

# NEWSLETTER

## 2020





# REFLECTING ON THE YEAR 2020!

Written by **Mark Kamis**  
Managing Director

## Dear Team,

As I write this newsletter, I realise it is the first newsletter of 2020. It is hard to imagine how this year has played out for all of us. My first thought is to ensure that you and your families are well and safe during this pandemic. Worldwide, to-date, there has been 53.3 million cases of COVID-19, 34.5 million have recovered and sadly 1.3 million deaths. The worry is these numbers are what is recorded but, in my opinion, I am sure the numbers maybe higher. Ghana, has not escaped this pandemic and on 21st March 2020 the President made the decision to close the Ghanaian borders to protect lives.

While it was a necessary decision, it crippled Ghana's aviation and we had to act quickly and make some very difficult decisions. These decisions were not taken lightly but it was necessary in order for the company to survive as we faced the unknown.

In the coming months, we faced a lot of uncertainties on how to manage the business as the borders remained closed. In all of my aviation career I have never experienced such a situation like this, even though, I managed through 09/11 terrorist attacks in the USA. In the next few months Aviance was fortunate enough to handle the United Nations – World Food Program through our existing customer airlines, predominately, ASKY and Ethiopian. With any World disaster events there is the need to repatriate people home and with the collaboration of Alitalia, Emirates and a few other ad hoc flights we managed to sustain some of the business revenue.

During these months, our Quality, Health and Safety department worked with other internal departments, GACL and Ghana Port Health to ensure we were COVID secure to protect our employees and shareholders. Their quick action put us in a good position when the boarder reopened on 01st September.

Once the border reopened, I think everybody realised that individually and as a company we would not go back to 'business as normal'. The 'new norm' is to wear a mask when not social distancing, wash your hands regularly and

then sanitize them. Sadly, I still witness today employees not wearing masks, we owe it to one another to ensure that we are wearing the mask. I know with the heat it can become uncomfortable, but it could save your life, your co-worker or a family member's life too.

One of the questions I get asked is, what does all this mean for Aviance? As I have discussed at the monthly town hall meetings, to survive we need the airlines to return to Accra and in my humble opinion the aviation sector will not recover until 2022/23. Aviance will not be the same company as it was pre COVID 19, but it will come out of this pandemic stronger, leaner and a more competitive ground handler than before and this will be achieved by the commitment and agility from the employees and management – who are our best assets, that our competitors do not have.

I think it is important that we stay strong and optimistic and we will get through this pandemic. In September we managed to win Qatar Airways despite the tough competition, and we will continue to seek new revenue opportunities to make us grow even stronger.

Thank you again for all you have done and continue to do for Aviance. Most importantly we all should stay safe, keep up our guard and continue to follow the guidelines to fight this pandemic.

On behalf of the management team, our sincere thanks go to each one of you for the sacrifices you have all made.

***Wishing you all the best, God bless!***



A close-up portrait of Adrian Tweeddale, a middle-aged man with short, graying hair and glasses, wearing a white polo shirt. The shirt has a blue and white logo on the left chest that says "20th ANNIVERSARY". The background is a blurred airport tarmac.

## RESILIENCE AMIDST COVID-19 PANDEMIC

*Written by Adrian Tweeddale*  
General Manager, Operations

As we approach the end of 2020, I have to say that this year has proved to be one of, if not, the toughest in my aviation career. The majority of the year has been consumed by the Coronavirus pandemic and the devastating effect that it has had on our industry on a global scale.

Here in Ghana, the borders closed at the end of March and remained closed to virtually all traffic until the beginning of September. This said, we played our part in the handling of flights for the repatriation of passengers, cargo flights for the transportation of PPEs and other essential items required during the pandemic – including flights for the World Food Programme and US aid.

With the near virtual standstill of passenger flights, airlines concentrated their efforts on the transportation of cargo, but not just in cargo aircraft. Passenger aircraft were utilised to ship cargo globally and we saw a large number of passenger flights that were loaded with cargo both in the belly and on the passenger deck. It was encouraging to see our teams adapt to this 'new norm' constantly looking for better efficiencies to ensure that these flights were handled safely and effectively. At times, we were given very little notice for flight schedules, but our teams rose to the challenge and handled everything that came our way with very few issues.

Despite the difficulties faced during most of this year, it has been encouraging and heart-warming to see the dedication, effort and hard work of our operational teams who have executed their duties in a professional manner whilst managing to keep their smiles.

As we look to 2021, a new year with new challenges and a year of recovery for our industry, I would ask each and every one of you to please hold on to the spirit and mindset that has got us through 2020 and together we will get through these troubled times.

To the operational teams who have played their part in handling our passengers and cargo during 2020, never wavering in their levels of commitment and dedication, I say a big, huge heartfelt thanks to each and every one of you. We could not have done it without you.

***#stronger together***



## MY THOUGHTS ON THE YEAR **2020**

*Written by Erasmus K. Twentor*

General Manager, Human Resources

We started the year 2020 in very high spirits and as usual our dedicated employees were ready to contribute their part to realise the vision of our company in the unique and dynamic aviation industry. In the face of the ever-increasing competition, largely our hard working employees were poised for action.

As we drew closer to the end of the first quarter of the year, the novel corona virus (Covid-19) set in. The virus caused a great stir, not only in our company and industry or country, but globally. Covid-19 was declared a pandemic by the World Health Organisation (WHO) on March, 20, 2020, a little over a week after Ghana had recorded its first case of the virus infection. It is needless to say that the aviation industry has been the hardest hit by this pandemic. But we remain thankful to God that aviance has been spared of any covid-19 related death. In fact, tests conducted on some employees to ensure they were safe from any threat following their handling of passengers suspected to have been infected by the virus, returned negative covid-19 results.

Regrettably though, the suspension of flights by airlines and the eventual decision by government to close the airport to save lives meant we had no business. Recall that Ghana's first reported case of the virus was imported, i.e. from travelers into the country through the airport. The obvious effect was that our company had no source of revenue to take care of its employees and others obligations. Furloughing of employees was imminent but that would also mean that hunger could send employees to their early graves instead of covid-19 if that alternative was chosen. The quick decision by management with the support of the Unions to keep all employees on reduced salaries went a long way to sustain lives. The proactive step by management to ask for payment holiday from banks for employees with loan facilities with them also helped to relieve part of employees' stress, albeit with a lot of frustration from the banks. Other steps taken with close

cooperation with the leadership of our employees unions have been of great help to us all.

We commend everybody for doing their best in whichever way possible to keep the aviance family together in the face of challenges which have never been experienced in the history of global business. We appreciate the various contributions made by all categories of employees through their hard work and suggestions on a regular basis.

We would like to thank all contributors to this newsletter. We are privileged that you continue to give us your support. To the editorial team, we say thank you for your dedication and drive, spending sleepless nights to coordinate and put together various write-ups to get us this newsletter. Let us continue to use this forum of exchange of information as a tool for education and bonding, among other things.

As the year draws to a close, we use this opportunity and platform to quickly wish our cherished employees, client airlines, suppliers, social partners and all other stakeholders Merry Christmas and a prosperous New Year!

As we go about our normal daily activities and preparing for the festivities, let us quickly remind ourselves that the covid-19 is still lingering. Therefore, do not relax in observing the preventive protocols. Regulations, laws or directives from authorities can put or lift restrictions, but remember that these same measures cannot lift the virus. So lifting of some restrictions to help balance life demands should not be interpreted as elimination of the virus. Even with news of a vaccine having been found to counter the devastating effects of covid-19, we urge you all to continue to remain vigilant and help save your life and the lives of significant others.

