



# GHANA SHIPPERS' AUTHORITY



ANNUAL  
REPORT **20  
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# 2020 ANNUAL REPORT

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## Organisational Background

The Ghana Shippers' Authority was established in 1974 by NRCD 254, and has since then worked closely with both private and public organisations in the maritime transport industry in galvanizing the interests of shippers in Ghana while promoting the provision of relevant logistics for the growth and improvement of shipping in Ghana.

## Our Vision

To be a world class service organization that ensures for shippers in Ghana quick, safe and reliable delivery of import and export cargoes by all modes of transport at optimum cost.

## Our Mission

To effectively and efficiently manage Ghana's commercial shipping and to protect and promote the interests of shippers in relation to international trade and transport logistics..

## Corporate Objectives

- To seek optimum deregulation and liberalisation of shipping services in Ghana.
- To improve upon the quality of shipping services through appropriate interaction and intensive training of shippers.
- To ensure payment of competitive freight rates and other port and ancillary charges through effective monitoring and negotiation.
- To assist in the provision of up to date infrastructure to meet current developments and technological changes in the shipping industry.





## Board Chairperson's **REVIEW**

The year 2020 has been historic in all its shapes and forms, locally and internationally, significantly affecting global trade. Despite the uncertainties following the outbreak of COVID-19 with its heavy impact on the shipping and logistics industry, the Ghana Shippers' Authority (the Authority) achieved most of its planned programmes and objectives for 2020.

I convey the gratitude of the Governing Board of the Authority to the Ministry of Transport, importers and exporters (shippers) in Ghana and many other stakeholders in the shipping and logistics industry for their support and cooperation in the realisation of these objectives during the period under review.

For the past year, the Authority's programmes and activities were focused on its primary mandate of protecting and promoting the interest of shippers in Ghana.

The highlight of 2020 for the Authority was the sod-cutting by H.E. Nana Addo Dankwa Akufo-Addo for the construction of the Boankra Integrated Logistics Terminal (BILT) formerly known as the Boankra Inland Port.

After an 18 year lull in getting a concessionaire for the BILT, the Ashanti Port Services Limited, a consortium of Afum Quality Limited of Ghana and DSS Associate of South Korea, finally won the bid to bring life to the project. The concession agreement will last for 30 years including a 3-year construction period for the development of various project facilities with an investment capital of \$330 million.

BILT is an ultra-modern integrated logistics terminal consisting of a Container Service Yard (CSY), Container Freight Station (CFS), Reefer terminal, Warehouses, Truck Parking Area, Truckers' Facilities, Fuel Station, Commercial





Complex, Freight Forwarders Offices and facilities for postal, telecommunication, utility services, among others.

The BILT will bring port and shipping services closer to the doorsteps of shippers in the northern half of Ghana, increase the movement of goods and services in the country, facilitate transit trade with the landlocked countries of Burkina Faso, Niger and Mali to enhance Ghana's competitiveness in international trade and also enhance the socio-economic and commercial development of the country.

Another significant highlight of the year under review was the collaboration between the Authority and the Ghana Police Service to remove non-tariff barriers along Ghana's transit corridors. The Authority began a nationwide sensitisation seminar series for senior police officers and other ranks on their roles in removing non-tariff barriers such as extortion of money from transit truck drivers and traders, too many police barriers leading to avoidable delays which increase the cost of doing business along the corridors. The first in a series of the sensitisation seminar took place in Kumasi with about thirty-eight (38) police officers and all divisional heads in the Ashanti Region.

The implementation of the Integrated Customs Management System (ICUMS), even though fraught with some challenges that affected the smooth flow of clearance of goods in the ports during the year under review, is expected to significantly improve Ghana's quest to digitise port operations as part of the Single Window project. So far, the new system has increased government's revenue collection targets and most importantly, shippers now access a one-stop platform when processing the clearance of goods in the ports. I appeal to shippers to exercise restraint while Customs and key stakeholders work around the clock to make ICUMS work better to ensure a smoother clearance regime.

During the year under review, shippers in Ghana, just like other shippers and shipping service providers across the world, were not spared the devastating effect of the COVID-19 pandemic on their businesses. The situation came to a head when cargoes of

many shippers in the Ports of Tema and Takoradi accrued demurrage and rent during the lockdown period.

The Authority's urgent decision to contain the situation led to its engagement with shipping lines and the Ghana Ports and Harbours Authority (GPHA). With the support and intervention of the Ministry of Transport, the extra charges were waived off during the agreed period. I want to extend the appreciation of the Governing Board, Management and Staff of the Authority and shippers to the shipping lines and the GPHA for their cooperation and understanding in addressing the challenge.

To assist shippers make relevant and timely business decisions in order not to reel under the negative effects of the COVID-19 pandemic, the Authority started sensitising members of its Shipper Committees across the country on how to realign their businesses for survival and recovery from the global pandemic.

The period under review marked the second year of the Authority's Five-Year Strategic Plan (2019-2023) underpinned by the six (6) pillars of Stakeholder Relations, Organisational Structure, Education, Legal and Regulatory Framework, Infrastructure and Logistics and Finance. The Authority, in 2021, will continue, to implement its programmes and activities, which are targeted at protecting and promoting the interest of shippers.

In our commitment to make Ghana the preferred shipping and logistics hub in the sub-region, the Authority continues to appeal to all shippers, shipping service providers, Ministries, Departments and Agencies (MDAs) with oversight responsibility over shipping and trade related activities and all stakeholders in the industry to continue to work together in harmony.

May the years ahead point to a shipping and logistics industry that we, as stakeholders, can all be proud of, revere and enjoy its dividends thereof.

God bless our Homeland Ghana  
And Make our Nation Great and Strong.



## BOARD MEMBERS

MS. STELLA WILSON	BOARD CHAIRPERSON
MS. BENONITA BISMARCK	CEO/MEMBER
DR. KWAME ASAMOAH ADAM	MEMBER
REV. DR. GEORGE DAWSON-AHMOAH	MEMBER
MR. CLEMENT OSEI-AMOAKO	MEMBER
MRS. LINDA DENNIS BOATENG	MEMBER
MR. PRINCE DOUGLAS ASAMANY	MEMBER
HON. NAANA EYIAH	MEMBER
COL. KWADWO DAMOAH, (RTD)	MEMBER
MR. JAWOL BINAPADAM ABRAHAM	MEMBER
MRS. SANDRA OPOKU	MEMBER
DR. ING. MICHAEL ADJEI ANYETEI	MEMBER
VINCENT OKYERE AKOMEAH	MEMBER
MS. LAWRENCIA BOAHEMAA AWUAH	MEMBER
MR. KYEREMEH YEBOAH	MEMBER
MR. GEORGE GYASI-ADJEI	SECRETARY





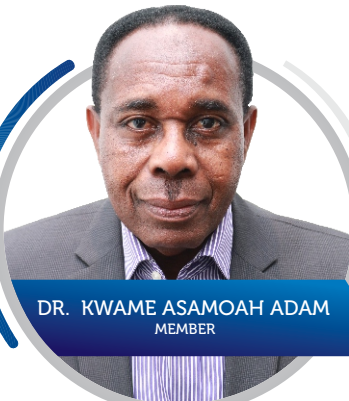
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BOARD CHAIRPERSON



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CEO/MEMBER



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AHMOAH**  
MEMBER



**MR. CLEMENT OSEI-AMOAKO**  
MEMBER



**MRS. LINDA DENNIS BOATENG**  
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MEMBER



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ABRAHAM**  
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**MRS. SANDRA OPOKU**  
MEMBER



**DR. ING. MICHAEL ADJEI ANYETEI**  
MEMBER



**VINCENT OKYERE AKOMEAH**  
MEMBER



**MR KYEREMEH YEBOAH**  
MEMBER



**MS. LAWRENCIA  
BOAHEMAA AWUAH**  
MEMBER



**MR. GEORGE GYASI-ADJEI**  
SECRETARY



# MANAGEMENT TEAM

BENONITA BISMARCK (MS.)	CHIEF EXECUTIVE OFFICER
SYLVIA A. DAUDA OWU (MRS.)	DIRECTOR, REGIONAL OPERATIONS
NAA DENSUA ARYEETAY (MRS.)	HEAD, SHIPPER SERVICES AND TRADE FACILITATION
RICHMOND COBBINAH	HEAD, INTERNAL AUDIT
GODWIN A. BINEY	HEAD, MANAGEMENT INFORMATION SYSTEMS
RICHARD AMEWORWOR	HEAD, HUMAN RESOURCE AND PROCUREMENT
FRED ASIEDU - DARTEY	HEAD, FREIGHT AND LOGISTICS
MONICA JOSIAH (MRS.)	BRANCH MANAGER, TEMA
PETER MENSAH - ABRAMPAH	HEAD, FINANCE
CHARLES SEY	BRANCH MANAGER, TAKORADI
EMMANUEL ARKU	HEAD, RESEARCH, MONITORING AND EVALUATION
EMMANUEL KWARTENG	BRANCH MANAGER, KUMASI
FREDERICK ATOGIYIRE	HEAD, PUBLIC RELATIONS
MR. GEORGE CYASI - ADJEI	HEAD, LEGAL ESTATES





# MANAGEMENT TEAM



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**FRED ASIEDU - DARTEY**  
HEAD, FREIGHT AND LOGISTICS



**MONICA JOSIAH (MRS.)**  
BRANCH MANAGER, TEMA



**MR. GODWIN A. BINEY**  
HEAD, MANAGEMENT  
INFORMATION SYSTEMS



**CHARLES SEY**  
BRANCH MANAGER, TAKORADI



**NAA DENSUA ARYEETAY (MRS.)**  
HEAD, SHIPPER SERVICES AND TRADE FACILITATION



**EMMANUEL KWARTENG**  
BRANCH MANAGER, KUMASI



**FREDERICK ATOGIYIRE**  
HEAD, PUBLIC RELATIONS



**MR. GEORGE GYASI - ADJEI**  
HEAD, LEGAL ESTATES



GSA adjudged the Trade Facilitation Company of the Year 2020 at the 3rd edition of the Ghana Business Awards

## EXECUTIVE SUMMARY

The outbreak of the COVID-19 pandemic in early 2020 underscored the global interdependency of nations and set in motion new trends that will reshape the maritime transport landscape. Global health and economic crisis triggered by the pandemic changed the landscape for trade and maritime transport and significantly affected growth prospects.

