

Ghana Ports & Harbours Authority

BRIEF HISTORY

The company began as Ghana Railway and Harbours Company in 1928 with only the Port of Takoradi. The Port of Tema was built in 1962. In 1972, the company was divided into four separate public organisations as follows:

- Ghana Railway Company (GRC),
- Ghana Port Authority (GPA),
- Ghana Cargo Handling Company (GCHC)
- Takoradi Lighterage Company (TLC)

In 1986 GRC remained separated while the other three were merged into the Ghana Ports and Harbours Authority.

NATURE OF OUR BUSINESS

The GPHA is a logistics service provider offering port facilities and services to its customers.

The authority manages and operates the Port of Tema and the Port of Takoradi in collaboration with a host of private service providers in the areas of vessel handling, stevedoring, transfer, storage, receipt and delivery of containerized and general cargoes. Others are safety, security and conservancy services. The GPHA also leases out plant and equipment to a wide range of service providers.

The major customers we serve include: Ship Owners and their Agents, Freight Forwarders, Cargo Handlings Companies, Importers and Exporters, Haulage Companies, Ship Chandlers, Off-dock Terminal Operators, Warehouse Companies, Dock Labour Pool Operators, etc.

CORE VALUES

- ✚ We recognize our employees as our greatest asset and key to success.
- ✚ We deliver efficient, friendly and best value services that delight our customers
- ✚ We value the spirit of mutual trust, cooperation and harmony in the provision of services to Port users
- ✚ We employ modern technology and innovation to improve performance and contribute towards a clean and healthy environment
- ✚ We serve with honesty, integrity and professionalism. And we uphold ethical conduct, transparency and accountability in all business dealings.

CORPORATE GOALS

- to make port operations more efficient and financially viable;
- To provide and maintain efficient and modern port facilities.
- To operate in customer friendly environment
- to make Ghanaian ports more competitive in the sub-region;

BUSINESS COMPETITIVENESS

- Quick Turn Round Time
- Good Security
- Quick Delivery of Cargo
- Efficient Cargo handling
- Competitive Tariffs
- Good Roads & Trucks
- Social & Industrial Stability
- Good Customer Service

EFFICIENT OPERATIONAL PERFORMANCE

The Authority has tremendously improved on its operational performance. Cargo volumes have increased from 16 million tonnes to 17 million.

One of the major hallmarks of the organization's success has been the high ethical business practices that drive the total quality service delivery to its customers.

Employees are seen as the greatest assets and the key to the success of the organization, through his leadership and hence striving always to provide them with a challenging and rewarding employment in a safe, healthy and congenial environment.

The ports employ skilled, experienced and well trained staff who are fully equipped to handle the rising demands in the maritime industry. Motivation of the workforce have led to the continued peaceful working environment the industry has enjoyed over the past decades.

BUSINESS INNOVATION

The Ports of Ghana were the first to Introduce far reaching Innovation into the Maritime industry in West Africa. The Ports have since seen significantly improved efficiency through the adoption of such systems as:

- Automatic Ship Identification System,
- The Jade Master Terminal Operating System,
- Container scanning
- Electronic cargo tracking by GPS

- EDI and Single Window application in cargo documentation
- On line vessel booking System
- On line container movement tracking system in Port
- Electronic Security Surveillance
- ECOWAS Axle load policy
- Optical Character Recognition Cameras

PORT MANAGEMENT REFORMS

In 2000 the GPHA began a programme to increase the participation of the private sector in the provision of services and facilities to ships and cargo in line with the government's strategic port development policy to transform the ports of Ghana from service ports to landlord ports

Elements of the Reform Programme

By 2001 stevedoring and shore handling licenses as well as joint venture and concession agreements had been signed with private companies that had the capacity to introduce modern operational equipment and procedures into cargo handling.

- i. As part of activities undertaken, a new container terminal was concessioned to a joint venture company, Meridian Port Services Ltd under a public private partnership agreement that saw the injection of about \$150 million into the development of the terminal.
- In recent times the ports have witnessed massive investment in state of the art water crafts, mobile harbour cranes, post panamax gantry cranes and other handling equipment that have led to fast and safe delivery of cargo,

quick turnaround time for vessels and ultimately reduced the total cost of doing business.

- With the introduction of a single window electronic data interchange system, customs procedures have been simplified.
- The electronic vehicular and cargo tracking system also guarantees maximum security on the corridors and a quicker transit time to their destinations.
- The Electronic Data Interchange system also increased annual revenue collected by Customs at the ports by 35%.
- The competitiveness of the Ghanaian exports increased due to the expeditious electronic processing of consignments.

The ports are ISPS compliant with huge investments in CCTV'S and E-Gate systems; OCR/Turnstiles/Boom Barrier/E -Card systems plus powerful security patrol boats. All these have created a safe haven in our navigational waters and port operational areas giving shippers a great sense of security.

Major Security Initiatives by the Ghana Ports and Harbours Authority

- ii. Electronic Gating Systems
- iii. ISPS and Maritime Security (MARSEC) level 1 compliance in both commercial ports
- iv. Acquisition of New Security Patrol boat to beef up security in the port environs.
- v. Establishment of Marine Police
- vi. Deployment unmanned air drones that can go 30 nautical miles to monitor our pilotage districts and sound alarms to the Navy where necessary.
- vii. 24 hour patrols by GPHA Security, the Navy and Police.

CORPORATE SOCIAL RESPONSIBILITY

One particular initiative that establishes the organization as one of the most socially responsible corporate citizens is the ultra-modern referral hospital the Authority has built to offer one stop shop medical care to the growing population of Tema and its environs.

In addition to enhanced automation of its business processes, the Authority recycles its waste paper into other paper based products used by the same company.

THE FUTURE

The discovery of petroleum has resulted in the influx of supply vessels into Takoradi Port and thereby reduced the berthing capacity for traditional operation. Today 66% of the total 1,800 vessels calling at the port are supply vessels.

These have created the need for the expansion of the Port of Takoradi to meet the short-to medium term needs of the oil and gas Industry. New facilities to be constructed include:

- i. Bulk cargo terminal for handling mineral ore, clinker, cocoa beans, cereals and other non
Containerised cargo;
- ii. Dedicated container terminal
- iii. Port facilities for rail transport of containers and general cargo.
- iv. Port facilities for oil services vessels including repair and fabrication yards

Plans are advanced to literally double the capacity of Tema Port to meet traffic growth, transshipment and transit trade demands. New facilities to be provided include:

- i. New container terminals
- ii. New passenger terminal

- iii. New food & fruit terminals
- iv. New RoRo Terminal
- v. New trans-shipment terminals
- vi. New transit terminals
- vii. New break, dry and Liquid bulk terminals

The implementation of the expansion plans of both ports are estimated to cost about \$500 million.

A third port for deep sea vessels would be constructed to meet demands of an aluminium, bauxite and gas driven national economy development.

HONOURS

In the last few years the company has received six major national and international awards

- Best Performing Port in West and Central Africa- 2012-2014
- Best Container Port in West and Central Africa- 2012-2014
- Public Relations Organization of the year 2015- Public Sector
- Public Relations Campaign of the year- Port Integrity Campaign (Anti-corruption Crusade)
- International Transport Award 2016
- Manager Of The Year - Europe Business Assembly 2016
- Best Enterprise Award- Europe Business Assembly 2016
- The Majestic 5 Continents Award For Quality And Excellence 2016