



GHANA SHIPPERS' AUTHORITY

ANNUAL REPORT 2022



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Organisational Background

The Ghana Shippers' Authority (The Authority) was established in 1974 by the Ghana Shippers' Authority Act (NRCD 254) and has since then worked closely with both private and public organizations in the shipping and logistics industry to galvanize the interest of Ghanaian shippers while promoting the provision of relevant logistics for the growth and improvement of shipping in Ghana.



Vision

To be a world-class service organization that protects and promotes the interest of shippers in Ghana.



Mission

To effectively and efficiently protect and promote the interests of shippers in Ghana to ensure quick, safe and reliable delivery of import and export cargo by all modes of transport at optimum cost.



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 2022 business year was a vibrant one for the Authority. Moving on from the rebound the shipping and logistics industry experienced around the globe in 2021, after the slump occasioned by the impact of the COVID-19 pandemic in 2022, the Authority pursued the delivery of its objectives with spirited vigour. It achieved a commendable output despite the unanticipated economic crisis around the world borne out of the remnant effects of the COVID-19 pandemic and the onset of the Russia-Ukraine war.

The Secretary-General of United Nations Conference on Trade and Development (UNCTAD), Rebeca Grynspan is reported to have said that;

“... high and volatile freight rates, congestion, closed ports and new demands for shipping following COVID-19 and the war in Ukraine have all had measurable impacts on people's lives.”

Notwithstanding this difficult terrain in the maritime space which unavoidably impacted the multi-modal shipping sector that the Authority superintends, tailored solutions coupled with tactful engagements of the varied interested parties within the sector were employed by the Authority to facilitate a less-burdensome year for shippers.

In line with its mandate, the Authority assisted shippers across the entire spectrum of the shipping and logistics industry (sea, air, road, rail) to enjoy a relatively hassle-free business year. This was achieved through a coherent set of interventions geared at facilitating both domestic and international trade, with particular attention to trans-border trade within the West African sub-region. Solicitation of the cooperation and collaboration of all players ensured a mutually beneficial operational year for shippers, shipping services providers, regulators, and other agencies / organizations in related businesses.

At the 2022 Ghana Shippers' Awards held in August 2022, the Minister of Transport Hon. Kwaku Ofori Asiamah in his speech, acknowledged the pivotal role of the Authority in addressing the challenges the shipping and logistics sector was confronted with. He said, “In addition, Government has recognized efforts being made by some of its agencies to reduce the cost



Ms. Stella Wilson
Board Chairperson

of doing business at the ports and has entreated them to intensify their education on avoidable costs at the ports, key amongst them being demurrage. I am well informed that the Ghana Shippers' Authority has collaborated with the Association of Ghana Industries, Ghana Chamber of Commerce and Industry, Ghana Union of Traders Association, Exporters groups etc. to sensitize their members on demurrage, Uncleared Cargo List (UCL) and efficient use of the Integrated Customs Management System (ICUMS).

The decline in the estimated demurrage payments from seventy-six million US Dollars (USD 76m) in 2017 to twenty-seven million US Dollars (USD 27m) in 2019 and to nineteen million US Dollars (USD 19m) in 2021 is indisputable evidence of the impact of the sensitization campaign the Authority embarked on to help shippers to steer clear of the avoidable cost. It is expected that the 2022 statistics when published, would reveal a continued downward trajectory of demurrage (in real terms) on account of the heightened education on the subject matter by the Authority in addition to the very bold Government initiatives and interventions in the cargo clearance process including the Paperless Port Project and pre-arrival declaration in the ICUMS.

On behalf of the Governing Board, Management, and staff, I hereby express the profound gratitude of the Authority to the Ministry of Transport, Regulators, sister Government Agencies, stake-holders in the shipping & logistics industry without whose cooperation the Authority would not have achieved all it did in the year under review as outlined in the detailed report below.

We are poised to build on the achievements of 2022 to make 2023 a fruitful and mutually rewarding year and look forward to working with you to make this vision a reality.

Happy New Year!

Board Members

Ms. Stella Wilson
Board Chairperson

Ms. Benonita Bismarck
CEO/Member

Dr. Kwame Asamoah Adam
Member

Dr. Ing. Michael Adjei Anyetei
Member

Mr. Amin Abdul-Rahaman
Member

Mrs. Linda Dennis Boateng
Member

Mr. Kwabena Adjare Danquah
Member

Hon. Dr. Festus Awuah Kwofie
Member

Alhaji Seidu Iddrisu Iddisah
Member

Mr. Jawol Binapadam Abraham
Member

Mrs. Esther Gyebi-Donkor
Member

Dr. Yaw Adu-Agyei Gyamfi
Member

Mr. Vincent Okyere Akomeah
Member

Ms. Lawrence Boahemaa Awuah
Member

Mr Patrick Yaw Nimo
Member

Mrs. Victoria Maami Ekua Hajar
Member

Ms. Nana Ama Amponsah Ntim
Member

Mr. George Gyasi Adjei Esq
Secretary

Board Members



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Board Chairperson



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Member



Dr. Ing. Michael Adjei Anyetei
Member



Mr. Amin Abdul-Rahaman
Member



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Mr. Kwabena Adjare Danquah
Member



Hon. Dr. Festus Awuah Kwofie
Member



Alhaji Seidu Iddrisu Iddisah
Member

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Member



Mrs. Esther Gyebi-Donkor
Member



Dr. Yaw Adu-Agyei Gyamfi
Member



Mr. Vincent Okyere Akomeah
Member



Ms. Lawrence Boahemaa Awuah
Member



Mr. Patrick Yaw Nimo
Member



Mrs. Victoria Maami Ekua Hajar
Member



Ms. Nana Ama Amponsah Ntim
Member



Mr. George Gyasi Adjei Esq.
Secretary

Management Team

Benonita Bismarck (Ms.)
Chief Executive Officer

Sylvia A. Dauda Owu (Ms.)
Director, Regional Operations

Mr. Peter Mensah - Abrampah
Director, Finance and Administration

Mr. Richmond Cobbinah
Head, Internal Audit

Monica Josiah (Mrs.)
Head, Shipper Services and Trade Facilitation

Mr. Emmanuel Arku
Head, Research, Monitoring and Evaluation

Mr. Godwin A. Biney
Head, Management Information Systems

Agnes Asamoah-Duku (Mrs)
Branch Manager, Takoradi

Mr. Richard Ameworwor
Head, Human Resources and Administration

Mr. Fred Asiedu - Dartey
Head, Freight and Logistics

Bernice L. Natue (Ms.)
Head, Public Relations

Mr. Charles Sey
Branch Manager, Tema

Mr. Isaac Tersiah Ackwerh
Branch Manager, Kumasi

Mr. Frederick Atogiyire
Branch Manager, Tamale

Mr. George Gyasi Adjei
Head, Legal and Estates

Mr. Joseph Assabil
Head, Finance

Management Team



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CEO



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Director, Regional Operations



Mr. Peter Mensah-Abrampah
Director, Finance and Administration



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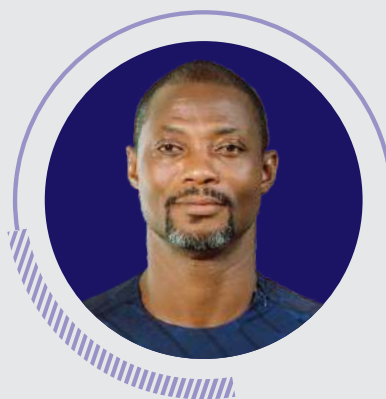
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Head, Legal and Estates



Mr. Charles Sey
Branch Manager, Tema



Mr. Joseph Assabil
Head, Finance

Executive Summary

“COVID-19, the war in Ukraine, climate change and geopolitics have wreaked havoc on maritime transport and logistics, clogging some ports and closing others, reconfiguring routes, extending delays and pushing up shipping costs.” – UNCTAD

This is how the United Nations Conference on Trade and Development (UNCTAD) described the year 2022. This global development hit developing countries harder than anyone else. It came along with an avalanche of challenges which slowed the economic growth of many nations including Ghana.

Amidst these challenges, the Ghana Shippers' Authority executed its mandate to protect and promote the interest of shippers in 2022. This could be seen through its



Negotiated charges for Freight Forwarders



Cocoa freight negotiation

maritime infrastructure projects, freight rate and tariff negotiations, research, innovative services, shipper education programs, the collation and analysis of maritime data as well as participation in national and international maritime transport seminars and conferences.

During the period under review, the Authority signed an agreement on the negotiated rates and charges for freight forwarders with representatives of the Committee of Freight Forwarders Association (CoFFA) on 29th November 2022. Prior to agreeing to the proposed rates for the individual line items, the justifications presented were thoroughly examined to ensure that the levels of the charges were commensurate with the services being provided. The negotiated rates will be valid for the next two years.

The Authority continued its 'Demurrage is Avoidable' campaign and organized a seminar on 20th October 2022, in Accra. About 200 people participated in the workshop. The campaign has contributed to a significant

decline in demurrage payments by shippers from \$76 million in 2017 to \$19 million in 2021.

Also, the Cargo Insurance Committee made up of National Insurance Commission (NIC), Ghana Revenue Authority-Customs Division, Ghana Shippers' Authority and Institute of Chartered Shipbrokers (ICS) met on 11th November and 15th November 2022. The meeting deliberated on matters on the Local Marine Insurance Policy. It was agreed that the implementation date for the policy be extended to 2023 to allow flexibility in the execution.

The Authority honored an invitation from the Embassy of Ghana in Togo to participate in a working session on the Akanu-Noepe Joint Border Post held on 11th November 2022. The meeting was part of efforts to facilitate the full operationalization of the Joint Border Post.

The Authority and the Cocoa Marketing Company (CMC) engaged eighteen (18) Shipping Lines at the 2022/23 Cocoa Freight Negotiations on 20th September 2022. The event which took place at the Hilton Sorrento Palace Hotel in Italy, was attended by about one hundred (100) participants made up of carriers, insurance brokers, marine cargo surveyors, Cocoa Marketing Company (CMC), and the Authority. While the rate for the United Kingdom (UK) was stayed, basic freight for Containerized shipments to all destinations except UK was increased by 5%, basic freight for Mega Bulk shipments to all destinations except UK was increased by 10%.



BoG official holding discussions with GSA on LOC

Globe Production in collaboration with the Authority successfully organized of the 5th Ghana Shippers' Awards. The event was held on 19th August 2022 at the Kempinski Hotel in Accra. Some industry stakeholders and personalities were recognized for their efforts in supporting the growth of the sector. Five (5) Small and Medium Enterprises (SMEs) in the shipping and logistics industry were honoured as well as sixty six (66) other companies.



A participant at the Cargo De-Consolidators meeting asking a question

During the year under review, work on the Boankra Integrated Logistics Terminal (BITL) progressed steadily. The Contractor, Justmoh Construction had almost completed the levelling of the land to allow for concrete paving on the entire surface.

The Authority and the Bank of Ghana (BoG) collaborated and organized a nationwide sensitization on the BoG's Letter of Commitment. Representatives of the two institutions met at the Ghana Shippers' House in Accra on 14th July 2022 to discuss the timelines and also brainstorm on the appropriate strategy to adopt for the nationwide sensitization program. The program begun in Sunyani on 9th August 2022 and ended at Aflao on 30th August 2022.

