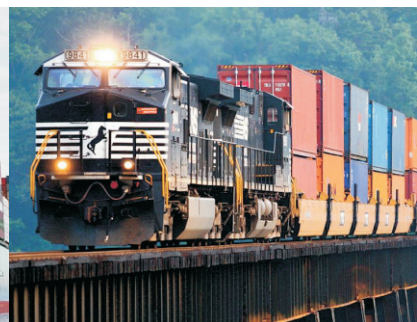




# GHANA SHIPPERS' AUTHORITY

# ANNUAL REPORT 2021



# ANNUAL REPORT 2 0 2 1

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## SHIPPER COMPLIANT AND SUPPORT UNIT

Aflao  
Elubo  
KIA  
Tacotel  
Akanu  
Paga



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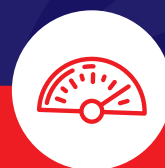
## Organisational Background

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



### Our Vision

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



### Our Mission

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

## Corporate Objectives

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



Ms. STELLA WILSON  
BOARD CHAIRPERSON

## Board Chairperson's Review

The year 2021 was one that the shipping and logistics sector had no option but to believe and hope for some good omen after the tough moments of 2020 as a result of the outbreak of the COVID-19 pandemic. Comparatively, 2021 was a good year; global statistics showed that trade peaked in 2021 setting new records.

Ghana benefited from this as the shipping and logistics sector played a key role to support the Ghana Revenue Authority (GRA) to beat its revenue target for 2021 by GH¢265.39 million. The GRA collected GH¢57.32 billion in revenue in 2021, against the target of GH¢57.055 billion.

Amidst these, the Authority endeavored to achieve most of its planned programs and objectives for 2021.

Let me pause briefly to express the sincere gratitude of the Governing Board of the Authority to the Ministry of Transport, importers and exporters (shippers) in Ghana

and the many stakeholders in the shipping and logistics sector whose contributions continue to keep the sector running and support the Authority to realize its goals.

The global shortage of containers as a result of the effect of COVID-19 led to high freight costs, an issue that dominated conversations among stakeholders as some fees and charges at the port compounded their woes.

As a result of the high fees and charges, the Minister of Transport, Hon. Kwaku Ofori Asiamah set up the Port Costs Committee and charged it to conduct a survey on the charges/fees of five (5) selected Ports in West Africa (Abidjan, Lomé, Dakar, Lagos, and Tema). The Committee gathered data and comparatively analyzed the costs involved in clearing three selected commodities (Tomato paste, used vehicles and frozen chicken) from the selected ports in the sub-region. The Committee's report is currently before Cabinet for advice.

The Authority used its sensitization forum held in Greater Accra to educate shippers and to prescribe measures they can adopt to manage their operations amidst the COVID-19 difficulties.

The campaign on demurrage continued during the period under review. A seminar was held for shippers in the Ashanti, Bono-East and Ahafo regions in Kumasi. It educated shippers on how to avoid the payment of demurrage to help increase their margins as well as ensure the stability of the prices of goods on the market.

Sensitization programs on the African Continental Free Trade Area (AfCFTA) dominated during the year under review. Shippers across the country were exposed to the benefits they can derive from it. The Authority also continued to enlighten Ghanaian shippers on the benefits of procuring Marine/Cargo Insurance locally.

The 13th in the series of Maritime Law Seminars was organized by the Judicial Training Institute (JTI) for Judges of the Superior Courts of Ghana with the support of

the Authority. The two-day seminar was organised to build the capacity of the selected judges in maritime law for speedy adjudication of cases and to strengthen the bond between maritime commercial interests and the judiciary.

The year was challenging but the Authority rose to the challenge and delivered creditably on its mandate “To effectively and efficiently protect and promote the interests of shippers in Ghana's commercial shipping sector in relation to international trade and transport logistics.”

With COVID-19 still lurking, Ghana, just like other countries is not out of the woods yet but one thing for sure is that effective collaboration among state agencies and stakeholders will help build the sector's resilience.

Together we will create wealth for players in the sector and through that grow the economy.

God bless us all.

# 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

**Col. Kwadwo Damoah, (Rtd)**

Member

**Mr. Jawol Binapadam Abraham**

Member

**Mrs. Sandra Opoku**

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

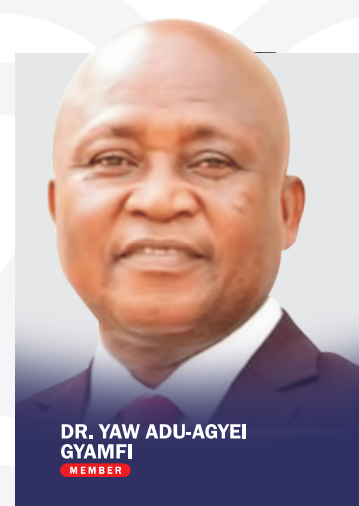


## Board Members





## Board Members



# Management Team

**Benonita Bismarck (Ms.)**

Chief Executive Officer

**Sylvia A. Dauda Owu (Mrs.)**

Director, Regional Operations

**Monica Josiah (Mrs.)**

Head, Shipper Services and Trade Facilitation

**Mr. Richmond Cobbinah**

Head, Internal Audit

**Mr. Godwin A. Biney**

Head, Management Information Systems

**Mr. Richard Ameworwor**

Head, Human Resources and Procurement

**Mr. Fred Asiedu - Dartey**

Head, Freight and Logistics

**Mr. Charles Sey**

Branch Manager, Tema

**Mr. Peter Mensah - Abrampah**

Head, Finance

**Agnes Asamoah-Duku (Mrs)**

Branch Manager, Takoradi

**Mr. Emmanuel Arku**

Head, Research, Monitoring and Evaluation

**Mr. Isaac Tersiah Ackwerh**

Branch Manager, Kumasi

**Mr. Frederick Atogiyire**

Head, Public Relations

**Mr. George Gyasi Adjei**

Head, Legal and Estates

## Management Team





## Management Team



## Executive Summary



GSA adjudged Trade Facilitation Company of the year at the 4th edition of the Ghana Business Awards

The UNCTAD 2021 Review of Maritime Transport succinctly told the story of how the year went. In its overview, maritime transport defied the COVID-19 disruption. In 2020, volumes fell less dramatically than expected and by the end of the year they had rebounded, laying the foundations for a transformation in global supply chains and new maritime trade patterns. The COVID-19 pandemic disrupted maritime transport, though the outcome was less damaging than initially feared.

The shock in the first half of 2020 caused maritime trade to contract by 3.8% in the year 2020. In the second half of the year, there was a nascent, if asymmetric, recovery, and by the third quarter, volumes had returned, for both containerized trade and dry bulk commodities. However, there has yet to be a full recovery for tanker shipping.

Maritime trade has performed better than expected partly because the COVID-19 pandemic unfolded in phases and at different speeds, with diverging paths across regions and markets. The rebound in trade flows was also as a result of large stimulus packages and increased consumer spending on goods, with a growth in e-commerce globally.

The rebound was fairly swift and characterized by more general optimism in advanced regions from the roll out of vaccines. Unlike the global financial crisis in 2009, the downturn was synchronized across the world. The rebound was partly due to unlocking pent-up demand for cars and to restocking and inventory-building.

In 2021, in tandem with the recovery in merchandise trade and world output,





maritime trade was projected to increase by 4.3%. The medium-term outlook also remains positive, though subject to mounting risk uncertainties and moderated in line with projected lower growth in the world economy. Over the past two decades, compound annual growth in maritime trade has been 2.9%, but over the period 2022–2026, UNCTAD expects that rate to slow to 2.4%.

Amidst all these forecasts and challenges, the Ghana Shippers' Authority executed its mandate to protect and promote the interest of shippers in 2021. This could be seen through its maritime infrastructure projects, freight rate and tariff negotiations, research and development of innovative products for the benefit of shippers, shipper education programmes, the collation and analysis of maritime data as well as participation in national and international maritime transport seminars and conferences.

During the review period, the Authority was selected to sit on an Inter-Agency Committee constituted to review the entire processes of Uncleared Cargo (UCL) Administration at the Ports. The phenomenon of Uncleared Cargo



at Ghana's ports has persisted for some time and has impacted negatively on operations of specific stakeholders within the Port ecosystem. The Committee was therefore established to find a lasting solution to the challenges.

As part of continued efforts to address the high rate of demurrage paid to shipping lines by shippers, the Authority organised a demurrage seminar for shippers in the Ashanti, Bono-East and Ahafo regions in Kumasi on 9th December, 2021. The seminar educated shippers on how to avoid the payment of demurrage to help increase their margins as well as ensure the stability of the prices of imported goods on the market.



