanliness is next to godliness. what we hear and see in social media, news platforms, jingles, adverts, rules and guidelines both local and foreign are all pointing to keep hands clean by

washing them with soap and running water. To me this is just all about personal hygiene.

**WHO IS RESPONSIBLE ?**

We are all responsible, we are all in this together. We as individuals and collective groups have a supportive role to play in our own little or more ways to keeping safe and thus encouraging hopes for a covid 19 free life. Like we say, covid 19 has brought a change in how we relate with one another. It is not just enough to see a colleague at work who is sick and say 'sorry' or 'get well soon'. But rather encouraging such person to seek medical attention to know what is wrong. This is not time to self medicate, neither is it time to get to work place or other gatherings without sanitizing and masking up. In work places, we have colleagues and team mates ready to achieve the goals and objectives, let's do it with utmost caution, safety and concern for one another. Advice a friend to always mask up in gathering spaces, ensure to sanitize your hands at entry points and also ensure neat surfaces are always maintained with disinfectants. Let's remember it's not just enough to keep safe but also to take responsibility.

**MY PATRIOTIC OPINION**

In 1969, a soldier in the Norwish Legion once said that "hanging a flag outside one's home is a patriotic gesture". Upon this day I say to us that, obeying guidelines and rules given by professional bodies and the various appropriate health authorities in order to curb and remedy this pandemic is greater patriotism.

Who is left out in this fight? obviously no one. Charity they say begins at home, therefore this fight should start from ourselves in keeping safe, sensitizing each other over this virus, pep talk in offices should constantly remind us of the keeping safe practices. Lending helping hands where necessary, some measure of charity work is encouraged. The government at all levels are doing its best, religious organizations also should key into this process. Employers and employees can be resourceful in this movement. I believe now is not the time to point fingers and blame another. The covid19 like others before it, is not the end of the world. But we can make it mean the end of the world of ungodliness, insanity, indecency and negligence to healthy life style.

Let us jettison the so called irony they say is behind this pandemic, that it's a virus for the big man. Therefore focusing on enhancing and adjusting our life style to suit the current realities in which this pandemic has brought.

In conclusion, as our routine life style gradually returns to normalcy with the easing and lifting of bans on lockdown, Domestic and international air transport, market places, religious centers, education and learning centers, social and few other interactive hubs, I sincerely hope we give in our utmost best to obey stipulated guidelines for a covid19 free life style.

Indeed, this pandemic has impacted our routine nature, yet we are not broken. Together like Ebola and others before it, we will see coronavirus forever distant from our nation.

## REPUTATION MANAGEMENT- THE NEED TO DISTINGUISH NAHCO AS COMMUNITY AND AN ENTITY

- Samuel Akinrinmade

*"Any company looking to create and protect shareholders value in the future must have a clear reputation management strategy in place, or else it risks seeing that value eroded and even destroyed. It is not just the share price, but the on-going sustainability of the business and its reputation that are true, long-term determinants of shareholders value."*  
PricewaterhouseCoopers' Study, 2002.

To break this down, I will like to comment on three key variables toward reputation management with a brief definition of each of them:

Perception is the mental image held by people (internal and external stakeholders) about the Company, while reality is how the Company is able, or unable to live up to the perception already formed by the people. And reputation is the summation of perception and reality. That is, the corporate reputation of nahco is the perception of its stakeholders and the reality of its daily activities.

Going further, there is need to differentiate corporate reputation from corporate image, as corporate image is changeable by events, it is what comes to mind at the mention of nahco, but corporate reputation is deeper, as reputation is earned, it is who we are, no matter the situation. Our reputation should enhance our image, not the other way round.

Therefore, the Chief Executive Officer should be seen as the number one reputation manager of the Company, as her reputation or lack of it, has a direct impact on the reputation of the Company. She is therefore, the voice of the Company. Her body language sets the tone, luckily, the new NAHCO is towing this line, however, a concerted effort must be in place to further project the image of the Company in a better light, it involves every member of staff, Management and Board, our actions and or inactions speak volume of who we are, it has to do with how we project the Company.