As part of measures to step up the gathering of accurate cross-border trade data, the Authority rekindled its relationship with the West African Association for Cross-Border Trade in Agro-forestry-pastoral and Fisheries Products (WACTAF). The two organizations met on 13th June 2022 and committed to rolling out measures that would aid data gathering and record-keeping at all border points within the sub-region, to help shape the government's focus and policy on cross-border trade.

To address export challenges faced by shippers the Authority held its annual Exporters Forum for exporters in the Greater Accra Region. It discussed issues bothering stakeholders in the sector and came up with ideas, programs and plans to enhance

the operations of exporters. The forum which was held on 30th June 2022 deliberated on key issues including fumigation at the ports, air cargo space for exporters, Letter of Commitment (LOC), cost of export financing, etc.

The Authority held a meeting for cargo de-consolidators on 22nd February 2022 to deliberate on standardisation of their operations.

During the period under review, the Authority organized a sensitization seminar for Haulage Truck drivers in Tema as part of efforts to remove non-tariff barriers within the nation's transit corridors. The seminar educated Transit Truck Drivers on ; precautionary measures in the transportation of Dangerous Goods, prescriptions for expedited transit Cargo along the Corridor, and understanding road traffic regulation for enhanced road governance along Ghana's major corridors among others.

Similarly, the Authority continued its sensitization of senior Police Officers on the benefits of transit trade. Seminars were held for Police Officers in the Western and Central regions on 23rd and 24th November 2022 respectively.

The Authority's Transit Shipper Committee continued to serve as a key platform for continuous engagements among transit trade stakeholders. The engagements were aimed at addressing the challenges along the major transit corridors in Ghana. During the period



Question session at a Transit Shipper Committee meeting in Takoradi

under review, the Committee held its meetings in the Western and Greater Accra regions as scheduled.

Staff training and development continued to receive significant attention as part of the Authority's Human Resource strategy. During the period under review, Management and senior staff of the Authority attended conferences, seminars, and workshops within and outside the country.

As part of the many Corporate Social Responsibility (CSR) activities during the year, the Authority donated sets of furniture to the Adjikpo Dokuyo M/A Basic Primary School in the Yilo Krobo Municipality of Somanya in the Eastern Region.

The Authority and its Chief Executive Officer (CEO) were acknowledged by some institutions for their hard work. At the 5th Ghana Business Awards, the Authority was adjudged as the **"Public Sector Company of the Year"**. At the Responsible Business and



Staff picked up some Sustainability and Social Investment Awards on behalf of the Authority

Leadership Excellence Awards 2022, the CEO was honoured for her **"Outstanding Contribution to the shipping Industry Development"**.

Despite the economic challenges that limited operational activities, the Authority achieved most of its set targets for the year 2022. There is no doubt that the achievements would contribute to the attainment of its vision to become a world-class Service organization that ensures for shippers in Ghana, quick, safe and reliable delivery of import and export cargo by all modes of transport at an optimum cost.



Congratulations

GHANA SHIPPERS' AUTHORITY

2022 PUBLIC SECTOR COMPANY OF THE YEAR
5TH GHANA BUSINESS AWARDS



1.0 Services to Shippers

1.1 Shipper Committees

The Shipper Committees based in ten (10) out of the sixteen (16) regions of the country continued to serve as a conduit through which the services of the Authority reached shippers and offered them an avenue to express their concerns for resolution. The Committees comprised importers and exporters that spanned the small-scale and industrial giants' spectrum. They met regularly to discuss common shipping-related challenges that affected their businesses.

During the year under review the quarterly meetings of the Regional Shipper Committees discussed issues including the following:

- Ghana Automotive Policy
- ICUMS Phase II
- Export of banned grains
- New AfCFTA trends
- FDA Requirements
- Local Marine Insurance
- Review of Benchmark Value Reversal by government
- Reduced bureaucracy in the clearance of goods.

1.2 SHIPPER EDUCATION

The Authority is keen on shipper education as it holds the key to empowering shippers and making them more knowledgeable and responsible in their operations. In view of this, several educational programs were held for shippers during the year under review.

The programs were tailored to the needs of shippers and other stakeholders within the shipping and logistics sector whose trading activities had direct or indirect impact on economic growth.

Some of the areas which were tackled amongst others:

- i. the African Continental Free Trade Agreement (AfCFTA),
- ii. Sensitization on Letter of Commitment, (LOC)
- iii. Sensitization Workshops for Women in Cross Border Trade,
- iv. Faster Clearance Time at the Ports,
- v. What to know about Cargo Disinfection, etc.

1.2.1 Sensitization/Education Programmes for Regional Shipper Committees

During the Year under review, all ten (10) Regional Shipper Committees as well as stakeholders in the sector had educational programs on various topics organized by the Authority. The topics included the following:

- **Bank of Ghana Letter of Commitment (LOC) Sensitization**

Resource Persons from the Bank of Ghana, the Authority, Ghana Revenue Authority-Customs Division (GRA-Customs), Ghana Link Network Services Limited (ICUMS), Ghana

Association of Banks and the Ghana Insurers Association made presentations to the exporters per the following schedule and at the venues indicated:

- Tyco Hotel, Sunyani, 9th August 2022
- Miklin Hotel, Kumasi, 10th August 2022
- Extee Hotel, Bolga, 15th August 2022
- Modern City Hotel, Tamale, 17th August 2022
- Blue Hill Hotel, Wa, 19th August 2022
- Takoradi Shippers' Centre, 23rd August 2022
- Pempamsie Hotel, Cape Coast, 25th August 2022
- Customs Border Complex, Aflao, 30th August 2022

■ **Women in Cross Border Trade Sensitization Workshop**

During the year, the Authority's Head of the Shipper Services and Trade Facilitation Department, Mrs. Monica Josiah and the Takoradi Branch Manager, Mrs. Agnes Asamoah-Duku served as resource persons at sensitization workshops for Women in Cross Border Trade. The programme was organized by GIZ in collaboration with the Ministry of Trade & Industry.

■ **Local Insurance Acquisition**

Resource Persons from the National Insurance Commission (NIC) made presentations to members of the Greater Accra Shipper



LOC Sensitization

Committee on the importance of acquiring insurance for their imports locally. The meeting, which took place on 16th December 2022 clarified the protocol that governs the Marine Cargo Insurance Policy.

■ **Education on FDA Requirements**

The Authority sensitized shippers in the Ashanti Region on the Food and Drugs Authority (FDA) requirements to facilitate the export and import of regulated products. Throughout the sensitization held on 21st December 2022, the shippers were entreated to adhere to the regulations and guidelines prescribed by the FDA for the import and export of goods to avoid sanctions such as fines and confiscation of consignments.

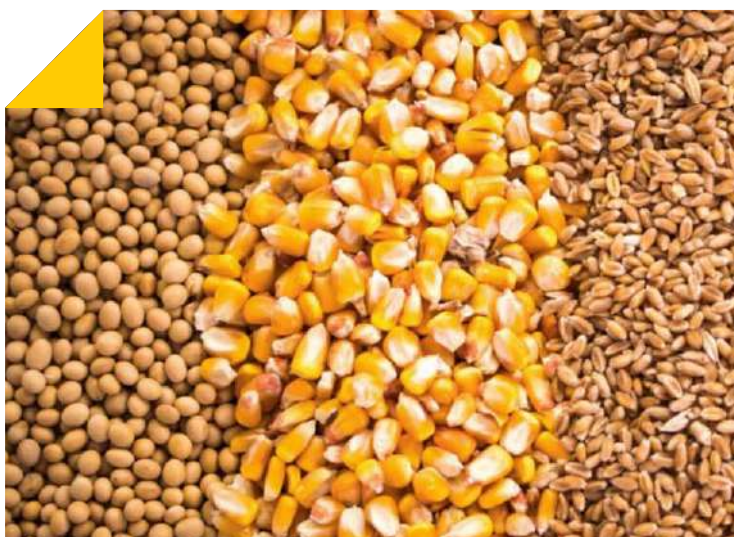
■ **Education of Cross-Border Traders on Banned grain export**

As part of efforts to ensure enough grains were available within the country to boost the country's local poultry and livestock production, the government placed a ban on the export of some grains such as maize, rice and soybeans.

To support the efforts of the government, Cross-Border traders in the Upper West region were engaged on 13th December 2022. They were entreated to strictly adhere to the ban.

■ **New AfCFTA Trends**

Importers and exporters in the Ashanti, Bono and Ahafo regions were encouraged to take advantage of the Africa Continental Free Trade Agreement (AfCFTA). At an event organized by





exported cargo at the Exporters Forum held on 30th June, 2022.

▪ **Benchmark Value Reversal**

At the Brong Ahafo and Ashanti Regional Shipper Committees meetings held on 14th June 2022 and 1st June 2022 respectively, Mr. Jonathan Debrah, a Principal Officer of GRA-Customs made a presentation on the Benchmark Value Reversal Policy. He explained its relevance to the operations of importers and its implications for government

revenue.

▪ **ECOWAS Common External Tariff**

The Greater Accra Shipper Committee held a program to educate shippers on the ECOWAS Common External Tariff, Tariff Bands, and how they are incorporated into the guidelines for the implementation of the Reduction of the Benchmark Values on 22nd June 2022. Mr. Jonathan Debrah of GRA-Customs was the resource person.

▪ **SME Financing**

Zenith Bank educated SMEs in the Central Region on how to access soft loans on 30th June 2022.

▪ **INCOTERMS 2020**

A member of the Institute of Chartered Shipbrokers (ICS) who doubles as a Lecturer at the Regional Maritime University, Madam Gertrude Ohene-Asienim, and Mr. Hubert Zan of the Energy Commission educated members of the Central Regional Shipper Committee on

i. the International Commercial Terms

the Authority's Kumasi Branch on 15th November 2022, importers and exporters were apprised on the changing trends in international trade.

▪ **Engagement with Cross-Border Traders**

As part of efforts to deal with the challenges confronting cross-border traders in the northern part of the country, the Authority engaged over 20 women-owned businesses on 10th November 2022.

▪ **ICUMS Phase II**

As part of efforts to support shippers to enhance their operations, importers and exporters in the Central and Western Regions were taken through Phase II of the Integrated Customs Management System (ICUMS). The meetings were held on 3rd and 10th November 2022 respectively.

▪ **Export Financing**

The Authority participated in the Greater Accra Exporters Forum organised by the Ghana Exim Bank on 30th June, 2022. A presentation on medium to long-term Export Financing Opportunities was made by the Head of Guarantees & Insurance of the Bank, Mr. Anthony Dwumor.

▪ **Cargo Disinfection**

Mr. Nasiru Iddi, a Port Health Officer of the Ghana Health Service made a presentation on "What to know about Cargo Disinfection" and its importance in ensuring the safety of



Cross section of participants at a Shipper Committee meeting

- (INCOTERMS 2020), and
- ii. the Revised Prohibition Regulations on the Manufacture, Sale or Importation of Substandard Electronic Appliances.

The program was held on 27th June 2022 at Agona-Swedru in the Central region.

▪ **Online Payment Fraud**

On 17th May 2022, the Upper East Regional Shipper Committee held an educational program for shippers on Online Payment Fraud. The Commander (2IC) of the GRA-Customs at the Paga border, Mr Daddey Danso made the presentation.

▪ **Demurrage Seminar for Shippers**

The Authority organized a Demurrage Seminar for Shippers on 20th October 2022, in Accra. About two hundred (200) people participated in the workshop. The seminar was held in line with the Authority's nationwide campaign to make shippers aware of demurrage and its implications.