The Authority played a key role in the Port Costs Committee, which was established and was tasked by the Minister of Transport, Hon. Kwaku Ofori Asiamah to conduct a survey on the charges/fees of five (5) selected Ports in West Africa (Abidjan, Lomé, Dakar, Lagos, and Tema). The Committee was to gather data and comparatively analyse the costs involved in clearing three selected commodities (Tomato paste, used vehicles and frozen chicken) from the selected ports in the sub-region.

In its quest to sensitize and build the capacity of importers, exporters and stakeholders of the shipping and logistics industry, the Authority under the year of review held several sensitization/education for all its ten regional shipper committees spread across the country. Some of the topics that were presented include the International Commercial Terms (INCOTERMS) 2020, benefits of the African Continental Free Trade



Agreement (AfCFTA), procuring marine insurance locally, letters of commitments, letters of credit, etc.

cases and to strengthen the bond between maritime commercial interests and the judiciary.

During the period under review, the Cocoa Marketing Company Ltd (CMC) and the Authority successfully organized the 2021/22 Annual Cocoa Freight Negotiation Conference on 10th September, 2021 at the Ghana Shippers' House. In all, twenty-six (26) shipping lines were represented at the freight rate negotiations for the 2021/22 Cocoa season. Ghana was represented by a six-man team from the Authority and the CMC. After several deliberations,



shipment of cocoa beans from Ghana for the 2021/22 cocoa season was concluded as follows; Basic freight was increased by five percent (5%) while Bunker Adjustment Factor (BAF) was increased by one percent (1%).

Efforts to commence the construction of the Boankra Integrated Logistics Terminal (BILT) project continued during the period under review. The Authority and the Ashanti Port Services Limited (APSL), the concessionaire, appointed an Independent Consultant for the project.

The Authority also collaborated with Globe Productions and Graphic Business to organise the 4th Ghana Shippers' Awards to acknowledge shippers and providers of shipping services for their contributions to the growth of the maritime and logistics sector. The Awards are aimed at distinguishing excellence in the trade and transport industry to instill in industry players a sense of fulfilment and greater zeal to achieve higher laurels, encourage more transparency and compliance with laid down procedures in the trade and transport industry.

The 13th in the series of Maritime Law Seminars was organized by the Judicial Training Institute (JTI) for Judges of the Superior Courts of Ghana with the support of the Authority on the 10th and 11th December, 2021 at the Fiesta Royale Hotel in Accra. The two-day seminar was organised to build the capacity of the selected judges in maritime law for speedy adjudication of

During the period under review, the National Insurance Commission (NIC) selected a vendor to develop the Marine Insurance Database and signed a contract agreement to pave way for the implementation of the Marine Cargo Insurance Protocol. The protocol is to ensure the adherence to the Insurance Act 2006 (ACT 724) which requires that with the express exception of personal belongings all goods being imported into Ghana must necessarily be insured in Ghana.



In accordance with the Authority's efforts at removing non-tariff barriers within the nation's transit corridor, the Authority organised sensitization seminars for truck drivers and owners in Tema and Takoradi on 3rd and 23rd June respectively. It was to educate them on key regulatory regimes and road governance-related matters along Ghana's transit corridors.

Similarly, Senior Police Officers in the Upper East and Upper West regions were sensitized to advise Junior Police Officers under their watch to be more professional to boost transit trade activities. The events were organised on December, 2nd 2021 in Bolgatanga and November, 30th 2021 in Wa. Its aim was to reduce the harassment of transit truck drivers and to increase the nation's transit trade volumes.

As part of efforts to contribute towards the successful implementation of the African Continental Free Trade Area (AfCFTA), the Authority during the period under review held several engagements with the AfCFTA Secretariat and the AfCFTA National Coordination Office including a courtesy call on the AfCFTA National Coordinator, Dr. Fareed Arthur on 13th January 2021, a courtesy call on the Secretary General of AfCFTA on 17th February, 2021, a working visit to the National Coordination Office on 7th September, 2021, and a meeting with representatives of Trademark East Africa on 6th December, 2021, etc.

Staff training and development continued to receive significant attention in accordance with 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.

The Authority and its Chief Executive Officer (CEO) were acknowledged by some institutions for contributions towards trade facilitation, business development and corporate social responsibility for the shipping and logistics sector and the country at large.

The Authority was adjudged 'The Best Company in Supporting Health Institutions and Facilities' at the 2021 Sustainability and Social Investment (SSI) Awards, Trade Facilitation Company of the Year (2021) year award at the 4th edition of the Ghana Business Awards and National Government Agency of the Year at the 2nd National Business Honours.

The CEO was named CEO of the Year in the Public Sector category at the 4th Ghana Business Awards and was honored with a Gold Business Leadership Award at the 4th Ghana Business Leaders Excellence Awards. The awards recognized her ardent role in leading the Authority in making major interventions towards addressing concerns of shippers in Ghana and contributing to trade facilitation.



A staff receiving her certificate after a training in Negotiation and Finance

Despite the challenges of the COVID-19 pandemic, that continued to negatively impact the economy, the Authority achieved most of its set targets for the year 2021. There is no doubt that these achievements would contribute to the attainment of the vision to become a world-class service organisation that ensures for shippers in Ghana quick, safe and reliable delivery of import and export cargoes by all modes of transport at an optimum cost.



## 1.0 Service to Shippers



Meeting with the Ghana Root Crops and Tubers Exporters Union (GROCTEU)

### 1.1 SHIPPER COMMITTEES

The Shipper Committees spread across the country continue to serve as a conduit to bringing the services of the Authority closer to shippers and offering them an avenue to express their concerns and get resolutions. They are made up of importers and exporters ranging from small scale entities to industrial giants who meet regularly to discuss common shipment related challenges affecting their businesses. Currently there are ten (10) Shipper Committees across the sixteen (16) regions of Ghana serving the interest of shippers.

During the period under review some of the scheduled quarterly meetings for the various Regional Shipper Committees discussed issues including container deposit refund, increase in shipping charges by shipping

lines, shipping lines not working at weekends and holidays but adding the days when counting timeline for demurrage, period demurrage calculation starts, shipping line exchange rate, slow-down in business activities due to the COVID-19 pandemic, harassment by armed robbers along the Bolgatanga – Bawku highway, impact of the global shortage of containers on the shipping industry, the impact of Increasing global freight rates and shortage of containers, etc.

### 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.



Northern Region Shippers Educated on AfCFTA

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

Some of the areas which were tackled under the year of review include the African Continental Free Trade Agreement (AfCFTA), presentation of letters of credit and letters of commitment to the Bank of Ghana, how to export artefacts, how to avoid payment of demurrage, etc.

### 1.2.1 Sensitization/Education programmes for Regional Shipper Committees

Under the year of review, all ten (10) Regional Shipper Committees as well as stakeholders in the sector had educational programs on various topics organised by the Authority such as:

- Sensitization forum held for Greater Accra Shipper Committee on Global Shortage of Containers and Marine Insurance;
- Seminar on the International Commercial Terms (INCOTERMS) 2020 for importers and exporters in the Ashanti and Brong Ahafo Regions, as well as stakeholder institutions in the Ashanti Region, including Customs, Ghana Export



Meeting with Root Crops, Tuber and Assorted Foodstuff Exporters

Promotion Authority (GEPA), banks and non-bank financial institutions and other governmental agencies;

- A presentation on INCOTERMS 2020 on 23rd September, 2021 for members of the Central Regional Shipper Committee (CRSC)
- Sensitisation forum held for artefact exporters at the Aburi Crafts Centre and some exporters from other parts of the Eastern Region on, 9th June 2021 at the Conference Hall of the Akwapim South Municipal Assembly.
- Sensitization on the topics, the Benefits of the African Continental Free Trade Area (AfCFTA) to Ghanaian shippers and the Benefits of Procuring Marine/Cargo Insurance locally in Ghana held on 8th April, 2021 and 22nd June, 2021 respectively for members of the Volta Regional Shipper Committee. The above topics were also presented to members of the Eastern Regional Shipper Committee on 13th April and 15th June, 2021 respectively;
- Presentation on AfCFTA Protocols by Mr. Evans Freeman from the Ministry of Trade and Industry (MOTI) on 17th June, 2021 for members of the Western Regional Shipper Committee (WRSC) and on 24th June, 2021 for members of the Central Regional Shipper Committee (CRSC).
- Forum for exporters on the topic 'Addressing the Challenges of Exporters in Relation to Letters of Commitment held on 14th July, 2021 in Takoradi. The Forum addressed some of the major challenges confronting exporters in their day-to-day business transactions and highlighted the introduction of the "ECO" currency. It was also attended by major stakeholders in the shipping and logistics industry;
- Presentations on Letters of Credit and Letters of Commitment by the Bank of Ghana, as well as a presentation from the National Insurance Commission on the 'Placement of Cargo Insurance locally.
- Consultative forum for Yam and Root





2nd Exporters Forum Held In Takoradi

Crop Exporters and some selected shipping services providers and government agencies including the Plant Protection and Regulatory Services Directorate (PPRSD), Ghana Export Promotion Authority (GEPA), Hapag-Lloyd Shipping Line, Amaris Terminal, Bank of Ghana and Air Ghana.