The headquarters currently wear a new look, a subtle rebranding is visible around the premises, committees are working round the clock to reposition the Company, dress culture is changing and people are beginning to take ownership. Good start, but we have all the while concentrated on building image, instead of reputation.

If we strive to build an enduring reputation, it will transform to reputational capital and benefits resulting in stakeholders' trust, brand extension, expansion of customer base, help in market share, build brand loyalty and attract new clients.

We therefore require urgent attitudinal change starting from the top to the bottom- It is noteworthy that the process has been set in motion, but without the buy in of the major lieutenants, especially the management and staff, we might be chasing shadows after all.

Further to that is a brand audit to differentiate nahco as a company from nahco as a community- often times, people are wont to associate all happenings around the community to nahco aviance. Media handlers have had to respond to countless enquiries on our various social media handles concerning issues of fraud or indiscipline, which at the end of the day had nothing to do with nahco as a company. Towards achieving this, there is need to set the agenda by engaging the media, in form of a corporate advert / sponsorship that will educate people about nahco and other operators operating within the area. Hackers posing as nahco staff, hack into NIPOST's site to intercept mails, and send mails or call prospective victims that their items had arrived nahco, instead of NIPOST and asking them to part with various sums of money. Many have fallen into this trap.

Secondly, we could partner respectable broadcast medium/media to sponsor aviation/freight related program. This will not only help in correcting the wrong impression, but the advert spend will ultimately reduce our tax liability, engender a good relationship with the media and reduce media mobilization for our events. There is also the need to consider corporate social responsibilities within the community, good enough we have started that. We should act and be seen as a corporately responsible member of the community. It is on record that nahco had over the years identified with the community; it provided defibrillators to the various airports within Lagos and had at several occasions supported the orphanages as well as educational institution, and recently, donated medical items on Covid-19 to the Lagos State government.

*Additional materials sourced from Built to Endure by Demola Akinbola -2004*

## ABUJA GIRLS: SHE SHOCKED ME.



*She walked into the banking hall, with her pointed shoes announcing her arrival minutes before you saw her.*

*She wore that kind of dress that convinces you that heaven is missing an angel. The fragrance of her perfume would keep you sniffing loudly.*

*And the phone which she gingerly held to her ear, without minding the security guy that was waving frantically at her that calls are not allowed in banking halls, will cost a small fortune.*

*She stepped forward, picked a deposit slip and searched frantically for a pen. About five guys offered her their pens but she took mine, maybe because I was closer to her.*

*After a while, or a long while because time stood still, she stood up and inched closer to me. I was sweating like a pregnant fish and huffing and puffing like a Monitor lizard. She whispered, "Please can you spell 'thirty' for me?"*

*I looked down at her deposit slip in surprise. She had written, "Tarty Tausan!"*

**BEAUTY IS NOT EVERYTHING.**

- Ndeewo. Prince Al.

# LIFE AFTER COVID-19

**W**hile China was battling Corona virus, many thought it was China's problem. No one expected the situation to turn a pandemic that will see the world covered in fear, restlessness and have all economies shut down. The world literally came to a halt. The things that we took for granted are now staring us in the face. Who would have thought that we all would be practicing social distancing, go about in face masks, unable to celebrate birthdays, no owanbe's, clubbing, burial or any other social activities. Who would have ever imagined that a large percentage of the world population would be under "stay-at-home" orders?

For six months, everything was shut down, airports included; ditto our main source of revenue. But for the pockets of cargo and emergency or evacuation flights, our activities would have been grounded. However, we are currently experiencing a semblance of normalcy.

The reality has dawned on the world as the standstill occasioned by Covid-19, wasn't envisaged. No one believed this could happen, and now that it has, and as a business concern, what are those steps we can begin to take now to prepare for business after Covid-19 crisis?