Statistics indicate that demurrage payments declined from seventy-six million US Dollars (\$76m) in 2017 to twenty-seven million US Dollars (\$27m) in 2019, with a further decline to nineteen million (19m) in 2021.

The campaign contributed to a savings of fifty-seven million US Dollars (\$57) million in demurrage payments by shippers over the



High Table - Demurrage Seminar

period. Research also revealed that consignments of state-owned agencies usually overstayed at the port, resulting in huge financial consequences.

1.3 PUBLICATION

Four (4) editions of the Shipping Review, the Authority's flagship publication were produced and distributed among players in the shipping industry and academia. It served as a reference point for understanding some of the technicalities of the sector and also provided shippers with the opportunity to appreciate some topical issues.

1.4 ASSISTANCE TO SHIPPERS

During the period under review, the Authority received and responded to enquiries and comments from shippers and the public on issues such as import and export procedures on some commodities, demurrage waivers, shipper registration, cargo tracking note (CTN) and freight quotations.

There were also enquiries on Expected Time of Arrival and Departure of vessels, export guidelines/processes for some commodities, negotiated freight rates, recommendation of shipping lines and clearing agents, etc.

The enquiries were made through visits to the Authority's offices, telephone calls, e-mails and social media. All enquiries were duly addressed.

1.4.1 Resolution of Shipper Complaints

During the period under review,



Question session during the Demurrage Seminar



Shipper Committee meeting

The SCSUs provide real-time assistance to importers and exporters who transact business across Ghana's entry and exit points.

1.5 ENGAGEMENT WITH TRADE ASSOCIATIONS

Trade associations are among the key stakeholder groups that the Authority interacts with regularly to ascertain some of the challenges in the shipping and logistics sector.

the Authority received and investigated a total of one hundred and eighteen (118) shipper complaints. Out of these, eighty-three (83) of the complaints were resolved while thirty-four (34) were at various stages of resolution.

The complaints included requests for refund, high clearing charges, high handling charges, damaged cargo liabilities, undelivered cargo, re-calculation of CBM, requests for abandoned cargo, pilfering, exorbitant local charges, failure to refund for non-delivery of service, etc.

1.4.2 Shipper Complaints and Support Unit

Upon the re-opening of the borders after almost one year of closure as part of the government's measures to fight COVID-19, the Authority's Shipper Complaints and Support Units (SCSUs) located at the country's four (4) main land borders (Aflao, Akanu, Elubo and Paga) experienced brisk activity. The other SCSUs located at the Kotoka International Airport (KIA) and the Takoradi Port (Takoradi Container Terminal) continued with their usual operations as well.

Some of the issues that were reported and attended to include, harassment of Cross Border Traders especially women by security officials, undue delay in Customs procedures, axle weighing bridge challenges, harassment of truck drivers, inadequate number of gangs and machinery during peak seasons at some terminals, high duty charged on imported goods, lateness of some Clearing Agents and Customs officials to work at some terminals.

Some of the trade associations the Authority engaged during the period are; Ghana Union of Traders' Association (GUTA), Association of Ghana Industries (AGI), Committee of Freight Forwarders Association (CoFFA), Federation of Association of Ghanaian Exporters (FAGE), Freight Forwarders Association of Ghana (FFAG), Food and Beverages Association of Ghana, Association of Custom House Agents Ghana (ACHAG), Ghana Merchant Navy Officer Association (GMNOA), Chartered Institute of Logistics and Transport (CILT), Ghana Export Promotion Authority (GEPA) and Ghana Link Ltd.

Others are, Women in Cross-Border Trade, Ghana Enterprises Agency, Ghana Chamber of Commerce and Industry (GNCCI), GIZ Ghana Trade Hub, West African Association for Cross-Border Trade in Agro-forestry-pastoral and Fisheries Products (WACTAF) and Plant Protection and Regulatory Services Department (PPRSD).



Stakeholder Engagement

Some of the issues that were raised during the interactions with the Trade Associations include: Increase in Port Additional Charges (PAD), increase in freight charges, data gathering and record-keeping at all border points, Cross Border trade challenges, the introduction of new regulations from the European Union, job opportunities in the shipping and logistics sector, making trade, especially within Africa faster, easier, more efficient and greener, monitoring and ensuring improvements in Ghana's Temperature Control Cargo industry, etc.

1.6 SHIPPER REGISTRATION

The total number of newly registered shippers for the period under review was one hundred and eighty-three (183) and registration renewals stood at three hundred and thirty-one (331). Details of the registration during the year are in the table below:

Table 1: Shipper Registration and Renewal for 2022

Category	Tema	Takoradi	Kumasi	Head Office	Total
New	16	12	57	98	183
Renewal	81	18	111	121	331
Total	97	30	168	219	514

1.7 OUTREACH/SHIPPER VISITATION

The Authority continued to embark on its Outreach/Shipper Visitation drive to get first-hand information on some challenges that importers and exporters faced during their business transactions.

Some of the challenges received during the visits include,

- Upsurge in local charges by most shipping lines
- High freight and port charges
- High tax components levied on shippers during the clearance of goods
- Increment in duties payable at the ports and other entry points
- Escalating prices of fuel, which increased the cost of transporting their goods
- Fluctuation of the Cedi against the major trading currencies



- Arbitrary exchange rate used to calculate duties at the ports
- Demurrage Free days of Shipping Lines inclusive of weekends and holidays thus resulting in demurrage.
- Payment of Duty for their raw materials sourced from companies operating in the Free Zones Enclaves
- Regional Customs Officials awaiting validation from officers in Accra before passing export products and thereby

delaying export produce.

- Missing consignments at the Tema Port
- Police harassment of cross-border traders

During the visits, the Authority encouraged shippers to report their shipment challenges for redress. Areas visited included the following:

• Greater Accra

Mantrac Ghana Ltd, Nsawam Foam Company Ltd., Universal Motors Ltd., Alliance Automotive Products & Services Ltd., Emmaur Logistics, YH Company, KDM Global Logistics Ltd., Forewin Ghana Ltd., Interface Ltd., Textile Trico Ltd., Federated Commodities Ghana Ltd., Baaba K. Ltd., Exgrade Marketing, AGY Commodities Ltd., and Pyronie Research Firm.



Shipper Outreach

• Ashanti Region

Jokwam Automobile Ltd., Ibrahim & Sons Co Ltd., Marf K Ent, JSK Renewable Energy Ltd., Vestor Oil Mills, Wood Pillar Ltd., Baba Sankofa Ltd., Odo Fre Dwa Ent., Cob Farms, J H Alhassan Ent., Divine Grace Intervention Ltd., Willie K Ent., Kiss Bob Ent., Kast Royal Ent., Niwaa Poks Ent., Kevy's Ltd., amongst others, all in the Ashanti Region.

• Northern, Upper East and Upper West Regions

A. A. Majeed Wamal Doo Ent., Bukson Ent., Yumzaa electronics, Bolga Baskets, MFB Baskets, Basket Weavers' Association, Sky Way Holding Ent., Dasos Co Ltd., Gmibika-Youru Ent., Paku Ent., Smock City, Step-by-Step Smock, Shamsid Ent., ZZB Ent., Bina-Woo Co Ltd.

• Bono and Ahafo Region

K. T. Twumasi Ent., Ayisi Kyeremah Ventures, Mary Soap Ent., Gha-Daniel Ent., Fecher Ent., K. B. Ent., Bono East Soap Manufacturers Ass., amongst others.

• Tema

Kasapreko Company Ltd., BOS Engineering Services, Sonapack Ghana Ltd., Rider Steel Ghana Ltd., KAD Manufacturing Ltd., XO Trading Ltd., AGS Worldwide Movers Ltd., Lion Aluminium Products Ltd., Top Shipping Company Ltd., Ansahdys Shipping Logistics Com. Ltd. and Faculty Logistics.
Oti Region

CH Global, Prince Mark Frozen Foods, Dambai Cross-border Traders, Elsjyne Ent., Oti Regional Coordinating Council, Ghana National Tailors and Dressmakers Association, Ghana Enterprise Agency and Customs Division of GRA.

• Northern, Upper East and Upper West Regions

Kiddal Ent., Tilaa Co. Ltd., James Ent, Fadalco Co Ltd., Marvelous God Ventures, M F B Baskets, Bolga Basket Weavers Cooperative Club Society Ltd., Behold Ent., Skyway Trading Ent., Gmibika Youru Ent., Bukari Ayolgu Ent., Mark Ayerezereba Ent., Zibsaed Ent., Abdul Karim Sabo Ent., Maltiti A Ent., Dallarsan Ent., amongst others.



Shipper Outreach

2.0 Contribution to Maritime Infrastructure

2.1 BOANKRA INTEGRATED LOGISTICS TERMINAL (BILT)

During the year under review, work on the Boankra Integrated Logistics Terminal (BITL) progressed steadily. The Contractor, Justmoh Construction had almost completed the levelling of the land to allow for concrete paving on the entire surface.

2.2 TAKORADI SHIPPERS' CENTRE

COMEXAS Energy Logistics became a new tenant at the Takoradi Shippers' Centre (TSC). A number of potential tenants continued to view the vacant office spaces on the ground floor of the Takoradi Shippers' Centre (TSC).

2.2.1 Conference Facilities

During the period under review, the conference facilities of the Takoradi Shippers' Centre (TSC) were opened to the public after being shut down for renovation works. The facilities were patronized thirty-two (32) times during the year.

2.3 GHANA SHIPPERS' HOUSE (GHASH) Forty-nine (49) organizations

rented the conference facilities of the Ghana Shippers' House for seminars and workshops during the year. This represented about 14% increase over the year 2021 figure of forty-two (42) organizations.

2.4 TEMA WAREHOUSE

The Authority's seven (7) warehouses located at the Tema Port were monitored to ensure security and protection of property and equipment during the period under review. There are plans for repair works to be carried out on some of the warehouses units.



3.0 Freight, Logistics and Research

3.1 NEGOTIATION OF CHARGES AND FREIGHT RATES

In accordance with the Ghana Shippers' Authority Regulations' LI 2190 (2012), the Authority negotiated the charges of some shipping service providers to ensure a win-win situation between the shipper and the service provider and also promote the payment of competitive rates.

3.1.1 Professional Fees and Charges for Freight Forwarders

An agreement on the negotiated rates and charges for freight forwarders was signed with representatives of the Committee of Freight Forwarders Association (CoFFA). Throughout

the negotiation, the proposed individual line items and justifications were thoroughly examined by the Authority to ensure that the levels of the charges were commensurate with the services provided. The negotiated rates will be valid for the next two years.

After the signing ceremony, the Chief Executive Officer (CEO) of the Authority admonished CoFFA to abide by the negotiated rates and ensure that freight forwarders do not charge beyond the agreed rates. There was an assurance from CoFFA that its members will comply with the agreed negotiated rates.



Signing of Negotiated Charges with CoFFA



Except for the consolidators' charges which are yet to be finalized, the negotiated rates have been published.

3.1.2 Reversal of Fees and Charges for Narcotic Control Commission (NACOC)

The Officer in Charge (OIC) of NACOC, at the Kotoka International Airport (KIA) engaged the Authority on 14th November 2022 and revealed that, new charges for their services took effect on 1st October 2022, however agitations from shippers and Custom House Agents (CHAs) compelled NACOC to reverse the charges.

Subject to issued receipts, a refund was made to Shippers/Agents who made payments before the reversal of the charges. Exporters were particularly concerned about the poor communication of the increment, the short timeline for implementation and the percentage of increment.