#### 1.2.2 Sensitization Workshop for GUTA

The Authority in collaboration with the National Insurance Commission (NIC) organized a sensitization workshop for the leadership of the Ghana Union Traders Association (GUTA) on the Cargo Insurance Protocol on 26<sup>th</sup> January 2021 in the meeting room of the Ghana Shippers' House.

The workshop marked the beginning of a series of sensitization workshops to be rolled out by the two organisations to create awareness of the protocol and to solicit the buy in and recommendations from the shipping public on the protocol.

#### 1.2.3 Demurrage Seminar

The Authority held a seminar on demurrage for shippers in the Ashanti, Bono-East and Ahafo regions in Kumasi on 9<sup>th</sup> December 2021. The seminar educated shippers on how to avoid the payment of demurrage to help increase their margins as well as ensure stability of the prices of goods on the market.

The seminar brought together participants from the business community, trade associations, the Customs Division of the Ghana Revenue Authority, Ghana Institute of Freight Forwarders, Ship Owners and Agents

Association of Ghana and other agencies in the maritime industry.

#### 1.2.4 Sensitization on AfCFTA

The Ghana National Chamber of Commerce and Industry (GNCCI) in collaboration with the Authority and Joy Business News organized a virtual sensitization seminar on the theme "AfCFTA: Adopting the Right Business Strategies to fully Benefit" on 24<sup>th</sup> February 2021 at the Ghana Shippers House.

The seminar was to facilitate learning and sharing of ideas and experiences to equip the business community with the requisite knowledge and insight to fully benefit from AfCFTA.

The presentations focused on the AfCFTA Protocols and Benefits, Rules of Origin, Market Access and Opportunity and Legal Dimension of Sales Contracts, Negotiation and Payments.

#### 1.2.5 13<sup>th</sup> Maritime Law Seminar

The 13<sup>th</sup> in the series of Maritime Law Seminars was organized by the Judicial Training Institute (JTI) for Judges of the Superior Courts of Ghana in collaboration with the Authority on the 10<sup>th</sup> and 11<sup>th</sup> December, 2021 at the Fiesta Royale Hotel in Accra.

The two-day seminar was organised to build the capacity of the selected judges in maritime law for speedy adjudication of cases and also to strengthen the bond between maritime commercial interests and the judiciary.

This year's event saw Sixty-Seven (67) judges



A judge at the 13th Maritime Law Seminar

attend the seminar on Friday while Thirty-Six (36) made the trip to Tema to familiarise themselves with port operations at the Tema Port.

### 1.3 PUBLICATION

The Authority's flagship publication, the Shipping Review has over the years played an important role in supporting its educational activities. It has served as a reference point to understand some of the technicalities of the sector and provided shippers with opportunity to better appreciate some of the topical issues during the year of review. Four (4) editions of the Shipping Review were produced and distributed among players in the shipping industry and academia.

### 1.4 ASSISTANCE TO SHIPPERS

During the period under review, the Authority received and responded to enquiries, questions and comments from shippers and the public on issues such as import and export procedures on certain commodities, demurrage waivers, shipper registration, Cargo Tracking Note (CTN), freight quotations.

There were also enquiries on issues relating to 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.

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

#### 1.4.1 Resolution of Shipper Complaints

During the period under review, the Authority received and investigated a total of one



hundred and eight (108) shipper complaints. Out of these, ninety eight (98) of the complaints were resolved while ten (10) were at various stages of resolution.

The complaints include request for refund, high clearing charges, high handling charges, damaged cargo liabilities, undelivered cargo, recalculation of Cubic Meter (CBM), requests for abandoned cargo, pilfering, exorbitant local charges, failure to refund for non-delivery of service, etc.

#### • Shipper Complaints and Support Unit

During the period under review, the Authority's Shipper Complaints and Support Units (SCSUs) located at the country's four (4) main borders (Aflao, Akanu, Elubo and Paga) continued to experience low activity due to the continued closure of the borders. The other SCSUs located at Kotoka International Airport (KIA) and the Takoradi Port (Takoradi Container Terminal) however continued with their usual operations in spite of the COVID-19 pandemic.

Some of the issues that were reported and attended to include undue delays in Customs procedures, axle weighing bridge challenges, Police, Customs and Immigration harassment, 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 at some terminals.

The SCSUs over the years have sought to 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 key stakeholder groups which the Authority interacts with regularly to ascertain some of the challenges in the shipping and logistics sector to nip them in the bud.

Some of the trade associations the Authority engaged during the period are; Ghana Union of Traders' Association (GUTA), Association of Ghana Industries (AGI), Freight Forwarders Association of Ghana (FFAG), Importers and Exporters Association of Ghana, Food and Beverages Association of Ghana, Customs Brokers Association of Ghana and ICUMS.

Others are, Dangme West Mango Farmers' Association (DAMFA), Manya Krobo Mango Farmers' Association (MKMFA), Wenchi & Kintampo Mango Farmers Association, Sunyani Greenfields Association, Yilo Krobo Mango Farmers' Association (YKMFA).

Some of the issues that were raised during the interactions with the Trade Associations include: Update on the Tree Crop Development Authority (TCDA), area-wide integrated management of fruit flies, increase in Port Additional Charges (PAD), increase in freight charges and shortage of containers, proposed fees and charges of the Ghana International Trade Commission (GITC), etc.

## 1.6 SHIPPER REGISTRATION

The total number of newly registered shippers for the period under review was seventy-six (76) while registration renewals stood at two hundred and sixty-three (263). Details of the registration during the quarter are contained in the table below:

**Table 1: Shipper Registration and Renewal for 2021**

Category	Tema	Takoradi	Kumasi	Head Office/KIA	Total
New	7	3	46	20	76
Renewal	75	26	107	55	263
Total	93	31	152	73	349

## 1.7 OUTREACH/SHIPPER VISITATION

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



Some of the challenges recorded during the visits include high port rent and demurrage charges; slowdown of business activities; high import duty as well as high charges by clearing agents; clearing agents' refusal to provide receipts issued after paying duty; payment of port surcharge; delayed refund of container deposit for container; COVID-19's negative impact on businesses among others.

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

- *Accra Metropolis*

Companies contacted included Nsawam Foam Company Limited, Duraplast Limited, Latex Foam Rubber Products Limited, Used Clothing Dealers Association and Akosombo Industrial Company Limited. The Authority, during the visits, encouraged shippers to report their shipment challenges for redress.

- *Tema, Eastern, Volta and Oti Regions*

The areas covered during visits to importers and exporters in the Tema Metropolis include Spintex, Nungua and Tema.

An Outreach programme was also carried out in the Eastern Region from Tuesday 7<sup>th</sup>





Demurrage Seminar in Kumasi

September, 2021 to Saturday 11<sup>th</sup> September, 2021 to Districts including West Akim Municipality, Upper West Akim District, Nsawam Adoagyire Municipality, Suhum Municipality, etc.

The exercise enabled the Authority gain first-hand knowledge of the shippers and Stakeholders in the selected areas in the Eastern Region and the kind of services they desire.

- *Sekondi-Takoradi Metropolis*

The Authority embarked on telephone engagements with shippers in Swedru and Takoradi during the period under review. This was aimed at identifying some of the challenges they face in their daily transactions to assist them find solutions. Some of the shippers contacted include All Needs Ltd, Kobsam Enterprise, Donkor & Sons Co. Ltd, F-Pavic Co. Ltd, etc. The engagements were done through telephone because of the rise in the number of COVID-19 cases during the period.

Some of the shippers that were visited in the Cape Coast area include

Ankokeen Electrical, Senasam Ventures, Akayati's Craft, Mr George Kwame Entuah and some Handicraft producers and Exporters at the Cape Coast Castle.