UNCTAD in its Review of Maritime Transport 2020, (released on 12 November, 2020) projected the volume of global maritime trade to fall by 4.1% in 2020. Amid supply-chain disruptions, demand contractions and global economic uncertainty caused by the pandemic, the global economy was severely

affected by a twin supply and demand shock. The report warns that new waves of the pandemic that further disrupt supply chains and economies might cause a steeper decline.

While predicting a grim short-term outlook, UNCTAD expects maritime trade growth to return to a positive territory and expand by 4.8% in 2021, assuming world economic output recovers.

In spite of the challenges posed by the pandemic, the Ghana Shippers' Authority continued to vigorously pursue its core mandate of promoting and protecting the interest of shippers in Ghana during the year 2020. This was implemented through its





Cocoa freight negotiation in session

maritime infrastructure projects, freight rate and tariff negotiations, research and development of innovative products for the benefit of shippers, shipper education programmes, the collation and analysis of maritime data as well as participation in national and international maritime transport seminars and conferences.

In accordance with its plan to organise nationwide sensitization to build the capacity of exporters, the Authority during the period under review held the fifth, sixth and seventh in the series of Exporters' Fora for exporters in the Upper East and Northern Regions as well as the Kotoka International Airport (KIA). This followed similar fora in Accra, Takoradi, Kumasi and Somanya. The fora brought together exporters who were sensitised on the National Export Strategy and its relevance to their businesses by officials of the Ghana Export Promotion Authority (GEPA).

During the period under review, the Cocoa Marketing Company (CMC) in collaboration with the Authority on 24th September, 2020, successfully negotiated with twenty-four (24) shipping lines for the freight and conditions of shipment of Ghana's cocoa for the 2020/2021 crop season. The event which was held at the Ghana Shippers' House in Accra, makes it the second time it was hosted by Ghana. After lengthy negotiations, the rates and the conditions of shipment agreed for the 2019/20 season were maintained for the 2020/2021 season to all destinations across the world.

During the period under review, the

President of the Republic of Ghana, His Excellency Nana Addo Dankwa Akufo-Addo, on 5th November, 2020 cut the sod for the commencement of the construction of the Boankra Inland Port which is now called the Boankra Integrated Logistics Terminal (BILT). This followed the signing of a Concession Agreement between the Authority and Ashanti Port Services Limited (APSL), a consortium of Afum Quality Limited of Ghana and DSS Associates of South Korea who won the bid to construct the Inland Port.

As part of the Authority's strategic plan to deepen its relationship with stakeholders in the shipping and logistics industry with the overall objective of protecting and promoting the interest of shippers in Ghana, the Authority led by its Chief Executive paid courtesy calls to several institutions including the Food and Drugs Authority (FDA), Ghana Standards Authority (GSA), the Inspector General of Police, Ghana Union of Traders Associations (GUTA), etc.

During the period under review, the seventh in the series of Maritime Seminar for Journalists was held in Accra at the Ghana Shippers' House on 16th September, 2020. The event was organised by the Authority in collaboration with the Ghana Journalists Association (GJA) under the theme "Contemporary trends and developments in Ghana's Shipping Industry."

In accordance with the Authority's efforts at removing non-tariff barriers within Ghana's transit corridor, the first of a nationwide



His Excellency Nana Addo Dankwa Akufo-Addo, cutting sod for the commencement of the construction of the BILT



Shipper Committee meeting

training program on the transit trade for the Police Service was held for Divisional Police commanders within the Ashanti Region in Kumasi on 21st November, 2020. It was aimed at sensitizing senior Police officers on the importance of the transit trade to the Ghanaian economy and the role they are expected to play in the area of ensuring a seamless trade environment while at the same time ensuring safety and security along the transit corridors.

The Authority working together with the Ghana Revenue Authority (GRA) and the National Insurance Commission (NIC) signed a Marine Cargo Insurance Protocol at a ceremony held at the Ghana Shippers' House on 23rd December 2020. The protocol is to ensure adherence to the Insurance Act 2006 (ACT 724) which requires that with the express exception of personal belongings all goods being imported into Ghana must necessarily be insured in Ghana.

As part of its contribution to the transit trade, the Authority annually embarks on a fact-finding trip along the Tema-Paga transit corridor to get first-hand information on the challenges encountered by trucks drivers on the corridor. During the period under review the Authority undertook one of such trips and highlights of the findings include: Drivers were not safe while resting by the roadside and were also exposed to armed robbery and or theft of cargo; some Police Officers did not display their name tags and disparities in axle load readings.

As part of the Authority's mandate of educating and sensitising shippers in Ghana on contemporary issues to make them more

competitive, shippers across the country through the various Shipper Committees were sensitised on various topics including; re-aligning their businesses for survival and recovery from COVID-19, standardisation and packaging for quality products, post implementation of the Integrated Customs Management System (ICUMS), the mandate of the Food and Drugs Authority (FDA) in shipping related activities among others.

To facilitate transit trade between Ghana, Mali, Niger and Burkina Faso, the Authority organised transit shipper committee meetings in Accra and Takoradi with representatives of various stakeholders in the transit trade value chain to discuss transit trade challenges and how to address them. The meetings, among others, appealed to the Bank of Ghana to encourage banks operating in Ghana to trade in CFA to enable transitters from the landlocked countries transact business without hindrance.

During the period under review, the Authority participated in the Ordinary Steering



CEO of GSA with the Secretary General of UASC





Transit Shipper Committee meeting

Committee Meeting of the Union of African Shippers' Councils (UASC) from the 19th to 22nd February, 2020 in Douala, Cameroon. The meeting, among others, discussed and adopted plans and programmes of the UASC for 2020, reviewed activities of the Secretary-General for the financial year 2019 and the implementation of the resolutions and recommendations of the Steering Committees held on 29 - 30 January 2019 in OWENDO, Gabon and 13 - 14 June 2019 in Kinshasa, DRC.

During the period under review, the Authority held meetings with trade associations to understand their business concerns and to also deepen the Authority's relationship with them with the ultimate goal of protecting and promoting the interest of shippers in Ghana. The Authority had engagements with the Sea-Freight Pineapple Exporters of Ghana (SPEG), Ghana Vegetable Exporters Association (GAVEX), Ghana Assorted Foodstuffs Exporters Association (GAFEA) and the Ghana Root Crops and Tubers Exporters Union (GROCTEU).

The Authority continued to embark on its Shipper Visitation/Outreach drive in order to get first-hand information on some of the challenges that importers and exporters face in the course of their business transactions. Some of the concerns raised by shippers during the visits were on the changes in rainfall patterns which had affected the growth of fruits and vegetables, limited access quality packaging materials for exports, bureaucratic procedures and delays in obtaining licenses, fluctuations in exchange rates, COVID-19's negative impact on businesses among others. The

Authority, during the visits, encouraged shippers to report their shipment challenges for redress.

Staff training and development continued to receive prime attention in accordance with the Authority's Human Resource strategy. During the period under review, several staff of the Authority attended conferences, seminars and workshops in and outside of the country. Most of the training was conducted virtually due to the COVID-19 pandemic.

The Authority was adjudged the Trade Facilitation Company of the Year 2020 at the 3rd edition of the Ghana Business Awards. The award was in recognition of the role of the Authority in protecting and promoting the interest of shippers in Ghana. The Chief Executive was also adjudged winner of the 2020 Woman of Excellence (Public Sector) Award for her role in leading the Authority to make major interventions in addressing concerns of shippers in Ghana. She won two additional awards for her role in the Authority's corporate social responsibility effort and for her contribution to national development.

In spite of challenges posed by the COVID-19 pandemic the Authority achieved most of its set targets for the year 2020 and there is no doubt that these achievements would ultimately contribute to the attainment of the Authority's vision of becoming a world class service organisation that ensures for shippers in Ghana quick, safe and reliable delivery of import and export cargoes by all modes of transport at optimum cost.



Most Outstanding Female Award in CSR





Shipper visitation in the Eastern Region

## SERVICE TO SHIPPERS

### SHIPPER COMMITTEES

The Shipper Committees continued to serve as avenues for bringing the Authority's activities closer to shippers across Ghana. The Committees are mainly composed of importers and exporters ranging from small scale to industrial giants who meet regularly to discuss common shipment related challenges affecting their businesses. There are currently ten (10) Shipper Committees across the sixteen (16) regions of Ghana serving the interest of shippers.

Some of the scheduled quarterly meetings (mostly first and second quarters) for the various Regional Shipper Committees did not come off due to the outbreak of COVID-19

pandemic. However, for the meetings that were held, some of the issues that were discussed were:

- Implementation of ICUMS and its associated challenges;
- Payment of high demurrage following the lockdown period;
- High charges at the Ports;
- Mandate of the Food and Drugs Authority in relation to shipping;
- Re-aligning your business for survival and recovery from COVID-19;
- Standardisation and Packaging for Quality Products;
- Freight Forwarding: A Stress-Free Way of Getting Your Goods onto the International Market.