3.1.3 Increase in the Fees for Certificate of Origin

During the year, the Authority was notified about an increment in the fees for Certificate of Origin (COO) issued by the Ghana National Chamber of Commerce and Industry (GNCCI). In a meeting held on 28th December 2022, the Head of Export for GNCCI noted that, but for shippers at KIA, the outfit had notified all exporters in Accra, Tema, Kumasi and Takoradi.

The COO fees and charges are to be increased by 100% from GHC110.00 to GHC220.00 effective 1st January 2023. It was explained that the upward adjustment was due to resource challenges that severely

impacted the cost of procuring and issuing the COO.

3.1.4 Cocoa Freight Negotiation Conference

The Authority and the Cocoa Marketing Company (CMC) engaged eighteen (18) Shipping Lines at the 2022/23 Cocoa Freight Negotiations.

The event which took place at the Hilton Sorrento Palace Hotel, Italy, was attended by about one hundred (100) participants made up of carriers, insurance brokers and marine cargo surveyors.

The Authority was represented by its Chief Executive Officer, Head of Freight and Logistics Department, Head of Research, Monitoring and Evaluation Department, and a Senior Freight and Logistics Officer.

It was decided that the Liner and Megabulk rates be differentiated as was done in 2005. Consequently, basic freight for Containerized shipments to all destinations except the UK was increased by 5%. Basic freight for Mega Bulk shipments to all destinations except the UK was increased by 10%.

Bunker Adjustment Factor (BAF) to all destinations except the UK was increased by 2 percentage points from 28 - 30%.

3.1.5 Meeting with Shipping Lines/Agents

As directed by the Honourable Minister for Transport, the Authority met with the Ship Owners and Agents Association of Ghana (SOAAG) and its members to find solutions to issues raised by GUTA and CoFFA against the Shipping Lines.



The issues discussed include the following:

- The differentiated reckoning of demurrage free days
- Justification for the application of Container Administration Charges
- The mode of implementation of the PAD
- The impact of limited working hours and 'no weekend work' on shippers' costs
- Arbitrary exchange rates applied by Shipping Lines
- Container Cleaning fee
- Introduction of service standards
- Blacklisting of agents, etc



The recommendations from the engagements have been put together for the attention of the Honorable Minister for Transport.

3.1.6 Meeting with SOAAG on Shipping Line Charges

- As a follow-up to the meeting directed by the Minister for Transport, the Authority engaged SOAAG to delve into issues that were raised during the meeting with the Minister for Transport. The Shipping Lines underscored their assertion that, the increases in local charges triggered GUTA and CoFFA's agitation regarding the arbitrary nature of Shipping Lines' local charges. They maintained that complaints they received indicated that the charges did not conform to

international standards.

- Regarding the counting of free days, while SOAAG agreed that it was important for clients to have access to their boxes before the counting of free days start, they requested that the Authority should provide the Association with a list of culpable Shipping Lines so that the individual Lines can be engaged by SOAAG.
- On the issue concerning the payment of commission on mobile money transactions to the Shipping Lines, SOAAG requested that an invoice with such a charge should be given to SOAAG. A copy of an invoice was submitted in evidence to them.
- In the case of blacklisting of Agents, it was agreed in principle that all Agents in the chain and Shipping Lines must be informed to avoid sharing information on the issue of blacklisting until the alleged issues were established. It was agreed that the Authority would further engage ICUMS on the issue of blacklisting, and where it is established that the issue was not the fault of the Clearing Agent, all the costs in question would be waived.
- In relation to the justification for the application of the Container Administrative charge, it was agreed that the Authority would take it up with the various Shipping Lines concerned.
- The meeting climaxed with a debate on work hours and weekend work. SOAAG





believed that Shipping Lines should try and improve their payment systems and procedures. SOAAG also agreed that service standards are necessary for the industry to move forward.

It was recommended that the Authority should sensitize the industry about the Shipping Lines whose services are good. The meeting further advocated for a 24-hour work portal, especially for releases.

3.1.7 Notice to Shipping Lines about Pricing in Foreign Currencies

During the year under review, the Authority relayed the Bank of Ghana's (BOG) Directive in respect of the prohibition of pricing, advertising, receipting and/or making payments for goods and services in Ghana in foreign currency to Shipping Lines/Agents operating in Ghana.

The communication took notice of the fact that aspects of the Shipping Line's services relate to international trade transactions, for which authorization may be granted by the BoG under the Directive. Consequently, the Shipping Lines were advised to take appropriate steps to secure written authorization from the BOG to cover these transactions to remain compliant.

In line with the BoG's Directive, Shipping Lines were also admonished to desist from pricing fees for local services in foreign currency and compelling shippers to make payment in those foreign currencies.

3.2 PORT SURVEY AND REPORTING

During the year under review, the Authority undertook several port surveys by engaging freight forwarders and shipping service providers on developments at the ports. Some visits were made to the New Transit Terminal, Meridian Port Services (MPS) Terminal 3, APM, Meridian Shipping Company (MSC), Golden Jubilee Terminal (GJT), Safe Bond Car Terminal (SCTL), Wenco Truck Park, and Tema Tax Stamp Affixation Centre.

Below are some observations made and complaints received:

- The Authority observed that even though there was a ban on the importation of used fridges, freezers and air-conditioners into the Country, the practice was still ongoing. A total of three hundred and twenty-seven (327) used fridges and freezers were seized at the Takoradi Port in the fourth quarter; and a total of Five hundred and sixty-eight (568) used air conditioners were also seized.
- Officers from the Energy Commission appealed to the Authority to continue to educate shippers on the need to desist from importing such items.
- MPS expressed concern about the continued violation of Terminal regulations by drivers. They complained that drivers entered the Terminal with rickety trucks and concealed their girlfriends in their





cabins, a practice which is against the Terminal's regulations.

- MPS stated that JAPTU had been kept up to date on the list of drivers who had been banned from the Terminal due to misconduct. MPS hinted of plans to engage the Authority and JAPTU to resolve the issue.
- MPS complained about the continuous occurrence of trucks parking at the Terminal, sometimes for days, after scanning containers. They intimated that Agents instructed drivers to park and wait around in some cases because they wanted their favorite examination officers to examine their containers.
- The Operations Manager disclosed that MPS would implement overstay charges to deter trucks from staying at the Terminal after 24 hours. The Authority would however be engaged before the implementation.
- During the 1st to 3rd quarters, the Transit Terminal experienced delays in devanning activities due to insufficient equipment such as reach stackers and forklifts. The situation improved in the fourth quarter of the year, but that could be attributed to the lower volumes of cargo received during the period.
- Greasy floors at the Transit Terminal which existed in the 1st to 3rd quarters of the year were less prevalent in the fourth quarter.



- The Authority monitored the exchange rate for foreign currencies administered by shipping lines in comparison with that of the rates charged by their respective commercial banks. The data collected is expected to help the Authority to determine whether Shipping Lines were exploiting shippers.
- The issue of Tema Bonded Terminal (TBT) using manual entries to gate-in containers from Terminal 3 was raised during the period under review. A TBT representative explained that the company used manual entries because boxes received at the Terminal did not reconcile with data provided in the ICUMS at the end of an accounting year.
- The Authority intends to meet ICUMS and TBT to discuss the best way to resolve the issue.
- The Authority visited the Safe Bond Car Terminal to ascertain if there were challenges affecting operations at the Terminal. It was observed that operations at the yard were going on smoothly. However, as recorded in previous quarters, the general surrounding of the Terminal needs improvement, with specific reference to the grounds. The ground of the Terminal was very sandy and soils the feet of patrons of the Port. It also leads to unpleasant puddles of mud when it rains.

3.3 AIR CAR CARGO HANDLING OPERATIONS

During the period under review, the Authority continued to monitor and regularly engage with stakeholders in air cargo operations to get firsthand knowledge of their challenges. This approach was to enable a speedy resolution of the challenges and assist shippers to avoid unnecessary cost.



3.3.1 Working Visit to UPS

A visit was paid to UPS courier, provider of freight services on 26th July 2022 to familiarize with its operations as well as monitor service and operational standards.

Interaction with the officer in charge of UPS (KIA) and Manager for the operation of UPS (ANTRAK GHANA) revealed that, UPS operated a free domicile and prepaid methods of shipment.

3.3.2 Aviance Assigned RwandAir Ground Handler

On 2nd December 2022, Aviance Ghana commenced its inaugural cargo/ground handling partnership with RwandAir at the KIA cargo village. Madam Belinda Adade of Aviance Ghana said that, her outfit sought to provide an efficient operation of passenger check-in and boarding as well as cargo handling to ensure that flights depart ahead of their estimated time.

To enable Aviance to achieve its objective to serve its customers with employee excellence

and high-performing ground support equipment, it took delivery of new equipment which included tractors, pushback, cobuses, and high loaders amongst others.

3.3.3 Engagement with FDA KIA

The Authority engaged the KIA section of the Food and Drugs Authority to learn at first-hand some of the important issues related to its operations and to obtain import data on shippers for further engagement.

The OIC and operational head of import, Mrs. Gloria Asuman- Kwarteng indicated that the outfit had improved its processes and was at the time engaging customs on the ICUMS platform for additional fields to make clearance completely seamless.

3.3.4 Cargo Insurance for Courier Shipments

Following complaints recorded on lost cargo, damages or delay of courier cargo, the Authority conducted a fact-finding exercise to the four major courier service providers at KIA (DHL, UPS, FEDEX and ARAMEX). The exercise was undertaken to determine the application of risk covers as a pre-requisite in the courier space.

The Authority gathered that full premium is covered where cargo insurance is undertaken for loss, damage or delay. The Authority also noted that courier service providers only enjoined exporters with high value to undertake insurance policy to cover the estimated risk. Low value goods were on the other hand not encouraged to do so.





The information will be used to generate statistics to advise shippers and policymakers.

3.3.7 Visit to PPRSD

The Authority paid a working visit to the Plant Protection and Regulatory Services Department's (PPRSD) Departure Hall to familiarize itself with operations at KIA Terminal 3 regarding the handling of personal effects and the issuance of Phytosanitary certificates by the Ministry of Food and Agriculture.

However, interactions with the service providers pointed to a deliberate value reduction of items by shippers to avoid cargo insurance.

3.3.5 Pre-Departure Processing of Air Cargo

The Authority participated in a meeting held on 26th July 2022 by the GIZ's Trade Hub on pre-departure processing for air cargo. The GIZ seeks to identify bottlenecks in the export process for perishable goods, specifically, mangoes, pineapples, fresh chilies and yams.

The pre-departure processing of perishable goods was identified as one of the challenges which needed to be addressed to smoothen the export process.

Stakeholders who participated in the meeting included the Ghana Revenue Authority-Customs Division (KIA), Ground handlers, Airlines, Ghana Link Services (ICUMS), Ghana Shippers' Authority, Freight Forwarders and the Ghana Export Promotion Authority.

Officers who hosted the Authority during the visit explained that random profiling was conducted on passengers as well as physical examination and questioning. Items that required further examination were taken to their laboratory at the KIA Departure Hall for further examination to determine their wholesomeness. A certificate is issued at a cost of GHC50.00 regardless of the volume or weight to cover the items.

He further explained that the airline normally charged passengers for excess or extra luggage without any other form of documentation.

3.3.8 New Regulations for Exporters-Plant Quarantine

The Authority met with the PPRSD following the introduction of new regulations from the EU. The Officer-In-Charge of the KIA Unit, Cletus Awanyelum informed the Authority that the new Regulations are being rolled out in different categories.

