

PRESS RELEASE

TO : THE NEWS EDITOR
FROM : PARAGON MEDIA
DATE : MONDAY, 29 JANUARY 2023

PARAGON AVIATION SERVICES RECEIVES AWARDS FOR EXCELLENT SERVICE

In recognition of Paragon Aviation Services' (PAS) exceptional service at Hosea Kutako International Airport(HKIA), the Lufthansa Group, through its subsidiary, Discover Airlines has awarded Paragon Aviation Services with various accolades. The recognition is *lieu* of the exceptional services provided to Discover Airlines. The airlines was represented by Mr. Thomas Stein, the Regional Manager Ground Operations for Africa and Mr. Paul Havenga, Windhoek Station Manager at the award ceremony held on 28 January 2024 in Windhoek, Namibia.

Paragon Aviation Services is the licensed provider Ground Handling Services at Hosea Kutako International Airport. These services include Passenger Services, Ramp and Baggage Handling, Cargo Services, Meet and Greet and Private Aircraft Charter Services.

Discover Airlines commended the company for providing exceptional service in a professionally safe, secure and On Time Performance(OTP) environment. Paragon Aviation Services began providing ground handling services at Hosea Kutako International Airport on 19 August 2023.

Paragon was further praised for its steadfast efforts in bringing about a stable ground handling environment at Hosea Kutako International Airport immediately after its much publicized precarious takeover at the airport last year. Paragon Aviation Services handles approximately 87 scheduled flights turnaround weekly as well as various private aircraft with more than 1400 passengers per day.

In terms of cargo, Paragon Aviation Services is the only Namibian Civil Aviation Authority Regulated Agent(RA), EU and UK RA3 certified cargo screener and handler. The company aims to provide seamless handling of passengers, flights, and cargo in some of the busiest airports worldwide.



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Desmond Amunyela, Executive Director; Paragon Aviation Services, expressed the company's dedication to delivering exceptional service in a safe, secure and On Time Performance environment to all its customer airlines calling on Hosea Kutako International Airport. "This award serves as a vote of confidence from one of our largest clients and it further cements PAS' capacity and credibility as a competitive aviation Ground Handler in the region and beyond. A special thanks should go to our dedicated colleagues in various departments. The commitment of our all Namibian workforce, highlights the company's ability to pushing boundaries and offering new end-to-end logistics solutions to its clients and customers," Amunyela added.

The Lufthansa Group also awarded the Paragon Premium Business Lounge at HKIA, with an award for providing Exceptional Services to its Business Class and Loyalty Club members. Various individual employees across different departments received recognition for their excellent service) and their commitment to providing an exceptional customer experience.

Additionally, The Baggage Management Area (BMA), which was besieged with various challenges before PAS took over the ground handling services received a special Award.

The following certificates were awarded to PAS staff members and departments:

Paragon Aviation Service:

Provided exceptional service in 2023 as Ground Handling Company

Paragon Aviation Services – Lost and Found Agents:

Provided exceptional service in 2023.

Paragon Premium Lounge:

Provided exceptional service in 2023 as Business Lounge

Paragon Aviation Services – Baggage Makeup Agents:

Provided exceptional service in 2023.

Paragon Aviation Services – Ticketing Agents:

Provided exceptional service in 2023.

Roberto Hendrickse:

Provided exceptional service in 2023 as Ground Handling Company Station Operations Manager.

Helena Andreas:

Provided exceptional service in 2023 as Passenger Services Team Leader.

Lugodhi Shihepo:

Provided exceptional service in 2023 as Passenger Services Team Leader.

Eddy Mangomou:

Best Baggage Coordinator 2023

Joel Gerald – Best Turn Around Coordinator of 2023

Mukuve Petrus – Best Turn Around Coordinator of 2023

Anna Ngaivalwa – Best Customer service Agent 2023

Albertina Virenga – Best Customer service Agent 2023

ISSUED:

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