As a general rule, according to *Bouch*, "if you are able to maintain your marketing budget during this time of crisis, then you should do so. A short pause is understandable, but historic data and research have proven time and again that companies that actively market during a time of crisis experience higher sales and net income than those going dark. At minimum, you should not cut more than 50 percent of your marketing budget. So, if you currently spend 10 percent of gross revenues on marketing, then don't go below 5 percent. Note we are talking about gross revenues during good times because this needs to be viewed as an investment-spend approach".

Also, there are many things we can do now with the available time that can be very beneficial for future business, considering the peculiarity of our business:

## 1. Interface with internal and external public(s)

This is the best time to push out the most favourable narratives about our business to our staff, contractors, tenants, airlines, regulatory and government agencies, agents, security agency and all those that make our business thrive.

A time to identify with the community where we operate, support the state and federal government with material items to fight the pandemic. This is the time to be in the news, remain in the news and create the news.

## 2. Enhanced visibility

Inasmuch as we have a limited audience, the projection of our image cuts across audiences, hence, we must maintain the best image possible, especially at this critical period. And in achieving this, we must remain consistent on all social and traditional media by



regularly updating with fresh contents and persistently maintain enhanced visibility.

3. Improve Online Reviews Strategy and evaluate digital marketing Now is the time to create a template for responding to online reviews, questions and enquiries. The web is filled with online reviews that we have not responded to. We do not have to go back and answer each one, but this is a good time to make sure our more recent reviews have a thoughtful response. It is time to create a reviews policy and, have a good candidate, trained on how to respond to negative reviews and when to escalate legitimate customer-service issues to the right person. We need to provide to such a candidate the needed tools to monitor reviews and get alerts.

4. Creation of a "Google my business" account This is expected to optimize the company on the search engine. It will facilitate and provide credible updates on our business description, updates and offers.

## 5. Best time to Re-brand

This may just be the perfect time to're- brand'. Having gone through 'fire' un-scratched, it is time to brag about our position in the ground handling business by throwing out figures of the number of evacuation flights, emergency and special cargo flights we handled in the course of the pandemic and how that has proven the fact that we are the leaders in the sector.

To that end, signage at different locations, welcoming people back to the airports, and assuring them of an improved service, while latching on to the fact that "even when no one was there, we remained and kept the industry going" and also plant related news stories in the online and traditional media.

## 6. Consider an Outreach Strategy

Reaching out to our customers during this pandemic is appropriate as it will cement the existing relationship with customers and the purpose of the communication will be better appreciated. This can be via email, social media or text messages. We shouldn't let that relationship drop off. We can offer reassurance of our support for their special cargo in our custody, even promise them waiver or rebate upon resumption.

Using the above analysis, we have actually scored high.

## THE NEW NORMAL 2: CLEAN & DISINFECT IN FULL GEAR

*Fidelia Obumselu*

In-cabin hygiene is one key area that has been given special attention in order not to erode passengers' willingness and confidence to travel by air because of the fear of catching infection on-board. And so aircraft cleaning is no longer just pick, vacuum and wipe. The process and procedure have been elaborated to defer to the change agent - Covid-19. In-cabin hygiene must now include fogging, disinfection and decontamination in line with World health Organisation's, IATA's and local authority's requirements and standards.

Chemicals to be used must have the approval of the aircraft manufacturer, the process of carrying out the act must be in line with IATA's and WHO's standard and endorsed by local authority and the people to perform the function must have been adequately trained to satisfy authority's requirements. It is certainly not an all comers' task.

And then finally, but very critical, the team performing the task must use appropriate novel PPEs. Without meeting this requirement, the cleaning and disinfection will not be permitted no matter the number of degrees the team

members may have. This is right and proper because it will not make sense to send in a team into the aircraft to clean and have them disembark loaded with viruses and bacteria. So the cleaning team must don an interesting garb of disposable body suit, disposable/impenetrable gloves, nose mask, eye goggle, disposable foot wear and look ready to parachute before they can embark on the exercise.

