

Niro

Company Limited

***Building Africa's Aviation Services backbone
Delivering Ground Handling, Inflight Catering, Ticketing Services,
and Airline Security operations excellence across Africa.***



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NIRO Company Limited



Contents

1. CEO message
2. About NIRO
3. Our journey
4. Vision, mission & core values
5. NIRO today
6. Ground handling services
7. Passenger services
8. RAMP operations
9. Load control & Flight operations
10. Airline security
11. Cargo handling
12. Inflight catering
13. Sales & ticketing
14. GSE Workshop
15. GSE capabilities & equipment fleet
16. Facilities & infrastructure
17. Safety, quality & audit compliance
18. Operational excellence & continuous improvement
19. Customer airline relationship & partnership
20. Airline partners
21. Staff development
22. Pan-african vision
23. Future expansion
24. Contact information



CEO message

At NIRO Company Limited, we believe Africa's aviation future should be built by Africans, for Africa. Our journey began in The Gambia, but our vision extends far beyond national borders—to create a stronger, more connected, and globally competitive African aviation ecosystem.

Over the years, NIRO has established itself as a trusted aviation services partner through an unwavering commitment to operational excellence, safety, innovation, and customer satisfaction. Today, we proudly support international airlines through Ground Handling, Passenger Services, Inflight Catering, Load Control, Airline Security, Cargo Coordination, Sales & Ticketing, and Private Aviation Support Services.



As Africa's aviation sector continues to grow, the continent needs strong indigenous companies capable of delivering world-class airport services, supporting airline growth, creating jobs, and strengthening regional connectivity. NIRO is committed to playing that role.

Our long-term ambition is to build Africa's Aviation Services Backbone a Pan-African network of aviation solutions that connects airports, empowers airlines, develops local talent, and promotes operational excellence across the continent. Through strategic partnerships, investment in infrastructure and technology, and the continuous development of our people, we are positioning NIRO to become one of Africa's leading aviation services companies.

I extend my sincere appreciation to our airline partners, aviation authorities, employees, and stakeholders whose trust and support continue to drive our success.

Together, we are not only serving aviation—we are helping shape the future of African aviation.

Sulayman Cham
Chief Executive Officer
NIRO Company Limited



About NIRO

NIRO Company Limited is a Pan-African aviation services company headquartered in The Gambia and operating at Banjul International Airport. The company provides integrated Ground Handling, Passenger Services, Inflight Catering, Cargo

Coordination, Airline Security, Load Control, Sales & Ticketing, and Private Aviation Support Services. Driven by operational excellence, safety, and innovation, NIRO supports scheduled airlines, charter operations, VIP movements, and special aviation missions while investing in infrastructure, technology, training, and compliance.

As part of its long-term vision, NIRO is building Africa's Aviation Services Backbone a trusted, African-led platform connecting airports, empowering airlines, and driving sustainable growth across the continent.



SAFETY • SECURITY • SERVICE EXCELLENCE



SAFETY AND SECURITY FIRST



GROUND HANDLING



FLIGHT CATERING



TICKETING SERVICES



AIRLINES SECURITY



Notre parcours

NIRO Company Limited a débuté son parcours en 2015 en tant qu'entreprise de restauration et de traiteur, avec la vision de bâtir progressivement une solide entreprise panafricaine de services aéronautiques en Gambie.

Suite au développement réussi de ses activités de restauration et de traiteur, l'entreprise a officiellement lancé ses services de restauration à bord (Inflight Catering Services) en 2020, soutenant les opérations aériennes à l'aéroport international de Banjul avec un accent particulier sur la sécurité alimentaire, la fiabilité opérationnelle et la qualité du service.

Alors que l'entreprise continuait de croître sur les plans opérationnel et stratégique, NIRO s'est développée dans les services d'assistance en escale (Airport Ground Handling Services) en 2023, renforçant progressivement ses capacités dans l'assistance aux passagers, les opérations sur piste, le nettoyage des avions, le contrôle du centrage et de la charge (Load Control), et la coordination opérationnelle.

En 2024, NIRO a encore élargi son portefeuille de services aéronautiques en lançant des opérations de vente et de billetterie, renforçant ainsi sa capacité de soutien commercial pour les compagnies aériennes partenaires et les passagers.

Depuis sa création, NIRO a continuellement investi dans le développement du personnel, la formation aéronautique, les équipements de soutien au sol (GSE), les systèmes de sécurité et de qualité, l'infrastructure opérationnelle, les partenariats avec les compagnies aériennes, les systèmes de conformité, les manuels opérationnels, la transformation numérique et l'automatisation opérationnelle.