- *Kumasi Metropolis*

Some companies visited during the outreach included Francis Addai Ent, Ranalitech Ent, Tiyyumba Shea Butter Center, Yumzaa Women's Association, E K Oppong 88 Ent, Mark Gyimah Ent, Franath Ent, Guta Ahanti, Kwadwo Korea Ent and Rouni Ent.

Others were Zebang Gbanwaa Ent, Smock Weavers Foundation, Shea Butter Processors 86 Exporters, the KNUST Fruit Processing Co Ltd, Linsic Co Ltd, and Yedent Agro Group of Companies Ltd.

- *Northern, Upper East and Upper West Regions*

The Authority's Tamale Office also undertook outreach to the five regions in Ghana's northern zone. Some of the shippers visited included Bina ZZB Enterprise, Smock City Business Centre, Onion, Cattle and Vegetable Dealers, and Skyway Holdings 86 Trading Ltd, etc.



Northern Region Shippers Educated On AfCFTA

## 2.0 Contribution to Maritime Infrastructure



*Artistic impression of the Boankra Integrated Logistics Terminal*

### 2.1 BOANKRA INTEGRATED LOGISTICS TERMINAL (BILT)

During the period under review an Independent Consultant for the Boankra Integrated Logistics Terminal (BILT) was appointed using the procurement processes.

In addition, Edern Security, the security company engaged to provide security for the project site reported an incidence of theft of air-conditioner parts at the site. The incident was investigated by the Police in Kumasi following a report. The security company has since replaced the stolen parts following the request by the Police.

### 2.2 TAKORADI SHIPPERS' CENTRE

The renovation works that were ongoing at the Takoradi Shippers' Centre (TSC) ended

during the period under review. There were however a few challenges that needed to be addressed by Hawkrad Constructions Limited, the project contractor. These included the construction of a sewage pump to help ease the issue of frequent overflow of the septic tank at the TSC, leakage in one office, fixing of washroom mirrors, lighting in the corridor, etc. The contractor has since rectified most of the problems.

The period under review also saw a new tenant, DHL Global Forwarding, move into the TSC.

#### 2.2.1 Conference Facilities

During the period under review, the conference facilities of the TSC were not opened to the public due to the renovation



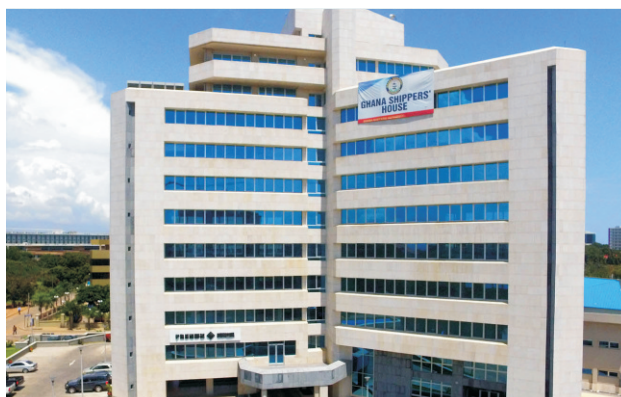


works. The Authority however held its events when renovation works were completed in the latter part of the year.

### 2.3 GHANA SHIPPERS' HOUSE (GHASH)

Forty-two (42) organizations rented the conference facilities of the Ghana Shippers' House for seminars and workshops during the year. This represented about two (2) percent decrease compared to the year 2021 figure of forty-three (43) events. The new waves of the COVID-19 pandemic affected patronage of the facilities.

Public Services Commission, Women in Maritime of West and Central Africa (WIMOCA), Ghana Chamber of Commerce and Industry, Ministry of Transport, Broll Ghana, Mondelez International, Ghana National Road Safety Authority among others used the conference facilities.



### COVID-19 precautionary measures

Following the subsequent waves (Delta and Omicron) of the COVID-19 pandemic, the Authority intensified and continued to ensure strict adherence to the COVID-19 protocols advertised by government.

### 2.4 TEMA WAREHOUSE MONITORING

The Authority's seven (7) warehouses in Tema were monitored to ensure security and protection of property and equipment during the period under review. Three (3) of the warehouses were occupied by Apex Shipping and Commercial Company Limited (ASCO), DKT International Ghana and MOVIS Ghana Limited while another was occupied by Akoma Logistics Ltd during the year. The other three (3) warehouses were also occupied by JDL Export House. These warehouses were recently renovated and are in good condition.

## 3.0 Freight, Logistics and Research



Sensitisation for Haulage Truck Drivers

### 3.1 NEGOTIATION OF CHARGES AND FREIGHT RATE

In accordance with the Ghana Shippers' Authority Regulations LI 2190 (2012), the Authority has over the years negotiated the charges of some shipping service providers. The aim is to ensure a win-win situation between the shipper and the service provider with the goal to promote the payment of competitive rates. In view of this, some charges and freight rates negotiated include:

#### 3.1.1 Cocoa Freight Negotiation Conference, 2021/22

The Cocoa Marketing Company Ltd (CMC) and the Authority successfully organized the 2021/22 Annual Cocoa Negotiation Conference on 10th September, 2021 at the Ghana Shippers' House.

After several deliberations and evaluation of the final positions of the shipping lines and analysis of the local conditions, vis-a-vis port charges, the increasing charter rates, container shortage, rising bunker prices and upon considerations of the various issues raised during the negotiations, the freight rates and Bunker Adjustment Factor (BAF) for the shipment of cocoa beans from Ghana for the 2021/22 cocoa season were concluded as follows; Basic freight was increased by 5% while BAF was increased by 1%.

In all, twenty-six (26) shipping lines were represented at the freight rate negotiations for 2021/22 Cocoa season. Ghana was represented by a six-man team from the Authority and CMC.



### 3.1.2 Port Costs Survey Committee

During the review period, the Authority played a key role in the Port Costs Committee, which was established and tasked by the Minister of Transport, Hon. Kwaku Ofori Asiamah to conduct a survey on the charges/fees of five (5) selected Ports in West Africa (Abidjan, Lomé, Dakar, Lagos, and Tema). The Committee was to gather data and comparatively analyze the costs involved in clearing three selected commodities (Tomato paste, used vehicles and frozen chicken) from the selected ports in the sub-region. The Committee has since submitted its report to the Honourable Minister.

The formation of the Port Costs Committee followed public discontent, which compelled a cross-section of stakeholders of the shipping and logistics industry to call for a Ministerial intervention on the issue of increased Port Additional Charges.

### 3.1.3 Port Additional Surcharge (PAD)

In March 2021, when the GPHA implemented the limited revision of their tariffs, it triggered a response from the Shipping Agents who further increased the Port Additional Charges, in some cases, to about four times the GPHA charge. This action caused dissatisfaction among industry players, compelling a cross-section to call for a Ministerial intervention in the issue.

Upon the Hon. Minister of Transport's directive, the Authority held separate negotiation meetings with nine (9) Shipping agents during which it stated Ghana's position that if freight is paid at origin, the incidence of the PAD must be at origin and if the transaction is freight collect, i.e. paid at destination, then PAD is paid at destination.



The PAD must not be isolated as a destination charge and implemented as a local charge. While some of the Shipping Agents were aligned to the espoused position, some were of the view that they were within their rights to charge PAD locally.

### 3.1.4 Meeting with Stakeholders on Proposed Increment of Port Additional Charge

During the period under review, the Authority held a virtual meeting with the representatives of the various Freight Forwarder Associations, the Ghana Union of Traders Association (GUTA) and the Importers and Exporters Association of Ghana. The objective of the meeting was to discuss the concerns of various trade groups following the announcement by Shipping Agents of an increase in their Port Additional Charges following the limited tariff review by the Ghana Ports and Harbours Authority (GPHA).

The major concerns of the trade groups were as follows:

- That the timing of the increment, especially the fact that the COVID-19 pandemic had worsened their plight was inappropriate;
- That freight charges globally were increasing and to compound them with the proposed increases could spell doom to their businesses;
- That the proposed increases had not been negotiated with the Authority;
- That if no action was taken to stop the increases, they would proceed on a strike action.

The Chief Executive Officer of the Authority gave highlights of actions taken by the Authority on the matter and the roadmap to





The Authority proposed that the responsibility for returning the empty container to the port be shifted from the shipping agent (on the basis of huge evacuation charges) to GPHA on behalf of consignee, at a more reasonable charge. While this proposal was agreeable to the Shipping Agents, the GPHA was opposed to the idea. The matter would be tabled for further discussion in pursuit of a workable solution for all stakeholders.

address it. She assured participants of the Authority's commitment and willingness to resolve the matter.