Lecture on ICUMS

## SHIPPER EDUCATION

"If money is your hope of independence, you will never have it. The only real security that a man will have in this world is a reserve of knowledge, experience and ability" – Henry Ford.

It is in the light of the foregoing that the Authority continues to provide relevant information and education to importers and exporters in order to adequately prepare them to manage their businesses more effectively and efficiently.

The Authority's sensitisation programmes target shippers and other stakeholders within the trade and shipping community whose activities have direct or indirect effect on trade, shipping and logistics.

Topical areas the Authority's sensitisation programmes cover include the port clearing process, port developments, marine insurance, import and export financing, etc. During the year under review, the Authority held several sensitisation programmes across the country for shippers and shipping and logistics industry stakeholders. These include:

### Sensitisation of Shea Butter/Nuts Exporters on AfCFTA

The Authority on 26th September, 2020 organised a webinar to sensitise shea butter/nuts exporters on how to leverage on the opportunities inherent in the African Continental Free Trade Area (AfCFTA).

The Team Leader, Multilateral, Regional and Bilateral Trade and Chief Trade Negotiator of

the AfCFTA, Mr. Stephen Nickson Opoku explained to the exporters the framework, components and benefits of the AfCFTA.

He said that AfCFTA will boost the growth of small and medium-sized enterprises in Africa by using regional markets as stepping stones for expanding into overseas markets outside the continent.

According to him the agreement will, among others, increase intra African trade, promote regional value chains, increase the rate of diversification and transformation of African economies, reduce vulnerability to external shocks, promote competition and boost employment opportunities.

Mr. Opoku appealed to the Global Shea Alliance to bring out challenges of the shea butter/nuts industry to enable the Ministry of Trade and Industry and other stakeholders put in measures to address them.

### Sensitisation of exporters in Northern Regions

During the period under review, the Authority organised exporters' fora for exporters in the Upper East and Northern Regions. The fora, which came off on 27th February, 2020 in Bolgatanga and 12th March, 2020 in Tamale were the fifth and sixth in the series organised by the Authority for exporters after previous ones in Accra, Takoradi, Kumasi and Somanaya.

The fora brought together exporters who were sensitised on the National Export Strategy and







Media Seminar

its relevance to their businesses by officials of the Ghana Export Promotion Authority (GEPA).

Speaking at the fora, the Chief Executive of the Authority explained the critical role the export value chain plays in all economies in the generation of employment avenues, foreign exchange resulting in revenue mobilization, boosting of the industrial sector as well as its contribution to Gross Domestic Product (GDP).

She said government had introduced measures including the National Export Strategy, spearheaded by GEPA and the adoption of the Africa Continental Free Trade Area (AfCFTA) to open doors for exporters to trade with other African countries without barriers.

### Seventh Maritime Seminar for Journalists

The Authority in collaboration with the Ghana Journalists Association (GJA) held the seventh in the series of the Maritime Seminars for Journalists in Accra at the Ghana Shippers' House on 16th September, 2020.

The purpose of the seminar series is to regularly update journalists on contemporary shipping and logistics issues to enable them continue to competently disseminate trade information in the media for the benefit of shippers and the general public.

The topics treated at this year's seminar were: Implementation of the Marine Insurance Act 2006 (Act 724): inherent benefits for shippers in Ghana; the relevance of INCOTERMS 2020 in

international trade and Uncleared Cargo List (UCL): implications for the state, shippers and shipping service providers.

Over fifty (50) journalists and editors from selected media houses participated in the seminar.

### Forum for Exporters, Shipping Service Providers at KIA

During the period under review, the Authority organised the eighth in the series of Exporters' Forum for exporters and shipping service providers operating at the Kotoka International Airport (KIA), Accra on 30th September, 2020.

The exporters were cautioned against shipping products in sub-standard packages which expose cargo to damage during handling. They were also encouraged to use appropriate trucks with required temperature to ferry perishable vegetables and fruits from production centres to the airport for shipment.

In an address, the Chief Executive said the Authority recognised the need to equip shippers with information, knowledge and capacity to gain competitive advantage in international trade, hence the organisation of regular workshops to educate and sensitise them on issues of importance in the industry.

Over Sixty (60) participants, including exporters and export trade associations such as the Vegetable Producers and Exporters Association of Ghana (VEPEAG) and some shipping service providers attended the seminar.



Section of participants at the Exporters Forum



Greater Accra Shipper Committee meeting

### Education programmes for Regional Shipper Committees

Members of all the ten (10) Regional Shipper Committees as well as stakeholders of the shipping community benefitted from educational programmes on varied topics organised by the Authority during the period under review such as:

- A lecture on the "Post Implementation of ICUMS" was delivered to members of the Greater Accra, Western and Central Regional Shipper Committees;
- Members of the Northern Regional Shipper Committee were lectured on "Re-aligning your business for survival and recovery from COVID-19."
- Members of the Ashanti Regional Shipper Committee also benefitted from a presentation "Freight Forwarding: A Stress-Free Way of Getting Your Goods onto the International Market.";
- A presentation on "Standardisation and Packaging for Quality Products" was delivered to members of the Upper West Regional Shipper Committee;
- A presentation on the mandate of the Food and Drugs Authority to the Eastern Regional Shipper Committee;
- A presentation on the topic

"Detect and Avoid Fraud in online Shipping Transactions: What Importers and Exporters must know" to Volta Regional Shipper Committee (VRSC);

- Presentations on the benefits and challenges of the ICUMS and INCOTERMS 2020.

### Publications

Four (4) editions of the Authority's flagship publication, Shipping Review, were produced and distributed among players in the trade and shipping community and academia during the year under review.

The Maritime Trade and Transport Digest 2019, a publication of the Authority on maritime statistics for purposes of research for the business and shipping community and academia was also published during the year under review and distributed to stakeholders.

Over the years, the Authority has used the two (2) publications to support its shipper sensitization/education activities to also educate the trade and shipping community as well as the general public on varied subject matters.

### ASSISTANCE TO SHIPPERS

#### Shipper Enquiries

The Authority received and responded to enquiries, questions and comments from shippers and the general public during the period under review. Some of the enquiries



Section of participants at the Volta Regional Shipper Committee meeting





Eastern Regional Shipper Committee

include vessel/crew registration, vessel cargo tracking, import and export procedures on certain commodities, demurrage waivers, shipper registration, Cargo Tracking Note (CTN) and freight quotations.

Other shipper enquiries were on issues relating to Expected Time of Arrival and Departure of vessels, export processes for some commodities, negotiated freight rates and deconsolidation charges, vehicle duty values, payment of VAT on transit cargo, availability of copies of the Shipping Review, container units pricing, import and export statistics, among others.

These enquiries were made by visits to the Authority's offices or through telephone calls or e-mails and received prompt responses.

### Resolution of Shipper Complaints

During the period under review, the Authority received and investigated a total of one hundred and fifty-six (156) shipper complaints. Out of these, one hundred and eighteen (118) of the complaints were resolved while the rest were at various stages of resolution.

The complaints included delays in arrival of cargo, delays in release of cargo, high demurrage charges, handling charges and other illegitimate charges from shipping service providers, exemptions on charges, damage to cargo, refund for handling charges, location and status of goods, among others.

### Shipper Complaints and Support Units

The establishment of Shipper Complaints and Support Units (SCSUs) at

vantage locations across the country continues to enable the Authority move its services closer to where shippers operate in order to provide them real-time assistance and find solutions to the challenges confronting them in the course of their business transactions.

The Authority has so far established six (6) SCSUs at strategic points of the country's entry points- Ghana Air Cargo Centre at the Kotoka International Airport, Elubo border, Takoradi Port (Takoradi Container Terminal), the Aflao, Akanu and Paga Borders

During the period under review, the SCSUs provided assistance and resolved problems and challenges including: undue delays in Customs procedures, axle weighing bridge challenges; Police, Customs and Immigration harassments; documentation challenges; illegal charges among others.

### ENGAGEMENTS WITH TRADE ASSOCIATIONS

Engagements with trade associations enables the Authority to understand the business concerns of shippers and to also deepen its relationship with them with the ultimate aim of protecting and promoting their interest. During the period under review, some of the trade associations the Authority met included the Sea-Freight Pineapple Exporters of Ghana (SPEG), Ghana Vegetable Exporters Association (GAVEX), Ghana Assorted Foodstuffs Exporters Association (GAFEA), Vegetable Producers and Exporters Association of Ghana (VEPEAG) the Ghana Root Crops and Tubers Exporters Union (GROCTEU), etc.



Western Regional Shipper Committee meeting



Tamale-Exporters-Forum

Some of the concerns the associations raised during the meetings included unavailability of flights due to the slow recovery of the COVID-19 pandemic, challenges with implementation of ICUMS in the early stage, erratic rainfall patterns for farming; inadequate access to capital; high cost of freight; high demurrage charges, fluctuations in exchange rates, etc.

## SHIPPER REGISTRATION

The total number of newly registered shippers for the period under review was eighty-eight (88) while registration renewals was two-hundred and twenty-nine (229). Details of the registration during the year are contained in the table below:

## OUTREACH/SHIPPER VISITATION

Table 1: Shipper Registration and Registration Renewal for 2020

CATEGORY	TEMA	TAKORADI	KUMASI	HEAD OFFICE/KIA	TOTAL
NEW REGISTRATION	14	29	35	10	88
REGISTRATION RENEWAL	45	39	104	41	229
TOTAL	59	68	139	51	317

The Authority continued to embark on its Outreach/Shipper Visitation drive in order to get first-hand information on some of the challenges that importers and exporters face in the course of their business transactions. Some of the challenges recorded during the visits include:

- Intermittent rainfalls affecting growth of fruits and vegetables;
- Limited access to cartons in packaging for exports;
- Bureaucratic procedures and delays in obtaining licenses;

- Fluctuations in exchange rates;
- COVID-19's negative impact on businesses among others.

