










NEWSLETTER

  
**aviance**  
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### MESSAGE FROM THE EDITORIAL TEAM

The month of September happens to be a special month for aviance Ghana as we welcomed Delta Airlines to be part of our customer Airlines. We deem this a rare privilege to serve them as we endeavour to do so with our 25 years of expertise.

Indeed, their success story will be fully complete as aviance brings in our differentiation strategy which includes uncompromising service delivery, availability of our experienced human capital together with our strong team work. We use this medium to appreciate all the diligence of the workers without whom, this feat would not be achieved!

To our cherished group who also help feature stories each other month, we say 'ayekoo' for your commitment and unflinching support.

To our entire readership, keep on enjoying the stories as they unfold and keep sharing stories that are worthreading!





M A R K

## MESSAGE FROM THE MANAGING DIRECTOR

**F**or this month we welcome Delta to the Aviance family as of 16<sup>th</sup> September. Delta offer great connections to the Untied States via New York - JFK. We continue this month with the focus on the ramp and in particular the procedures for the pushback. As always safe and security should be paramount to our business and I am glad to see the energy around these core values. With the birthday celebrations I see the cargo department are still stealing the show and the prizes. Best wishes and god bless

# STORAGE, LOADING & SECURING OF DANGEROUS GOODS

By: Ernest Addo, Flight Operations Manager

## **Loading and Storage of Toxic and Infectious Substances**

Packages having a Toxic and Infectious Substances label must not be stowed in the same compartment with:

- (a) Animals;
- (b) Foodstuffs;
- (c) Feed; or
- (d) Other edible substances intended for consumption by humans or animals;

Except where:

- The dangerous goods are loaded in one closed unit load device and the foodstuffs or animals are loaded in another closed unit load device.
- Where open unit load devices are used, the ULDs must not be stowed adjacent to each other.

## **Loading and Storage of Radioactive Material**

Radioactive material in Categories I-White, II-Yellow or III-Yellow must not be loaded in a compartment occupied by passengers or crew. To keep exposure to radiation as low as reasonably achievable, packages of radioactive material should be loaded on the floor of under floor compartments or in the further most end of the main deck compartments

The minimum distances must be applied when the packages over packs or freight containers are loaded on board an aircraft and also to any other areas occupied by persons.

Operators are required to provide information, in the operations and/or other

appropriate manuals, with regard to:

- (a) Details of the location and identification of cargo holds. This should also include the dimensions of the holds; and
- (b) Instructions on the loading or radioactive material, based on the requirements of DGR 9.3.10.

## **Loading of Magnetized Materials**

Magnetized materials must not be







loaded in such a position that they will have a significant effect on the direct-reading magnetic compasses or on the master compass detector units of the aircraft.

#### **Loading of Carbon Dioxide, Solid (Dry Ice)**

Carbon dioxide, solid (dry ice) shipped by itself or used as a refrigerant for other commodities may be carried provided that the operator has made suitable arrangements dependent on the aircraft type, the aircraft ventilation rates, the method of packing and stowage, whether or not animals will be carried on the same flight and other factors. The operator must ensure that ground staff are informed about Carbon dioxide, solid (dry ice) is being loaded or is on board the aircraft.

Operators are required to provide information in the operations and/or other appropriate manuals that identify the maximum quantity of dry ice

permitted in each compartment.

Caution: To avoid suffocation, before entering a confined space where Carbon dioxide, solid (dry ice) has been loaded or stored, ensure adequate ventilation has occurred.

#### **Loading of Live Animals with Dangerous Goods**

Live animals should not be loaded in close proximity to cryogenic liquids or dry ice. Live animals should be stowed a level above packages containing dry ice. They must be separated from packages of Category II-Yellow and III-Yellow radioactive materials by at least 0.5 m (1 ft 8 in) for journeys of 24 hours or less and by at least 1 m (3 ft 4 in) for longer journeys

#### **Loading of Wheelchairs or other Battery Operated Mobility Aids as Checked Baggage**

Wheelchairs or other battery-powered mobility aids with spillage batteries, being

carried with the approval of the operator as checked baggage, must be loaded as follows:

- (a) If the wheelchair or mobility aid is loaded, stowed, secured and unloaded always in an upright position, the battery must be disconnected, the battery terminals insulated to prevent accidental short circuits and the battery securely attached to the wheelchair or mobility aid; or
- (b) If the wheelchair or mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position, the battery must be removed and the wheelchair or mobility aid may then be carried as check baggage without restriction. The removed battery must be carried in strong, rigid packaging as follows:
  - Packaging must be leak-tight, impervious to battery fluid and be protected against upset by securing to pallets or by securing them in cargo compartments using appropriate means of securement (other than by bracing with freight or baggage) such as by use of restraining straps, brackets or holders;
  - Batteries must be protected against short circuits, secured upright in these packaging and surrounded by compatible absorbent material sufficient to

absorb their total liquid contents;

- These packaging must be marked "BATTERY, WET, WITH WHEELCHAIR" or "BATTERY, and with the "Package Orientation" label (see DGR Figure 7.4.E and DGR Figure 7.4.F).

