



# **AIRPORT BUSINESS SUMMIT ON CARGO & AERO LOGISTICS AND DRONE TECHNOLOGY EXPO**

---

**TOPIC: STANDING OUT BY OFFERING  
EXTRAORDINARY SERVICES**

# WHAT IS EXTRA ORDINARY SERVICE?

---

Extra-ordinary service simply means delivering high-quality services and support in a way that allows your customers/clients to access them in the most efficient manner.

Offering extra-ordinary services can be very daunting, requires a lot of resources - Human and Capital and other sacrifices that may be required.

I will be addressing this topic from our experience as a Ground Handling company in Nigeria.

# PROVIDING EXTRA ORDINARY SERVICES: The SAHCO Example

---

## **Massive Investment in modern Ground Support Equipment (GSE):**

Ground handling companies invest a lot in Ground Support Equipment despite the challenges in sourcing forex, high exchange rates and duty charges on GSE. In the past few years, SAHCO PLC has invested and still investing heavily in state-of-the-art GSE in order to provide seamless top-notch services to our clients.

SAHCO  
ramp operation





## Cont'd

---

**Perishable Transit Warehouse:** With the increase in exports and transits of perishables through our warehouse to Europe, we as a Ground Handling company, have no option than to go extra mile to build a well-equipped transit warehouse which is one of a kind in Nigeria in a bid to provide access for other West African countries to export perishables to EU countries in the optimal temperature. The transit warehouse was built solely to serve Airlines from West Africa for the purpose of transiting their perishables to Europe through Lagos, Nigeria.

**Investment in cool dollies from Bombelli, Italy:** These dollies help transmit perishables from aircraft in the same temperature into warehouse and maintain the same temperature while being transmitted into another aircraft.

SAHCO  
ultra-modern  
warehouse



## Cont'd

---

Ground Handling services is not just about Cargo and Aircraft, we are also responsible for passenger's welfare before take off and after landing. For example, **SAHCO operates a premium quality VIP Lounge** within the MMIA complex, and it offers comforts to clients with access to Internet Services, Lavatory/Shower, beverages, 24-HR multi channel TV among others. All these are in a bid to ensure our comfort of clients while waiting to board.



SAHCO  
VIP Lounge



## Cont'd

---

### **The following principles drive our interactions:**

Client-centered services

Honesty, integrity, and mutual respect

Passionately committed to the work we do

Excellence derived from intellectual rigor, creativity, and practical experience

## Well Designed Facilities to Enable Flow of Services

---

Providing extra ordinary services also include enabling seamless operation and accessibility within Ground Handling Facility.

For example, Our facilities are designed in such a way that our services to clients are hitch-free by enabling;

Simultaneous truck loading bay for seamless delivery.

- Weather-proof loading bay.
- Customs officials and cargo agents at examination bay.
- Equipped with Roller decks.

SAHCO  
Loading Bay





## Cont'd

---

- 24-hours perishable cargo operations - Warehouse and bulk break area equipped with fridges and freezers that can contain whole BUPs .

Covered bulk breaking area.

Dedicated ULD storage and management area.

Bulk breaking area is equipped with Slave pallets.

24-hours CCTV Coverage

632 DV screening machine etc

Itemizer DX ETD Machine

Automated Water Sprinkler

## CONCLUSION

---

Extra-ordinary service is about creating a seamless process to make quality service deliveries possible. Any organization can offer services but what stands you out is the little EXTRA efforts to ensure customers are satisfied beyond and above expectations.

---

**THANK YOU**

**SAHCO**<sup>SIFAX</sup>