The Authority, during the visits, encouraged shippers to report their shipment challenges for redress. Areas and shippers that were visited include:

- Accra Metropolis: Greater Accra Art and Handicraft Association, Koala Shopping Centre Limited, Mantrac Ghana Limited, Nsawam Foam Company Limited, Universal Motors, Pharmanova Ghana Limited, Dannex Limited, Ashanti Foam Factory, Ederick Limited, GIHOC Distilleries, etc.
- Tema Metropolis: Sentuo Steel Limited, Mass Industries Limited, Maridav Ghana Limited, Foundries & Agricultural Machineries Limited, Peace Indo Ghana Limited, Zhongtuo Heavy Machines, Mivisa West Africa Limited, Lifestyle Gallery, Dynatech Limited, The Coca Cola Bottling Company Limited, Metallex Limited among others.
- Western Region: Notable companies visited included Hax Ghana Limited, John Bitar, Buadac Construction Limited, Boison Construction, T. Andrews Limited, Prestea Huni Valley.
- Kumasi Metropolis: The Authority's Kumasi Branch visited companies during the period under review. These included Gabriel K.B Enterprise, Prijoe Company Ltd, Olabisi Enterprise, Janet Ayeh's Ventures, Moasei Company Ltd, Marantha Photos, Runice Enterprise, Skyedee Enterprise, Macbiss88 Enterprise and Fabio Enterprise.
- Northern Regions: The Authority's Tamale office also undertook outreach and visitation in the northern regions. Some of the shippers visited were Integrated Tamale Fruits Company Ltd, Alhaji Amin Chesua Enterprise and Oboie Azima, Akolgongo Enterprise and Gmibika Youro Enterprise. The rest were Bolga Basket Weavers





Cooperative Club Society (BBWCCS), Isabuk Enterprise, Jonah Creations, Paku Enterprise, Bina Woo Enterprise, ZZB Enterprise, Shamsid Enterprise, Asana Fashion and Weavers in Lawra.

- Eastern and Central Regions: The Authority embarked on outreach programmes to the Eastern and Central Regions during the period under

review. A team from the Head Office in Accra visited producers and exporters of fruits, including Sam Valley Farms and 2K Farms, in the Awutu Senya District in the Central Region on 20th February, 2020.

- The Authority's Tema Branch also carried out a three-day Shipper outreach programme to exporters in selected Districts and Municipalities of the Eastern Region such as Dhillon Farms Ghana Limited, Blue Skies Products Ghana Limited, Bomart Farms Ghana Limited, Chocho Industries Limited, Otchere Farms, Golden Riverside Farms, Aburi Craft Centre, Pinora Limited.



His Excellency Nana Addo Dankwa Akufo-Addo cutting sod for the commencement of the construction of the Boankra Inland Port

## CONTRIBUTION TO MARITIME INFRASTRUCTURE

### BOANKRA INLAND PORT (BIP)

During the period under review, the President of the Republic of Ghana, His Excellency Nana Addo Dankwa Akufo-Addo on 5th November, 2020 cut the sod for the commencement of the construction of the Boankra Inland Port which is now called the Boankra Integrated Logistics Terminal (BILT). This followed the signing of a Concession Agreement between the Ministry of Transport/Authority and the Ashanti Port Services Limited, a consortium of Afum Quality Limited of Ghana and DSS Associates of South Korea.

The Concession Agreement is expected to span over a period of thirty (30) years. A three (3) year construction period has been earmarked for the development of various project facilities at the project site.

The project, which will be completed in 2023, is expected to have a Container Service Yard (CSY), Container Freight Station (CFS), Reefer yard, Warehouses, Truck Parking Area, Trucker's Facilities, Fuel Station, Commercial Complex, Freight Forwarders Offices and facilities for postal, telecommunication, utilities services, among others.



### TAKORADI SHIPPERS' CENTRE (TSC)

The renovation works on the Takoradi Shippers' Centre (TSC) which commenced in February 2020 was more than ninety (90%) per cent complete. Work done on the building has given it a complete facelift and improved its aesthetics. The contractor (HAWKRAD Constructions Ltd) is expected to complete outstanding works on the septic tank and hand over the building to the Authority in early 2021.

### Conference Facilities

The renting of conference facilities at the TSC was suspended due to the outbreak of the COVID-19 pandemic.

### GHANA SHIPPERS' HOUSE (GHASH)

During the period under review, conference facilities of the Ghana Shippers' House recorded forty-three (43) events. The clients included the Ghana Audit Service, Regional Maritime University, Ghana Institute of Surveyors, Borderless Alliance, Ministry of Trade and Industry, Ghana Chamber of Commerce, Ghana Mine Workers Union among others.

### Precautionary Measures to curb spread of COVID-19

Following the outbreak of the COVID-19 pandemic in February 2020 and Government directive on implementation of protocols to curb its spread, the Authority instituted the following measures in the Ghana Shippers' House:

- Installation of sanitizer dispensers at vantage areas of the building and regularly stocking them.
- Restricting the number of persons on board the elevators. The maximum

number of persons that the elevator could carry is temporarily reduced from thirteen (13) to four (4) persons.

- Frequent cleaning and sanitizing the handrails and buttons of the elevators.
- Provision of "Veronica" Buckets at the basement and ground floor accesses of the building for hand washing.
- Provision of "No Mask no Entry" stickers on the walls for the public education

### TEMA WAREHOUSE MONITORING

The Authority's warehouses were monitored to ensure security and protection of property and equipment during the period under review. Renovation works on all the three (3) warehouses currently occupied by JDL Exports Limited were completed. JDL has however given out warehouse three (3) to another company on a sub-lease on the Authority's approval.

### GHANA COMMUNITY NETWORK (GCNET)

The Authority continued to monitor the operation of the Ghana Integrated Cargo Clearing System (GICCS) by the GCNet up to June, 2020 when the system was replaced by a new e-Customs system called the Integrated Customs Management System (ICUMS) operated by the Ghana Link Network Services.

The decision to discontinue with the services of GCNet and other service providers by the Government of Ghana was to enable it deploy a single service end-to-end system to effectively check or stop the rising cost of doing business and reduce time for clearing cargo at the ports for all stakeholders as well as block what the government identified as huge leakages in revenue mobilization.





2020/21

# COCOA FREIGHT NEGOTIATION CONFERENCE

**VENUE:** 7TH FLOOR, GHANA SHIPPERS  
HOUSE, RIDGE, ACCRA  
**DATE:** 24TH SEPTEMBER, 2020  
**TIME:** 9:00AM



## FREIGHT, LOGISTICS AND RESEARCH

### NEGOTIATION OF CHARGES AND FREIGHT RATES

A key mandate of the Authority is the negotiation of freight and port charges on behalf of shippers. This has, over the years, resulted in cost savings and payment of competitive rates by shippers in Ghana. During the year under review, the Authority in accordance with the Ghana Shippers' Authority Regulations LI 2190 (2012) negotiated the charges of some shipping service providers including:

### 2020/2021 Annual Cocoa Freight Negotiations

The 2020/21 Annual Cocoa Freight Negotiation Conference was hosted by the Authority at the Ghana Shippers' House on the 24th September, 2020.

The Chief Executive of the Authority and the Managing Director of Cocoa Marketing Company (CMC) addressed the opening ceremony. In total, twenty-four (24) Shipping Lines and Agents participated in the negotiations.



After lengthy negotiations with all shipping lines and upon consideration of the various issues raised during the negotiations, it was agreed that the freight rates for the shipment of cocoa beans from Ghana, for the 2019/2020 crop season be maintained for the 2020/2021 season; with the only variation being a reduction in the Bunker Adjustment Factor (BAF) to twenty-five percent (25%) for shipments to the UK.

### **Negotiation with Swissport on Cargo Handling Charges at KIA**

The Authority engaged Swissport during the review period to negotiate their proposed charges for handling cargo at the Kotoka International Airport (KIA).

The new tariff increment on average was about ten percent (10%) compared with the 2019 rates and will be maintained for a period of two (2) years within which there shall be no increases in charges unless there is an extreme case that warrants an increase. There were however no increases in charges for export services. The new rates are expected to take effect in February, 2021.

### **Meeting with SOAAG**

During the review period, the Authority facilitated a meeting with the Ship Owners and Agents Association of Ghana (SOAAG), the Ghana Institute of Freight Forwarders (GIFF) and Association of Custom House Agents of Ghana (ACHAG). The meeting, which was at the instance of the Authority, was necessitated by actions taken by some Shipping Agents in response to the

COVID-19 pandemic, which had impacted the cargo clearance processes and induced unintended consequences of delays and additional costs.

The key issues presented for discussion by GIFF included bank payment modalities, delays in the return of empty shipping containers, delays in refund or deposit system, delays in online service systems and working hours.

The meeting agreed on the following major interventions:

- a. The Authority and the Freight Forwarders to engage individual Shipping Lines with specific challenges encountered by shippers in the clearance process;
- b. SOAAG to engage its members on the key problems discussed and particularly advise its members to consider e-payment mechanisms to ease the frustrations of shippers;
- c. The Authority to coordinate regular meetings among shipping service providers to address key challenges.

