

aviance

CELEBRATING 25th ANNIVERSARY



aviance

October 2019

NEWSLETTER

In this EDITION

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MANAGING DIRECTOR

aviance
Ghana Limited

Marks 25 Years In Operation

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OCTOBER BORN!!!

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MESSAGE FROM THE EDITORIAL TEAM

October happens to be a unique month for Aviance Ghana limited as we dedicate it to the celebration of our Silver Jubilee anniversary. Aviance has come a long way as we can boast of business sustenance since inception to date and in the face of a very stiff competition.

This celebration brought together key stakeholders which include the honorable minister for aviation, colleagues and friends from the aviation industry, our customer airlines, regulatory bodies, government agencies, service providers, to name but a few.

The Chairman for the occasion and the minister commended management and staff of aviance for their commitment towards the growth of the organization in particular and Ghana in general. Again, they encouraged aviance to continue to maintain our high standards in the ground handling business as the new free trade agreement in the African sub region is likely to pose stiffer competition for aviance.

We want to use this opportunity to show our gratitude to Mc Dan group for their support during the donation to Accra psychiatric hospital and to Bel Aqua Mineral water for their help!

On the occasion of our silver Jubilee celebration, we want to say a big thank you to all workers and management for the commitment you show daily towards the growth of aviance.

Apart from the anniversary story, this newsletter features other relevant articles that educate and entertain as well.

To those of you who continue to provide articles each month for our readership, we say thank you and keep sending those relevant information that inure to our benefit!



MARK MESSAGE FROM THE MANAGING DIRECTOR

This is probably one of the proudest moments of our company – Congratulations to us all on our 25 years Silver Jubilee anniversary.

The anniversary was celebrated in style with some very disguised guest, including the Hon. Minister of Aviation. It is an achievement for any ground handler to survive 25 years in the aviation business and you guys did it ! At times the competition can be tough, but we are very well positioned to survive, and I am confident Aviance will survive another 25 years !!

It was also the month to apply our Corporate Social Responsibility (CSR) and donate to the Accra Psychiatric hospital in partnership with McDan Corporation. For those

employees that attended it was a very humbling experience – thank you.

I like to recognise Joyce Tay for her exceptional performance. Joyce many thanks for your outstanding work – well done.

In partnership with safety and security please read Helen's (QHS Manager) first aid tips, it is always good to have a refresher on how to deal with a first aid incident.

My sincere congratulations on your 25 years Silver Jubilee celebrations.
@25yearsstrong



aviance

Ghana Limited

Marks 25 Years In Operation

Reported by: Alhaji Ibrahim Bismarck Seidu, HR Manager

Aviance Ghana Limited celebrated its 25th year in the ground handling services at different ceremonies on 10th and 11th October, 2019.

As part of the company's kind gesture and giving back to society, aviance donated assorted food items to the Accra Psychiatric Hospital, which also marked the World Psychiatric Day.

The Company also organized a clean-up exercise, health screening for the workers and customers as well as honoured the longest-serving employees. Earlier in the year aviance unveiled a new uniform for the employees as part of its re-branding process.

At a grand durbar to climax the anniversary, the Minister for aviation, Mr. Kofi Adda commended Management and staff for their contribution to the nation, especially in the aviation sector, for the jobs the Company had created for Ghanaians and for the business it had developed.

Speaking on the theme; "Making Ghana an aviation hub in West Africa; the Role of aviance Ghana as a Ground Handler", Mr. Adda said the theme was most appropriate at the time, given the current climate in the aviation sector and the President's vision for Ghana.

The Minister said aviance was a strategic and key shareholder in the aviation industry and that government was committed to supporting the company to achieve its objective and vision. He said the

company deserved commendation in maintaining high safety standards in its operations among other important aspects of its overall work.

Mr. Adda urged aviance and other ground handlers and operatives at the airports to stay on the right side of the law in order to help the nation combat gold smuggling, drug trafficking and money laundering at the airport.

In a welcome address, the General Manager, Mr. Erasmus Twentor on behalf of Management and staff expressed his appreciation having the Minister and other very important dignitaries of the aviation sector and business partners at the anniversary.