***Enjoy your reading time and God bless you all!***





## LOUNGE SERVICES, GIVE YOURSELF **A TREAT!**

*Written by Emma Appiah-Berko*  
Special Services Manager

For an airport lounge to be setup and function effectively, it pre-supposes that a facility must have been built by the air port authority that has been recognized by a regulatory body of all operators at the location.

Lounges are operated at many airports including Kotoka International Airport in Accra to offer for selected passenger comfort beyond those afforded in the airport terminal as a whole.

Passengers who make the decision to use these lounges are presented with carefully selected menu, comfortable seats with airside view, serene environments and often better access to customer service representatives.

Other accommodations may include private meeting area, wireless internet access, telephones, health SPA and other business services, along with eatables that enhance passenger comfort.

Airlines operate lounges as a service to their premium class passengers, usually passengers flying first class, business class and passengers with high level frequent flyer status as well as premium travel credit card memberships and walk in passengers.

At KIA, airlines do not have lounges for their exclusive use, ground handling companies have carved a niche for themselves and are the operators of lounges, consequently every passenger who requires this unique service, can walk in expecting service with distinction.

Truly that is what it should be, irrespective of age, class, or color, everyone deserves to be treated like a VIP that he or she is, and this is what we will be privileged to offer to you. This unique product is what you would be offered whenever you access the Adinkra lounge for both domestic and international travelers regardless of the type of ticket you possess whilst awaiting your flight in comfort, we will not make you miss your home, we offer you the feel of a new home.

From the time we gladly receive you into our facility, you will be the beneficiary of all the unique facilities and delicacies served in the lounge. The metal birds, dotted in front of the distanced picturesque trees of natural attraction and fantastic tarmac views being the icing on the cake.

The serene and relaxed ambiance of the Lounge and the array of refreshments, drinks, liquor, snacks and hot meals is simply indulging.



Enjoy uninterrupted free internet connectivity and DSTV programs.

Our well-trained, groomed and dedicated staff are readily available to meet your need. Flight information status and alerts are provided as and when they are needed.



Under the new normal spewed on us by COVID-19, our seating arrangements offer you the ideal atmosphere and space to have your quick mini group meetings without any disturbance.



# PROMOTIONAL DISCOUNT

Take advantage of price slash at Adinkra Terminal 3

With all these benefits at your beck and call, we will be honored to host you on your next travel on both domestic and international travel.

## LOCATION

For an international traveler we are located on the 5th floor in terminal 3 whilst our domestic lounge is sited on the 1st floor, adjacent Boarding Gate 3 in Terminal 2.

You are guaranteed of total privacy in the Lounge from the usual crowd at the boarding gates whether to do some personal work on your laptop or to simply relax. In this period of the COVID 19 pandemic, customer safety and comfort is paramount and uncompromised hence, the provision of all internationally accepted protocols to ensure your safety and comfort are assured.



There is a service beyond the lounge; our services begin before you even get to the lounge. We do provide escorts from the moment you check-in until the moment you board your plane saving you tons of stress and time.



Have a kingly treat before your flight



We will feel privileged to serve you!



# AIRCRAFT APPEARANCE

*Written by David Opare*

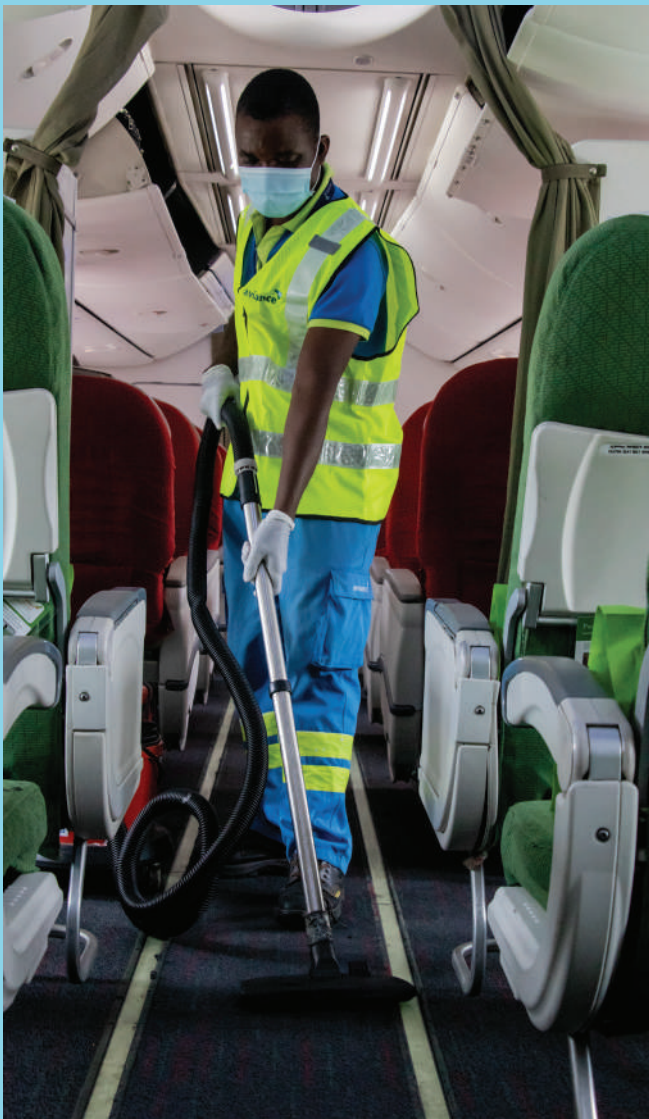
Duty Manager, Ramp

**“Aircraft cleaning standards are regulatory requirements that civil aviation authorities (worldwide) impose on the airline operators to ensure the minimum level of cleanliness onboard. The purpose of cleaning standards in commercial aircraft is thus to ensure the health and safety of passengers and crew”.**

This is the hallmark of the Aircraft Appearance department session of Aviance Ghana Limited.

Most of us have the experience of travelling on aero planes and are impressed by the cleanliness and orderliness of the cabin that welcome us together with the friendly and smiling faces of the aircrew every time we board an aero plane. The cleanliness and orderliness of the cabin are the results of the hard work of heroes behind the scene—the aircraft cabin cleaners. The work of these cleaners seldom attracts our attention, and in fact, very few of us have directly met with them before.

Aircraft cabin cleaning is a unique type of cleaning work characterized by a high concentration of physical activities in time and space that are not fully under the direct control of the service providers and their workers.



## TASKS OF THE JOB

Airline companies usually contract out cabin cleaning to its Ground Handling Agents (GHA) companies.

**There are basically three levels of cleaning services for the aircraft:** quick transit cleaning, overnight (lay-over) cleaning and deep cleaning. The types of services rendered depend on the duration of stay of the aircraft at the airport. The tasks in a typical quick transit cleaning involve:

- seat cleaning,
- seat pocket cleaning,
- ashtray cleaning,
- galley cleaning,
- toilet cleaning and replenishment,
- floor cleaning and
- blanket management.