3.3.6 Cargo Data from Nick Scan

As a pilot project, the Authority obtained raw data from Nick Scan for September 2022. The information included the names of carriers, shippers, handlers, the country importing or exporting and the type of cargo.

The exercise was intended to assist the Authority to identify cargo traffic and cargo types carried by major airlines as well as their volumes to determine space availability on specific aircrafts.



Visit to PPRSD

The first category took effect on 11th April 2022 and the second was implemented on 1st May 2022. The final version would be applied to growers and exporters of ornamental plants in January 2023. He indicated that the new Regulations included a few additional clauses to the previous one. The Regulations applied to chilli and mango; and would have additional product lines such as pawpaw, nova and guava.

3.3.9 Meeting with Custom House Agents (GIFF, KIA) on Manifest Submission

Following the new directive by GRA Customs on airline manifest submissions and its resultant challenges, the Authority engaged Mr. Ernest Dampsey Tobiah, the District Chairman (KIA) of GIFF on 21st April 2022.

The Institute expressed displeasure about the directive as cargo on arrival takes averagely four (4) to five (5) days before it is allowed to be gated out.

Mr. Tobiah disclosed that, GIFF engaged the Assistant Commissioner-Customs (KIA) on the issue who disclosed that the directive for all airlines to submit cargo manifests through the ICUMS before arrival of cargo is a new pre-arrival mechanism to enhance its operations.

Airlines handled by Swissport adjusted their systems to upload manifests on the ICUMS whilst other airlines are yet to sync their platforms to the ICUMS.

3.3.10 Airline Activities

The Authority observed the following during its tracking and monitoring of airline activities and schedules:

United Airlines, one of the well-known carriers of cargo directly from United States (Washington, DC) to Ghana (Accra) ceased shipping food items due to the lack of a fumigation system in Washington. Instead, it carried only general cargo. At the time of reporting, the airline used a Boeing 737 aircraft, which could carry three pallets of cargo and an AK three

times per week. United Airlines cargo is managed by Swissport.

From a discussion with the airline's representative, it was revealed that the decrease in cargo and change in schedule was due to lower demand for both inbound and outbound cargo tonnages compared to previous seasons.

3.4 BERTHING MEETING

The Authority participated in all the berthing meetings that were held at the Tema and Takoradi Ports.

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.

3.5 RESEARCH

The Authority continued to pursue its research agenda by investigating some challenges confronting and contributing to developing knowledge in Ghana's trade and transport sector as follows:

3.5.1 Research Surveys

The research work on the topics, "Container Deposit Refund by Shipping Lines/Agents in Ghana" and "The Costs and Pricing in Sea Freight Consolidation and Deconsolidation Services in Ghana" were completed during the period under review.



Meeting session at PPRSD

4.0 Transit Trade Activities

Transit trade is the major means by which landlocked states trade internationally by sea. Over the years, the Authority has facilitated trade with its landlocked neighbours of Burkina Faso, Mali and Niger with the aim of ensuring that all factors that mitigate against the free flow of goods from Ghana to these countries are removed. During the year under review the Authority undertook several activities to facilitate trade along its transit corridors including:

4.1 MEETINGS

4.1.1 Transit Shipper Committee Meetings

The Authority organized quarterly meetings

for its Transit Shipper Committees in Accra and Takoradi. The meetings among others discussed interventions needed to address the recurrent challenges confronting transit trade such as, the temporary storage for shed-off cargo, plans to organize a sensitization seminar to educate truck drivers on transportation of hazardous cargoes, arbitrary exchange rates charged by the shipping lines, trading of CFA by local Banks, shipping agents' operations on weekends, discrepancies in axle load reading and roadmap for the implementation of the protocols for axle load stations.





Transit Shipper Committee Meeting

The Authority's planned expenditure was accordingly revised.

The Ghana Highway Authority (GHA) reported that it had requested National Security to withdraw from all the Axle Load units nationwide. They further reported that a second weighbridge was being installed at Boankra to prevent truck drivers from crossing to the other side of the street in order to use the weighbridge.

4.1.2 Axle Load Working Group Committee Meeting

The Authority participated in the Axle Load Working Group (AWG) meeting at the Ministry of Roads and Highways on 28th June 2022.

The meeting discussed, among other things, the 1st quarter report of Axle Load Implementation in Ghana, the status of the involvement of the National Security in the Axle Load operations and the action plan for the full implementation of the ECOWAS Supplementary Act/UEMOA Regulation 14/Road Traffic Act 2012 (L.I. 2180).

The National Axle Load Manager informed the meeting that the Aflao weighbridge equipment had been fixed and was awaiting inspection by the Ghana Standards Authority. The electricity at the facility had also been restored.

The Driver and Vehicle Licensing Authority (DVLA) also informed the meeting that it had completed the assessment for truck registration and will seek the view of other stakeholders on the draft guidelines. They further advised that the final draft will be shared with the Committee.

The Authority informed the meeting that the Axle Load Protocol had momentarily stalled due to the government's directive to state-owned organizations to review their planned expenditure downwards in response to the national economic challenges.

A Presentation on the 1st Quarter Axle Load Implementation Program disclosed that seven (7) out of the eighteen (18) permanent weighing stations were not operational. Also, it revealed that DVLA plans to initiate and expedite measures to curb the falsification of Axle and dimensions of trailers and trucks to ensure that the weight of trucks conforms with specified limits.

4.2 ENGAGEMENTS WITH TRANSIT SHIPPERS' COUNCILS

The Authority instituted a quarterly mutual consultation platform to engage representatives of Shippers' Councils of neighbouring Burkina Faso, Mali and Niger. The platform enables the representatives who are also members of the Transit Shipper Committees to discuss challenges they face and to find solutions to them within the framework of the MOUs signed between the Authority and the Shippers' Councils of the countries.



Burkina Shippers Council pay courtesy call on GSA

During the year under review, the meetings discussed issues such as Ghana Highways Authority's (GHA) moratorium for false axles to be corrected, the IGP'S directive to all 16 Regional Commanders to desist from arresting truck drivers unduly on the corridor, difficulties faced by the Shippers' Councils in recovering their service charge from the shipping lines, payment of VAT on transit goods, thefts on trucks in the Port of Tema, insecurity along the transit corridors, and challenges relating to Road Governance along Ghana's transit corridors.



Tema Haulage Truck Drivers sensitization

The Authority will monitor the implementation of this MoU and its impact on hauliers.

4.3 SENSITIZATION/EDUCATION

4.3.1 Launch of the Mandatory Truck Towing Levy

During the period under review, the Authority participated in the launch of the mandatory truck towing levy which took place on 29th September 2022. The purpose of the launch was to sign a Memorandum of Understanding (MoU) between the JAPTU and Road Safety Management Services Limited, an accredited towing service provider for the National Road Safety Authority.

The MoU, which shall be binding for the next 10 years, shall attract a mandatory towing levy of GHC450.00 per annum for each truck.

Below are some of the benefits:

- Towing of broken-down trucks throughout the year
- Salvaging of accident trucks
- Secured parking places for towed or salvaged trucks
- A special sticker will be provided to subscribers by the Road Safety Management Service Ltd.
- A response time of not more than 1 hour in regional and district capitals.
- An efficient 24-hour toll-free call center to receive towing requests and deploy towing trucks, etc.

4.3.2 Sensitization Seminar for Truck Drivers

During the period under review, the Authority organized a Sensitization Seminar for Haulage Truck drivers in Tema. The seminar was aimed at educating Transit Truck Drivers on four salient topics namely,

- a) Precautionary Measures in the transportation of Dangerous Goods,
- b) Prescriptions for expedited transit Cargo along the Corridor,
- c) Understanding of Road Traffic Regulation for enhanced Road Governance along Ghana's major corridors, and
- d) Adhering to road safety measures along Ghana's major corridors amongst others.

The seminar, which was held on the 16th of March 2022 at the forecourt of the Blackstar Line Building in Tema, had resource persons



High Table - Tema Haulage Truck Drivers sensitization

from the Environmental Protection Agency (EPA), GRA-Customs, Police MTTD, and the National Road Safety Authority (NRSA). They all took turns to drive home key lessons on their assigned topics to help the truck drivers to appreciate their role in facilitating the transit trade.

The discussions bordered on overloading of trucks, inadequate rest stops along Ghanaian corridors and the need for GPHA as well as the Police to address the prevalence of non-cargo-worthy trucks on the corridors. All stakeholders present at the seminar pledged their unflinching support to ensure that the objective of trade facilitation in transit trade is achieved.

4.3.3 Sensitization Seminars for Senior Police Officers

The Authority held sensitization seminars for Police Officers in the Western and Central Regions on 23rd and 24th November 2022 respectively. The events were held as part of the planned nationwide sensitization on Transit Trade for the Ghana Police Service.

4.3.4 Review of Transit Trade through Takoradi Port

During the period under review, the Authority analyzed transit trade performance through the Takoradi Port as part of its Port monitoring activities. It was observed that transit trade volumes through the Port had seen a sharp decline according to Port statistics from the GPHA. Tema on the other hand recorded a



Senior Police Officers at the sensitization on Transit Trade

sharp increase over the same period. According to the major players in the maritime transport sector in Takoradi, several factors account for this, including:

- A directive by Customs to warehouse transit goods (Bulk Cargo) through the Port of Takoradi and charge 1% of total value for warehousing and another 1% charge for re-export under the ICUMs.
- The relatively high cost in haulage transport charges in Takoradi compared to Tema.
- Relatively higher Port Tariffs in Takoradi compared to Abidjan, which is the closest Port for Transit Cargo from Burkina Faso.

4.3.5 Meeting with Hauliers

During the period, the Authority met with Hauliers in Takoradi as part of efforts to reorganize the operations of transport unions in the Port environment. The Hauliers presented data including names and phone numbers of all known Hauliers in Takoradi.

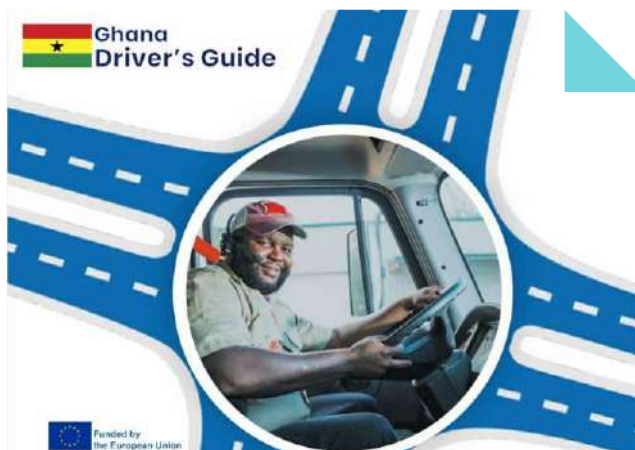


This had been requested by the Authority in order to reach out to the individuals and urge them to unite. The Authority assured the Hauliers that a meeting will be organized where all stakeholders such as TACOTEL, Customs, Freight Forwarders and GPHA would be invited. It would be an opportunity to seek the buy-in from the stakeholders to support the activities of Hauliers as a single group.

The medium to long-term plan is to organize the Hauliers and urge them to become part of JAPTU-Ghana as has been done in Tema.

4.3.6 Launch of the 2nd Edition of Ghana Drivers' Guide

During the year under review, the Authority participated in the launch of the 2nd Edition of the Ghana Drivers' Guide, which was held on 27th September 2022 at the Kempinski Hotel in Accra.