Mr. Twentor said aviance was one of the highest employers in Ghana in terms of hiring and had close to a thousand employees, some of whom were outsourced. He noted that the airport throughput as at the end of 2018 stands at 2.9 million which aviance through our passenger and cargo airlines played a significant role.

On his part the Managing Director of aviance, Mr. Mark Kamis said that with the combined effort of Management and the workforce, the company was on the course to expand its business and other areas of operations.

Mr. Kamis, said his vision and commitment was evidenced through the effort towards

improving the high-end products for the business lounge, reorganization of the management, strong collaboration with the Unions and business partners.

The Director General of the Ghana Civil Aviation Authority and the Chairman of the anniversary, Mr. Simon Allotey, congratulated the Board, Management and staff of aviance Ghana on its 25 years milestone. He said as a ground handler for 25 years, aviance had gone through many turbulent periods, and said it was a mark of excellence that the company had shown

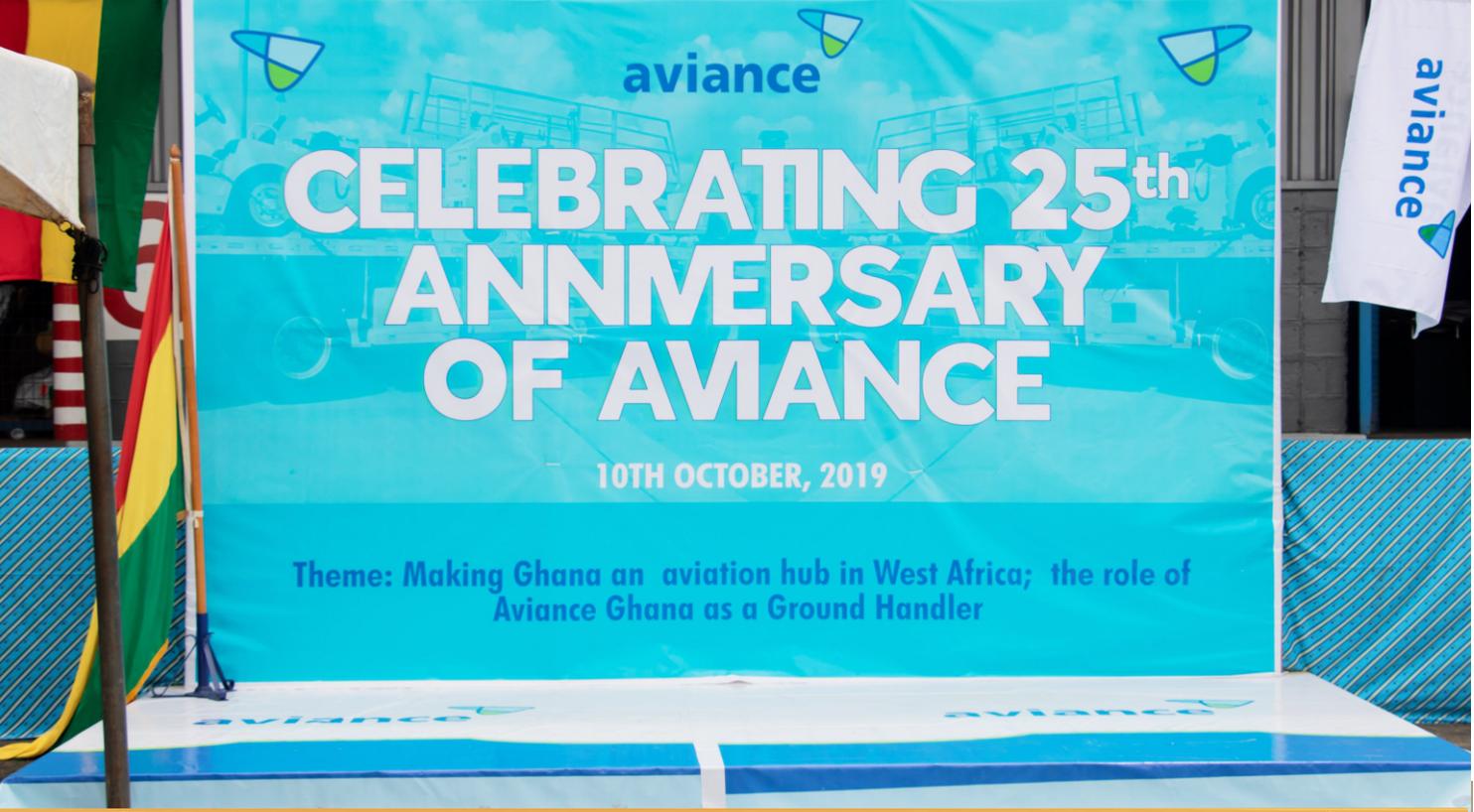
perseverance, efficient management and support of the skillful workers to survive and thrive during the period.