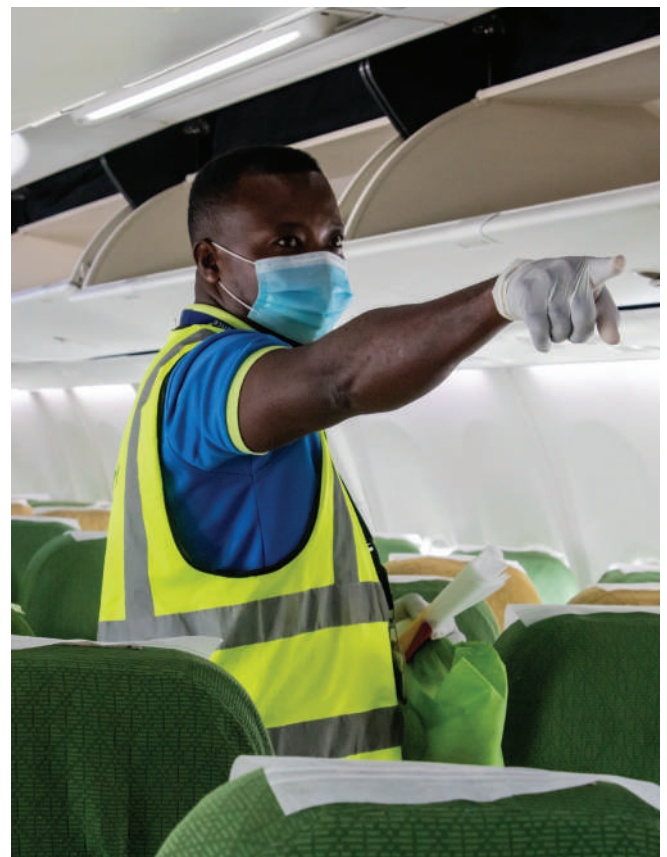
Lay-over cleaning is more thorough and in addition to the above processes includes:

- floor vacuuming,
- window cleaning,
- stowage cleaning and
- cleaning of the cabin crew resting area. Deep cleaning includes all the above tasks but in a more extensive manner.

### Work Organization

A team leader is responsible for the delegation of duties. The number of cleaning crews assigned to each aircraft depends on the type of aircraft and the type of service required (quick transit, lay-over or deep cleaning).

In conclusion, the purpose of cabin cleaning is to avoid health risks, restore the interior beauty, remove the offensive odour and to avoid the spread of dirt and contaminations within the aircraft, while putting a smile on the faces of all passengers and customer satisfaction to all airlines.





## FUNCTIONS OF HIGH LOADERS (CARGO/PALLET LOADER)

*Written by Ebenezer Agyei*  
Ramp Manager

Equipment used to support ramp operations is referred to as **Ground Support Equipment (GSE)**. Among the GSE, is a high Loader or pallet loader.

It is used to unload and load cargo or baggage containers and pallets from and into aircrafts.

Basically, the high loader is used on wide bodied aircrafts only. Prior to the arrival of the flight, the Equipment Operator will test the high loader and then position it at the bay.

### **UNLOADING OF CARGO/BAGGAGE CONTAINERS**

When the aircraft comes to stand, the high loader is then driven under the guide of a banksman to position by the flight. The operator manipulates the PDU (power drive unit) on the aircraft to control and direct the containers/pallets from the aircraft onto the platform of the high loader. The platform is then lowered and the container/pallet is moved onto a dolly which is attached to a tractor. The tractor driver after securing the container/pallet will drive them off to the baggage offload area or to the cargo warehouse. This process continues until the aircraft is fully emptied.

### **LOADING OF CARGO/BAGGAGE CONTAINERS.**

During loading of containers and pallets into the aircraft, the platform of the high loader is lowered and then the container/pallet is pushed on it. The platform is then raised to the level of aircraft hold. The operator again manipulates the PDU to control and direct the container/pallet into position. The loading supervisor is responsible for determining which position to load a container or a pallet. This process continues until loading is completed. The operator is guided again by a banksman for the high loader to be reversed off the aircraft.

Without a high loader, unloading and loading on wide bodied /containerized aircrafts will be impossible.

**Aviance has ten (10) of these high loaders. The biggest among them is EL16 and the smallest is EL15.**





# COVID-19 PANDEMIC AND AVIANCE

*Written by Kwesi Yawson*  
Security Monitoring Manager

Covid-19 as famous as it has become, started somewhere in Wuhan-China in the latter part of 2019. It became so intense in killing people in China and within a short time began to spread all over the world due to globalization. Trading among countries made businesspeople contract the deadly disease as China being one of the world's SUPERPOWERS in businesses with respect to manufacturing and distribution across the globe.

There is a lot of myth about the COVID-19 pandemic as it originated from China and many people including the president of United States of America once named it the "Chinese Virus". Ghana, where Aviance Ghana Limited is located, recorded its first case of the Virus on the 12th of March 2020. The virus spread so fast among the travelling passengers especially as the majority who travelled by air contracted the disease faster as compared to the local transmission.

As the Virus kept spreading at a faster rate among the travelling masses, it became a major concern to countries and governments to tackle the virus head-on. The Aviation sector of most countries was gravely affected. The closedown of the aviation sector by most governments forced the president of Ghana to do same all in an effort to curb the spread of the deadly virus called COVID-19.

The entire process was tagged "**LOCKDOWN**" purposely to restrict the movement of people and flights to prevent the spread of COVID-19 as the world class scientist came together to research into medicines that would aid the control of the spread of the deadly virus or better still eliminate the Virus completely as it was killing so many people globally. Countries like China, Italy, United States of America, United Kingdom suffered brutally. The nation Ghana also suffered its share.

Aviance Ghana Limited being the most reputable Ground Handling Company in the western part of Africa (Ghana), was hit very hard due to the airport closure. Managers had no other options than to follow the protocols and measures put in place by the government and even presented a much better approach to help protect their staff from getting infected.

The lockdown became so intensive that some key Managers who had to come to work daily were in some instances denied access to come to work by the military men on the road. Management had to suspend all outsourced staff engagement for the time being.

Thankfully, Aviance handled some adhoc flights which kept the company busy. The security of the company's property and the skeletal staff became paramount in all respects during those times. Security Monitors drove at odd times to pick staff directly from their homes and to drop them back after work: driving through dangerous areas such Awudome Cemetery at 1:30am, Korle-bu, Bubuashie, Kaso, Teshie, etc. to pick staff.

In a nutshell, the journey has not been easy for Aviance, but God is seeing us through. I would like to urge everyone to kneel before God in prayer for our beloved Company, the Managing Director, Heads of Departments, Managers and all staff.

***May God protect us all and save us from the COVID-19 Pandemic!***



# AVIANCE CARGO OPERATIONS DURING THE LOCKDOWN

*Written by Anthony Quist*

Duty Manager, Cargo

Covid-19 is an infectious disease caused by a newly discovered coronavirus. The virus that caused COVID-19 is mainly transmitted through droplets generated when an infected person coughs or sneezes into the environment. These droplets are too heavy to hang in the air and quickly fall on floors or surfaces. One can be infected by breathing in the virus if one is within close proximity of someone who has covid-19 or by touching a contaminated surface and using the same hands to touch the eyes, nose or mouth.

The first two cases of coronavirus in Ghana were confirmed on 12th March 2020 when two infected people came to Ghana, one from Norway and the other from Turkey. Most of the airlines that operate the Accra route started putting a hold on their operations which had an adverse impact on ground operations and Aviance was not spared.

The President of Ghana announced a lockdown on the Greater Accra Metropolitan Area and the Greater Kumasi Metropolitan Area on the 30th March 2020. Due to the lockdown, most transportation services to and from were not very active making transportation to the work place very difficult during that period. As a result of the pandemic with its negative impact on the airlines, most airlines halted operations for passenger uplift whereas cargo uplift increased due to the high demand for PPE's meant for the covid-19 prevention. Some airlines changed their passenger aircrafts to cargo aircrafts to the extent that cargo was loaded on seats of some aircraft

(Cabin loading). With the increase in cargo, uplift from Asia and Europe with shipments being mainly PPE's, the cargo department in Aviance had a whole lot of work to do by ensuring that shipments were received into our warehouse and cleared as soon as possible to assist the Ministry of Health and NUGUCHI especially who were at the receiving end of all these PPEs being imported into Ghana to help manage the Covid 19 pandemic.