The meeting was held under the auspices of the National Road Transport and Transit Facilitation Committee. The Ghana Drivers' Guide, which was developed in 2011 by the erstwhile West Africa Trade Hub with relevant stakeholders is a comprehensive manual to educate drivers on rules and regulations for road safety, amongst others.

The Authority recommended that a roadmap should be developed for the sensitization of drivers across the country.

4.4 FACT FINDING TRIPS

Fact-finding trips have over the years provided vital information which the Authority uses to engage stakeholders operating within the transit trade. During the review period, the Authority undertook a fact-finding trip along the Tema-Hamile, Tema-Elubo and Tema-Paga corridors.

4.4.1 Tema-Hamile Corridor

The fact-finding trip was embarked on from the 6th to 10th June 2022. The team encountered about sixty-three (63) permanent checkpoints for Police and Motor Traffic and Transport Department (MTTD), five (5) Forestry Commission posts, and three (3) Immigration checkpoints. The team also



observed nine (9) Customs checkpoints at the following locations: Nsutem, Kubease, Akom, Tadieso, Lamprugo, Sawla, Kulmasa, Kaleo, and Lawra.

The team went through five (5) Axle Load stations including those located at the Tema Motorway, Akom, and Sawla, and two (2) Mobile vans at Doboro and Tadieso.

On average, one truck spent about three (3) minutes at each station and drivers paid up to GHC5.00 at each of the 72 Police and Customs checkpoints on the corridor.

Overall, the team observed that the number of Police barriers had increased by seven (7).

4.4.2 Tema-Elubo Corridor

The Authority embarked on the fact-finding trip along the Tema-Elubo corridor from 12th to 16th September 2022.

The team encountered about twenty-two (22) permanent checkpoints for Police and MTTD, one (1) Forestry Commission post, and two (2) Immigration checkpoints. The team also observed two (2) Customs checkpoints at the following locations: Esambolo and Semeyer.

The team went through one (1) Axle Load station in Elmina; there were no mobile vans on the corridor.

On average, the truck spent under two (2) minutes at each barrier and the driver paid no money at all the checkpoints it went through. The only money that was paid was GHC5.00 at each Customs checkpoint on the corridor. The driver consequently spent only GHC 10.00 on the trip.

Overall, the team observed that the collection of bribes, delays and the harassment of truck drivers had dwindled considerably.

4.4.3 Tema–Paga Corridor

The Authority undertook the fact-finding trip along the Tema -Paga corridor from 5th to 9th December 2022. The mission afforded the Authority the opportunity to gather first-hand information on issues concerning the Police, Customs, axle load and other non-tariff barriers that impede transit trade.

The team encountered fifty-six (56) permanent and eleven (11) temporary checkpoints for the Police including its MTDD, four (4) Forestry Commission posts and five (5) Immigration checkpoints. The team also observed six (6) Customs checkpoints.

On average, the truck spent under two (2) minutes at most of the barriers except for a police barrier where the truck spent eleven (11) minutes because the Police thoroughly searched the truck for narcotics and arms. The truck paid monies between One (1) to five (5) Ghana Cedis during the journey to the Police and Customs officials.

Overall, the team observed that the collection of bribes, delays and harassment of trucks was still prevalent on the Tema-Paga corridor.

4.5 RESOLUTION OF TRANSIT PROBLEMS

4.5.1 Aflao Border Sit-down Strike

The Authority intervened in a sit-down strike by Freight Forwarders at the Aflao Border on 28th October to 5th November 2022. This was occasioned by a disagreement over the operationalization of the weighbridge station at the Aflao border. The Freight Forwarders were unhappy with the action by the Ghana Highway Authority (GHA). According to them, the siting of a weighbridge station in the main customs yard of the Aflao border did not only hamper trade facilitation but also revenue generation.

The Authority engaged the GHA over the matter and supported the calls for the re-direction of cargo trucks to the Akatsi weighbridge station instead. The re-direction of cargo trucks to the Akatsi weighbridge is expected to prevent congestion at the Aflao border and improve transit trade facilitation.

The Authority received commendation from stakeholders in the shipping logistics industry for its timely and effective intervention that helped to restore calm.

4.5.2 Support to Mali Shippers' Council

During the year under review, the Authority, in accordance with its existing Memorandum of Understanding (MOU) with the Malian Shippers' Council, facilitated a meeting between the Mali Shippers' Council's Representative in Ghana and Bulk Oil Storage and Transportation Company Limited (BOST). The meeting was to assess a request by the Government of Mali to have dedicated fuel storage facilities in Ghana to store strategic reserves of fuel.

The Chief Executive Officer (CEO) of BOST gave a firm assurance that the facility was available and accessible within the Upper East Region. However, the necessary bilateral arrangements needed to be commenced between the two governments for the appropriate deals to be struck.

The Authority is in receipt of a copy of the correspondence initiating the bilateral action by the Malian Government, in this regard.

4.5.3 E-Platform system

During the period under review, the E-Platform received and resolved a total of forty-eight (44) cases reported by truck drivers. About 90% of the reported cases related to the Police, 8% related to Axle load issues and 2% related to GRA-Customs.

Details can be found in the table below:

Table 2: Truck driver complaints

Institutions	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Total
Police	8	4	7	15	34
Axle Load	1	2	1	2	6
Customs	0	1	2	1	4
Others	0	0	0	0	0
Total	9	7	10	18	44

2022 recorded 9% decrease in complaints, from forty-eight (48) in 2021 to forty-four (44). The decrease could be attributed to the Police sensitization campaign by the Authority.

The E-platform system is a collaboration between the Authority and the Borderless Alliance established to identify, report, monitor and address Non-Tariff Barriers (NTBs) along Ghana's corridors.

5.0 Stakeholder Engagements - Meetings, Workshops And Seminars

Stakeholder engagements have provided the Authority several platforms and opportunities to listen to, collaborate with and or inform its existing, new and potential stakeholders of its mandate and activities. They have not only afforded the Authority the ability to proactively consider the needs and desires of people who have a stake in its mandate, but have fostered connections, trust, confidence and support for the Authority's key initiatives.

During the period under review the Authority undertook several activities as part of its stakeholder engagement process as follows:

5.1 TRADE FACILITATION

5.1.1 Inter-Agency Meeting on Trade Facilitation

The Authority met with state agencies in the Eastern region to deliberate on avenues to enhance trade facilitation for shippers.

The meeting held on 3rd August 2022 was attended by the Customs Division of the Ghana Revenue Authority, Food and Drugs Authority, Ghana Standards Authority, Ghana Export Promotion Authority, Ghana Enterprises Agency and Plant Protection and Regulatory Services Department. Also in attendance were the Association of Ghana Industries, and the Ghana National Chamber of Commerce and Industry.





Cargo Insurance Meeting

The aim was to share ideas and find means through which the agencies can collaborate to enhance the operations of importers and exporters in the region.

5.1.2 Launch of Report on Analysis of 2021 Non-Traditional Export Statistics

The Authority attended the launch of the Analysis of the 2021 Non-Traditional Export Statistics by the Ghana Export Promotion Authority (GEPA) at the Ministry of Information's Press Conference room on 5th July, 2022. The report was launched by the Deputy Minister of Trade & Industry, Honourable Herbert Krapa.

5.1.3 Implementation of Export Trade House Concept by GEPA

During the year, the Authority was represented on the Committee planning the implementation of the Ghana Trade House project, which is to be piloted in Nairobi, Kenya.

The objective of the project is to create a self-sustaining operating model that promotes the export of Ghanaian products to global markets. The model will ensure that there is commercial representation abroad for the direct selling of goods and services from Ghana.

The Ghana Export Promotion Authority (GEPA), which is the lead Agency coordinating the project, anticipates that following the success of the pilot in Kenya and few selected countries, the project will expand into all countries with Ghanaian Diplomatic Missions.

The Authority serves on the Shipping and Logistics subcommittee of the Project.

5.1.4 Cargo Insurance Meeting

The Cargo Insurance Committee met on 11th November and 15th November 2022. The meetings reviewed the roadmap for the implementation of the Local Marine Insurance Policy. It was agreed that the implementation date for the policy should be extended to 2023 to allow for flexibility in the implementation of the policy.

A minimum rate for cargo insurance was developed and communicated to insurance companies. It was agreed that a meeting between ECFATUM and the MIS Department of the Authority was critical to provide direction and guidance on how to successfully operationalize the Marine and Aviation Insurance Database (MAID) platform.

5.1.5 Working visit to Ghana Association of Women Entrepreneurs

On 8th November 2022, the Authority paid a working visit to the Ghana Association of Women Entrepreneurs (GAWE), an affiliate of the African Federation of Women Entrepreneurs (AFWE) in Accra. This formed part of the Authority's strategic plan to establish constant engagement with the various Trade Associations in fulfilment of its mandate, and to also facilitate and boost trade through collaborations.



Meeting with GAWE Executives



5.1.6 Working Session at the Akanu-Noepe Joint Border Post

During the period under review, the Authority honored an invitation by the Embassy of Ghana in Togo to participate in a working session at the Akanu-Noepe Joint Border Post on 11th November 2022. The meeting was part of efforts to facilitate the operationalization of the Joint Border Post.

At the meeting, the President of the Joint Management Border Committee (JMBC) recounted the myriad of challenges that were discussed during the previous Inter-Ministerial meeting held in October 2021. The delegates were also given an update on what the Committee had done over the period to address some of the challenges discussed at the previous meeting. They were informed that Ghana was taking steps to ensure that water is extended from Dzodze to the facility.

Togo's Minister of Public Works, Mrs. Zourehatou Karsa-Traore expressed the need for the requirements of the project to be prioritized.

5.1.7 National Trade Facilitation Meeting

The Authority participated in the 2nd National Trade Facilitation Meeting held on 30th November 2022. Participants included representatives from the Ministry of Trade and Industry (MoTI), Ministry of Foreign Affairs and Regional Integration, Ghana Standards Authority, Food and Drugs Authority, USAID, GIZ, and the Attorney General's Department.

The Chairperson of the National Trade Facilitation Committee, Mr. Kyeremeh Yeboah outlined the achievements of the Committee in 2022 including; the launch of National AfCFTA Policy Framework; development of solutions on the Akanu-Noepe Joint Border Post as part of the Abidjan-Lagos Corridor Development; Sensitization of Women in Cross Border Trade; Commencement of Time Release Study by the Ghana Revenue Authority (GRA); and the launch of the National Drivers Guide for Transit Drivers' and Transporters through the Ministry of Roads and Highways.

5.1.8 Meeting with GIZ's Ghana Trade Hub

As part of efforts to make Ghanaian products more attractive to the global market, the Authority and the GIZ Ghana Trade Hub during the period under review collaborated to improve trade facilitation in the country.

The Trade Hub is currently running a series of projects aimed at making trade within Africa faster, easier, more efficient and greener.

Under one of these projects, the Digitizing Global Trade project, exporters of four (4) perishables – mango, fresh chilies, pineapples, and yam will receive training to better package their produce for the export market. One important goal of the project is to improve partnerships between public and private sector stakeholders utilizing digital solutions.

The two agencies agreed to intensify collaborations with the Integrated Customs



Meeting with GIZ officials



Stakeholder meeting

Management Systems (ICUMS) to make available airline schedules and information on the availability of cargo space to exporters for proper planning.

5.1.9 Business Environment Reforms Technical Working Group (TWG) Meeting

The Authority participated in a Technical Working Group meeting on Trading Across Borders organized by the Business Regulatory Reform (BRR) Unit of the Ministry of Trade and Industry (MoTI) on 25th November 2022.