### **Proposed Limited Revision of GPHA Tariff**

During the period under review, the Authority received a request from the GPHA for an additional upward revision of the port tariffs effective September 1, 2020. The request, according to the GPHA was part of its mandatory fulfilment of obligations under the







Hon. Kwaku Ofori Asiamah, Minister of Transport

Deed of Assignment for Terminal 3 of Port of Tema (MPS). It sought to increase Port dues, Stevedoring, Craneage and Handling of empty containers.

After engagements with the GPHA, the Port and Infrastructure Committee (PIC) of the Authority's Board and the Hon. Minister of Transport, GPHA was asked to suspend the new port tariffs and to allow for further stakeholder engagements to be held on the subject. The proposed tariff revision was subsequently suspended by GPHA.

### **Suspension of time related penalties in the clearance of cargo during COVID-19 lockdown**

Following the address by H.E. Nana Addo Dankwa Akufo-Addo, the President of the Republic on 27th March, 2020 announcing restrictions on movements of persons in parts of the country, including Tema, to curb the spread of COVID-19 pandemic, there were unintended consequences, as some shippers were unable to clear their cargoes from the port for various reasons.

In line with this, the Minister of Transport gave a directive for the suspension of all applicable charges i.e. demurrage/detention and storage rent charges during the pendency of the lockdown, effective 30th March – 19th April, 2020. This directive was to ensure that shippers and other stakeholders did not take actions that may jeopardize Government's efforts at curbing the spread of the virus, on the basis of averting the accumulation of costs in the clearance

of their cargoes.

Acting on the above, the Authority disseminated the request to relevant stakeholders and sought their support to lessen the burden of the unintended consequences of the COVID-19 induced restrictions on shippers in Ghana, by way of a demurrage waiver for the specified period.

There was generally a high level of compliance with the request by stakeholders, especially GPHA and MPS. After a series of consultative meetings, a number of the shipping lines also granted demurrage waivers in varied forms.

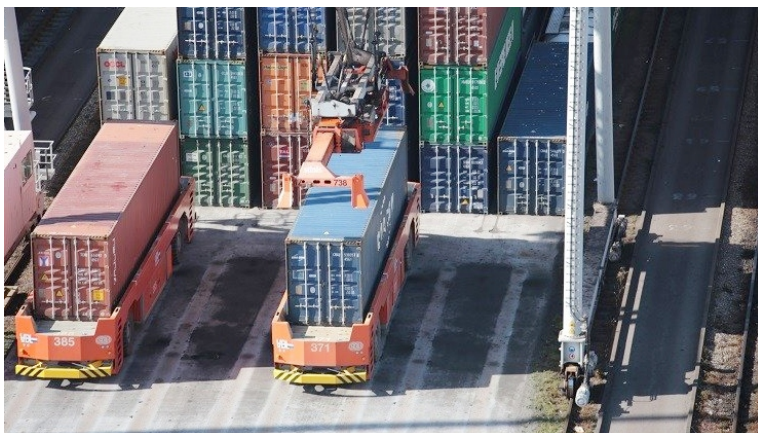
### **Negotiation of COVID-19 Emergency Support Surcharge**

During the review period, the Authority accessed notification by Swissport Ghana Limited, a ground handler at the Kotoka International Airport, informing air cargo shippers of the implementation of a COVID-19 Emergency Surcharge to be billed on all inbound cargo being processed through their facilities.

According to Swissport, the impact of the COVID-19 pandemic had been unprecedented with their parent company losing their core business by eighty percent (80%). There was a reduction in schedules and frequency of flights and Swissport Ghana Ltd needed to ensure that their facilities remained operational and secure for business and also to enable it survive and by doing so protect the over three hundred (300) jobs for all personnel linked to the various roles in the company.







The proposed charges were based on Air Waybill (AWB) weight range from nineteen and thirty US Dollars (US\$19 – 30). The Authority intervened and engaged Swissport to justify the basis and the structure of the charge.

After negotiations, both parties agreed to set the surcharge at a fixed fee of fifty Ghana Cedis (GHS50.00) per shipment delivered (AWB/HAWB) to be implemented for all inbound cargo, effective the 27th April 2020.

### **Implementation of Port Additional Charge by Shipping Lines**

During the review period, nine (9) out of the fourteen (14) Shipping Lines/Agents that were monitored had introduced an additional port charge. The Shipping Lines/Agents attributed the need for the charge to increases in their operational costs resulting from increases in the GPHA/MPS tariff.

The Authority consequently requested the shipping lines discontinue the charge. It noted that while it was conventional for shipping lines to institute Surcharges/Port Additional for unforeseen occurrences that were likely to affect a voyage and impact their ability to maintain the quality of services to the trade, these costs were charged as part of the freight and not recoverable as separate charges at point of destination.

## **RESEARCH**

During the period under review, the Authority continued to pursue its research agenda by investigating some challenges confronting the shipping and logistics industry and contributing to developing knowledge in Ghana's trade and transport sector as follows:

### **Surveys on Paperless Port System and Sea Freight Consolidation**

During the period under review, the following research activities were conducted on the following research topics:

- a. Assessing the Impact of the Paperless Port System on Cargo Clearance Process at Ghana's Seaports.
- b. Study of the Costs and Pricing in Sea Freight Consolidation Operations in Ghana.

The impact of COVID-19 however delayed the completion of the studies.

### **Research on Impact of ICUMS at KIA**

In the wake of the COVID-19 pandemic and its consequent effect on shipping, the Authority conducted a survey on the impact of ICUMS at the Kotoka International Airport (KIA). The study took a cursory look at the era before and after the introduction of the ICUMS. The study further looked at the process flow using the ICUMS; benefits accruing from the system as well as the challenges thus far.

The study established that the ICUMS operations at the KIA was satisfactory but with minimal challenges. The deployment of ICUMS, it was observed, led to significant improvements in cargo processing time, and consequently faster clearance of goods.

### **Research Survey on the End-to-End value chain for cargo exports at the KIA**

During the review period, the Authority conducted a field survey on the end-to-end value chain for cargo exports at the Kotoka





- The export inspection procedures could be automated to eliminate delays associated with physical examination.
- Data exchange systems should be encouraged between stakeholders.
- Joint inspection should be piloted for consideration.

International Airport (KIA). The objective of the study was to conduct an appraisal on the existing practices, identify logistics and transport related challenges, processes and opportunities in the end-to-end value chain for air cargo exports.

The approach and methodology for examining the value chain of the export sector at KIA involved studying the activities from production, market requirements, export processes, the role and mandate of the governmental and regulatory agencies and identifying the gaps.

From the empirical findings, there was clear indication that the end-to-end value chain for air cargo exports concerns the detailed coordination of all activities involved in the value-chain at KIA. However, poor coordination among state agencies' processes and management significantly contribute to the poor performance of Ghanaian air cargo exports especially for agro-products.

Some of recommendations of the study includes;

- Stakeholders within the chain should be engaged to advance discussions on the integration of functions across the value chain;
- Coordination of export development activities to facilitate trade through consensus building with stakeholders via consultative exporters' fora and round-table engagements particularly with regulatory bodies;

## PORT SURVEY AND REPORTING

During the period under review, the Authority embarked on port surveys to acquaint itself with new developments. Monitoring and survey exercises were undertaken within the port enclave to some organisations. The team from the Authority interacted with some personnel of shipping lines, GPHA Transit Terminal, MPS Terminal 3, GPHA Revenue Office and Marine Operations Unit, etc.

### Shipping Lines

The Authority visited some shipping lines on 26<sup>th</sup> June, 2020 to ascertain progress made in the release of consignments since the deployment of the ICUMS. Shipping Lines visited were Mediterranean Shipping Company (MSC), Maersk Ghana, CMA-CGM, Eolis Ghana, Grimaldi Ghana, Pacific International Lines (PIL) and One Oceans Network Express (ONE). Interactions revealed that some shipping lines were experiencing challenges while others had made progress.

### Transit Terminal

The Authority visited the transit terminal to ascertain why trucks expected to offload containers at the terminal had queued outside







the transit yard for long hours. The visit was also to verify the status of the installation of the new axle weigh bridge.

The Officer-in-Charge of container offloading attributed the queuing to congestion at the terminal as a result of inadequate tracking devices needed to be affixed to the trucks to exit the yard.

### **MPS Terminal 3**

At MPS, it was observed that the platforms were occupied with containers with no examination conducted on them. This was caused by the inability of the system to assign officers for examination.

The Authority also interacted with personnel at Safe Bond Car Terminal to ascertain how the terminals were adjusting to the ICUMS and its effectiveness in the clearance process since its implementation on 1<sup>st</sup> June, 2020. At MPS Terminal 3, the team visited the scan operations office and the intrusive examination bay and interacted with officials from the Ghana Standards Authority (GSA), Food & Drugs Authority (FDA), GRA-Customs Division and National Security on varying shipment concerns of shippers, particularly on ICUMS.

### **Marine Operations Unit, GPHA**

The Authority undertook a fact-finding mission to the Marine Operations Unit of the GPHA to ascertain an alleged demonstration/stand-off by the Marine Dock Workers Union and the local Union of GPHA Staff at the fore court of the Unit.

The team's meeting with a cross section

of the demonstrators revealed that the implementation of a gentleman's agreement between GPHA and MPS to grant GPHA twenty percent (20%) of container vessels had not been effected, thus causing uncertainty amongst staff members.

### **Monitoring of Shipping Line Charges**

During the quarter under review, the Authority regularly monitored the charges of shipping lines at the ports. Copies of Invoices were collated from some shipping lines, including Maersk, CMA CGM, Hapag Lloyd, MSC, Sharaf, PIL, Grimaldi, ONE and Arkas.