With the reduction in Aviance workforce, the cargo department had to do their very best to ensure that work was handled meticulously with all protocols put in place being adhered to. Coming to work was a big challenge for most of the workers in the cargo department due to lockdown and the inconvenience associated with the commercial vehicles. Despite all the challenges, the cargo department had two dedicated staff who stayed at Trade Fair La, a suburb of Accra by name Mr. Peter Mensah Akuetteh and Eric Dzato. These two-cargo staff were highly dedicated and despite the difficulty in getting transport to work, they would meet and walk to work with their face mask on and hand sanitizers on them to work and when they got to work, they cleaned the whole environment before they started operations. They dedicated their service to the department whole heartedly without complaints and we owe them a lot for their hard work.

There was provision of face masks/ gloves, hand sanitizers and water in Veronica buckets daily and sensitization was given during briefings and debriefings on ensuring that all protocols were duly observed whilst ensuring a successful operation. The whole cargo department put in their all to ensure that shipments received were handled professionally whilst adhering to the covid-19 protocols. General Cargo & Cargo bags that were handled were handled in accordance with all covid-19 protocols being observed, washing of hands after every handling of such shipment and using of hand sanitizers the entire time.

***Kudos to the entire cargo team. Long Live Aviance Cargo department!!!***





Peter Mensah Akuetteh



Eric Dzato

## SPECIAL APPRECIATION TO **PETER MENSAH AKUETTEH AND ERIC DZATO** (DEDICATED CARGO STAFF)

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Gratitude is not only the greatest of virtue but the parent of all others. No language can ever express our feelings for your outstanding performance towards the growth of the company most especially during the covid-19 pandemic, you were of great help to us.

*Messrs. Peter Mensah and Eric Dzato of Cargo department, we say “ayekoo” for your good work and your exceptional contribution towards the growth of aviance.*





As a result of the disruption of global supply chains, commercial airlines and air freight carriers are seeking alternate sources to bridge the gap in consumer spending and loss of passenger ticket revenue, by expanding air cargo service offerings and navigating through this major economic disruption. Air freight carriers have expanded to offer humanitarian and relief shipments, private and group charters and time-sensitive freight services.

In Ghana we received the Jack Ma donation to Africa by China Airways freight in the midst of the pandemic as well as Ethiopian airlines



*ACCRA – A regional humanitarian response hub in Ghana, established by the United Nations World Food Programme (WFP) to facilitate COVID-19 response efforts is now fully operational.*

## THE IMPACT OF COVID-19 ON AIR CARGO OPERATIONS AND THE PROSPECT

*Written by Richard Baah*

Duty Manager, Cargo

### Impact on Commercial Airlines

The global commercial airline industry has reported more than

**90%**

decrease in revenue and bookings

By the end of 2020, IATA expects global revenue losses for the passenger business of

**\$250m**

That is a

**44%**

decline on 2019 revenue figures



These transfers of critical supplies were facilitated by Asky and Passion airlines and all these flights were handled by Aviance.

Accra, which was already vital for the dispatching of critical supplies to countries in west and central Africa, is launching humanitarian response flights to Nigeria, Chad, Mali, the Central African Republic, Uganda, Tanzania and Ethiopia, enabling health and humanitarian personnel to rapidly reach areas where they are most needed in a context of limited commercial transport and travel restrictions.

Challenges with government, local, national and global COVID-19 restrictions and guidelines have sparked an expansion of transportation and logistics network and services that include methods to bolster the supply chain delivery and respond to the increase in demand in the air cargo industry.

COVID-19 has driven air-freight traffic to historic levels, resulting in a more enterprising industry and information technology to propel this industry into a solid and secure future. All these initiative-taking and reactive steps will solidify and result in improved revenue and profit over the long-term future for the air cargo freight industry.

### **Effect of Covid-19 on Aviance Cargo Operations**

From the beginning of the pandemic in Ghana the Aviance cargo output experienced a drop in performance, but in the subsequent months imports started picking up constantly due to the medical supplies by World Food Programme to the Ministry of Health and other agencies and the importation of Nose mask and the face shield into the country to fight Covid-19.

### **Current Trends in Air Cargo**

Current trends indicate growth in air cargo prices and a switch to all-cargo chartered flights. Some freight forwarders may pay 3 times the cost to transport their freight by an airline. Several airline carriers are reviewing the addition or conversion of **A330, A350, 777, 787 and 737 freighters.**

Carriers with grounded planes are trying to salvage the situation by taking up cargo operations especially now when the fuel prices have plunged, cargo operations could bring in the much-needed cash.

During the period, Ethiopian Airways took advantage of cabin loading, including overhead space for the small packages to increase revenue. Majority of airlines are doing same to maximize revenue.



*loading on the floor*

### **How can technology help?**

The impact of COVID-19 on cargo operations will result in initiatives that include enhanced web interfaces to allow more self-service.

The air freight supply chain and cargo freight operations, that are experiencing increased volume, will require streamlined processes to improve the management of air freight and carrier paperwork.



# CYBER PHISHING, PHARMING AND SMISHING

Written by *John Aryeh*  
IT Manager

Cyber criminals are always looking for ways to get hold of valuable personal information to steal. There are several methods that they use in order to obtain peoples' credit card or bank details. In this article, we will discuss some of these methods and what one can do to protect valuables against these criminals.

**Phishing, Pharming and Smishing** are fraudulent methods used to obtain peoples' credit card numbers, bank details, usernames or passwords. Every year, billions of dollars are stolen by online fraudsters who use the above three methods in order to access their victim's money.

**Phishing** is used to describe methods that internet hackers use to 'fish' for our data. An example of 'Phishing' is where fraudsters dangle bait in front of the victim to see if they take it. Phishing is carried out over emails to trick you. The 'bait' is used into giving up our bank details, credit card details, usernames and passwords. Phishing is usually carried out over emails pretending to be from legitimate organisations like banks and building societies.

**For example:** The emails usually say that there is a problem with your account and then they ask you to provide your usernames, passwords or account numbers so that the problem can be rectified. If you provide these details, the criminals will be able to use them to access your funds.

Fortunately, it is very easy to avoid being 'phished'. Never give your bank details or passwords out over email. **(Banks NEVER ask their customers for this information)**. Phishing scams sometimes promise you enormous wealth. **For example:** you might receive an email which says "We have recently discovered you have been mentioned in the will of \*\*\*\*\*. If you provide us with your bank account number we will deposit the sum of \$\*\*\*\* ". Once you send your bank details, instead of depositing money the crooks will make away with your cash. If something sounds too good to be true, it is probably good to ignore it or yet still be careful. Report any phishing attempts to your email account provider. Be careful responding to anonymous email.

The intention of pharming is the same as phishing; to obtain personal information such as usernames, passwords and bank details. Pharming usually targets users of online banking or shopping websites. Pharming involves re-directing you to a 'malicious' website which attempts to steal personal data. Always make sure that website url's are correct and legitimate before entering your personal data. The way this is done however is slightly different.

**'Pharmers'** infect legitimate websites with malicious code that will re-direct you to their fake version of the website. The fake website will look very similar, or even identical, as the legitimate website. This makes pharming very dangerous and difficult to detect. If you then enter your personal information into the fake website, the fraudsters will be able to collect that data and use it. For example: You log onto your bank's website but it has been infected with malicious pharming code and redirects you to a fake version of the site. The fake site looks identical to the legitimate site and so you may not realise it and subsequently enter your username and password. Unwittingly, you have just given the fraudsters your login details which they will use to access your account and transfer your money!

One preventive method against pharming is to check the url (web address) of the website before you enter your personal information. The fake website will have a slightly different address to the legitimate website. Make sure that you are on a secured website **(one that is encrypted with SSL)** before entering your personal information.