On Saturday, 27th June, the NAHCO cleaning team pulled the first in the aircraft disinfection exercise as five of the well-trained and fully kitted team pioneered aircraft disinfection service under the new normal with Aero Contractor's flight from Abuja to Lagos as part of the simulation exercise in readiness for resumption of local flight operations.

The precision, thoroughness and professionalism of the team were not in doubt as every item on the checklist got a tick. To cap it up, each staff that took part in the cleaning and disinfection task was in turn sprayed clean on the tarmac with the approved spray before the garbs were carefully pulled off for disposal.

Thumbs up to the disinfecting quintuplets of Chidiebere Orisakwe, Sanni Zubair, Adedewura Emmanuel, Mohammed Idris and Ebah Emmanuel for making NAHCo proud under the new normal dispensation.



## NAHCO TAKES DELIVERY OF GSE, UPGRADES FACILITIES

Meanwhile, NAHCO's 5- year transformation plan is right on course, though with a significant slow down as a result of the closure of the airports due to Covid-19, the Company is however very optimistic to scale through the hurdles

diversified enterprise with interests in aviation cargo, aircraft handling, passenger facilitation, crew transportation and aviation training. The company currently serves several airlines across the major functional airports within Nigeria, and handles the largest

chunk of domestic, foreign and cargo airlines.

In 2005, NAHCO was privatized and listed on the Nigerian Stock Exchange in 2006. The Company is now owned by over 80, 000 shareholders, as well as local and institutional investors.

NAHCO Plc is a Nigerian

# IMPORTANCE AND BENEFITS OF WORLD TRACER

## Godwin Obata.

I, Mr. Worldtracertvcis a SITA/IATA service, provided for the tracking of lost or delayed baggage. I have been in operation for many years and I am used by all airlines and GHA that are members of IATA.

In this article I'm going to be talking about the importance of me(worldtracers) to Airlines and Ground handlers. I, provides Airlines and Ground handlers with a single, global solution for reporting and tracing lost baggage. I can help reduce cost, simplify Airline and GHA systems and procedures, and improve the passenger experience. Similarly, I also ensure the following in baggage handling.

- Extradition of lost bags faster and more efficiently.
- Provide a more personalized service for passengers.
- Reduce the cost of managing multiple in-house systems and also reduce the rate of litigation.
- Meet all IATA mandated baggage tracing requirements.
- Significantly lower tracing cost and capital expenditure.
- Offers a range of modules that deliver unparalleled tracing and also provide management and claims processing Capabilities.

The new me (New SITA Worldtracer): After I have been renew by SITA I started providing a fully-automated end-to-end solution for the speedy delivery of delayed or mishandled bags with sophisticated reporting tools and real-time tracing, as such Couriers and Airlines can repatriate bags to a passenger's home or hotel quickly and efficiently. I am developed by SITA in cooperation with IATA, to reduce baggage repatriation costs by matching baggage faster and at a lower usage basis cost. That is why more than 500 airlines and GHAs at over 2,800 airports use me. It can be extremely expensive for airlines and GHAs to maintain their own in-house systems by providing a standard global solution for reporting and tracing lost baggage.

I can help drive down costs and streamline operation.

I can generate a lot of revenue especially for GHA if the client airlines pay for the service rendered and this must be specify in the contract agreement. I reduce overall costs By doing away with multiple in-house systems, and can save time and money and ensure day-to-day operations run more smoothly.

I improve performance By reuniting passengers with their lost baggage faster and more effectively and also can reduce costs and enhance their experience.

I upgrade Customer service With sophisticated technological solution such as my (Worldtracer) Tablet's graphical user interface, which can offer passengers a more personalized, hassle-free service.

I centralize operations By providing a global lost and found baggage database, and can reduce fraudulent claims and locate lost luggage anywhere in the world.

I will not fail to talk about my attribute such as my  
-Global tracing and matching database  
-Graphical user interfaces (GUI) with legacy connectivity.

-web service interface for customers wishing to build their own application.

-Direct passenger self-service options enable passengers to check the status of their bags via the internet

- SMS and email passenger notifications

-Baggage statistical reports.