Aujourd'hui, NIRO Company Limited continue de se positionner comme l'entreprise panafricaine de services aéronautiques de la Gambie, soutenant plusieurs compagnies aériennes internationales tout en se préparant progressivement à une expansion régionale à travers l'Afrique.



Vision, mission & core values

Our vision

NIRO's vision is to build a multinational Pan-African aviation ecosystem capable of strengthening African participation in airport services and aviation operational leadership.

Our mission

The company's mission is to provide safe, reliable, efficient, and customer-focused aviation services while supporting local talent development, operational excellence, and sustainable aviation growth.

Core values & Safety culture

Safety remains the foundation of every NIRO operation. The company continues to promote professionalism, teamwork, operational discipline, integrity, innovation, and customer-focused service delivery across all operational units.



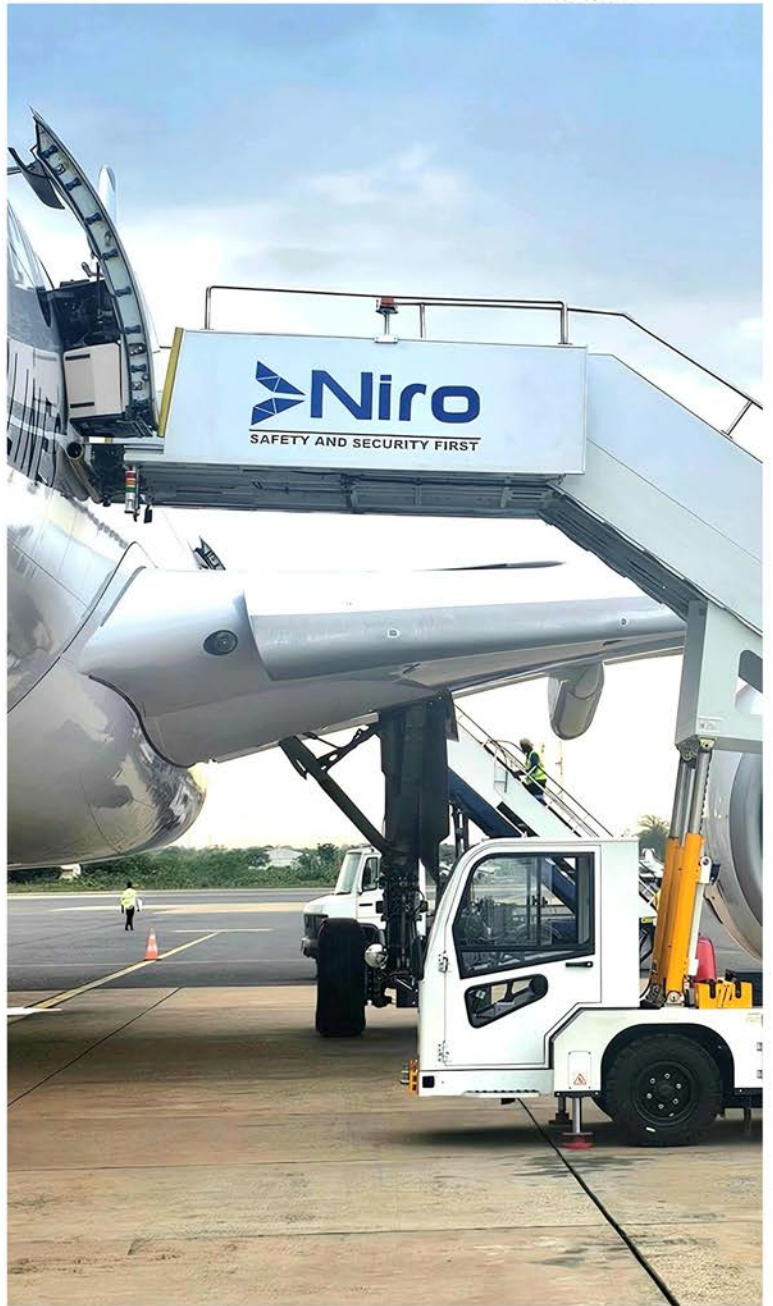
NIRO today

Today, NIRO Company Limited supports multiple international and regional airlines operating at Banjul International Airport through comprehensive aviation support services and operational coordination.

The company continues to strengthen operational capability across Ground Handling, Passenger Services, Ramp Operations, Load Control, Aviation Security Support, Inflight Catering, Cargo Coordination, and Sales & Ticketing operations.

NIRO's operational approach focuses on safety, reliability, operational discipline, customer satisfaction, and continuous improvement while supporting airlines through efficient airport operations and service delivery.

With continuous investment in infrastructure, Ground Support Equipment, staff development, compliance systems, and operational automation, NIRO continues to progressively position itself for long-term operational growth and future regional expansion across Africa.