The meeting examined the recommended reforms implemented by some selected institutions and agreed on the next phase of reforms (Legal, Administrative Procedures and Fee Structure) to be implemented to create a conducive environment for the development of the private sector.

5.1.10 Meeting with Ghana Airport Company Ltd. (GACL)

The Authority engaged the Cargo Operations Manager for GACL, Mr. Kingsley Fiakye Amporful, on air cargo performance during the period under review. He noted that many global factors were linked to the poor performance of air cargo and slow recovery of some airlines in the freighter business, i.e., South African Airways and Emirates.

He said that global air cargo tonnages fell further in the final weeks and days of what would normally have been the peak season (December open window) for cargo. The trend was driven by the significant decline in Asia-Europe volumes ending the year

in a disappointing close for carriers and forwarders.

5.1.11 Visit by the Minister of Public Enterprises

The Minister for Public Enterprises, Hon. Joseph Cudjoe paid a working visit to the Authority on 26th August 2022 to interact with Management and learn at first-hand the operations of the Authority.

The visit afforded the Minister the opportunity to share his vision and strategies for the achievement of the objectives for which the President, Nana Addo Dankwa Akufo-Addo, established the Ministry of Public Enterprises.

The Chief Executive Officer (CEO) who welcomed the Minister and his team used the occasion to throw light on some of the Authority's programs and activities to support the operations of stakeholders in the shipping and logistics sector.

5.1.12 GARSC Elections and Orientation

The Authority held an election on 22nd June 2022 at the Ghana Shippers' House to elect new executives of the Greater Accra Regional Shipper Committee (GARSC). The newly elected executives went through an orientation on 2nd August 2022 to prepare them for a two (2) year term.

The GARSC is the oldest Regional Shipper Committee. It was set up in 1994, to serve as a platform where importers, exporters, shipping and logistics service providers and relevant government agencies would meet on regular



Greater Accra Shipper Committee elections



Shipper sensitization meeting

Regional Coordinating Council, Ghana Export Promotion Authority, Plant Protection and Regulatory Services Directorate, Ministry of Trade and Industry, Ghana Standards Authority, Food and Drugs Authority, the Association of Ghana Industries, among others.

The conversation centered on collaborative engagements with shippers in the region to improve the nation's trade facilitation as well as increase export from the region.

basis to deliberate and find solutions to matters affecting the shipping and logistics sector.

5.1.13 Exporters Forum

As part of efforts to boost the nation's export drive, the Authority held its annual Exporters Forum to discuss issues in the sector and come up with ideas, programs and plans to better the operations of stakeholders.

At the event held at the Ghana Shippers' House in Accra on 30th June 2022, exporters and state agencies deliberated on matters of mutual concern to forge stronger alliances to increase export volumes. Key issues that were discussed at the forum included air cargo space, cost of fumigation at the Ports, export financing and Letter of Commitment (LOC), among others.

In her welcome address, the Chief Executive Officer (CEO) of the Authority outlined the importance of collaboration as the only means to ensure constant growth for the sector.

The Authority's Tema Branch Manager, Mr. Charles Darling-Sey indicated that the Authority had resolved to partner with the Metropolitan, Municipal and District Assemblies (MMDAs) in the regions to promote international trade.

5.1.15 Meeting with the Embassy of Egypt in Ghana

The Authority begun processes to improve the trade facilitation procedures between Ghana and Egypt for the mutual benefit of shippers in both countries. As a result, the Authority paid a courtesy call on the Commercial Minister Plenipotentiary in charge of Ghana-Egypt relations at the Embassy of Egypt in Accra, Aly Mohamed Basha, on 30th May 2022 to discuss areas of interest in terms of trade facilitation between both countries.

The Head of Shipper Services and Trade Facilitation of the Authority, Mrs. Monica Josiah briefed H.E Mohamed Basha on the

5.1.14 State Agencies' Meeting in Ho

The Authority held a stakeholder consultative meeting in the Volta regional capital, Ho to forge a collaboration with key state agencies as a means to empower shippers in the region.

The meeting which was held on 15th June 2022 was attended by Volta regional representatives of the Customs Division of the Ghana Revenue Authority (GRA), the Volta



Meeting at the Embassy of Egypt

efforts by the Authority to improve trade relations between the two countries. She also used the opportunity to sensitize him on the Authority's mandate.

5.1.16 Meeting with De-consolidators

Irregular CBM measurements, inexplicable charges attributed to foreign forwarders, late delivery of cargo, and damage to cargo were some of the complaints the Authority received on the operations of De-consolidators. Consequently, as part of its stakeholder engagement, the Shipper Services and Trade Facilitation Department of the Authority engaged De-consolidators to discuss issues bordering on their operations at a meeting held on 22nd February 2022.

The discussions focused on the role of the De-consolidator in the value chain, the formula used in determining the CBM, Shipping Lines/Agents' charges, demurrage charges for non-business days, handling of dangerous goods, inadequate equipment at the GPHA Terminal, and inexplicable charges by some de-consolidators.

It became obvious that the lack of deliberate regulation of the space had resulted in the many challenges faced by De-Consolidators as well as shippers. The meeting therefore agreed to increase the frequency of engagements to enable the Authority to deal with the plethora of challenges and in so doing sanitize the space.

5.2 EXHIBITIONS & FAIRS



Exhibition Stands at the CILT Conference



A cross section of participants at the Cargo De-consolidators meeting

5.2.1 Fifth Mango Week

The Authority participated in the 5th Ghana Mango Week Celebration and exhibition to sensitize mango exporters on how to take advantage of the export market to expand their operations.

The event which was organized by the Federation of Associations of Ghana Exporters (FAGE) was held from 4th to 7th July 2022 at the Food Research Institute of the Council for Industrial and Scientific Research (CSIR) in Accra.

5.2.2 Participation in CILT Africa Forum

The Chartered Institute of Logistics (CILT) Africa Forum serves as a platform for governments, organizations and individuals to share, learn and promote professional and business interests.

The theme for CILT Africa Forum 2022 held on 10th May 2022 was "Sustainable Implementation of the Africa Continental Free Trade Agreement: The Role of Logistics, Transport and Industry".

The Authority took advantage of an exhibition space created for the public and private organizations at the Forum to educate patrons on its services which are geared towards improving the logistics and transport sector.

5.2.3 Pentecost University Career Fair

The Authority participated in a Career Fair organized by the Member of Parliament for Anyaa Sowutuom Constituency, Dr. Dickson Adomako



26th International Trade Fair - Staff taking some patrons through the GSA's mandate

Kissi in collaboration with the Pentecost University College (PUC).

The event which was held on 26th May 2022 attracted patrons mostly university students and graduates within the constituency and beyond.

The Authority used the occasion to expose the students to the Shipping and Logistics industry and career opportunities they can take advantage of.

5.2.4 26th Ghana Trade Fair

The Authority participated in the 26th Trade Fair organized by the Ghana International Trade Fair Company Limited. The event which took place at the La Palm Royal Beach Hotel from 14th – 18th April 2022 was patronized by several exhibitors from various sectors of the economy.

Several people who visited the Authority's stand at the Fair inquired about how the Authority can assist them with their import and export operations and also build working relationships. Officers from the Authority used the opportunity to educate the patrons on the Authority's mandate and also provide responses to their enquiries.

5.2.5 2022 Civil Service Week

The Authority joined the Ministry of Transport (MoT) to participate in the 2022 Civil Service Week. The event which took place at the forecourt of the CLOGSAG headquarters from 25th - 28th July 2022 was attended by Ministries, Departments and Agencies from other sectors of the economy.

5.2.6 4th Takoradi Trade Fair and Expo

The Authority participated in the 4th edition of the Trade Fair and Expo held at the forecourt of the Takoradi Mall from 23rd December to 1st January 2023.

The participation in the Fair formed part of plans to reach a wider audience of the shipping and logistics sector to sensitize them on the mandate of the Authority as well as emerging trends in the industry. At a brief ceremony held to officially open the Trade Fair, the Western Regional Minister, Hon. Dr.

Kwabena Okyere-Darko Mensah explained that the rationale behind the Takoradi Xmas Trade Fair and Expo was to provide a platform for indigenous Small and Medium Enterprises (SMEs) to promote and sell their products both locally and internationally.

5.3 TRANSPORT SECTOR

5.3.1 Engagement with Joint Association of Port Transport Union

On 19th May 2022, executives of the Joint Association of Port Transport Union (JAPTU) met with the Committee of Freight Forwarders Association (CoFFA) and the Authority to discuss issues affecting their union. It was disclosed that the Port Authorities and the Police have had problems with JAPTU regarding trucks that park on the shoulders of the roads. The parking of trucks by the roadside was attributed to some of the clearing agents who delay payment to drivers after they leave the Port.

JAPTU requested that CoFFA should encourage clearing agents to pay truck drivers



Civil Service Week celebration

on time to reduce the need for them to park on the shoulders of the road after exiting the Port. They also made known their intention to introduce the Vehicle Detention Fee, which will be a surcharge levied against the cargo owner for the prolonged stay of cargo on their trucks.

5.3.2 Registration of Trucks

During the period under review, JAPTU complained about the mode of the registration of their trucks. Their challenge with the new policy which allows for a physical inspection of trucks seeking access into the Port is that the consultant on the project seems to be usurping the role of DVLA. The features on the truck that the Association of Consumer Vehicle Lessors (ACVL) is to inspect are the same features that DVLA inspects so there is a clear overlap of responsibilities.

JAPTU revealed that they met with ACVL to negotiate charges for the registration of trucks. It was the view of JAPTU that on the basis of the duplication of functions, the rates from ACVL should be re-considered by the Authority.

The Authority requested JAPTU to submit their proposal in writing to pave the way for deliberations.

5.3.3 Fourth Quarter National Road Transport and Transit Facilitation Committee (NFC) Meeting

The Committee was informed that a contract had been signed for the Trade and Regional



Integration component under the Eastern Corridor Road development program Phase 1. The Representative from the Ministry of Roads and Highways added that the Consultant would soon engage stakeholders.

On the training of officers and other key stakeholders, he mentioned that the GHA had developed a master training program that covers all training programs under the project for approval by the AfDB. This training was scheduled to be rolled out in 2023.

5.4 UNION OF AFRICAN SHIPPERS' COUNCILS' (UASC)

- The Ministers/Director-Generals Responsible for Trade meeting was held in Lagos, Nigeria from 31st May to 3rd June 2022. The purpose of the meeting was to present findings of the field assessment of the Abidjan-Lagos Corridor undertaken by Trademark East Africa (TMEA) in collaboration with the AfCFTA Secretariat.
- The Standing Committee Meeting No. 2 in charge of Regulation and Cooperation of the UASC was held from 17th - 18th November 2022 in Douala, Cameroun. The meeting took stock of UASCs' external relations and cooperation between UASC and all international and especially African organizations, amongst others.
- The Committee on the Cost of Transport at the Sub-Regional level held a meeting on 27th – 28th June 2022 in Lagos, Nigeria. The committee held its first meeting to review the progress of work



done as it had been given a twelve (12) month period to complete its assignment.

- The Authority was selected to be among a team to audit the financials of UASC from 26th March to 3rd April in Doula, Cameroon. The Authority and the Angola Shippers' Council were jointly designated as Auditors of the UASC accounting records. The audit report was subsequently presented at a UASC Steering Committee meeting.