**Remember: the way to tell is to look at the url: A secured website will begin with https. An unsecured website will begin with http.**

**Smishing** is the same as phishing except that fraudulent messages are sent via text messages **(SMS)** rather than emails. **For example:** You could receive a text message, sent to your mobile phone, which appears to be from your bank and reports a problem on your account. The text message would provide a web address or a phone number which you would be asked to use in order to contact the fake bank.

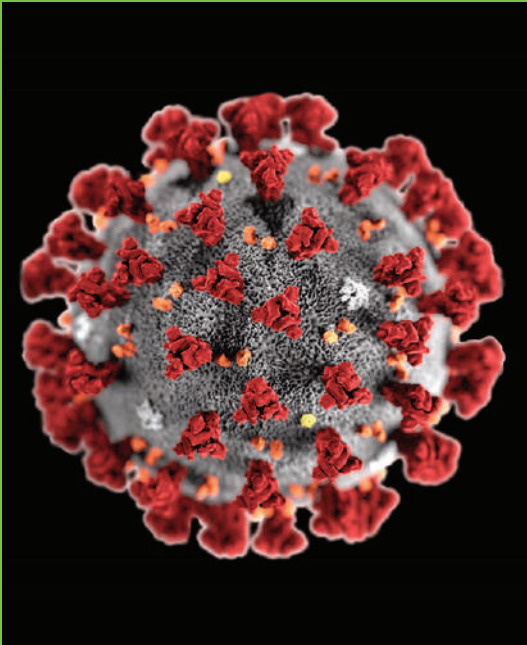
You would then be asked to provide your account details so that the problem could be rectified. Upon doing so, the fraudsters would use the account information to steal your money.

**How to protect yourself against smishing:** Never give your bank details or passwords out over phone or text message. Ignore text messages from people you do not know and report any phishing attempts to your mobile phone company.



# THE 10 NUGGETS FROM COVID 19 PANDEMIC

*Written by Yvonne Owusu Sekyere*  
Human Resources Manager



1. The pandemic brought a lot of **families** together as people had to be home for a long time.
2. Businesses and people learnt the importance of having multiple **streams of income**
3. People found **new passions** like reading, writing, cooking, singing, dancing, exercising etc and some started making money out of them.
4. People learnt **new skills** like surfing the internet, using digital communication tools like zoom, Microsoft teams, Skype etc to keep up with the times.
5. Businesses like Zoom and Microsoft teams started **making more money** as most companies started using them for meetings and presentations as part of social distancing.
6. Organizations **began to think outside the box (innovate)**.....by introducing new production lines that produced PPEs, introduction of non-contact technologies to avoid people from having contact.
7. Organizations and individuals exhibited higher **Resilient levels** in order to survive. Naturally, most businesses began to change the way they did their business. Examples include registering their presence more through the various social media platforms to reach out to more customers which is either free or low cost and working from home as well.
8. **Everything is possible** so long as there is commitment, example wearing of nose mask for long hours, not exchanging the usual pleasantries through handshakes and hugging one another was also prohibited.
9. Nothing is permanent including our businesses and jobs as we lost people and jobs at the same time.
10. The pandemic thought us **"Delayed Gratification."** We learnt to delay anything that brings us satisfaction like, physical pleasures, social interactions, travelling, financial wellbeing, achievement etc.

*Let us continue to stay safe as the deadly virus is still hanging around.*

# CYBER SECURITY AWARENESS IN COVID-19 SEASON

*Written by John Aryeh*  
IT Manager

The COVID-19 pandemic has brought untold economic and health hazards in 2020, especially for the transport industry. The damages are having many lasting effects on the industry.

One of the effects is cybersecurity, particularly when many are immobile and internet is being used to perform operational duties.

Remote connection, online meeting, social media platforms, had made us all more vulnerable online. That is why learning the best ways to protect company's data is so critical nowadays and working with cyber security professionals is more important than ever.

## Cybercrime Statistics during the Pandemic

The FBI recently reported that the number of complaints about cyber-attacks to their Cyber Division is up to as many as **4,000** a day. That represents a **400%** increase from what they were seeing pre-coronavirus. Microsoft reports that COVID-19 themed attacks, where cybercriminals get access to a system through the use of phishing or social engineering attacks, have jumped from **20,000 to 30,000** a day in the U.S.A alone.

Zohar Pinhasi, a cyber-counter-terrorism expert and founder of the cybersecurity firm Monster Cloud, reports that ransomware attacks are up **800%** during the pandemic.

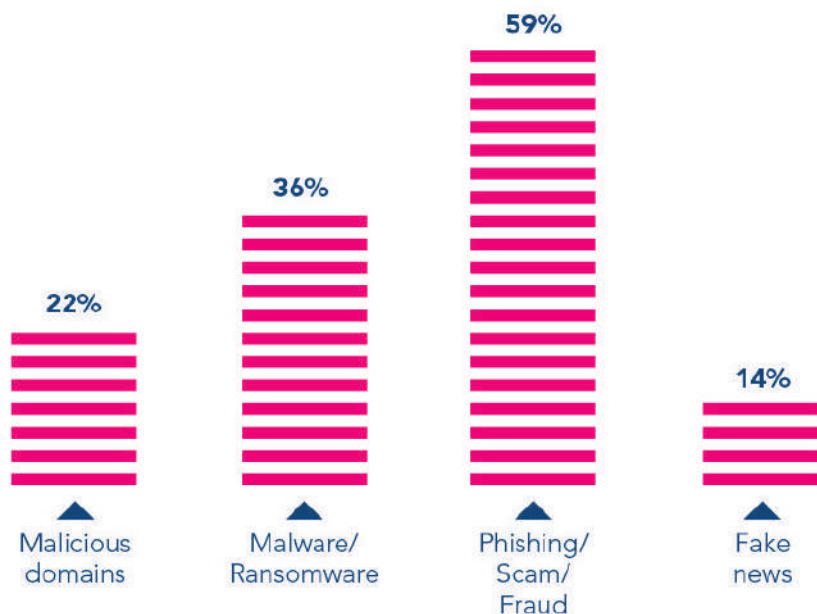
January-March  
**907,000**  
spam messages

**737** malware related incidents

**48,000**  
malicious URLs

all related to COVID-19 were detected by one of INTERPOL's private sector partners.

## Distribution of the key COVID-19 inflicted cyberthreats based on member countries' feedback





**Key findings highlighted by the INTERPOL assessment of the cybercrime landscape in relation to the COVID-19 pandemic include:**

**Online Scams and Phishing** - Threat actors have revised their usual online scams and phishing schemes. Around two-thirds of member countries which responded to the global cybercrime survey reported a significant use of COVID-19 themes for phishing and online fraud since the outbreak.

**Ransomware and DDoS** - In the first two weeks of April 2020, there was a spike in ransomware attacks by multiple threat groups which had been relatively dormant for the past few months. Law enforcement investigations show the majority of attackers estimated quite accurately the maximum amount of ransom they could demand from targeted organizations.

**Data Harvesting Malware** - The deployment of data harvesting malware is on the rise. Using COVID-19 related information as a lure, threat actors infiltrate systems to compromise networks, steal data, divert money and build botnets.

**Malicious Domains** - From February to March 2020, a 569% growth in malicious registrations, including malware and phishing and a 788% growth in high-risk registrations were detected and reported to INTERPOL by a private sector partner.

**Misinformation** - Nearly 30 per cent of countries which responded to the global cybercrime survey confirmed the circulation of false information related to COVID-19. Within a one-month period, one country reported 290 postings with the majority containing concealed malware.

**Things to do to Protect Your Networks and Data from Cyber Attacks**

Organizations need to train employees on security and work from home with best IT practices. Employers must make sure workers are aware of the risk of attack, to avert any threat posed to organization. If possible, ensure that employees are only using their corporate devices to access company data.