Whoever that engage me in his/her baggage handling operation will enjoy the following benefits.

I reduce total cost of ownership (compared to in-house system)

I enhance baggage mishandling performance.

I improve customer service .

I reduce costs of mishandled bags.

I decrease training requirements when using a unit of me (GUI and Tablet devices)

I can lower legacy connectivity cost when using a unit of me (worldtracer web).

I will appreciate if I can be taking seriously by whoever that is opportune to have me because I am capable of closing an organization down through litigations by passengers whose bags cannot be found and reunited with their owners as at when due.

## NAHCO INTRODUCES AIRCRAFT DISINFECTION SERVICE

Following the recent successful simulation exercise that ushered in the resumption of flights by the Ministry of aviation, in conjunction with all aviation stakeholders, where NAHCO Plc carried out aircraft disinfection to the admiration of all, the company has now extended the service to all its client- airlines, in partnership with Multi-Level Innovation Services Ltd/Raven Hygiene.

NAHCO currently provides disinfection service to Virgin Atlantic, Egypt Air, Qatar Airways and Rwanda Air, while Fly Dubai and Salam Air were handled on an ad-hoc basis.

According to Prince Saheed Lasisi, NAHCO's Group Executive Director, Commercial and Business Development, NAHCO is poised to providing safe and convenient aircraft disinfection to all its numerous clients, as well as those who may wish to join in line with the Nigerian Civil Aviation Authority's guidelines. "In view of the rampaging Covid-19 virus, and the need to ensure that the aircrafts are safe for use, we have partnered with Multi-Level Innovation Services Ltd, represented by Raven Hygiene to offer this ingenious service to our clients. This is aside our regular aircraft cleaning. This highly technical process has been put in place to aid the industry in the fight against the virus. And we have trained a special team in this regard". He stated further that the responses from the



existing clients have been highly encouraging, calling on other airlines to join hands with NAHCO to ensure the skies are made safer.

Meanwhile, the Managing Director of Raven Hygiene, Mr. Adeniyi Makanjuola, has attributed the collaboration to the need to fill a vacuum, according to him, NAHCO being a credible ground handling company with the interest of its clients at heart chose to pioneer this service offering, and "we are glad to have partnered with

NAHCO". The disinfection service is a technical process that involves the use of fully kitted Cabin Appearance personnel, sophisticated machines and specially formulated chemicals that are not injurious to health to fumigate and clean an aircraft.

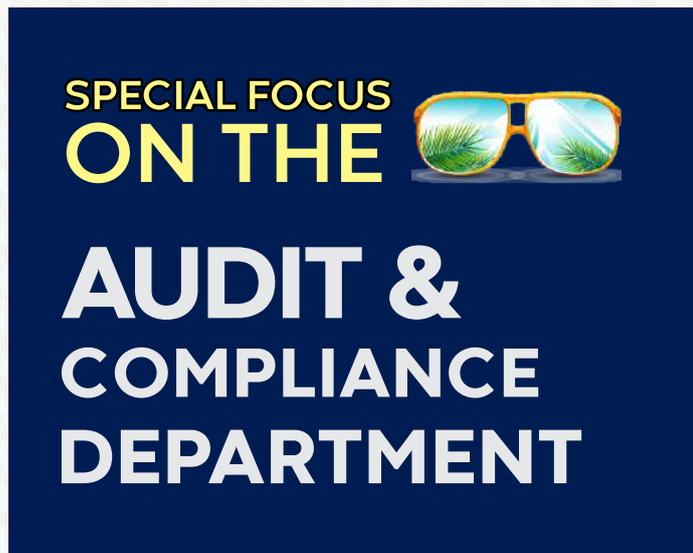
It is an in controverted fact that the industry and its processes are being redefined, and NAHCO is proud to be a frontrunner in this regard.

NAHCO Plc is a Nigerian diversified enterprise with interests in aviation cargo, aircraft handling,

passenger facilitation, crew transportation and aviation training.