The pilot-in-command must be informed of the location of a wheelchair or mobility aid with an installed battery or the location of a packed battery. It is recommended that passengers make advance arrangements with each operator; also that batteries which are spill able should be fitted with spill-resistant vent caps when feasible.

Wheelchairs or other battery-powered mobility aids with non-spill able batteries, being carried with the approval of the operator as checked baggage only, must be loaded, with the battery disconnected, the battery terminals insulated to prevent accidental short circuits and the battery securely attached to the wheelchair or mobility aid.

**Note:**

Wheelchairs/mobility aids with gel type batteries do not require the battery to be disconnected provided the battery terminals are insulated to prevent accidental short circuits.

**SOURCE: IATA DGR (60<sup>TH</sup> EDITION)**





# DELTA JOINS aviance



Shared by: David Opare, Ramp Duty Manager

On Monday 16<sup>th</sup> of September 2019, Delta Airlines joined the long list of aviance customer airlines in its bid to improve its operational services for an improved customer service to its numerous customers. Aviance on its part is bringing on board 25 years of its rich experience to add to the already success story of Delta Airlines. Delta Airlines was founded on May 30, 1924; 92 years





ago, and have since maintained its presence here in Ghana and in Africa. Delta Airlines is a major American airline which is one of the largest airlines in the world, with its headquarters and largest hub at Hartsfield-Jackson Atlanta International Airport in Atlanta, Georgia. Delta has been leading the way in travel between the United States and Africa for the past 10 years.

The airline launched flights to Ghana, Senegal and South Africa in December 2006 and a year later, added Nigeria to its route map.

Fast-forward to now, in becoming the first U.S. carrier to fly to sub-Saharan Africa since Pan Am in the 1980s, Delta has

dramatically cut travel times, allowing customers to fly straight to the U.S. without connecting via Europe. Delta further improved its services by opening a new departure gate and business lounge at Kotoka International Airport, this was in June 2011.

On Corporate Social Responsibility (CSR) in Ghana, Delta partnered with the Ghana Red Cross Society in February 2014 for four years to support the "Hang Up and Keep Up" malaria prevention programme.

This funds mosquito nets for pregnant women and under-five, as well as training for field volunteers. Additionally, Delta recently announced a partnership with Breast Care

International to fund the Community Outreach programme to rural communities that helps women to be educated about breast cancer and clinically screened.

Through its partnership with Habitat for Humanity, 40 Delta employees completed a building in Kumasi, Ghana.

The Accra Delta team is represented by Sidoine Rodriguez (Station Manager) and Sarah Annan (Operations Service Manager) and these two must be commended for their selfless efforts in bringing the station this far.





# Essence of Communication Feedback

Shared by John Aryeh, IT Manager

In the search for competitive advantage, organizations must maximize the performance of both processes and people. Harnessing the knowledge, skills and ideas of all employees via feedback can be significant in achieving this advantage. Organizations which have developed effective feedback systems have seen substantial benefits.

Feedback is the ultimate aspect of communication process. It refers to the response of the receiver as to the message sent to him/her by the sender. Feedback is necessary to ensure that the information has been effectively encoded, sent, decoded and comprehended. It establishes that the receiver has received the information in its letter and spirit.

The following are considerations for feedback in the process of communication. It enhances the effectiveness of the communication as it permits the sender to know the efficacy of

his message. It also enables the sender to know if the message has been properly comprehended. The analysis of feedbacks helps improve future messages. Feedback, like the message, can be verbal or nonverbal and transmitted through carefully chosen channel of communication.

Types of Feedback are, negative Feedback or corrective comments about past behaviour. There is also Positive Feedback or affirming comments about future behaviour. There is negative feedforward or corrective comments about future behavior and positive feedforward or affirming comments about future behaviour

The process or technique of feedback should include the following steps:

1. Listening and understanding the message properly.

2. Asking question if the message is not understood properly and get it clarified.
3. Understanding the message in the sense originally intended.
4. Conveying the reaction to the sender of the message.