### 3.1.5 UCL Committee

During the period under review, the Authority participated in an inter-agency Committee constituted to review the entire processes of Uncleared Cargo (UCL) Administration at the Ports. The Terms of Reference of the Committee were as follows (i) Identify the challenges of UCL administration at the Ports; (ii) Develop Standard Operating Procedures (SOPs) for UCL Administration; (iii) Highlight other matters incidental to UCL administration; (iv) Propose appropriate recommendations on the way forward.

The phenomenon of Uncleared Cargo at Ghana's ports has persisted for some time and has impacted negatively on operations of specific stakeholders within the Port ecosystem. The Committee was therefore established to assist in eradicating this problem.

### 3.1.6 Empty Container handling

The handling of empty containers and the costs and charges associated with this activity formed a central part of the Authority's negotiation with the Shipping Agents during the review period.

The current practice is that when containers are devanned at the Inland Container Depots, the Shipping Agents are expected to evacuate the empty container into their depots; consequently, they impose an evacuation charge of up to fifty US Dollars (\$50) on the consignee.

### 3.1.7 Negotiations with Shipping Lines/Agents

During the period under review, the Authority engaged ten (10) key shipping agents to discuss/negotiate their local charges. The local charges that were discussed included Port Additional Surcharge, Container Deposit, Container Cleaning, Demurrage Deposit and Inter-Terminal Transfer Charge.

### 3.1.8 Monitoring of Charges Schedule

Under the year of review, the Authority undertook Port monitoring surveys to check on compliance of negotiated shipping line charges and related developments at the ports. The activities of freight forwarders and Clearing Agents and other shipping service providers were also monitored.

A key observation during the monitoring was that while some clearing agents were charging the approved negotiated fees, others, especially consolidators were inflating the Cubic Meter (CBM) of cargoes to extort extra money from shippers.

### 3.1.9 IMO Sulphur Cap Surcharge

The Authority continued to monitor the IMO Sulphur surcharge based on a directive that





was instituted on the 1st January, 2021. The directive stipulated that, vessels should switch to clean bunker and halt the use of bunker that have high Sulphur content exceeding 0.2 percent of Sulphur.

The Authority collected invoices from shipping lines which indicated the shipping lines were not charging a sulphur cap local charge but only on exports. It was noted that some shipping lines termed the charge as Environmental Fuel Surcharge.

### 3.2 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:

#### 3.2.1 Research Surveys

The Authority successfully completed work on the research topic, "Challenges in Border Crossing Procedures and Its Impact on Shippers/Traders". The final report highlights some key challenges with the existing procedures/processes and also proffers recommendations and solutions that would facilitate and improve trade at the land borders.

The research on "Container Deposit Refund by Shipping Lines/Agents", was also nearing completion.

#### 3.2.2 Port Survey and Reporting

During the quarter 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 and Meridian Shipping Company (MSC), Golden Jubilee Terminal (GJT), Safe Bond Car Terminal (SCTL), Wienco Truck Park, Tema Tax Stamp Affixation Centre.

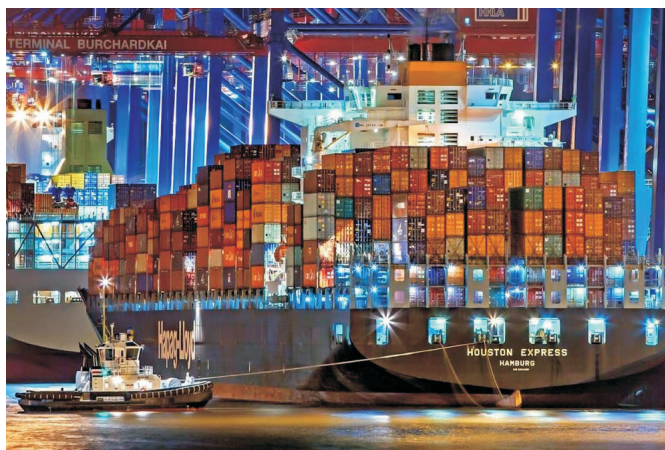
Some of the issues that came up during the visit include:

- *Meridian Port Services (MPS) Terminal 3 Issues*

Issues that were discussed with the Operations Manager of MPS and Assistant Manager for Stakeholder Engagement of MPS included faulty lights and roof leakages at the warehousing unit, truck drivers waiting in their trucks until the clearance process is completed to take delivery of cargo out of the terminal, human congestion at GRA-Customs' Examination Unit, maintenance of substations, Charges for Access Cards and Passes, etc. The Managers indicated most of the issues were resolved and that the few pending ones would be resolved.

- *Mediterranean Shipping Company (MSC) Empty Container Depot*

The Authority visited the MSC Empty Container Depot to follow up on an issue of long queues of trucks dropping off empty containers at the yard. It was observed that the yard did not experience congestion during the period visited. A handful of trucks had queued and were waiting to be attended to. In commenting on the improvement of the congestion situation, the Depot manager attributed congestion of the yard primarily to the closure of the exit gate of the depot due to construction works.







- **Safe Bond Car Terminal (SCTL)**

The issues that were discussed concerned mainly the surroundings and ground of the Terminal portions of which were sandy and leaves unpleasant puddles of mud when it rains. The terminal has since undertaken the needed works and operations.

- **Wienco Truck Park**

During the period under review, the yard experienced congestion because trucks parked haphazardly. The Authority was informed the problem as caused by inadequate workers to direct trucks to park appropriately in the yard. Checks later during the period showed that the situation had normalised and congestion had eased.

- **Golden Jubilee Terminal**

At the Golden Jubilee Terminal (GJT) the issue of positioning of containers at the terminal which came up earlier in the year had improved. While the issue of absence of a Food Canteen at the terminal was resolved via the operation of two (2) food canteens. Regarding the issue of nonavailability of electronic payment platforms, the Authority was informed plans are underway to register a merchant account to enable mobile money payments across the major networks.

- **Tax Stamp Affixation Centre, Tema**

During the second quarter, the Technical Manager of the Tax Affixation Centre indicated that the Centre deployed more workers in May 2021 to expedite operations because cargo volumes had increased considerably

### 3.2.3 Survey of Air Cargo Handling Operations

During the period under review, the Authority continued to monitor and regularly engage with stakeholders within air cargo operations to get firsthand knowledge of challenges to speedily resolve them and assist shippers avoid unnecessary cost. Some of the developments at the Kotoka International Airport include;

- Emirates Air suspended cargo operations due to a near accident occurrence whilst on a Ghana-Dubai route. This was as a result of a deliberate weight adjustment and false weight declaration by warehouse personnel of Aviance and an exporter. The airline has since resumed operations.
- The Chairman of the Ghana Institute of Freight Forwarders (GIFF), KIA on 9th August, 2021 informed the Authority that cargo had been delayed due to the breakdown of the scanning machine and expressed concern about the extra storage days and charges that may result. The Authority followed up and was informed a part of the scanner needed replacement. Operations resumed on 13th August, 2021.
- During the month of July Turkish Airlines regularly missed its arrival schedules and subsequently altered routes and frequency. The Authority engaged Air Ghana, cargo broker for Turkish Airlines, and was informed





that some internal operational factors including the COVID-19 pandemic accounted for the challenges being experienced.

- On 2nd July, 2021 the United States Trade and Development Agency awarded a grant of US\$1.2 million for a feasibility study on the development of an Aircraft Maintenance, Repair and Overhaul (MRO) facility at the Kotoka International Airport (KIA). The Cargo Manager of Ghana Airport Company Limited (GACL) in an interaction with the Authority indicated the MRO facility aimed at making Ghana an aviation hub. He indicated scheduled preventive maintenance would be completed by a certified MRO facility on every aircraft in active service.
- South African Airways resumed its continental service operations to Ghana (Accra) with a first flight which arrived on 24th September 2021 at Kotoka International Airport (KIA) and commenced passenger and cargo operations on 26th September 2021. Its

debut commercial routes are limited to South Africa – Accra and transit routes to Lagos in the interim.

### 3.3. BERTHING MEETING

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

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



## 4.0 Transit Trade Activities



*GSA engages Police Officers in Upper East on Transit Trade*

**T**ransit trade is the major means by which landlocked states trade internationally by sea. Over the years, the Authority has facilitated trade with its landlocked neighbors of Burkina Faso, Mali and Niger with the aim of ensuring that all factors that militate against the free flow of goods from Ghana to these countries are removed to enable them to freely trade internationally. 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

During the period under review, 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 the transit trade such as temporary storage for shed off cargo, plans to organize a sensitization seminar to educate truck drivers on transportation of hazardous cargoes, exchange rates charged by the shipping lines, trading of CFA by local Banks, shipping agents' operations on weekends, discrepancies in axle load reading, roadmap for implementation of protocol for axle load stations.