Also, organisations must make sure that the devices being used have the latest security patches installed and updates enabled.

Companies must tweak filters in their firewall or administrative control panel to protect company email and ensure that no phishing or spam emails can make it through to employees.

Organizations must train employees in the art of spotting phishing emails and to not click or accept on suspicious links and alert them to phishing emails that have made it through.

IT expert must pay closer attention to the network traffic by systematically monitoring. Data breaches are a real threat during this crisis and expert must ensure that no unauthorized data transfers take place in the guise of **“normal remote operation.”**

Most of the internet traffic is encrypted and without proper decryption in place, one would not be able to stop encrypted attacks. Therefore, expert must ensure that encryption certificate like **SSL or TLS** are deployed for internet links or emails to protect organization from being attacked online.



# THE IMPACT OF COVID 19 ON **DEBT RESTRUCTURINGS**

*Written by Eric Boadi-Agyekum*  
Assist. Credit Control Manager

The COVID-19 pandemic has placed an unprecedented stress on the ability of businesses to service their debts and obligations, including paying salaries, rents and taxes. Some governments, especially those in developed and some few developing countries, have granted some flexibility through aid packages which may not prove to be enough.

However, certain businesses such as oil and gas, airlines, cruise lines, hospitality, brick-and-mortar retailers and small businesses generally are being hit harder by the pandemic than others. Although most businesses are expected to return to a normal pace once the uncertainty of this pandemic has subsided, many others may not make it.

Nevertheless, many of these surviving businesses need some form of relief on their debt obligations in order to avoid defaults payment, foreclosures and collection activity during this extraordinary period of economic inactivity. This is even more problematic in countries with underdeveloped capital markets where companies have most of their debt maturities concentrated in the short term. Thus, debt renegotiations are inevitable and may not only include forbearance periods but also maturity extensions as well.







## ANTONOV

*Written by Benedict Gasu*

Passenger Handling Manager

Designed in the 1980s by the Antonov Design Bureau in Ukraine, Antonov is the heaviest and the biggest aircraft in the world. It is powered by six turbofan engines and has the largest wingspan of an aircraft in operational service. Antonov 124, a four engine aircraft, landed in Accra on 24th November 2020 where it brought a 50 ton rotor for a power plant in Takoradi.

The rotor was offloaded through the nose of the aircraft, down a special ramp until two cranes could lift it and transfer it to a long trailer for the journey to Takoradi. The Antonov is a special heavy lift aircraft which can carry up to 50 vehicles and is equipped inside with cranes and winches to facilitate the loading and unloading of cargo.



*This whole process was facilitated and handled by Aviance Ghana limited on the 24th of November 2020.*

# THE IMPORTANCE OF TRAINING AND DEVELOPMENT IN THE AVIATION SECTOR

*Written by Papa Bonsu Osei-Bobie*  
Training Manager

It may be an understatement to overemphasize the contribution of training and development within the aviation industry. A highly skilled workforce is very beneficial to the growth and sustainability of this thriving industry.

In recent years, Training has become a central and pivotal role within most industries worldwide and all organizations must seize the opportunity to invest in their workforce through training.

There is, however an enormous value in organizing a proper training and development session for employees. Some of the benefits of proper training and development are that, it allows employees to acquire new skills, sharpen existing ones, perform better, increase productivity and be better leaders. Since a company is the sum total of what employees achieve individually, organisations should do everything in their power to ensure that employees perform at their peak.

Any organisation that invests in training and development tend to have satisfied employees. The concept of development and training can be traced during and after World War II where an exponential demand for skilled labour brought on by the war economy and also the growth of technological innovations.

The rise of the U.S. labour movement during this period also contributed to the growth of employee training and development. After overcoming substantial resistance to its establishment during the early 1900s, the U.S. labour movement has become a strong proponent of training. Companies such as Boeing, Delta, United Airlines have expatiated and invested in various learning and development programs and tools to the wide admiration and envy of many. This has made them the leading players within their industry.

Industrial revolution, the shift from repetitive skills to a more dynamic multitasking labour force concept was recognized, as the former was deskilling labour force to the detriment of profits. However, as labour rights were developing, most industry players began to recognize the need for training and development as a catalyst for economic transformation.

The aviation sector has had its fair share of setbacks. However, as processes, innovation and technological advancement creep into the industry, organizations have to be more equipped and robust to position themselves for these changes. For instance, the usage of advance baggage scanners, Aircraft Safe Docking (ASD) etc., are revolutionizing the sector. In a nutshell, all companies must ensure to invest in the needed training and development for the advancement of their workforce.





# THE MILIEU OF THE AVIATION INDUSTRY IN 2020.

*Written by Benedict Gasu*  
Passenger Handling Manager

The year 2020, started as a year of hope, a year with ambitions and plans for each and every individual as well as our organizations but little did, we know or envisage of a challenge that will gestate this deep and wide from December 2019 till date. This write up seeks to enumerate a few debacles Covid 19 has brought in the aviation or hospitality industry and will profess a few ideas on what can be done.

The Covid 19 pandemic has inevitably had significant bearing on airline companies due to travel restrictions and a nosedive in demand among travellers. Several airlines worldwide have declared bankruptcy while some have reported notable reduction in their frequencies. 43 commercial airlines by 8th October 2020 had gone bankrupt and many more are expected to follow if not supported. Amongst these airlines are 4 from Africa who have ceased operations and 2 on voluntary administration. The question is how does this affect the ordinary man?

International Air Transport Association (IATA) has reported the effect of Covid 19 pandemic on Africa at 89% drop in traffic revenue amounting to \$16 billion. It also reported 5 million jobs being at risk and GDP loss of \$37 billion.

A good number of people have and continue to lose their jobs due to the pandemic. The loss of jobs has resulted in a lot of challenges that goes a long way to affect the individual, their families and the society at large. These job losses may lead people to engaging in activities that may not augur well for the society at large but they will see it as the only means to survive.

The issue of fear as a result of Covid 19 cannot be overstated. All have come to realize that, the pandemic is not a respecter of persons or positions nor riches. In other words, Covid 19 could affect any individual if he/she does not protect themselves. This kind of fear affects the fiber of people and could easily lead to their demise.

No country is an Island thus; the economy of every country and the world at large is at a risk since most trans-economic activities will come to a halt. People cannot travel to bring their goods nor export their goods. Hospitality and Tourism industry alike also suffer for which the economic indices of various countries will be hit in these directions.

In the midst of the above challenges, one cannot throw in the towel, but soldier on to survive. The question is how do we survive? Well, until the vaccine is discovered somewhere in 2021, there has to be a way out to protect ourselves and survive.

Organizations and individuals have to create an innovative way of surviving and this some companies and individuals have started working at. The use of Technology for business is one key model to survive. A good number of companies have resulted to working from home with the use of Technology. Therefore, this reduces human interface.



The individual must also learn at worst some level of trade with which he can work on his own. This has become necessary because devoid of any such handiwork, one may end up in nefarious activity to survive. In the midst of challenges, one's ability to dig deep and find a way to survive and excel is what makes one a survivor. One must be informed instead of being opinionated.

Aviation is not a common industry where one can fit into any industry especially when the individual has a special skill only used in the aviation industry. Human beings at large have suffered the consequences of Covid 19 but aviators have suffered most for which I encourage and entreat all in the aviation industry to learn an alternative trade. As Kenneth Hildebrand puts it, strong lives are motivated by dynamic purposes; lesser ones exist on wishes and inclinations". Be a strong life to exhibit the motivated dynamism than just keep wishing with no action.

Aviation is going nowhere but shall survive this scare and come out successfully and stronger but will survive with a staff strength more dynamic than static to what they used to have because we have learnt the need to "be dynamic, just like life. Innovative. Create. Explain. Never become stagnant" Akin Olokin.