Effective feedback needs to be; clear, well-timed, specific, bearing right attitude, truly representative, impersonal and informative.

Feedback is essential for effective Communication through the following means. Feedback is the only way to collect information from the receiver, if the receiver does not send information (Feedback) to the sender, there is no way to collect information from him. Also, through feedback, the sender can learn the reaction or response of the receiver. It is an essential step of communication without which communication process is incomplete.

From feedback, the sender knows how well his message is understood and how it will be used by the receiver. By analyzing the reaction, positive or negative, the sender of the message can measure to what extent communication is effective and what are the limitations with it. If management believes in Two Way Communication system and permits the employees to express their feelings, reactions and opinions on various matters, they will be highly satisfied.

So, Management should seek feedback from employees on different issues and at the same time they should provide feedback to employees. This practice will help management to create a congenial atmosphere in the organization that is essential for organizational success.

We use different types of media to transmit

messages. The receiver gets the message by the media and understands its meaning. If receiver sends his feedback to the sender, it means that the media is appropriate.

Improper media cannot send the message to the receiver and thus fails to produce any Feedback. So, Feedback can be used as a criterion of Effectiveness of Media.

If the receiver does not send his reaction or response on certain issues, the sender cannot decide on it. For example, sometimes manager sends plans and decision or policies to the subordinates for their appraisal. If the subordinates send their options, suggestion, complaints, reaction to the managers, they can take better decisions.

There are many departments working in an organization to achieve the goals of the organization. For the smooth functioning of the activities, these departments must coordinate and cooperate with each other. For coordination, each department must contact others and send back response to any query of other departments.

Through feedback the sender can get the responses or reactions of the receiver of his message. From the response, the sender responses, the sender can assess how well the receiver has understood his message and if there is any clarification to be made.

From the above discussion, we can say that feedback plays an important role in two-way business communication. It is essential for the completion of the whole communication system.

In real sense, it is the essence of a two-way communication. So, what is Feedback? Feedback is inevitable for successful communication. Its importance can never be ignored or undermined.



# RETIREMENT IS AN AMAZING PART OF OUR LIFE

By: Kobina Takyi –HR Officer

**R**etirement generally coincides with the employee's eligibility to collect retirement monetary resources that an employee is due (ie in Ghana, Social Security, Tier 2 and other package if put in place by Company policy). Eligibility for public and private retirement resources varies from country to country as does the retirement age.

An employee may choose retirement for reasons other than the wish to stop working. Employees may suffer ill health or debilitating physical problems that require retirement. Family problems and responsibilities may require retirement.

An employer may require employees to take early retirement in order to cut costs and preserve the business. Whatever the reason, retirement from employment marks the start of the next chapter of an employee's life.

Employees choose diverse methods of retirement. They may leave employment completely or start a second career or part-time work. They may semi-retire or pursue phased retirement during which they gradually decrease the number of hours worked. Some employees retire and then

return to work for the same employer in a part-time, temporary or consulting role.

Fortunately for retiring employees, many options exist to meet their financial, emotional and social needs in retirement. With sufficient financial resources, the employee may decide to pursue interests other than work and career in retirement.

Indeed it has been great working with one of our own who truly made a lasting impact and always readily available to lend an ear and help solve a problem.

## PROFILE

Eastwood Osei-Anane was born at Mim-Ahafo, in the Eastern Region on 17<sup>th</sup> September, 1959, and had his Middle School Leaving Certificate (MSLC) at Mim Local Authority School in 1978. He continued his GCE O'Level at Kukuom Agricultural Secondary and completed in 1983. Osei-

Anane's perseverance in education gained him admission to pursue Teacher Training Certificate A at Wesley College in 1986.

In spite of his teaching experiences and for some reason best known to him, he decided to join Aviance Ghana Limited, Kotoka International Airport on 1<sup>st</sup> November, 2012 as a Cargo Tally Clerk at the Cargo Operations Department. **A side Osei-** Anane's teaching skills he also worked in organizations like with Mbrom Pharmacy, Internal Decoration Company in Israel and Agro Industry Limited, Mim.