The company currently serves several airlines across the major functional airports within Nigeria, and handles the largest chunk of domestic, foreign and cargo airlines.

In 2005, NAHCO was privatized and listed on the Nigerian Stock Exchange in 2006. The Company is now owned by over 80, 000 shareholders, as well as local and institutional investors.



**The need for Internal Audit department**

Internal auditors can be described as a company's internal regulators. They are tasked to objectively examine the company's financial documents and review the operating procedures independent of Management. So an internal audit focusses on enterprise risk management functions, operational processes and regulatory compliance among other departments.

Internal auditors look for departures between operational processes and what those processes are designed to do. And if such departures are found, they advise the Management on processes to be implemented for improvement. So an internal audit is essentially a pre-emptive exercise to maintain operational efficiency, financial reliability and to safeguard assets. It provides independent assurance that an organization's risk management, governance and internal control processes are operating effectively.

**What is the Internal Audit Process?**

Generally, in conducting an audit, the parties involved in the internal audit process are;

- The Auditors,
- The Department being audited, (Auditee) and
- The Audit Committee

**Internal Audit Process in NAHCO Plc**

**Step 1**

To start with, a letter of notification to commence an audit is sent to the department, thereafter, an opening meeting is held where requirements and timelines are discussed. The internal auditors will review manuals and observe how work flows through a department and randomly sample documents. They will also look for signs of asset mismanagement, fraud and also test risk management controls.

They typically analyse documents outlining a company's mission, objectives and related performance, then determine how well these goals are being met. Using various assessment techniques, the internal auditor will examine the effectiveness of internal control procedures and determine whether employees comply with them. These assessments can be completed after reviewing documents such as previous audit reports, SOPs and other policy document guiding the department being audited. When gathering information

for their final report, internal auditors will observe operations, take notes, review official documents and interview employees.

**Step 2**

Next, the internal audit prepares a report listing their findings and discusses same with the Auditee, while obtaining their responses to the findings where recommendations for closure are also agreed. Thereafter, the report is formally forwarded to the Chief Executive Officer who directs compliance of the recommendations,

**Step 3**

The internal auditors prepare a report periodically (quarterly) to the Audit Committee. The report includes a summary of the departments audited, procedures and techniques used for completing the audit, a detailed description of findings and recommendations for improvements to internal controls and procedures and the level of compliance.

**Step 4**

Finally, the Audit Committee reviews the report and suggests suitable improvements before submitting to the full Board.

**The Value of an Internal Audit to a Company**

The benefits of an internal audit to a company include:

**Increase in productivity:** Internal auditing is an objective assurance and consulting activity designed to add value and improve an organization's efficiency. It can help an organization accomplish its strategic objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control and governance processes.

**Confidence to stakeholders:** The Internal Auditor reports to Executive Management that important risks have been evaluated and necessary improvements highlighted. The Executive Management and the Board has to demonstrate that they are managing the organization effectively on behalf of their stakeholders.

**Quality control:** Internal Auditors play the role of combining assurance and consulting. Assurance informs the Management how well systems and processes are designed to keep the company's goals on track. Consulting advises the Management on how to improve those systems and processes if and when necessary.

**Detection of frauds:** Regular internal audits assess a company's controls and help uncover evidence of fraud, waste or abuse. The frequency of internal audits will depend on the department or process being examined. For example, in operational areas, daily audits may be required, while for human resources, an annual review may be sufficient.

**Good corporate governance:** Internal audits evaluate a company's internal controls, including its corporate governance and accounting processes. They ensure compliance with laws and regulations, accurate and timely financial reporting and data collection. They also help maintain operational efficiency by identifying problems and correcting lapses before they are discovered in an external audit.

In summary, the internal audit function is not to witch-hunt, but rather to ensure, like every other department, delivery of quality service to customer towards achieving the organizational goals.

## MILITARY COMMANDANT VISITS NAHCO



## MOMENTS FROM GMD/ CEO'S BIRTHDAY



## ODIKA TAKES A BOW



# OUR CLIENTS