5.5 OTHER ENGAGEMENTS

5.5.1 Ghana Shippers' Awards

The 5th Ghana Shippers' Awards was held on 19th August 2022. The Authority assisted Globe Productions – organizers of the Awards with data to enable it to award deserving individuals and groups who had excelled in their operations within the Shipping and Logistics Industry in the year under review.

Some industry stakeholders and personalities were recognized for their efforts in supporting the growth of the sector. They included the GIFF Port Monitoring Team; Mr. Emmanuel Ohene, *Deputy Commissioner* in Charge of Suspense Regimes at Customs-GRA; GPHA's Eye on Port program; Meridian Port Services – Terminal 3 and Ghana Link Network Services Ltd–ICUMS.

Five (5) Small and Medium Enterprises (SMEs) in the shipping and logistics industry were also honoured. The firms recognized were Jeffag Farms Limited, Joeveg Farms Limited, 2K Farms Limited, Samtak Enterprise and Pat K Poultry Farms.



5.5.2 Meeting on Maritime Offences Bill

The Authority participated in a stakeholders' forum organized by the Ghana Maritime Authority (GMA) to discuss the Maritime Offences Bill, 2022.

The forum was part of a two-day programme to solicit and receive comments from stakeholders on the Bill which is intended to domesticate the International Convention for the Suppression of Unlawful Acts against the Safety of Maritime Navigation (SUA) and related protocols. The programme took place at the Fiesta Royale Hotel on 22nd July 2022.

5.5.3 Capacity Development Training/Internship for Client Service Contact Officers of the Ministry of Transport

During the period under review, the Authority participated in a Capacity Development Training/Internship for the contact officers of the Client Service Unit (CSU) of the Ministry of Transport (MoT).

The training session which took place on 26th July 2022 in the Conference Room of the Ministry of Transport was intended to equip personnel of the CSU with adequate information about the Departments and Agencies under the Ministry of Transport.

The Authority made a presentation on its services, service standards and answered questions on demurrage, vessel and cargo turnaround time, issues on axle load operations and harassment on the transit corridors.

It also clarified the distinction between the roles of the Authority and the Ghana Maritime Authority.

5.5.4 Right to Information Public Lecture

To climax to the Right to Information Week



Celebration for 2022 on 28th September 2022, the Right to Information Commission invited the Authority to participate in a Public lecture on the theme 'Artificial Intelligence, e-Governance and Access to Information'. The aim of the lecture was to encourage institutions and individuals to appreciate the use of technology to enhance easy access to information in a bid to push the public to participate fully in the governance system of Ghana.

The lecture was attended by some members of the RTI Commission, representatives from the UN fraternity, public and private sector workers as well as the public.

5.5.5 Meeting with SIGA on Performance Evaluation

The State Interests and Governance Authority (SIGA) paid a monitoring visit to the Authority on 17th August 2022. The meeting was held to validate the inputs from the quarterly performance review reports submitted by the Authority, address challenges in executing the 2022 Performance Contract, and discuss the 2021 Draft Performance Evaluation report.

5.5.6 Meeting with Delegation from Nigeria Shippers' Council

A delegation from the Nigerian Shippers' Council (NSC) paid a working visit to the Authority in a move to intensify collaboration and improve the quality of services offered at the various Ports in the two countries.

The meeting which was held at the Ghana

Shippers' House in Accra on 16th June 2022, was to enable the NSC to familiarise itself with the activities of the Authority and ultimately improve cross-border trade between the two countries.

The two-member delegation made up of the Zonal Director-North Central Zone of the NSC Mrs. Okulue Ify and the Director of the Abuja Liaison Office of the NSC Mrs. Karimatu Othman discussed issues of mutual interest with their counterparts from the Authority.

The Head of Freight and Logistics Department, Mr. Fred Asiedu-Dartey who led the Authority's team used the occasion to update the officials of the NSC on some activities the Authority had been undertaking to improve cross-border trade.

5.5.7 Meeting with GMNOA

The Ghana Merchant Navy Officers Association (GMNOA) paid a courtesy call on the Authority as part of efforts to forge a strategic collaboration for opportunities in the shipping and logistics sector.

According to the Association, job opportunities in the shipping and logistics sector abound globally, but Ghana is yet to take full advantage of them due to the lack of appropriate policy guidelines to attract the necessary investment locally and internationally.

Speaking at a meeting held on 14th June 2022, the General Secretary of GMNOA, Captain Etoenyo Onassis Bankas said there is the need to forge strong alliance amongs players in the maritime sector to ensure a coordinated plan to support economic growth.

The Chief Executive Officer (CEO) of the Authority noted that the Authority is open to forging collaborations that would protect and promote the interest of shippers and through that enhance the fortunes of the sector for all stakeholders.



From left : Director of the Abuja Liaison Office of the NSC, Mrs. Karimatu Othman and Zonal Director – North Central Zone of the NSC, Mrs. Okulue Ify, on a tour at the Tema Port

6.0 Corporate Social Responsibility and Awards

6.1 Corporate Social Responsibility

“As you grow older, you will discover that you have two hands - one for helping yourself, the other for helping others.”
-Audrey Hepburn.

Guided by this, the Authority continued with its charitable works to the needy people, communities and organizations in the public as it embarked on several activities to supporting its stakeholders and society.

6.1.1 Donation of Furniture to Adjikpo Dokuyo School

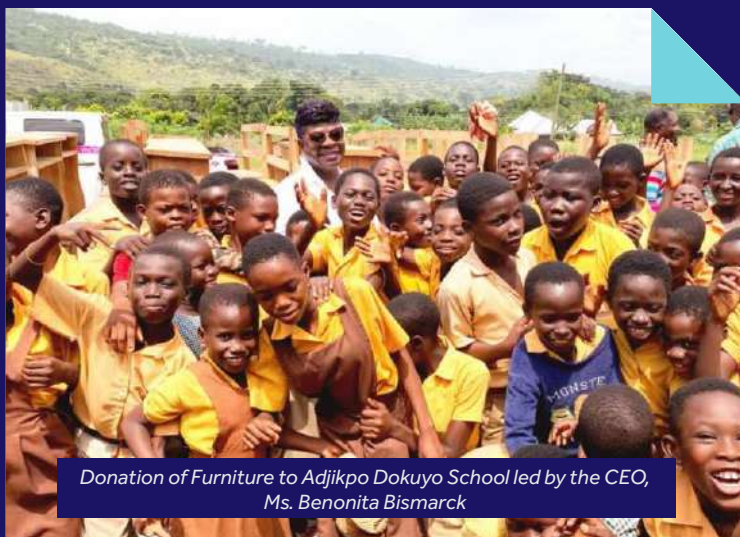
The Authority donated furniture to the Adjikpo Dokuyo M/A Basic Primary School in the Yilo Krobo Municipality of Somanya in the Eastern region.

The furniture consisted of one hundred & fifty (150) dual desks, nine (9) teachers tables, and eight (8) chairs, and is intended to support teaching and learning at the school.

The donation was made in response to a story published on Ghanaweb on February 8 2022, indicating the dire need for furniture for students who were seen sitting on the bare floor or wobbly desks and pieces of wood placed on blocks in the classrooms.

6.1.2 Support to Other Stakeholders

- Donations were made to support the Annual General Meeting (AGM) of the Ghana Institute of Freight Forwarders (GIFF) and to sponsor the best student in Multi-Modal Transport at the 9th graduation of the Ghana Institute of Freight Forwarders (GIFF).



Donation of Furniture to Adjikpo Dokuyo School led by the CEO, Ms. Benonita Bismarck



- Donation of two (2) laptops to the Ghana News Agency to support their operations.
- Two (2) brilliant but needy female students undertaking the Marine Engineering programme at the Regional Maritime University benefitted from a scholarship for their education
- Some activities of traditional authorities in the Greater Accra, Ashanti, Western and Central Regions were sponsored

6.2 AWARDS

The Authority and its Chief Executive Officer (CEO) were acknowledged for their contributions to trade facilitation, the shipping and logistics sector, business development and corporate social responsibility as follows:

- a) **"The Most Responsible Government Regulator of the year 2021"** at the Responsible Business and Leadership Excellence Awards 2022 held on 29th March 2022. The Chief Executive Officer (CEO) was also honored for her **"Outstanding Contribution to the shipping Industry Development"** at the same event.
- b) **"Trade Facilitation Company of the Year"** for the Authority's trade facilitation activities; and One of the **"Top 100 brands in Ghana"**. These were at the 2022 National Brands Innovation Awards held on 27th May 2022.
- c) **"Public Sector Company of the Year"** at the 5th Ghana Business Awards held on 28th October 2022 at the Kempinski Hotel in Accra. The Authority was one of eighty (80) companies and individuals recognized for their varied roles in supporting Ghana's economic growth.
- d) **"Best Company in Stakeholder Engagement"** and **"Female Personality of the Year"** for the Authority and the Chief Executive Officer (CEO) respectively. These were received at the 6th edition of the Sustainability and Social Investment (SSI) Awards. The event was held on 18th November 2022 at Kempinski Hotel in Accra.



7.0 Human Resources and Administration

Human Resource Management is central to the survival of every organization. An American business mogul, Lawrence Bossidy, once said, *"I am convinced that nothing we do is more important than hiring and developing people. At the end of the day, you bet on people, not on strategies."*

During the year under review, plans and programmes in relation to human resource and administration received the deserved attention. This resulted in high employee commitment, improved productivity, customer care and job satisfaction.

7.1 Staff Position

As at the end of the year 2022, the total staff

strength of the Authority was one hundred and forty-nine (149), made up of sixty-six (66) Full Time staff, thirty-seven (37) National Service Personnel, forty-one (41) Contract staff, two (2) Attachment staff and three (3) Temporary staff.

7.2 Staff Training and Development

Staff training and development continued to receive significant attention in accordance with the Authority's Human Resource strategy. During the period under review, sixty-seven (67) Management and senior staff attended conferences, seminars and workshops within and outside of the country.





2022 May Day celebrations

The Tamale Unit was upgraded into a branch office to help to offer timely services to stakeholders in the Northern part of the country.

7.4 Staff Rationalization

A Management staff was reassigned to Head the newly created Tamale Branch.

A Senior Finance Officer, Senior Shipper Services & Trade Facilitation Officer and a Principal Freight and Logistics Officer were posted to the Head office Finance department, Shipper Services & Trade Facilitation department and the Takoradi Branch respectively.

Two (2) Assistant Officers were posted to the Head Office Finance Department and the Tamale Branch offices to strengthen the activities of the Authority in those locations.

7.5 Retirement

Mr. Richmond Cobbina, the former Head of the Audit Department retired on 28th December 2022, and Mr. Richard Lartey, a Principal Audit Officer has proceeded on his

terminal leave from 15th December 2022.

A Deputy Human Resource Manager and two (2) Principal Officers were given their final notification for Retirement.

7.6 Staff Durbars

The programmed Staff/Management durbars for the year were held across the organization as scheduled.

8.0 CONCLUSION

Despite the economic challenges that inhibited the execution of all planned activities, the Authority achieved most of its set targets for the year 2022. Feedback as outlined in the various reports above as well as the recognition bestowed upon the Authority by various organizations, attest to the impact the output achieved made on stakeholders as well as the public.

There is no doubt that the achievements would contribute to the attainment of the Authority's vision to become a world-class Service organization that ensures for shippers in Ghana, quick, safe and reliable delivery of import and export cargo by all modes of transport at an optimum cost.



Retirees annual meeting and hangout with staff