Osei-Anane, worked at the Cargo Department for 7 years until he retired on 17<sup>th</sup> September, 2019. He is married to Mrs Paulina Osei-Anane and the couple have been blessed with two daughters. His relationship and personality with colleagues was very pleasant. It was unfortunate that he never had any fondly name except his real name as Eastwood Osei-Anane whilst he was employed in Aviance. We congratulate you instead of goodbye.

















# TURNING AN AIRCRAFT AROUND

## – A LIFE TIME EXPERIENCE

Shared by David Opare, Ramp Duty Manager

**T**he Turnaround Coordinator's Job is one of the most interesting, challenging but productive Job one can pursue. I still wish I am a TRC, so I could give all the pressure to all internal handling departments in achieving an On-Time-Departure (OTD)

Anytime there is an (OTD) I feel like a hero and I feel fulfilled.

As a Turnaround Coordinator you will supervise and coordinate a safe On-time turnaround for customer airline aircraft in accordance to the respective airlines' procedures. You will ensure that all participating entities of the turnaround process comply with the Precision Timing Schedule (PTS) as stated in Customer Airline Manuals.

Continuously monitor the turnaround activities so that they meet the agreed level of service delivery, time frame as well as resolve issues which may impact the aircraft turnaround.

From the start to the end of the flight, the TRC should be on the ball and ensure all hands are on deck for a successful turnaround. It is best to have a flight dispatched late than a have a flight dispatched on time when all safety procedures have been ignored.

The turnaround coordinator establishes documents for the Captain and the flight dossier. He is more or less the link, the liaison or the focal point of contact ensuring all Services are provided, and there is seamless operations.





Turnaround Coordinators (TRC) are tasked with the coordination of all turnaround activities much like a conductor is charged with orchestrating a symphony. Through their integrated system of monitoring all ramp activities required for a successful and time-efficient aircraft turn-around, their track-in for all ramp and cabin activities ensures that precision timings are followed or disruptions are mitigated to ensure a safe and secure handling of flights.

Sophisticated yet highly very effective monitoring and communication systems that harmonize all turn around operations allow for the identification of potential problems that are routinely risk-assessed and mitigated against to ensure operational smoothness and efficient utilization of manpower and equipment resources. The result is a hassle-free result for our customers and their passengers.

Some of the turnaround coordination service includes but is not limited to:

- Coordination of all servicing tasks
- Compliance to procedures and

agreements

- Ensuring adherence to safe and secure practices
- Ensuring adherence to Precision Time Schedules
- Escalation and communication of relevant information
- Planning and problem solving either with or without prior information
- Identification, risk-assessment and mitigation of all hazards and delay-causing issues

Successful completion of tasks is also achieved through teamwork and thorough coordination including internal handling departments such as cleaning, catering, ramp loading, operations control, airline boarding staff, transport and airport operational teams.

Qualities of a TRC includes below;

- \* Alertness
- \* Reactivity
- \* Concentration
- \* Team Work
- \* Stress Management
- \* Curiosity
- \* Smart and Neatly Dressed



# AVIATION PUSHBACK AND HOW IT OPERATES

By: Osei Tutu Boateng, GSE Instructor

**A**viation Pushback is an aircraft procedure during which an aircraft is pushed backwards away from an airport parking bay by an external power of the push back machine. The pushback also has a driver position at both ends of the pushback which can be turned to both direction with the dash board to ensure good visibility when connecting the tow bar to the aircraft and also pushing back the machine as well as towing the aircraft to a longer distance.

There are two types of aviation aircraft pushback, the towbaless push back and conventional pushback tug.

- **TOWBALESS PUSHBACK MACHINE**  
This type of pushback is especially designed to perform pushback operations from all aircraft, ranging from B737 up to fully loaded B767 and A330, DC9/MD80-90 and Airbus A319 to A310.

The towbaless push back machine

has a unique cradle design with a central articulation between front and rear chassis preventing jackknifing situation. This type of tow tug does not use a tow bar, rather they scoop up the nose wheel and lift it off the ground, allowing the tow tug to maneuver the aircraft. This allows the better control of the aircraft, also with the higher speed. The main advantage of a towbaless tug is simplicity. Also the physical action and coordination required by the pushback operator to move an aircraft with a towbaless pushback is simpler and easier to learn than with a tow bar.

- **CONVENTIONAL PUSHBACK MACHINE**

The conventional pushback or tow tug is the traditional and old type of tow tug which has been designed to use a tow bar to connect to the nose wheel of an aircraft for the commencement of the pushback. It has a two-way connection

between the tow tug and the aircraft, firstly, the tow bar has to be connected to the aircraft nose wheel before the tow tug machine is connected. The tow bar is manufactured with shear pins that prevent the aircraft nose wheel from being mishandled by the tug operators, so that when overstressed, the shear pins will snap thereby disconnecting the tow bar from the nose gear to prevent damage to the aircraft and the tow tug.