Just adhere to all safe protocols such as wearing your mask, distancing yourself socially, use hand sanitizer as and when necessary, wash your hands under running water, avoid large crowds and be another's keeper. Be courageous knowing that it does not mean you are afraid but rather fear will not stop you. Keep safe and stay safe.

**Lion Dove Floods**



# DOMESTIC AIRLINE OPERATORS SUSPEND SCHEDULED PASSENGER FLIGHTS TO CONTAIN THE SPREAD OF CORONAVIRUS

*Written by Ben Johnson*  
Account Manager-Domestics and Regional Flights

Pursuant to the movement of restrictions imposed by the President of Ghana, H.E Nana Addo Dankwa Akuffo Addo to contain the spread of the novel Coronavirus in the country, the Domestic Airlines, Africa World Airlines (AWA) and Passion Airlines (OP) suspended their operations for scheduled passenger flights from Accra-Kumasi-Takoradi and Tamale routes with effect from 30th Mar, 2020.

This led to airports in the region experiencing a drastic decline in traffic, resulting in enormous losses to domestic revenue.

The country had been under partial lockdown for 3 weeks before the lockdown was lifted in April. Domestic travel was among the relaxed measures that saw both Passion Air and Africa World Airlines resuming domestic flights.

## Pre-planned COVID-19 Safety Protocols & Measures

In preparation for resumption of flight operations, prior to the announcement to lift the lockdown, the domestic Airlines jointly developed a set of comprehensive health & safety regulations and requirements together with the Ghana Airport Company and the State Agencies to guide the operations aimed at protecting staff, passengers and the crew.

The enhanced on-ground and onboard safety measures instituted was to assure passengers and the general public of their safety

### The following measures were instituted among others: -

- In partnership with stakeholders, Kotoka International Airport was fumigated together with facilities and equipment in readiness for the resumption of flight operations.
- All passengers, based on the protocol, were expected to be subjected to thermal screening at check-in
- Any passenger with body temperature detected above 37.3C was to be referred to the Port Health Authorities for further examination
- Wearing of nose mask for all passengers and flight crew would be required during the flight.
- All passengers, flight crew and staff were required to undergo hand sanitization at the point of boarding the aircraft.
- Additionally, all staff who interacted with passengers were required to wear surgical masks and gloves.
- The gloves had to be disposed of immediately it got wet or at regular intervals when handling passenger documents.
- No food or beverage service would be conducted onboard the aircraft to minimize contact between passengers and cabin crew.
- The interior of an aircraft would also be disinfected before each flight.
- In complying with social distancing requirements, passengers would be assigned seats so that no person would be assigned a seat immediately adjacent to another passenger with the exception of children under 12 travelling with an adult





## Resumption of flight Operations

Ghana was the first African country to resume domestic flight operations in the wake of COVID-19. Domestic flight operations resumed with the two main operators, Africa World Airlines (AWA) and Passion Air announcing once-daily flight operations on the Accra-Kumasi-Accra and Accra-Tamale-Accra routes.

The on-going COVID-19 pandemic has brought the global aviation industry to its knees and Ghana has not been spared. Following the announcement of the first two Covid-19 cases in Ghana on March 12, demand for domestic air tickets dropped by about 30% within two weeks.

The subsequent announcement of restrictions on in-country movement further dampened demand. Leaving us with no choice, Airlines had to park their fleet in their hangers, waiting for the lifting of the restrictions.

However, the demand for air tickets after the lifting of the restrictions in April had been encouraging. Aviance Ghana which is the Ground Handling Company for the two indigenous Airlines played a major role in the implementation and continuous monitoring of the safety protocols and measures for the domestic operations to restore normalcy to the Ghana Aviation Industry.

As part of improved safety measures, the regulations and requirements would be reviewed periodically during the domestic operations and when necessary, introduce improved procedures to further enhance the measures to strengthen the fight against the coronavirus pandemic as it affects the aviation sector.

# IMPORTANCE OF SMALL GESTURES WE OFFER IN LIFE.

*Written by Kobina Takyi*  
Human Resources Officer

## **(A glass of milk)**

One day a poor boy selling clothing from door to door to pay for his education, realized that he only had ten cents left in his pockets. He was hungry and so decided to ask for some food from the next house. In the meantime, he lost his hunger when a beautiful young woman opened the door. Instead of a meal, he asked her for a glass of water.

She saw that he was very hungry so she brought him a huge glass of milk instead. He drank it very slowly and asked **"How much do I owe you?"**

You do not owe me anything at all, she replied. My mother taught us never to accept anything for showing someone kindness.

**He replied:** "Then I thank you from the bottom of my heart" When Howard Kelly left the house, as well as feeling stronger physically, he sensed a return of his faith in the Lord which he had nearly abandoned.

Years later, this same young woman fell gravely ill. The local doctors were mystified, so they sent her to the big city where they knew that the specialists would be able to diagnose this rare sickness.

Doctor Howard Kelly was called as a consultant. When he heard the name of the city where she lived, a memory burned brightly in his eyes. He went up and went to her room, he immediately recognized her. He returned to the consulting room, determined to do his best to save her life. From that day on, he paid special attention to this case. After a long battle, the war was finally won. Doctor Kelly left instructions that the bill should be sent to him for authorization. He looked it over, wrote something in the margin and sent it to her room. She thought that when she opened the envelope, she would find an invoice that would take the rest of her life to pay in full but when she finally opened it, something caught her attention in the margin of the invoice.

**She read these words:** Paid in full with a glass of milk: Doctor Howard Kelly. Tears of joy filled her eyes and her heart.

**She prayed:** "Thank you Lord, for your love has crossed the hands and hearts of man".

There is a saying that goes like this: **bread that is thrown over the water returns to you. An act of goodness that you do today can come back to you or someone that you love, when you are not expecting it. If you do not see this act of goodness returned, at least you would have made a difference in the world and in the end, isn't that what life is all about?**

You now have two choices. You can pass on this message or make someone believe that you were never touched by it. The hardest lesson in life, is to know which bridges to cross and which to burn. Many people pass through our lives, but only real friends leave their imprint in our hearts.

Be an agent  
of change,  
life indeed is  
the hardest  
lesson  
experienced  
in our  
transitional  
world.





## WHAT DO YOU KNOW ABOUT **FLIGHT OPERATIONS CONTROL CENTRE (OCC)?**

*Written by Ebenezer Darko*  
Operations Control Centre Manager

Operations Control Centre (OCC) is an important department in Aviance Ghana Limited and the Aviation Industry as a whole. OCC is the "heartbeat" or "engine" of the company though all other departments are important and have their various functions that they perform to enable activities around the aircraft go on smoothly.

The department is segmented into operational sections where each section has a specialist who performs a number of duties and functions. Staff in the department go through various training to enable them get abreast with the several functions that are updated on regular basis internationally. The department has the OCC Manager as the head with supervisors overseeing the various shifts of load controllers and turnaround coordinators.

The Turnaround Coordinator (TRC) is responsible for the punctual and safe execution of the various aircraft handling processes during the aircraft ground time. The turnaround process starts immediately the flight chocks and ends when the doors are shut. This process includes passenger disembarkation and embarking, aircraft cleaning, catering offload and loading, baggage and cargo offload and loading, fuel uplift etc.

The TRC remains at the aircraft side during the entire ground time and coordinates the processes in all areas of activities which are needed before the aircraft takes off safely. He/she steers and controls all activities around the aircraft when it is on ground thus sometimes referred to as "the ground pilot".

The Load Planner also coordinates and produces a weight and balance document or load sheet in accordance with the company and customer airline specifications. It can be generated manually or with a Departure Control System. Load planners undergo various trainings and are assessed upon completion before they are certified to handle the flight if they attain the required pass mark.