The Authority observed that the IMO Sulphur surcharge was not being implemented as a local charge as was done earlier by a few shipping lines who were stopped.

### **ICUMS Deployment**

Meetings with stakeholders such as shippers, terminals, shipping service providers and regulatory agencies during the period under review revealed the following issues which came up when ICUMS was initially deployed.

- i. The inability of the Customs House Agents (CHAs) to match manifests resulting in shipping lines' inability to generate delivery order numbers as well as access Bill of Entries (BOEs) in the ICUMS for an electronic release of cargo;
- ii. The inability of Safebond Car Terminal to raise waybills in the ICUMS to exit cars from the Terminal;







- iii. Inability of some Shipping lines to release cargo of some declarations in the ICUMS which make GPHA resort to manual process in validating BOEs as well as generating invoices.

It should be mentioned that by the close of the year all the above challenges had been resolved and the systems were running smoothly.

### **Port Health Authority**

The Authority visited the Tema Port Health to ascertain the status of disinfection activities amidst the outbreak of COVID-19 pandemic. The Port Public Health Officer indicated that at the initial period of outbreak of the virus, protocols were developed by the Port Health to fumigate all vessels and its crew members at anchorage before berthing using World Health Organization (WHO) standards.

Vessels were fumigated after berthing, however, vessels suspected with sick crew members were fumigated at anchorage before

contents were discharged. Vessels were required to notify the Port Health Authority prior to arrival, on the health condition of the crew, particularly if any of them was sick on board. Crew members with health conditions were referred to the designated hospital (Tema General Hospital) for treatment.

### **Tax Stamp Affixation Centre**

The Authority visited the Tax Stamp Affixation Centre managed by Streamline Resource Ghana Limited to ascertain how the ICUMS had impacted their conduct of operations.

The Authority's team interacted with the Customs Officer in charge who indicated that they resorted to manual processes in vetting documents before stamps are affixed on the cargo.

### **BERTHING MEETING**

The Authority participated in all the berthing meetings that were held on a daily basis and contributed to the planning of port operations to ensure safe and quick delivery of import and export cargoes at optimum cost.

Some of the major port activities that were planned included the sailing and berthing of ships that called at the Tema and Takoradi ports, allocation of vessels to stevedores and declaration of Estimated Time of Arrival (ETA) of import and export vessels.





Tema Branch Manager paid a courtesy call on the Volta Regional Minister, Dr. Archibold Yao Letsa

## MEETINGS, WORKSHOPS, SEMINARS AND TRANSIT TRADE

The Authority has been participating in meetings, conferences and seminars, locally and abroad to either contribute to policy formulation, resolving challenges in the country's trade and shipping industry, acquiring knowledge and building capacity. These fora have also served as platforms for the Authority to inform stakeholders of its activities. During the year under review, the Authority participated in several meetings including:

### MEETINGS AND WORKSHOPS

#### Stakeholder visitations

Stakeholder visitation is a key component of the Authority's mandate. The visitations form

part of the Authority's strategic plan to deepen its relationship with stakeholders in the shipping and logistics industry with the overall objective of protecting and promoting the interest of shippers in Ghana. During the period under review, the Authority paid courtesy calls on several stakeholders including the following:

- Courtesy call on Inspector General of Police, Mr. James Oppong-Boanuh on 1st September, 2020 to renew the Authority's commitment to work together with the Ghana Police Service to remove trade barriers along Ghana's transit corridor.





CEO with the IGP Mr. James Oppong-Boanuh

- The Authority and the Executives of the Eastern Regional Shipper Committee (ERSC) paid a courtesy call on the newly appointed Eastern Regional Coordinating Director, Mr. Samuel Kweku Gyimah on 3rd September, 2020 in Koforidua to commend the ERCC for its continuous support for the activities of the Authority in the region.
- Courtesy call on the Ghana Civil Aviation Authority (GCAA) was held on 23rd June, 2020 to enable the two (2) organisations renew their commitment to facilitate trade by air through regular inter-agency engagements for the benefit of exporters and importers.
- The Authority paid a courtesy call on the Chief Executive Officer (CEO) of Air Ghana Limited, Mr. Marwan Traboulsi and his management team at the Kotoka International Airport on 23rd June, 2020. The meeting also discussed the continued availability of flights to exporters at no extra cost despite the negative impact of COVID-19 as well as issues on the export of contraband goods by shippers to the United Kingdom, unavailability of automated scan system, the operations of the Plant Protection and Regulatory Services Department (PPRSD) in ensuring safety of food items for export among others.
- The Authority on 23rd June paid a visit to the Ghana Airport Company Limited (GACL) to

discuss the impact of its operations on trade facilitation. The meeting also afforded the two (2) state agencies the opportunity to engage each other on possible areas of collaboration to protect and promote the interest of shippers in the aviation sector.

- The Authority met the Food and Drugs Authority (FDA) on 24th January, 2020 and discussed, among others, importers and clearing agents' concerns about the implementation of the new FDA charges on imports per LI 2386 (2019), concerns of small-scale exporters on export certification charges and examination of reefer products at the intrusive platform of MPS and the way forward to addressing them.
- The Authority met the President of Ghana Union of Traders Association (GUTA), Dr. Joseph Obeng on 24th January, 2020 and assured him of its support on issues of concern to the trade association for the greater good of the trading community.
- The Authority visited the Ghana Standards Authority (GSA) on 30th January, 2020 at its Training School in Accra. The Chief Executives of the two (2) state organisations stressed the need for their agencies to work more closely on trade policy issues to remove bottlenecks in the clearance regime at the ports and also on other trade issues affecting exporters and importers.



GSA management paid a courtesy call on FDA





- At the Ghana Export Promotion Authority (GEPA), the team interacted with Mr. Maxwell Osei-Kusi, the Director of Research and International Cooperation and discussed how the two (2) organisations could work together in the interest of shippers.
- The Authority, during the period under review, paid visits to Swissport, Ghana Revenue Authority-Customs Division, KIA and the PPRSD to discuss various issues of concern to importers, exporters, Customs brokers, freight forwarders and ground handlers.
- The Authority on 17th February, 2020 received the acting Executive Secretary of the Narcotics Control Board (NACOB) Mr. Francis Torkornoo at the its head office in Accra. The two (2) organisations discussed issues pertaining to respective mandates and how to deepen their relationship with each other in order to protect and promote the interest of shippers.

### Cargo Insurance Protocol

During the year under review, the Authority continued its collaboration with the National Insurance Commission (NIC) and the Institute of Chartered Shipbrokers (ICS) to enforce the under-writing of marine cargo insurance with local Insurance Companies.

Several meetings were held leading to the signing of the Marine Cargo Insurance Protocol on 27th December, 2020 in Accra at the Ghana Shippers' House.

The protocol is to ensure adherence to the Insurance Act 2006 (ACT 724), which requires that with the express exception of personal belongings, all goods being imported into Ghana must necessarily be insured in Ghana.

### Stakeholders meeting on the revised Prohibition Regulations

On 2nd September, 2020, the Authority participated in a one-day stakeholders' meeting on the revised prohibition regulations on the manufacture, sale or importation of incandescent filament lamps, used refrigeration, used refrigerator-freezers, used freezers and air conditioners.

The meeting was held at the Council for Scientific and Industrial Research – Science and Technology Policy Research Institute (CSIR – STEPRI) in Accra.

### Meeting with Paga Association of Customs House Agents (PACHA)

During the period under review, the Authority held a meeting with the leadership of the Paga Association of Customs House Agents (PACHA) to discuss challenges at the Paga border.

The Association also pleaded with the Authority to liaise with GRA-Customs and the Ghana Ports and Harbours Authority (GPHA) to provide them with space within the new transit park under construction. They made an appeal for the Authority to provide them with an office building in the space they are anticipating.





Sensitisation workshop

### Meeting with the Minister of Trade and Industry and the Shipping Lines

During the review period, the Authority facilitated a meeting between the Minister of Trade and Industry and representatives of the Shipping Agencies to discuss the operational challenges following the implementation of the ICUMS.

The Minister indicated that the roadmap for the full implementation of UNIPASS/ICUMS had been discussed at a previous meeting and that the current meeting was to continue the dialogue and also to receive feedback on the deployment. The discussions centered on challenges with manifest uploads, manifest matching discrepancies, proprietary data on slot charters and submission of manifests on short-leg shipments among others.

The Minister assured the meeting that the architecture of the ICUMS system was robust and that all the issues would be addressed.

### Sensitisation workshop on Axle Load Workshop

The Authority, during the period under review, participated in a stakeholder sensitisation workshop on the implementation of the ECOWAS Supplementary protocol on axle load control and regulation 14 of UEMOA. The workshop followed the outcome of the Ministerial meeting in Dakar Senegal last year, 2019, which considered the full implementation of the fifty-one (51) tons per six (6) axles across the sub-region by July, 2020.

The stakeholders at the workshop raised concerns about bribery at various axle load stations, collusion between the

Police, cargo owners and operators of axle weigh station which was impeding smooth and efficient operations of the axle load regime.

The workshop also agreed that there should be uniform application of the enforcement of the fifty-one (51) tons across the sub region in order not to put transit shippers and truckers in Ghana at a disadvantage.

The Authority made a number of recommendations at the workshop which included the effective monitoring of all stations, regular calibrations of axle weigh bridges, regular training of police personnel of the MTTD on the axle load regime and their role, development of clear and transparent protocols for the efficient operations of axle weigh stations. The Authority mentioned its proposed intervention to develop temporary storage facilities for shed off cargo to protect cargo owners from loss or damage of cargo.