SAFETY - COMPLIANCE - RELIABILITY

International aviation standards & customer expectations

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Ground handling services



NIRO provides comprehensive Ground Handling Services for customer airlines operating at Banjul International Airport. Services include Passenger Handling, Ramp Operations, Aircraft Marshalling, Aircraft Cleaning, Baggage Handling, Loading and Unloading, Operational Coordination, Turnaround Supervision, GSE Support Services, and Special Flight Operations.

The company continuously strengthens operational reliability, turnaround performance, safety culture and compliance with international aviation standards including IATA operational requirements.

**SAFE & EFFICIENT
TURNAROUND OPERATIONS**

Passenger services

NIRO Passenger Services unit focuses on delivering safe, Professional, and customer-focused handling solutions to ensure a smooth airport experience for passengers.

Passenger experience remains one of NIRO's operational priorities. The Passenger Services team supports check-in operations, boarding operations, arrival services, transfercoordination, VIP handling, baggage claim coordination, customer assistance, and special passenger handling services.

NIRO continuously works to strengthen customer satisfaction, operational discipline, and passenger service quality through staff development, operational monitoring, and continuous improvement initiatives.



Ramp operations

Ramp Operations are conducted through coordinated teamwork, operational discipline, and continuous safety monitoring. The company supports aircraft turnaround coordination, aircraft loading and unloading, baggage operations, aircraft servicing, GSE operations, safety monitoring, and aircraft cleaning coordination.



Ramp safety, communication, teamwork, and operational discipline remain key priorities throughout every operation to ensure safe and efficient aircraft turnaround performance.

Every activity follows strict safety protocols to eliminate aircraft damage risks and protect RAMP operational teams.

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Load control & flight operations

NIRO's Load Control operations support aircraft weight and balance preparation, loading instruction preparation, flight documentation coordination, communication with flight crew, operational monitoring, cargo and baggage distribution control.

The company continuously strengthens operational accuracy, operational coordination and aviation safety through training, operational procedures, and compliance monitoring.



Airline security



NIRO supports Aviation Security operations through airline profiling support, screening supervision, security coordination, access control support, compliance monitoring, and security awareness activities.

The company continuously aligns its operations with international aviation security standards, airline requirements, and regulatory obligations to strengthen operational security and passenger safety.

Inflight catering

NIRO's Catering Facility supports airline meal preparation and inflight catering logistics operations. The Catering Division focuses on food safety, hygiene standards, catering logistics, operational quality, staff hygiene awareness, and meal preparation coordination.

The company continuously strengthens catering capability, food safety standards, operational hygiene, and customer satisfaction through investment in facilities, equipment, and staff development.

**STRICT COMPLIANCE WITH FOOD SAFETY
&
HYGIENE STANDARDS**



Cargo handling

Cargo operations are supported through operational coordination and warehouse collaboration.

Services include cargo acceptance support, documentation coordination, cargo movement screening coordination, warehouse operations support,

and build-up and breakdown coordination. NIRO continuously strengthens cargo operational capability, safety standards, operational coordination, and compliance systems to support reliable cargo operations.



Safety, quality & audit compliance



NIRO maintains a proactive operational approach through continuous monitoring, internal evaluations, operational inspections, risk assessments, staff awareness programs, and compliance follow-up activities to ensure alignment with airline requirements, aviation regulations, and international operational standards.

The company continuously undergoes both internal and external operational audits conducted by customer airlines, aviation authorities, and operational stakeholders. strengthening operational discipline, identifying improvement opportunities, and reinforcing compliance with international aviation standards.

NIRO has progressively strengthened its capability in internal operational audits, airline operational audits, safety compliance monitoring, security compliance reviews, ground handling compliance, catering hygiene and food safety compliance, documentation control, operational risk assessments, corrective and preventive action management, audit findings closure management, and staff awareness and compliance training.

Safety, Quality, and Operational compliance remain among the strongest pillars of NIRO Company Limited's operations. The company continuously works to strengthen operational standards, regulatory compliance, safety culture, and service reliability across all operational departments.

The company continuously works closely with customer airlines and regulatory authorities to ensure operational transparency, audit readiness, and continuous improvement across all operational units.

Sales & ticketing

NIRO's Sales & Ticketing Division supports airline reservations, ticket sales, passenger assistance, commercial coordination, and customer support services.

The division continuously works to strengthen passenger convenience, airline commercial support, and service reliability while supporting operational growth and customer satisfaction.



GSE workshop

NIRO operates a dedicated Ground Support Equipment Maintenance Hangar supporting preventive maintenance, equipment repairs, operational inspections, technical servicing, and reliability monitoring.

The company continues to invest in GSE capability, operational reliability, technical development, workshop strengthening, and maintenance planning to ensure operational continuity.