#### 4.1.2 Axle Load Working Group Committee Meeting

The Authority also participated in the Axle Load working Group meeting held at the Ministry of Roads and Highways on the 16th June, 2021. The meeting assessed the status of Axle Load Implementation



Axle load consultative meeting

Programme during the first quarter of 2021 and an update on the preparation towards the implementation of ECOWAS supplementary Act and UEMOA Regulation 14, among others.

## 4.2 ENGAGEMENTS WITH TRANSIT SHIPPERS' COUNCILS

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

During the year under review, the meetings discussed issues such as difficulty of 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, challenges relating to Road Governance along Ghana's transit corridors, etc.

## 4.3 SENSITIZATION/EDUCATION

### 4.3.1 Axle Load Assessment Dialogue

The Authority on 31st October 2021 held a dialogue among stakeholders in the shipping and logistics industry on how far the Axle Load policy has fared and the challenges faced. The discussion was to find ways to ensure adherence to the Axle Load Control Program (ALCP), to increase the lifespan of the country's road network and boost

transit trade.

### 4.3.2 Sensitization Seminar for Truck Drivers

During the review period, the Authority organised sensitization seminars for truck drivers and owners in Tema and Takoradi on 3rd and 23rd June 2021 respectively. It was to educate them on key regulatory regimes and road governance related matters along Ghana's transit corridors. The seminars also provided a platform for feedback from drivers on the implementation of key policy interventions or measures along the transit corridors of Ghana for informed reviews by policy makers.

### 4.3.3 Sensitization Seminars for Senior Police Officers

During the review period, the Authority in collaboration with the Ghana Police Service organized sensitization seminars for senior Police Officers in Bolgatanga and Wa on the 30th November and 2nd December, 2021 respectively. The sensitization seminars formed part of a nation-wide Police sensitization on transit trade and its benefits to the national economy and the role of the Police in promoting trade along Ghana's major transit corridors.

## 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 and Tema-Elubo corridors.

### 4.4.1 Tema-Hamile Corridor

The fact-finding trip was embarked from the 24th – 28th May, 2021. It was to observe and



Sensitisation of Haulage Truck Drivers





## 4.5 RESOLUTION OF TRANSIT PROBLEMS

### 4.5.1 Arrest of Transit Truck Drivers for Overloading

During the review period, the Authority secured bail for sixteen (16) truck drivers who were arrested by the National Security for overloading their trucks and facilitated the release of the trucks. These arrests occurred during an operation in respect of

Axle Load Implementation in Ghana.

### 4.5.2 E-Platform system

During the period under review the E-Platform received and resolved a total of forty-eight (48) cases reported by truck drivers. About 90 percent of the reported cases related to the police while the remaining eight (8) percent and two (2) percent related to Axle load and Customs respectively. Details can be found in the table below

verify some of the challenges and complaints received through the E-platform system on happenings along the Tema-Hamile Corridor. Among others, the trip found that the numerous barriers - sixty-nine (69) - along the corridor resulted in delays that ended up extending the journey time of haulage trucks. The demand for monies by uniformed personnel on the corridor was also rife and the absence of rest stops and laybys along the corridor made it impossible to enforce the mandatory rest period for drivers after four (4) hours' drive and eight (8) hours journey per day, as prescribed in the Road Traffic Regulations (LI 2180).

### Tema–Elubo Corridor

This trip was undertaken by the Authority from 13th to 16th December 2021. The team counted twenty (20) police barriers, of which thirteen (13) were permanent barriers and seven (7) were temporary barriers. There were two (2) Customs barriers and two (2) Immigration barriers.

In addition, the team encountered (2) axle load stations, one on the Tema Motorway and the other at Ataabadze (Cape Coast). It was also observed that the incidence of delays and harassment of drivers along the Tema-Elubo corridor had significantly reduced compared to the Tema-Paga /Hamile Corridor.

Table 2: Truck driver complaints

Institutions	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr	Total
Police	8	21	3	11	43
Axle Load	1	0	2	1	4
Customs	0	0	0	1	1
Others	0	0	0	0	0
<b>Total</b>	<b>9</b>	<b>21</b>	<b>5</b>	<b>13</b>	<b>48</b>

Compared to 2020 reported complaints of thirty-four (34), 2021 complaints (48) increased by forty-one (41) percent. The increase could be attributed to businesses recovering after the period of lock down in 2020 and a growth in business activities.

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 ability to proactively consider the needs and desires of people who have a stake in the Authority, but have fostered connections, trust, confidence and support/buy-in for the Authority's key initiatives. During the period under review the Authority undertook several activities as part of its stakeholder management process as follows:

### 5.1 TRADE FACILITATION

#### 5.1.1 Workshop to Discuss the Status of Implementation of the World Bank Trade Facilitation West Africa Project (TFWA)

The Authority participated in a workshop

organised by the Ministry of Trade and Industry (MOTI) in collaboration with the World Bank Trade Facilitation project to present findings and recommendations from analytical assessment on small-scale cross-border traders survey and trade as well as gender assessment report. The workshop also discussed the Trade Facilitation West Africa Model for National Trade Facilitation Committee (NTFC) and integrated support for NTFCs in West Africa.

#### 5.1.2 National Air Transport Facilitation Committee Meeting

The Authority on 28th July 2021 participated in the National Air Transport Facilitation Committee meeting. Among others, the meeting adopted the Working Plan for 2021 and the chairman of the Committee briefed the meeting on arrival and departure formalities at the Airport and the challenge of transfer passengers who do not have visas.



Road Transport and Transit Facilitation Committee meeting held on 15th December 2021.

Three organisations namely Port Health, Ghana Immigration Service and Plant and Animal Quarantine of the Ministry of Health took turns to update the meeting on their Standard Operating Procedures amidst the COVID-19 Pandemic.

The meeting discussed developments on the Trade and Regional Integration Component under the Eastern Corridor Road Development Project (Phase 1) as well as the development of a Drivers Guide under the European Union Technical Assistance to the Transport Governance Project, which is aimed at improving transport services, conditions and free flow of transport activities on the corridors. The challenges impeding the full operationalization of the Noepe-Akanu Joint Border Post (JBP) were also discussed.

### 5.1.3 The German Cooperation (GIZ) Roundtable Meeting on Trade Facilitation for Private Sector Actors

The Authority participated in a round table discussion on 10th November 2021 at the Alisa Hotel in Accra. The meeting was organized by the German Cooperation (GIZ) Program Alliances for Trade Facilitation (A4TF) for Private Sector Institutions and aimed at strengthening Trade Facilitation in Ghana through the AfCFTA.

Dr. Maren Breuer of GIZ Trade Hub Ghana informed the meeting of the status of the AfCFTA-TF project and that key actors are being engaged in the areas of Customs Cooperation, Non-Tariff Barriers, Freedom of Transit, Capacity Development and Cargo Release time among others.

### 5.1.4 National Transport and Facilitation Committee meeting (NFC)

The Authority participated in the National

### 5.1.5 Meeting with Joint Business Consultative Forum

The executives of the Joint Business Consultative Forum, an advocacy group made up of GUTA, GIFF, CUBAG, AGI and Importers and Exporters Association of Ghana paid a courtesy call on the Chief Executive Officer of the Authority on 27th April, 2021 to formally introduce the group.

The group indicated that their advocacy focused on cross cutting issues impacting on the cost of doing business in Ghana and affecting all players along the import/export value chain. They highlighted some of the issues as Foreigners (Chinese, Indians, Lebanese) participating in the clearance of cargo at the ports, delays caused by Government Agencies and Shipping Lines resulting in demurrage, the implementation of the tax stamp policy and the associated delays and a call for the establishment of a one-stop-shop to facilitate the payment for all shipping services.



GIZ trade facilitation meeting





Nigeria Customs Command and Staff College delegation visit Ghana Shippers' Authority

#### **5.1.6 Launch of Diploma in International Trade Online Program**

The Authority participated in the launch of the Diploma in International Trade Online Program on 15th April 2021 at the Africa Trade House in Accra. The event was organized in collaboration with the International Trade Centre (ITC) and the Institute of Export and International Trade (IoE&IT) to assist individuals' train as International Trade Professionals.