### **TOW BAR CONNECTION**

Before connecting a tow bar and prior to pushback, the steering on most aircraft types must be

de-pressured, failure to carry out this information may result in either personnel working around the aircraft being injured by a whipping tow bar (inadvertently operated by the flight deck), or a shear pin breaking on the tow bar itself.

In addition, before connecting the tow bar it must be checked for serviceability, i.e. shear pins hydraulic system, tyres inflated, aircraft tow bar connector etc. When handling tow bars the handles provided should be used, avoid using the towing eye to prevent injury to fingers and hands.

Transportation of tow bars by tug should be carried out at a safe speed, recommended towing speeds sometimes displayed on tow bars are usually around 12mph. Extra care should be taken when reversing with tow bars to avoid tow bar damage, it is easy to forget a tow is attached when obscured from the driver's view. The tug driver should always request assistance when connecting or disconnecting tow bar between aircraft and tug.

The main method of depressurization is:

- On aircraft where the hydraulic steering system is controlled from the flight deck, permission must be obtained from the flight deck before connecting the tow bar to

the aircraft. A headset is to be used where there is a provision for one or appropriate hand signals used.

- The aircraft steering should be physically disconnected.
- A steering bypass pin inserted.
- A switch which can be found by the GPU receptacle/headset interphone socket

### **PROCEDURE BEFORE PUSHBACK COMMENCES**

1. Pitot covers and gear pins must be removed.
2. Steering bypass pin installed where applicable.
3. When chock is in position, the headset personnel must be fully aware that any distraction by non-essential personnel is not to be entertained during the pushback operation. Once the aircraft is almost ready for departure, the headset personnel will wait for the captain's instructions.

#### **Caution;**

Chocks must be removed prior to pushback when all equipment is cleared off the aircraft. Communication with the pushback operator will be with the standard signals. The headset personnel then turns to the tug driver and gives the break release signal for the commencement of towing the aircraft. Some aircraft cockpit recommend that chocks be placed 6" (15cms) in front of aircraft nose wheel during tow bar or tug disconnection and remove after the headset has been unplugged from aircraft. This procedure is mandatory at some stations.

4. When tow bar is disconnected or steering bypass pin is removed or steering reconnected and when there is no signal from aircraft cockpit to ground crew, meaning the pushback procedure is successful.





# WORK SAFE & SOUND

By Hellen O.A. Badu, QHS Manager

Staying healthy and safe at work is important. No matter what your job, it is important to reduce your risks of injury and illness at work.

Here are some tips to help make your workplace safe.

- **Understand the risks.** Once you know the particular hazards of your job or workplace, you can take steps to reduce your risk of work-related injury or illness.
- **Reduce workplace stress.** Common causes include long hours, heavy workload, job insecurity and workplace conflicts. Stress can lead to depression, sleeping difficulties and problems with concentration.
- **Take regular breaks.** Staying fresh and alert will help you avoid injury or burnout. Schedule the most difficult tasks of each day for times when your concentration is best, such as first thing in the morning.
- **Avoid stooping or twisting.** Use ergonomically designed furniture and equipment, and rearrange your work area so that everything you need is within easy reach.
- **Use mechanical aids whenever possible.** Instead of trying to lift or carry a heavy object, use a wheelbarrow, conveyor belt, crane or forklift.
- **Protect your back.** If you do need to pick up and carry heavy loads, keep the load close to your body and lift with your thigh muscles.
- **Wear protective equipment to suit the task.** If worn correctly, gear such as earplugs, earmuffs, hard hat, safety goggles, gloves or full-face mask can dramatically reduce your risk of injury.
- **Stay sober.** Alcohol and drugs are a contributing factor in around three per cent of workplace fatalities.
- **Talk over any concerns.** Your employer needs to be informed about hazards and risks. Your employer is legally obliged to ensure a safe working environment.
- **Know your rights.** Organisations, unions or the safety and health outfit can offer information and advice on workplace safety issues.



**Aviance Ghana Limited**  
**Private Mail Bag, Kotoka Int. Airport**  
**Accra, Ghana**  
**Tel: +233 (0) 30 2768 838**  
**[www.avianceghana.com](http://www.avianceghana.com)**