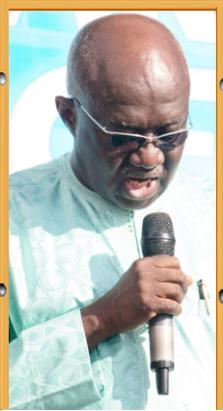
On the account of 25th anniversary, aviance remains thankful to the McDan Foundation who supported immensely with the food donation to the Accra Psychiatric Hospital and Bel Aqua Company for their support with a quantity of Bel Aqua bottled water.

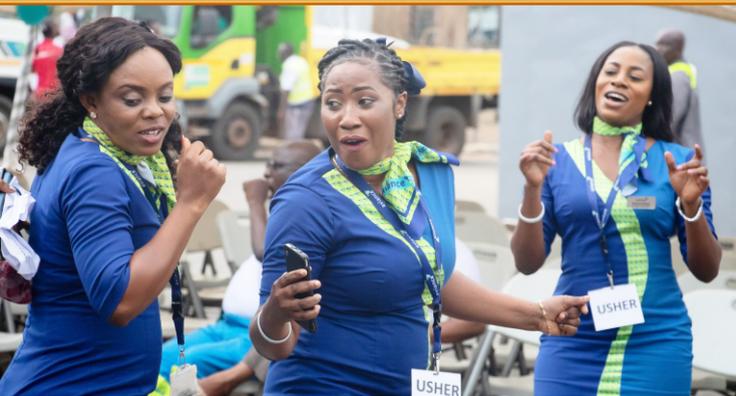
Ayekoo to all the workers of aviance and our stakeholders for their contributions towards our growth and sustenance!!!



Minister for aviation Mr. Kofi Adda, unveiling the anniversary logo











aviance donates to Accra Psychiatric Hospital





Officials of McDan Foundation presenting cheque as part of their CSR in support aviance donation to the Accra Psychiatric Hospital

HURRAY TO ALL OCTOBER BORN!!!

Reported by Alhaji Ibrahim Bismarck Seidu, HR Manager

As we celebrate our colleagues born in October, each month is absolutely different in its own way and it brings with it holidays, new events and occurrences. Similarly, those who are born in one or another month can have different traits. If you were born in October or you know someone who was born during this month, you may want to know about some unique traits of people born in October.

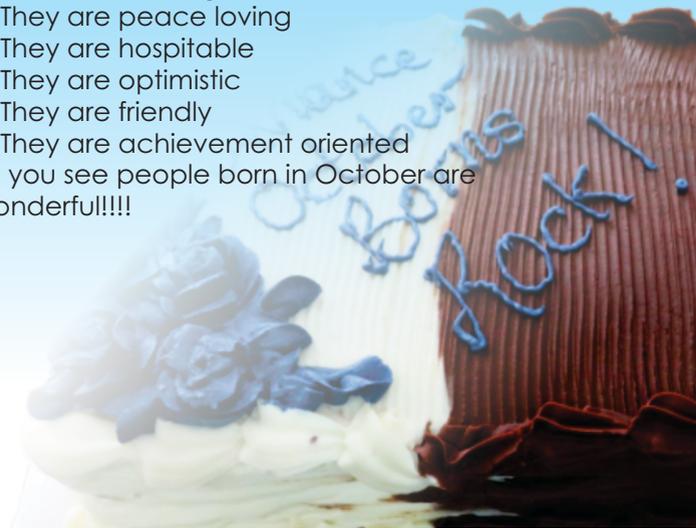
Among the celebrants are the managing Director, Mr. Mark Kamis and the GM HR, Mr. Erasmus Twentor.