#### **5.1.7 Meeting with the Ghana International Trade Commission**

The Authority participated in a meeting organised by the Ghana International Trade Commission (GITC) on 20th May, 2021. It was to inform stakeholders of the proposed fees and charges of the Commission and to solicit their views. Participants at the meeting were also sensitized on the functions of the Commission, which include investigating issues/complaints relating to dumping, subsidization, import surges, investigating requests for tariff adjustment/reviews among others.

#### **5.1.8 Technical Working Group Meetings on Ease of Doing Business Reforms in Ghana**

The Authority during the period under review participated in the final sessions of the 2021 cycle of the Technical Working Group meetings on the Ease of Doing Business Reforms in Ghana organized by the Business Regulatory Reform (BRR) Unit of the Ministry of Trade & Industry (MOTI).

The meetings sought to examine reforms implemented at the ports and agree on the

next cycle of reforms (legal, administrative procedures and fee structure) to be implemented.

#### **5.1.9 National Road Transport and Transit Facilitation Committee Meeting**

During the review period, the Authority participated in the National Road Transport and Transit Facilitation Committee (NFC) meeting on the 8th June, 2021 at the Ministry of Roads and Highways. The meeting provided updates on the Noepe-Akanu Joint Border Post, the status of Axle Load Implementation Programme and discussed other transit related issues.

#### **5.1.10 National Mango Roundtable**

The Authority participated in the 19th National Mango Roundtable which was held on 26th February 2021 at the Miklin Hotel in Accra. It was to provide an update on the Tree Crop Development Authority (TCDA). A presentation was also made on Area-wide Integrated Management of Fruit flies.

#### **5.1.11 25th Ghana International Trade Fair**

The Authority participated in the 25th Ghana International Trade Fair exhibition hosted virtually under the theme: "Developing New Trade Opportunities Through Digital Channels". The fair took place from 27th February to 28th March 2021.

The Authority exhibited pictures of its activities and the assistance it renders to shippers. It also made available a contact person and number for further enquires or assistance and monitored the site daily to observe the patronage and to receive any enquiry or complaints.



#### 5.1.12 Meeting with Nigeria Customs Command and Staff College

A fifteen (15)-member delegation from the Nigeria Customs Command and Staff College, Gwagwalada, Abuja, paid a courtesy call on the Authority to familiarize itself with its operations and to pick up lessons to improve upon Customs services in Nigeria.

#### 5.1.13 Working visit to Nigerian Shippers' Council

During the period under review, the Authority paid a working visit to the Nigerian Shippers' Councils (NSC) in Abuja from 25th to 29th May 2021.

It was to strengthen the cordial relations between the two sister organisations and to explore areas of collaboration in order to improve the competitiveness of shippers in the two countries and the ECOWAS sub-region at large.

### 5.2 ENGAGEMENTS ON THE IMPLEMENTATION OF THE AfCFTA

During the period under review, the Authority engaged the AfCFTA and participated in several of its programmes as follows:

- Courtesy call on the AfCFTA National Coordinator, Dr. Fareed Arthur on 13th January 2021 at the Ministry of Trade and Industry (MOTI) to discuss a possible collaboration between the Ministry of Trade and Industry, AfCFTA Secretariat and the Authority to sensitize shippers on the AfCFTA.
- In line with efforts to facilitate trade, the Authority on 17th

February 2021 paid a courtesy call on the Secretary-General of the African Continental Free Trade Area (AfCFTA). The visit was to enable the two organizations explore ways of collaborating in the implementation of the AfCFTA.

- Working Visit to National AfCFTA Coordination Office on 7th September 2021 to forge a collaboration between the Authority and the Coordination Office in the implementation of the AfCFTA.
- Maiden stakeholders' forum on the implementation of the AfCFTA Agreement held on 10th – 11th November 2021 at Volta Serene Hotel, Ho. It was to enable all implementing stakeholders to gain a better understanding of each other's role and develop a framework for collaboration to ensure that Ghanaian businesses participating in the AfCFTA are positioned to harness the benefits of the Free Trade Area (FTA).
- 10th Facilitation Support Programme for companies with the potential to trade under the AfCFTA held at the Accra International Conference Centre on 16th November 2021. The meeting was organized by the National AfCFTA



GSA CEO, Ms Binonita Bismarck & SEC Gen. of AfCFTA Wamkele Mene





Hon. Minister of Transport, Kwaku Ofori Asiamah

Coordination Office for twenty (20) new Companies identified under the support scheme.

- Launch of Guidelines for harnessing the benefits of AfCFTA at the Local level on 10th November 2021 at the Labadi Beach Hotel, Accra. It was to assist Metropolitan, Municipal and District Assemblies (MMDAs) harness the benefits of the AfCFTA to drive the local economic development, the National Development Planning Commission developed Guidelines for Planning Authorities at the Local level.
- Representatives from Trademark East Africa in coordination with the Ministry of Trade and Industry engaged with the AfCFTA implementation support network on 6th December 2021 at the AfCFTA coordination office. The meeting discussed priority needs towards enhancing free movement of goods and people across Africa under the AfCFTA and the Abidjan-Lagos corridor with an emphasis on Ghana's borders.

stakeholders to review sector performance, identify challenges and develop strategies to help monitor and evaluate investments and activities towards improving the sector.

The 2021 edition of the Conference was held at the Golden Tulip Hotel, Kumasi in the Ashanti Region from 1st – 4th November 2021 under the theme “Consolidating the Gains of the Transport Sector through Effective Integration”. The Conference concluded with a resolution for deliberate and intentional efforts to foster a relationship between the various Transport Sector Ministries and their Agencies.

### 5.3.2 Transport Sector Working Group (TSWG) Meetings

The Authority participated in the second Transport Sector Working Group meeting organized by the Ministry of Roads and Highways on the 30th September, 2021. At the meeting a brief presentation on the mandate and operations of the Aircraft Accident and Incident Investigations and Prevention Bureau (AIB) Ghana was given. There was also an update on the Tema-Mpakadan railway line project by the Ministry of Railway Development.

### 5.3.3 Preparation of Sector Medium-Term Development Plan

The Authority participated in a meeting organized by the Ministry of Transport to finalize the Sector Medium-Term Development Plan for 2022-2025. The Authority presented details of its key programmes/projects and annual projections for the medium term 2022 - 2025.

## 5.3 TRANSPORT SECTOR

### 5.3.1 Transport Sector Review Conference (2021)

The Authority participated in the Transport Sector Review Conference which is a biennial event which provides a forum for Transport Sector Ministries and their Agencies, Development Partners (DPs) and selected key







### 5.3.4 Presidential Business Summit

During the period under review, the Authority participated in the Presidential Business Summit 2021 on the 14th – 15th September 2021. The Summit was designed as a Public-Private Sector dialogue on the Role of the Private Sector in Ghana's Post-COVID Economic Recovery.

### 5.3.5 Meeting with the Ministry of Trade on Proposed Policy of Free Ports for Ghana

The Authority on 21st January 2021 held a meeting with Mr Gerald Nyarko-Mensah of the Ministry of Trade & Industry (MOTI) on the Ministry's proposed policy of Free Ports for Ghana. It was to seek the views of the Authority on the proposed policy. The Authority noted that it was a good idea but wanted to know if the benefits of the Policy had not been taken by the early implementers of the Policy, especially in West Africa. The Authority also noted the need to tap into the rich experience of the Ghana Free Zones Board in this endeavour.

### 5.3.6 Meeting of Transport Planning Group

The Authority participated in the Transport Planning Group Review meeting of the Ministry of Transport on 25th February, 2021. The meeting reviewed the Year One (1)



implementation of the Four (4)-year Transport Sector Plan. Agencies under the Ministry were required to incorporate the National Transport Policy into their various strategic plans to ensure they are all working to achieve the overall objectives of the national plan.