### Authority participates in International Customs Day

During the period under review, the Authority participated in the commemoration of the 2020 International Customs Day marked by Ghana Customs in Accra under the theme "Customs Fostering Sustainability for People, Prosperity and the Planet." on 31st January, 2020.

The International Customs Day is an annual event marked by the World Customs Organisation (WCO) and its member Customs Administrations to provide a platform for the global Customs community to dialogue with their stakeholders and to review commitments



CEO giving her marks on International Customs Day





A section of Custom officers at (WCO)

to thematic issues relating to their common interests and goals.

Delivering her solidarity message on the occasion, the Chief Executive of the Authority called on the GRA-Customs Division to enforce the implementation of the removal of Value Added Tax (VAT) on transit goods.

### **Inauguration of Tenants of Makola Shopping Mall Association**

The Authority participated in the inauguration of the Tenants of Makola Shopping Mall Association (TOMSMA) on 4th February, 2020. In a solidarity message the Authority expressed its readiness to address the shipment concerns of traders to enable them run their businesses effectively without hindrances in the ports.

### **Workshop on Border Management and Crossing Times**

The Authority participated in a workshop at the Ministry of Roads and Highways under the auspices of the African Union (AU). The workshop was on the Traffic Light System (TLS) project which is aimed at improving border crossing times and facilitating intra African trade.

### **Meeting of The Technical Working Group on Pre-Arrival Processing**

The Authority participated in the 5th meeting of the Technical Working Group (TWG) on Pre-Arrival Processing on 3rd March, 2020 in Accra.

The meeting discussed e-manifest, paperless at the Kotoka International Airport, Time Release Study (TRS), fees & charges, current state of risk management in Ghana, presentation on

risk management – international perspective among others.

### **Meeting on the AfCFTA Technical Working Group on Trade Facilitation subcommittee on Transit Trade**

The Authority chaired the meeting of the sub-committee on the Transit trade on 26th March, 2020 at the Ministry of Trade and Industry (MOTI) to discuss the five (5) activities and outputs which should be taken into account in matters of Transit trade through Ghana's corridors.

The five main activities are:

- Provide for the licensing of transit carriers with approved AfCFTA transit documentation and effective monitoring procedures;
- Reduce the road blocks without compromising security on the transit corridors;
- Harmonize border operation hours with neighbouring countries;
- Establish Integrated Border Management (IBM);
- Establish and operationalize One-Stop Border Posts (OSBPs) and ancillary structures.

### **Ordinary Steering Committee of the Union of African Shippers' Councils**

A two (2)-member delegation from the Authority led by the Chief Executive participated in the Ordinary Steering Committee Meeting of the Union of African Shippers' Councils (UASC) from the 19th to 22nd February, 2020 in Douala, Cameroon.

The meeting discussed, among others report on the activities of the Secretary-General for



Technical working meeting





A group picture of Nigerian delegation

the financial year 2019; level of implementation of the resolutions and recommendations of the Steering Committees held on 29 - 30 January 2019 in OWENDO, Gabon and 13 - 14 June 2019 in Kinshasa, DRC; level of budget implementation for the financial year 2019; Statutory Treasurer's report for the financial year 2019; draft programme of activities for 2020; draft budget for 2020; functioning of the General Secretariat among others.

### Meeting with Nigerian Delegation

The Authority on 22nd October, 2020 hosted twenty-two (22) officers of the Executive Management Course of Nigeria's National Institute for Security Studies (NISS) who came on a study tour to Ghana from 17th -23rd October, 2020.

The officers were drawn from Security-related organizations like the Nigeria police force, military, immigration service, customs, among others. They formed part of a syndicate of the 13th batch of an Executive Intelligence Management Course offered by the National Institute for Security Studies (NISS) in Abuja.

The visit was part of a course requirement of the NISS for the participants to discuss with stakeholders in Ghana issues on piracy and its effects on sustainable development, international trade and national security.

The tour was themed "Piracy in the Gulf of Guinea: Issues and Challenges for International Trade, National Security and Sustainable Development of Member States."

## TRANSIT TRADE ACTIVITIES

### Transit Shipper Committee meetings

During the period under review, the Authority organized quarterly meetings for the Transit Shipper Committees in the Greater Accra and the Western Region.

Some of the issues discussed by the Committee members were the impact of COVID-19 on transit trade, operations of axle load units across the country, concerns on challenges associated with the implementation of the Integrated Customs Management Systems (ICUMS), among others.

Some of the challenges mentioned include the return to the manual clearance of goods, physical escorts of transit goods instead of tracking devices and its attendant general delays leading to demurrage and rent charges.

Representatives of the Shippers' Councils bemoaned the increasing costs to their shippers due to delays and requested the intervention of the Ministry of Transport and the Authority.

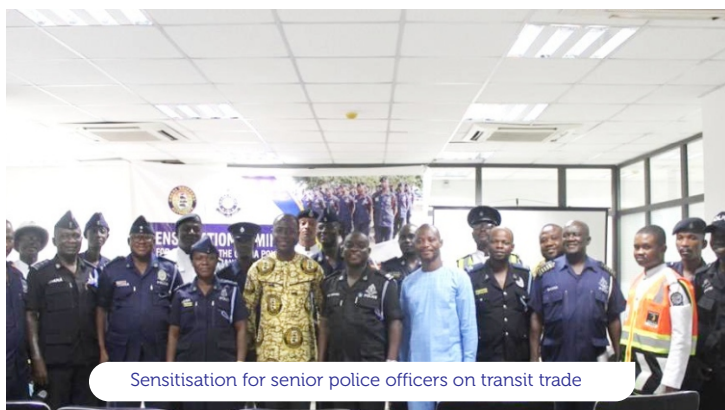
### Meeting with Shippers' Councils

During the period under review, the Authority engaged the various Shippers' Councils as part of its quarterly consultations with key stakeholders in the shipping and logistics industry.

The meetings discussed, among others, discrepancies in axle load readings, inability of Customs House Agents to send declarations which caused congestion at the Golden Jubilee and Safebond Car Terminals,



Meeting with Shippers' Councils



challenges with the implementation of ICUMS, inadequacy of tracking devices at the Transit Terminal, cargo sharing for Ghanaian trucks and foreign trucks, the reintroduction of inter-terminal movement charge and the prevalence of extortion from truck drivers by police officers.

### Sensitization Training for Senior Police Officers On Transit Trade

During the review period, the Authority organised a sensitization training program on transit trade for the Regional and Divisional Police commanders in the Ashanti Region. The event was held at the Authority's office in Kumasi.

The training program was aimed at sensitizing senior Police officers on the importance of transit trade to the Ghanaian economy and the key role that they are expected to play in the area of ensuring a conducive trade environment while at the same time ensuring safety and security on the transit corridors.

The training program was very well patronized by senior Police officers, and the presentations were well received. The discussions that followed after the presentations engendered better understanding of their roles and also brought to the fore some key challenges that needed to be addressed.

One of the key recommendations from the meeting was to develop a protocol to guide the handling of transit trucks that get involved in accidents. The protocol was subsequently drafted and is expected to be finalized and made available to transit truck drivers, as a

guide.

### Fact Finding Trip along the Tema-Paga Transit Corridor

During the period under review, the Authority carried out a fact-finding trip along the Tema-Paga transit corridor to ascertain some of the challenges truck drivers encounter on the corridor.

These fact-finding missions are a source of vital data on the state of road governance indicators for measuring the competitiveness of the major transit corridors in Ghana. The trip revealed a number of infractions along the corridor by uniform officials. There were disparities in axle load readings which resulted in delays and the payment of illegal fees to operators at the axle load weigh stations. The summary of checkpoints along the corridor are presented in the table below:

**Table 2: NUMBER OF CHECKPOINTS ON THE TEMA PAGA TRANSIT CORRIDOR. (2ND - 6TH NOVEMBER, 2020)**

INSTITUTIONS	PERMANENT	SPOT CHECKS	TOTAL
POLICE	33	12	45
MTTD	5	2	7
CUSTOMS	7	-	7
AXLE LOAD	5	-	5
FORESTRY	4	-	4
IMMIGRATION	2	-	2
<b>TOTAL</b>	<b>56</b>	<b>14</b>	<b>70</b>

Source: Ghana Shippers' Authority

The number of Police checkpoints reduced from seventy-five (75) in 2019 to fifty-two (52) during the same period in 2020

A number of observations were also made on the trip as follows:

- Transit truck drivers spend between sixty-five (GH¢65) – One hundred (GH¢100) as bribe/unofficial fees to Police, MTTD and Customs Officers before reaching their destination.
- Drivers are not safe when resting by the roadside, this exposes them to robbery and or theft of cargo.
- Some Police Officers did not display name tags





### Borderless Alliance Annual General Meeting

During the review period, the Authority facilitated the organization of the Borderless Alliance (BA) Annual General Meeting as host institution. It was to review the performance of the Borderless Alliance for 2019 and also review its planned programs for 2020 for adoption.

### E-platform system

During the period under review, thirty-four (34) complaints were received on the E-Platform system and same were resolved. The low number of complaints could be due to the outbreak of COVID-19 which has significantly reduced the movement of trucks on the corridor.

- There was a slight disparity in the axle load readings. For example, the same truck was assigned different weights (tonnes) at different stations - 67.7 (Motorway), 68.8 (Akom), 64.5 (Jema), 66.10 (Bolga)

The need for rest stops for haulage trucks along the corridor and an intensive sensitization of uniformed officers along the corridor were highly recommended to stem the tide.

### JAPTU Reform and Transit Cargo Sharing

During the review period, the Authority continued its involvement in the review of the constitution of JAPTU and its reform process as a member of a Committee formed by the GPHA.