Below are eight (8) qualities of October borns:

1. They are charismatic
2. They are romantic
3. Emotional intelligence
4. They are peace loving
5. They are hospitable
6. They are optimistic
7. They are friendly
8. They are achievement oriented

As you see people born in October are wonderful!!!!









ESSENTIALS FOR FIRST-TIME TRAVELERS TO GHANA

Fulera Odametey HR Officer, General Services

Are you visiting Ghana soon? Are you finding it difficult to decide what to pack and what to leave behind? First time visiting Ghana or any other country for that matter can be intimidating sometimes. This article will clear things up for you and make your packing seamless and easy.

Let's set the ball rolling. **Ghana Adaptors & Power Strips**



Your Adaptor. Do not forget this. you will need the three prong adaptors. You can also come with a portable power strip for multi use but it should have the three prong.

Summer Clothes For Ghana

Welcome to the all year round summer country! The weather in Ghana is mostly hot and

humid throughout the year. We have rainy seasons but even in that season it isn't as cold as you may want. So pack more of summer clothes. Clothes made with cotton, silk and linen are preferable.

Water Bottle

Even though you can purchase bottled water from anywhere, having a bottle to put the mineral bottled water in, will go a long way. That way you refill as you move around and explore. Also most of your tours, if you will engage in any, will involve a lot of walks and hikes so the bottled water will come in handy. Some tourist sites do not have water stands so go prepared.

Footwear

Think comfort when packing your footwear. Go lightweight and easy. Another thing is your bathroom sleepers

Sunglasses & Hats

The sun is sometimes

unbearable and in cases like that you may need sun hats like straw hats which are considerably cheap to obtain in art markets in Ghana. But if it is convenient to bring one, you can bring one that is versatile. Sunglasses are a must. You need to protect the eyes. Bring any that you will be comfortable in with UV of at least 40 should be okay. The heat can go as high as 34 degree Celsius in the south and up to 42 degrees Celsius in the north.

Weighing Scale

Not only do many airlines charge extra for checked bags, (some even charge for carry-on luggage) but they have also become much stricter when it comes to baggage weight. These airlines charge extra for overweight carry-on baggage, so you may as well weigh all your bags to make sure. Having a weigh scale makes this easy. This is totally optional but you'll thank your stars you brought one. If you've ever been stranded

because of extra luggage weight issues you'll know why it's necessary. And trust me you'll definitely return home with lots of souvenirs than expected. A lot of beautiful things in Ghana to choose from my dear.

Travel Organizer Case/Purse

- * Travelling passport (not less than 6 months to expiration)
- * ID card not expired
- * Credit cards
- * Yellow fever card
- * A boarding pass
- * A pen
- * Online visa receipts if applicable
- * Hotel reservations
- * Travel itinerary

Cosmetics Must Haves

For women visiting Ghana, I personally find foundation and heavy makeup not useful in Ghana, as you tend to sweat it off in no time. If you need to, I suggest you keep it to the minimum. Sun cream however, is an absolute must. Also don't forget to pack mosquito repellent.

If you're travelling during the harmattan season, make sure you pack double portions of your moisturizers as it gets very dry. It's also dusty this time of the year. Breathing difficulties are common during this period and your lips dry out pretty quickly. It is the season of lip gloss and lip balms ha-ha. As a traveler, skin moisturizing lotion and lip balm will come in handy.

Backpack or Flexible Carry-on

You don't want to carry all your stuff while touring. Having a backpack or a small carry-on or a cross-body bag will

help you keep all your daily essentials like power bank, wipes, water bottle, your phone and other things you may find necessary to carry around.

Medication & First Aid kits

Whenever travelling for more than a week, make sure you pack your Pain meds for headaches, malaria course and other drugs like oral rehydration solution for dysentery.