## 5.4 UNION OF AFRICAN SHIPPERS' COUNCILS' (UASC)

- The Second Ordinary Session of the UASC Steering Committee was held from 1-3 December, 2021 in Kinshasa, Congo DR. The meeting discussed a wide range of issues including the Secretary-General's 2021 Report of Activities; 2022 Programme of Activities and draft Budget; events leading to the closure of Benin Shippers Council and way forward; CEMAC proposal on the harmonization of Cargo Tracking Note (CTN) rates, Memorandum of Understanding (MOU) signed between UASC and the AfCFTA Secretariat, etc. The Authority also signed an MOU with its counterpart, Angola Shippers' Council with aim of sharing experiences, maritime information and data as well as implement staff exchange programmes.
- 12th Ordinary Session of the General Assembly and Steering Committee of the Union of African Shippers Councils (UASC) held from 20th – 24 April, 2021 in Kinshasa in the Democratic Republic of Congo (DRC). The 12th General Assembly of the Union was themed 'UASC and the Challenges of Implementing the African Continental Free Trade Area (AfCFTA)'. As part of the meeting, panel discussions were held on selected topics on the AfCFTA.
- Working Visit of the Union of Africa Shippers' Councils with the Africa Continental Free Trade Area (AfCFTA) Secretariat. The delegation called on the



The awards, which was organized by Globe Productions Ltd with the support of the Authority and the GPHA, recognized achievements from local and international companies involved in the shipping and logistics sector in Ghana. It also rewarded those that have played a defining role in moving the shipping industry forward.

### 5.5.2 Stakeholder Consultation on the Review of the National Oil Spill Contingency Plan (NOSCP)

In line with the obligations of being a signatory to the Oil Spill Response and Oil Pollution Preparedness Response and Corporation (OPRC) Convention, Ghana has developed the National Oil Spill Contingency Plan (NOSCP) to effectively manage oil spill incidents.

The Environmental Protection Agency (EPA), as the designated National Authority responsible for executing the NOSCP, sent an invitation to the Authority to participate in the review of the plan to keep it in a state of readiness in the event of an incident.

The review took place on 7th October 2021 at the Coconut Grove Regency Hotel in Accra where participants were updated on the Legal Framework, the Tier System, Emergency Response, Delineation of Responsibility, Assessment of Gaps and the Future Outlook of the NOSCP.

Secretary General of AFCFTA to explore avenues of cooperation between the two organizations for a successful implementation of the continental market integration agenda. It also had a working session with technical teams of the AfCFTA Secretariat, Ghana Revenue Authority (GRA) Customs Division and the Borderless Alliance.

- Inauguration of Committee on Port Costs at Steering Committee meeting in Abuja on 12th-13th of October, 2021. The Committee is expected to review the structure, levels and administration of port costs structure within West and Central Africa for purposes of engaging Governments to ensure Shipping Lines operating within the continent adhere to harmonized cost structure both in terms of nomenclature and tariff rates.

## 5.5 OTHER ENGAGEMENTS

### 5.5.1 Ghana Shippers' Awards

The fourth in the series of Ghana Shippers' Awards came off on 1st October, 2021 at the Kempinski Hotel in Accra. A total of fifty-two (52) awards were handed to winners in competitive and non-competitive categories including six (6) small and medium scale enterprises.





## 6.0 Corporate Social Responsibility and Awards



### 6.1 CORPORATE SOCIAL RESPONSIBILITY

“At the end of the day it's not about what you have or even what you've accomplished... it's about who you've lifted, who you've made better. It's about what you've given back.” — Denzel Washington Guided by this, the Authority under the year of review continued its good work to the public as it embarked on several activities as a way of supporting or giving back to its stakeholders and society.

#### 6.1.1 Donation to Chiraa hospital

The Authority on 22nd December 2021 donated some items to the Chiraa Hospital in the Bono Region to assist in its operations. The items were one hundred and fifty (150)

pieces of the Authority's branded logo bedsheets, twenty-one (21) packs of toilet rolls, twelve (12) liquid soap (3litres) and six (6) buckets of washing powder as part of its Corporate Social Responsibility.

#### 6.1.2 Donation to Ocansey Kope Fishing Community

The Authority on 23rd October 2021 handed over a 6-8 HP Outboard Motor in addition to a GPS and Fish Finder Devices battery to the people of Ocansey Kope Community in Ada East District in the Greater Accra.

The donation which formed part of the Authority's Corporate Social Responsibility



(CSR) is to enhance the fishing activities of the community by helping them adopt modern fishing methods by using the GPS and Fish Finder Devices to track and improve their catch.

### 6.1.3 Support to Other Stakeholders

- Donation towards AGM of the Ghana Institute of Freight Forwarders (GIFF) and annual sponsored of the best student in Multi-Modal Transport at the 9th graduation of the Ghana Institute of Freight Forwarders (GIFF).
- Support to Information Services Department to train its officers and equip them to be able to gather data and solicit views from the general public on government programs and initiative;
- Support to a Senior State Attorney at the Ministry of Justice and Attorney General to participate in the winter course in International Law at The Hague Academy of International Law from 10th – 28th January, 2022;
- Support a member of the Greater Accra Arts and Craft Dealers Association to participate in the Intra-Africa Trade Fair (IATF) in Durban, Kwazulu-Natal South Africa from 15th – 21st November 2021;
- Annual sponsorship of two (2) brilliant but needy female students undertaking the Marine Engineering programme at the Regional Maritime University;
- Sponsorship of a medical student on an exchange program to participate in an elective clerkship for haematology and oncology;
- Sponsorship activities of Traditional Authorities in Greater Accra and Ashanti Regions.



The two female marine engineering student being supported by the GSA ... CEO in the middle

## 6.2 AWARDS

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

### 6.2.1 Trade Facilitation Company of the Year

The Authority was adjudged Trade Facilitation Company of the Year (2021) at the 4th edition of the Ghana Business Awards (GBA) held at



Kempinski Hotel in Accra on 1st October, 2021. It was in recognition of the Authority's trade facilitation efforts.

#### 6.2.2 CEO of the Year in the Public Sector

The Chief Executive Officer of the Authority was named the CEO of the Year in the Public Sector category at the 4th Ghana Business Awards. The awards recognized her ardent role in leading the GSA in making major interventions in addressing concerns of shippers in Ghana and contributing to trade facilitation.

#### 6.2.3 Ghana Business Excellence Awards

The Chief Executive Officer of the Authority was also honored with a Gold Business Leadership Award at the 4th Ghana Business Leaders Excellence Awards Ceremony organised by Top Brass Ghana at the Coconut Grove Regency Hotel on 31st July, 2021. The award acknowledged her contribution to Ghana's economic development.

#### 6.2.4 National Government Agency of the Year

The Authority picked up the National Government Agency of the Year award at the National Business Honors held at the La Beach Hotel in Accra on 3rd September, 2021. The award seeks to recognize and reward excellence across all sectors. The

award is celebrated as the Climax for the Ghana Business Week celebration. The National Business Honors recognizes companies and individuals for their visionary leadership, trade skills, resilience, innovation towards business growth and sustainability, market development, and overall business competitiveness.

#### 6.2.5 Best Company in Supporting Health Institutions and Facilities

The Authority was recognized for its continued support to health facilities across the country over the years at the 2021 Sustainability and Social Investment (SSI) Awards. It was adjudged the 'Best Company in Supporting Health Institutions and Facilities' at the fifth (5th) edition of the SSI Awards held at the Movenpick Ambassador Hotel, Accra on November 26, 2021.

The organisers of the awards commended the Authority for its efforts in supporting health institutions and facilities, noting that the purpose of the SSI Awards is to create awareness and encourage companies to deliver high impact CSI/CSR projects that align with the Government's focus on Sustainable Development Goals (SDGs).





## 7.0 Human Resources and Administration



*Some Staff of the Authority*

Human resource management is a central pillar or life blood of every organizations. This is supported by a quote from Steve Wynn, CEO of Wynn Resorts Ltd that “Human Resource is not a thing we do. It is the thing that runs the business”. Its primary task is to contribute to a company's success by finding, maintaining and developing human capital.

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

### 7.1 Staff Position

The total staff strength of the Authority was one hundred and forty-two (142), comprising sixty-eight (68) permanent staff, thirty-seven

(37) staff on contract and thirty-five (35) National Service personnel.

### 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 (60) Management and senior staff of the Authority attended conferences, seminars and workshops within and outside of the country.

### 7.3 Rationalization of Staff

Three (3) Management staff were reposted to the Shipper Services & Trade Facilitation Department, Takoradi and Tema Branch offices to strengthen the activities of the Authority in these locations. A Senior Procurement Officer and a Principal Freight



and Logistics Officer were posted to Tema and Takoradi branches respectively.

#### 7.4 Retirement

Mrs. Naa Densua Aryeetey, the former Head of Shipper Services and Trade Facilitation Department retired on 19th June, 2021.

A Principal Finance Officer, a Principal Freight and Logistics Officer, a Deputy Human Resource Manager and the Head of Internal Audit were given their final notification for retirement, while two (2) Management staff and three (3) senior staff were served their first notification of retirement during the period under review.

#### 7.5 Staff Durbars

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



Some Staff at work



Staff of the Authority on the field