GSE capabilities & equipment fleet

NIRO currently operates a growing fleet of Ground Support Equipment including Passenger Stairs, Belt Loaders, Ground Power Units, High Loaders, Air Starters, Catering Trucks, Passenger Buses, Baggage Tractors, Dollies, Ambulifts, Lavatory Service Trucks, and Potable Water Units.

NIRO's operational fleet supports aircraft turnaround operations, baggage handling, passenger movement, cargo support, inflight catering logistics, and technical servicing activities.

The company continues to progressively modernize its operational equipment capability while planning future transition toward electric and hybrid GSE equipment to strengthen operational sustainability, efficiency, and environmental responsibility.



Facilities & Infrastructure

The NIRO Headquarters, located at Banjul International Airport, is a purpose-built facility designed to support the company's long-term operational growth and regional expansion strategy. In addition, NIRO operates a range of supporting facilities and infrastructure, including a Catering Facility, GSE Maintenance Hangar, GSE Parking Areas, Aircraft Potable Water Station, Storage Facilities, ULD Storage Areas, Terminal Offices, and Sales & Ticketing Offices.



Operational excellence & continuous improvement

Operational excellence remains one of NIRO's strategic priorities. The company continuously works to strengthen service delivery, operational coordination, turnaround efficiency, customer satisfaction, and operational reliability through structured improvement initiatives.

Continuous improvement activities include strengthening operational procedures, enhancing safety awareness, improving turnaround coordination, strengthening staff competency, investment in Ground Support Equipment, infrastructure improvement, operational automation, digital transformation, customer service enhancement, and leadership development.

The company believes continuous improvement remains essential for long-term operational sustainability, airline confidence, and future Pan-African operational growth.



NIRO continues to position itself as a reliable aviation partner capable of supporting international airline operations while maintaining strong operational discipline, safety culture, and customer-focused service delivery.



Staff development

NIRO continuously invests in staff competency development through operational training, leadership development, On-the-Job Training (OJT) programs, safety courses, security training, ramp operations training, passenger services training, and operational awareness programs.

The company believes staff development remains one of the strongest foundations for sustainable operational growth and long-term aviation excellence.



Future expansion



NIRO's future priorities include regional expansion, electric and hybrid GSE transition, operational automation, infrastructure expansion, digital transformation, training capability development, strategic partnerships, and aviation innovation.

The company remains committed to sustainable growth, operational excellence, and strengthening African participation in aviation services and airport operational leadership.



Customer airline relationship & partnership



NIRO values strong operational partnerships with customer airlines and aviation stakeholders. The company continuously works to strengthen trust, communication, operational coordination, and service reliability with all partner airlines operating at Banjul International Airport.

Through teamwork, professionalism, and operational commitment, NIRO continues to support airline operational performance while contributing to safe, efficient, and customer-focused airport operations. The company believes strong airline partnerships remain essential for sustainable operational growth, service quality improvement, and long-term aviation development within Africa. NIRO remains committed to continuously strengthening customer confidence through operational reliability, compliance transparency, and continuous service improvement.



Airline partners

NIRO currently supports various international and regional airlines including ASKY Airlines, Brussels Airlines, Air Peace, TAP Air Portugal, Ascend Airways, Air Sierra Leone, and various adhoc and charter operations. The company continues to strengthen airline partnerships through operational reliability, service quality, safety culture, and customer-focused aviation support services.



Why Airlines chose NIRO

- ✈ Pan-African Vision
- ✈ Local Expertise with International Standards
- ✈ IATA Ground Handling Partnership
- ✈ Certified Inflight Catering Operations
- ✈ Modern Ground Support Equipment Fleet
- ✈ Experienced Aviation Professionals
- ✈ Strong Safety & Compliance Culture
- ✈ One-Stop Aviation Services Provider



Pan-african vision

NIRO's long-term vision is to help build a stronger, more connected, and globally competitive African aviation ecosystem by developing African-led airport service solutions, strengthening operational capabilities, and fostering strategic partnerships across the continent.

We believe Africa's aviation future will be shaped by strong indigenous enterprises, world-class operational standards, continuous investment in people and infrastructure, a culture of safety and innovation, and deeper collaboration among African airlines, airports, and aviation stakeholders.

Through this vision, NIRO is committed to building Africa's Aviation Services Backbone connecting airports, empowering airlines, developing talent, and advancing sustainable growth across the continent.



Building Africa's Aviation Services Backbone

- ✂ Strategic partnerships across the continent
- ✂ Expansion into West Africa.
- ✂ Ground handling network.
- ✂ Inflight catering network.
- ✂ Aviation technology integration.
- ✂ Training and capacity development.
- ✂ Line Maintenance Services



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