The review of the Constitution has been completed and the Committee has submitted its report and a roadmap has been set for finalizing the reform process.

In the light of the above the Authority met with the representatives of the Conseil Burkinabe des Chargeurs (CBC) (Burkina Faso Shippers' Council) in Ghana to review their guidelines for the sharing and allocation procedures of transit cargo to trucks. A detailed framework has been developed to facilitate the cargo sharing process.

About ninety-five percent (95%) of the complaints were related to the Ghana Police Service (MTTD) while GRA-Customs, Ghana Highways Authority accounted for the rest of the complaints.

The E-Platform, run by the Authority in collaboration with the Borderless Alliance, is a computer assisted platform and a dedicated phone number for receiving and resolving challenges truck drivers are confronted with during their journeys along Ghana's transit corridor.



GSA meeting with JAPTU





## CORPORATE SOCIAL RESPONSIBILITY

"Life's most persistent and urgent question is, what are you doing for others?" — **Martin Luther King, Jr.**

In line with this quotation and in consonance with its policy on corporate social responsibility, the Authority embarked on several activities as a way of supporting or giving back to its stakeholders and society.

### **Donation to Children's Hospital**

Staff of the Authority on 5th February, 2020 donated five (5) units of air conditioners to assist with the running of the Princess Marie Louise Hospital in Accra.

The Chief Executive of the Authority, who presented the items on behalf of the staff noted that the donation which was from the weekly offerings of morning devotions held on Fridays, was a token from the staff to alleviate the burden of the running of the medical facility.

### **Donation to Ridge and Tema General Hospitals**

In accordance with the call on corporate bodies to support in the fight against COVID-19 pandemic, Management Staff of the Authority on 16th April, 2020 donated twenty (20) boxes and one hundred (100) gallons of liquid and gel sanitisers to the Greater Accra Regional



Hospital (Ridge Hospital) and Tema General Hospital.

At a brief ceremonies to present the items, the Chief Executive of the Authority underscored the need for hospitals to be supported with the requisite medical tools for effective healthcare delivery and commended the staff of the two health facilities and other healthcare providers across the country for their sacrifices during the pandemic.

### **Donation to Effia-Nkwanta and Ejisu Government Hospitals**

As part of its support to health facilities, the Authority's branch offices in Takoradi and Kumasi donated bedsheets and gallons of liquid soap to the Effia-Nkwanta Hospital Regional Hospital in Takoradi, Western Region and the Ejisu Government Hospital in Kumasi, Ashanti Region.

### **Elubo Freight Park**

As part of its corporate social responsibility and commitment to facilitating and promoting the transit trade, the Authority during the period under review continued work on the Elubo freight park which was about ninety percent (90%) complete. The project is a collaboration between the Authority and the Jomoro Municipal Assembly.

The freight park is located close to the Elubo border in the Western Region and it is expected to serve as a rest stop for transit truck drivers who haul goods between Ghana and La Cote d'Ivoire and beyond.

### **Support to Stakeholders and Others**

The Authority also provided support to its stakeholders, traditional authorities and civil society groups, including the following:

- Ghana Peace Campaign – an initiative of the Graphic Communications Group Ltd (GCGL) geared toward sensitization and education about peace before, during and after the 2020 Presidential and Parliamentary Elections;
- Maritime and Dockworkers' Union (MDU) in organising its 13th Quadrennial Delegates Conference 2021;
- Annual sponsorship of two (2) needy but brilliant female students studying BSc. Marine Engineering at the Regional Maritime University;
- Ghana Journalists Association's (GJA) Silver Jubilee and Media Awards;
- Traditional authorities in the Greater Accra and Ashanti Regions;
- WISTA ExCo meeting and 10th Anniversary Celebration Conference of WISTA Ghana;
- 75th Anniversary Akropong School for the Blind project;
- Governing Council of the Institute of Internal Auditors Ghana (IIA-Ghana) towards the 2020 IIA-Ghana Annual Internal Audit and Governance Conference;
- Maritime Studies Students' Association (MASSA) Library project;
- Governing Council of the Chartered Institute of Logistics and Transport (CILT) in organising the CILT Africa Forum 2020.







Staff of GSA

## HUMAN RESOURCE AND ADMINISTRATION

The Authority's plans and programmes in relation to human resource and administration received deserved attention during the period under review. This contributed to organisational effectiveness in several ways such as employee commitment, improved productivity, customer care and job satisfaction.

### Staff Position

The total staff strength of the Authority at the end of the period under review was one hundred and thirty-six (136), comprising sixty-six (66) permanent staff, thirty-seven (37) staff on contract and thirty-three (33) National Service Personnel.

### Recruitment

During the period under review, Mrs Gloria Amaglo and Ama Gyamerah Neilson were also employed as Assistant Officers for Legal/Estates and Finance Departments respectively.

Three (3) contract staff were also engaged to beef up the staff strength of some departments. The Authority renewed the contracts of sixteen (16) staff belonging to various departments.

### Staff Training and Development

Staff Training and development, both local and abroad, continued to receive due attention in accordance with the Authority's Human Resource strategy. Some of the scheduled training programmes could not come off due to the outbreak of COVID-19.

The programmes that were held during the period under review included:

- An Officer with the Research, Monitoring and Evaluation Department completed a Master's Degree programme in Maritime Affairs at the World Maritime University in Malmö, Sweden;



- A Freight Logistics Officer also completed a one-year Master's Programme of Humanities in International Maritime Legislation at the IMO Law Institute, Malta;
- A Senior Freight and Logistics Officer and a Finance Officer participated in a three-day training programme on Logistics Transport Management;
- A number of staff participated in various programmes on Leadership, Strategic Management and Governance, Project Financing, etc. locally and abroad.

### Staff Durbars

During the period under review, programmed Staff/Management durbars were held for three quarters across the organization in accordance with the Authority's communication strategy of ensuring an effective internal communication. One (1) of the scheduled durbars could not come off due to the COVID-19 pandemic.

### Awards

During the period under review the Authority and its Chief Executive were acknowledged by some institutions for contributions to trade facilitation, the shipping and logistics industry and the Ghanaian society at large.

- **Trade Facilitation Company of the Year**

The Authority was adjudged the Trade Facilitation Company of the Year 2020 at the 3rd edition of the Ghana Business Awards held on 30<sup>th</sup> October, 2020 in Accra.

The award was in recognition of the role of the Authority in protecting and promoting the interest of shippers in Ghana through its services and activities via the engagement of shippers, shipping service providers and other state agencies whose functions have a bearing on trade facilitation.

- **Woman of Excellence (Public Sector) Award**

The Chief Executive of the Authority was adjudged winner of the 2020 Woman of Excellence (Public Sector) Award at the 3rd edition of the Ghana Business Awards held on

30<sup>th</sup> October, 2020 in Accra.

The Award recognised her sterling contributions in leading the Authority in making major interventions in addressing concerns of shippers in Ghana.

The Ghana Business Awards is organised by Globe Productions in partnership with the Ministry of Business Development, Graphic Business, Nobel International Business School (NiBS), Media General and the Institute of Directors, Ghana.

Other awards the Chief Executive won during 2020 included:

- Most Outstanding Female in Corporate Social Responsibility awarded at the 6th Feminine Ghana Achievement Awards by the Business Executive Magazine Ltd, a PAN West African Media, Communications and Events Management Company with its Head Office situated in Accra, Ghana.

- Ghana Women of Excellence Awards in honour of her contribution to national development at the fifth Ghana Women of Excellence Awards. The Awards which was organised by Top Brass Ghana on 7th March, 2020







# GHANA SHIPPERS' AUTHORITY



## BACKGROUND

The Ghana Shippers' Authority (GSA) is a state agency operating under the auspices of the Ministry of Transport. It was established in 1974 by NRCD254 and has over the years collaborated with private and public organizations in the maritime industry to pursue its primary objective of protecting and promoting the interests of shippers in Ghana in relation to port, ship and inland transport problems in order to ensure safe, reliable and cost effective cargo handling.

## SERVICES TO SHIPPERS

- Sensitising and empowering shippers and stakeholders in the shipping and logistics sector through programmes such as open fora for trade associations, annual seminars for journalists, biennial maritime law seminars for Judges, workshops for truck owners and drivers, etc.
- Establishment of Import/Export Shipper Committees across the country to enable shippers and shipping service providers interact regularly in order to resolve challenges confronting their businesses;
- Negotiation of freight and port charges of shipping service providers on behalf of shippers;
- Establishment of Shipper Complaints and Support Units at the country's entry points to provide real-time assistance to shippers engaged in cross-border trade.
- Negotiation and monitoring of service standards of shipping service providers;
- Conducting research on emerging issues in Ghana's maritime transport industry;
- Facilitation and promotion of the Transit Trade along Ghana's transit corridor;
- Advocacy in matters affecting shippers such as Implementation of IMO Sulphur Regulations 2020, Terminal Handling Charges, payment of VAT on transit services and levy on transit exports, etc;
- Intervening, investigating and finding solutions to recurrent shipment problems such as loss/damaged cargo, late arrival of shipping documents, cargo insurance claims, illegitimate charges, shortlanding of cargo, etc.
- Representation of the interests of shippers in the deliberations of international bodies such as IMO, WTO, UNCTAD, Global Shippers Forum, etc.
- Provision of infrastructure such as the Takoradi Logistics Platform project, Boankra Inland Port project, Akatekyiwa Freight Park project, Shippers Centres, etc to support the shipping and logistics sector.

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**GHANA SHIPPERS' AUTHORITY**

*Providing Shipping Solutions*