- * Gauze
- * Small scissors
- * Adhesives
- * Hydrogen Peroxide
- * Cotton wool

All these are easy to obtain in Ghana so you can skip them and get it when you actually need them

Photocopy Your ID & Passport

Your travelling passport and ID card are prove of your entry to the country legally and your identity as a citizen of your home country respectively. It can happen that you will need to prove your identity somewhere. Some tourists' sites require prove of identity. If this should happen, you can show them your photocopied one.

Also if by mistake you lose your items while exploring, you still have the original secured at your hotel. Always keep original at hotel- the only place you can hold someone accountable for lost items should that happen.

Fancy Travelling Bags

Okay before you cringe on this just hear me out. It should not necessarily be

fancy but it should be different and easily recognizable. Stay away from BLACKS, GREYS and BROWNS as these are the popular colours of travelling bags most travelers use. Go for pink, red, green and any colour that looks good for you so that they are easy to spot by you at the airport.

That way you reduce the chances of your Baggage getting lost and even if it happens, because the colour would be one of a kind, it will be easy to identify it. You see, less stress.

Pro Tip

Patience

Waiting in line or speeding up things while in public is something very common in Ghana. Be patience, be polite and be nice to people. It is easy for locals to assist travelers this way.

Change some money

You can easily change your currency to Ghana currency which is the "Ghana Cedi" at the airport. Don't carry too much cash on you.

Credit/Debit card machines that allow international transactions and operated by banks are very common in Ghana. Also most standardized shops in the cities allow Point of Sale (credit/debit card) payments.

Have a wonderful time in Ghana and safe trip to this beautiful side of the world. AKWAABA!!!

“Ayekoo”

TO JOYCE TAY FOR HER EXCEPTIONAL PERFORMANCE!!!

CONGRATULATORY MESSAGE FROM A CLIENT TO JOYCE AKUMIAH-TAYOF PH DEPARTMENT

Dear Joyce

As part of our commitment to put our customers at the heart of our business, I am delighted to say that I have received a compliment through ba.com/thankyou from **Dr. Bartels-Ellis** commenting on the outstanding customer service received from you on 04th April 2019 whilst travelling at Accra.

She wanted to share the following comments about the service you delivered:

“She was so professional and positive and courteous and warm. I had several questions and she responded very constructively to all of them as well as helping me with a seating query.”

I'd like to say thank you for delivering such a great service to Dr. Bartels-Ellis and to all of the other customers that you interact with on a daily basis.

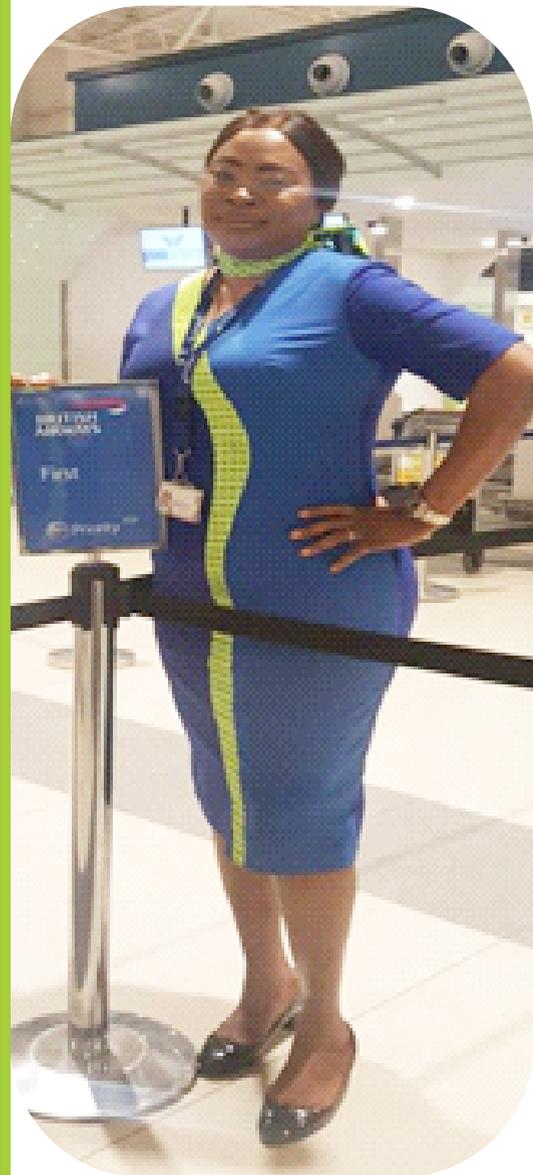
In line with our Service Behaviours, Dr. Bartels-Ellis recognised that you improved his experience by demonstrating the following:

- * **Genuinely welcomed me and I felt acknowledged and appreciated.**
- * **Approachable, available to help and anticipated my needs.**
- * **Shared relevant information and knowledge with me to enhance my experience in a way that was easy to understand.**
- * **Listened and understood my needs and was responsive in resolving any problems.**
- * **Used technology and my information to deliver a personalised service to me.**

Well done and best regards,

Pat Bonsu

Airport Manager



IMPORTING OF LIVE DOGS

(AVI) INTO GHANA

DOGS ARE MAN'S BEST FRIEND.

Anthony Quist, Cargo Import Supervisor

Dogs can be imported to Ghana. There are so many dog breeds in the world. Currently Ghana accepts all the dog breed types.

Before one imports a dog into Ghana, the importer needs to contact the Veterinary Department for an import permit to be issued before the dog can be imported, failure to get an import permit will attract sanctions or penalties. The permit entails some vaccinations that the dog owner or importer will need to have given to the said dog before the permit will be given for the dog to be imported. The importer would be required to provide test results for the under listed diseases before the permit for importation of the dog into the country would be issued:

- **canine distemper**
- **hepatitis**
- **parvovirus**
- **leptospira canicola and leptospira iceterohaemorrhagiae**
- **parainfluenza**

After the Permit is given the

importer will then do a booking with an airline that will accept to transport the dog either as a luggage or as cargo. The airline after accepting to transport the dog will contact the receiving country through the Ground Handler (aviance) to give approval to forward before the dog will be transported by the said airline. An importer who is bringing in a dog will need to have an agent to go through Customs documentation to get the dog cleared on his behalf.

The dog will have to be in a cage that is accepted by the airline and the dog will have to be provided with water and the food will be attached to the cage so that it can be fed on arrival here in Ghana if needed. Feeding instructions and any necessary information will need to be pasted on the cage of the dog and all handling information also stated on the Airway bill.

It is mandatory for the importer's agent to do all

the necessary Customs documentation before the arrival of the dog. When the dog arrives, the agent is expected to come to aviance import office for a copy of the airway bill to send it to Customs for release and come back with the release airway bill for payment of the handling charges.

The agent finally goes to the security checkpoint for a seal to confirm they are done with all the process and the dog is finally released to the importer/agent.

CARGO DEPARTMENT.



PROHIBITED ARTICLES

by Kwesi Yawson, Security Manager



When traveling by aircraft, there are prohibited articles that you are NOT permitted to bring with you in your hand luggage or hold baggage.

These articles can put a risk to the safety of the aircraft or to the passengers; hence, transporting these articles is prohibited or limited by regulation.

Items that are flammable, toxic, chemical or explosive are not allowed at all, both in your hand luggage and in your hold baggage.

Sharp objects such as knives, box-cutters, meat cleavers, razor blades, scissors, ice picks etc., are prohibited in carry-on bags but are allowed in checked baggage if sheathed or wrapped properly.

Articles discovered at security restricted areas will, normally, be apprehended. It is therefore important to check with the airline ahead of time when travelling by air.

In the same vein, shippers are also advised to refer to each country's Export Prohibited Articles' list before transporting items by air, to avoid confiscation and/or destruction of their shipment and sometimes, heavy penalties.

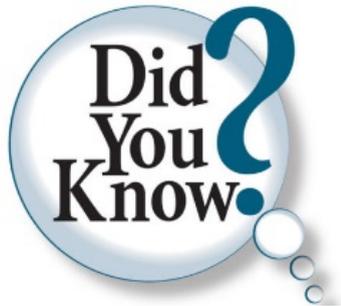
As a normal practice, Aviance Check-in Agents and Export Clerks keep reminding travellers and shipping agents, respectively of these prohibitions. In this way, they are able to save these parties from all kinds of problems.

FIRST AID TIPS

- A COMPREHENSIVE RESOURCE

- By Helen O. Agyemang Badu, QHS Manager

“Take some time to learn first aid and CPR. It saves lives, and it works.” -Bobby Sherman



- * A blocked airway can kill someone in three to four minutes, but it can take more than eight minutes for an ambulance to arrive. So a simple procedure such as opening someone's airway can save their life whilst waiting for emergency help to arrive
- * During CPR, you should push on the chest at a rate of 100 to 120 compressions per minute. The beat of "Stayin' Alive" is a perfect match for this.

BEFORE ADMINISTERING CARE TO AN ILL OR INJURED PERSON, CHECK THE SCENE AND THE PERSON. SIZE UP THE SCENE AND FORM AN INITIAL IMPRESSION.

Pause and look at the scene and the person before responding. Answer the following questions:

- * Is the scene safe to enter?
- * What happened?
- * How many people are involved?
- * What is my initial impression about the nature of the person's illness or injury?
- * Does the person have any life-

- threatening conditions, such as severe, life-threatening bleeding?
- Is anyone else available to help?

IF THE PERSON IS AWAKE AND RESPONSIVE AND THERE IS NO SEVERE LIFE-THREATENING BLEEDING:

- * **Obtain consent:**
Tell the person your name, describe type and level of training, state what you think is wrong and what you plan to do, and ask permission to provide care.
- * **Tell a bystander** to get the AED and first aid kit:
Point to a bystander and speak out loud.
- * **Use appropriate PPE:**
Put on gloves, if available.
- **Interview the person:**
Use SAMPLE questions to gather more information about signs and symptoms, allergies, medications, pertinent medical history, last food or drink and events leading up to the incident.
- * **Conduct** a head-to-toe check:
Check head and neck, shoulders, chest and abdomen, hips, legs and feet, arms and hands for signs of injury. Make sure there are no obstructions of your visibility
- * **Provide care consistent** with knowledge and training according to the conditions you find.

IF THE PERSON APPEARS UNRESPONSIVE:

- * **Shout to get** the person's attention, using the person's name if it is known.
 - If there is no response, tap the person's shoulder (if the person is an

adult or child) or the bottom of the person's foot (if the person is an infant) and shout again, while checking for normal breathing.

- Check for Responsiveness and breathing for no more than 5-10 seconds

IF THE PERSON IS BREATHING:

- * **Send** someone to call 911 or the designated emergency number and obtain an AED and first aid kit.
- * **Proceed** with gathering information from bystanders using the SAMPLE questions
- * **Conduct** a head-to-toe check.
- * **Roll** the person onto his or her side into a recovery position if there are no obvious signs of injury.

designated emergency number and obtain an AED and first aid kit.

- * **Ensure** that the person is face-up on a firm, flat surface such as the floor or ground.

- * **Begin** CPR (starting with compressions) or use an AED if one is immediately available, if you are trained in giving CPR and using an AED.

- * **Continue** administering CPR until the person exhibits signs of life, such as breathing, an AED becomes available, or trained medical responders arrive on scene.

Note: End CPR if the scene becomes unsafe or you cannot continue due to exhaustion.

Source: Atlantic Online



● Keeping our environment clean ●

Staff of aviance have always taken it upon themselves to embark upon general cleaning of the environment periodically.

It is one of the employees' cardinal objectives to maintain neatness in the premises as a requirement for Quality, Health & Safety, as well as their own health.

In October this year, a section of the employees undertook a clean-up exercise in

the two warehouses in the surroundings in order to usher in the company's 25th Anniversary Celebrations.

The General Manager for Human Resources, Mr. Erasmus Twentor facilitated the provision of cleaning materials, while the Manager for Special Services, Mrs. Emma Appiah-Berko with a brush & broom in hand supported the employees in the clean-up exercise.





SILVER JUBILEE

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