The Load Planner ensures the safe distribution of the accurate load given from both Passenger and Cargo departments with no room for errors as every weight counts no matter how insignificant it is. The load is distributed within the prescribed aircraft limitations.

We encourage all departments to ensure that information given to the OCC department is always accurate since a hitch can affect the safety of the aircraft and the general operational activities.

# PROCUREMENT AND SUPPLY CHAIN DURING THE LOCKDOWN

*Written by Evans Brako-Kwakye*  
Assistant Procurement Manager

In the corporate environment there are systems and structures that govern every department. Aviance Ghana Limited has its own rules, norms and policies but the procurement and supply chain processes in Aviance Ghana Ltd. is nothing different from the standard practice in accordance with the Procurement Act 2003(663) amended with Act 914.

Procurement and supply chain are made of defined Roles, Methods, Processes and Procedures by which Aviance is mandated by law to use to acquire Goods, Services, Works and Disposal.

**In Aviance Ghana Limited, the following methods of procurement is followed;**

- REQUEST FOR QUOTATION
- SINGLE SOURCING
- COMPETITIVE TENDERING

Our Automated stores are well equipped with standard spare parts in accordance with IATA Safety Audit for Ground Operations (ISAGO) and International Air Transport Association (IATA) and other industry players specification.

During the lockdown, the Procurement & Supply Chain department ensured to stock the Ghana Standard Authority and Food and Drugs Authority certified and approved alcohol-based hand sanitizers and PPEs to ensure that there is constant supply to all our workers.

Due to the COVID-19 Pandemic, the Kotoka International Airport was closed and as part of the preparations towards the reopening, the Procurement department was tasked with sourcing a World Health Organisation (WHO) and IATA approved disinfectant to be able to meet the cleaning demands of our customer airlines. This made it possible for us to add Aircraft disinfection and fogging that meet the WHO COVID-19 cleaning standards to our wide range of services. Some of the approved disinfectants and cleaning products we use are Zep Aviation RTU cleaner disinfectant, Zep DEBAC RTU disinfectant sourced locally and Aircraft carpet cleaner, (Aero-Sense), Aircraft toilet deodorant disinfectant (Aero-Sense), Callington Aircraft insecticide pre-spray which are sourced from outside the country.

Safety, Quality, Value for money and Standard are our hall mark as a department.





# THE UNIQUE QATAR EXPERIENCE

**Written by Eunice Anim**

Training Instructor

It all started on a sunny day on the 5th of October, 2020. After Qatar Airways departure, we all gathered for the unique Qatar experience. It was like a capsule of fresh air with captivating eye opening, educative and inspiring chronological event I wish to live and relive.

Some few days prior to **"GOING PLACES TOGETHER"** with Qatar Airlines, each trainee was notified to register. The panache and adrenaline of being part of this unique experience made me look back on how fortunate the industry has shaped my sense of judgement in a unique way. An hour prior to each day's training, notifications are sent as reminders to each trainee before commencement of the training.

It was a virtual training program but so enlightening and easy to understand that you feel the trainers are really standing in front of you. Although I had some skepticism on the effectiveness of virtual training, this puzzle was shortly overcome by the sheer immaculate experience at a first glance.

The skills and impartation methods were practical and right on point, just like an eagle gliding the night skies. All the necessary accoutrements were at our disposal to give us a unique learning experience, for us, we were arm and ready with an open mind for learning, absorbing, advancing and enhancing our skills as customer service agents for this tantalizing taste of Qatar Airways.

As a trainer, I personally enjoyed the train-the-trainer sessions. I learnt the differences and benefits of being both a facilitator and an instructor for training. I also learnt the different types of trainees I might have in a class and how to handle them individually to have a conducive classroom. It enhanced my training skills, my research skills, my extemporaneous skills, my delivery skills and working together as a team with the other trainees.

I enhanced my ability to keep a friendly but educational atmosphere during training sessions.

As described by Albert Mehrabian an author, where he

demonstrated that only 7% of what we communicate consists of the literal content of the message. The use of one's voice, such as tone, intonation and volume, takes up 38% and as much as 55% of communication consists of body language. This 7 – 38 – 55 -model is still much used today.

I enjoyed the unique experience of Qatar Airways training, and so did the rest of the team.

Mr. Charles Kuworde, a supervisor for Qatar Airways said and I quote, **"Indeed, I have been to several trainings but the train-the-trainer was the most unique experience for me. The presentations we were asked to do after each training session were really educational."**

Mrs. Sheila Addo an astute agent with over 10years experience shared the same view, she said **"the train-the-trainer session was an eye opener and educational, because she had not experienced it before"**.

Mr. Yawson, Manager in charge of Security Monitoring exclaimed: **"I have gained more knowledge, instructional ability and encapsulated my knowledge of visa requirements for several countries. I will extol this airline for this experience"**.

Miss. Linda Apraku, a dormant user of Customer Management System, eulogized how the training had refreshed her understanding and how the system had other functionalities.

Mr. David Kwakye was much enlightened on how to treat passengers, especially with the meeters and greeters role. Ensuring that customers feel the Qatar experience, assisting with any minute challenges they might be experiencing before getting to the counters.

Just like the tapestry of the ancient silk roads, the memories and privilege of this experience will forever remind me of the unique experiences we had. We all went to places together with Qatar.



# AVIANCE GHANA RETURNS TO FULL SWING – “TRENDS FOR THE NEW NORMAL”

*Written by Helen Agyemang Badu*

*Quality, Health & Safety Manager*

Aviance Ghana Ltd., the largest Ground Handling Company in Ghana is highly committed to keeping its staff and stakeholders safe; it is paramount to our culture to put our people first. COVID-19 is officially listed as a pandemic by the World Health Organization (WHO), and with so many uncertainties about the pandemic many health safety protocols including lockdowns and border closures were instituted by state authorities. Aviance as part of the aviation industry was not left out of the consequential effects from reduced business activities to reduction in the workforce.

It was imperative to react to the changes by taking proactive steps to ensure our team's safety.

In order to support the safety of employees and customers as the local economy begins to recover with the reopening of businesses from the COVID-19 pandemic, aviance Ghana Ltd. established a risk mitigation “Business Operation Plan” (Plan), which is monitored and maintained at each work station. **The purpose of the Plan is to formally develop and establish the Best Health and Safety Standards and Recommended Practices, which aviance will complete and implement to ensure a safe environment for all within our space.**

The highlights of the plan are illustrated as follows;

<b>Infection Prevention Measures</b>	<ul style="list-style-type: none"><li>• PPE supplies and wearing requirements (as applicable) provided to all staff</li><li>• Disinfectant and sanitation materials provided to staff and work station</li><li>• Sanitation and respiratory etiquette directions provided to staff and stakeholders</li><li>• Handwashing and disinfection erected at vantage points</li></ul>
<b>Identification &amp; Isolation</b>	<ul style="list-style-type: none"><li>• Screening Process Instituted and Implemented; staff informed and encouraged to self-monitor signs and symptoms, thermal scan for detection prior to entering the work premises and screening of evaluation of any suspected case</li><li>• Isolation room provided at the work place</li><li>• Information on National Quarantine Protocols and contact details provided to staff</li></ul>
<b>Protocols for Social Distancing</b>	<ul style="list-style-type: none"><li>• Work and shift patterns staggered, where applicable, reduction in the number of employees in the workplace at one time implemented. Online meetings encouraged.</li><li>• Floor markings and indicators on 2-meters physical distancing to enforce and maintain safe distance</li></ul>
<b>Policies &amp; Procedures (Operational &amp; Sanitation)</b>	<ul style="list-style-type: none"><li>• Employee Hygiene; handwashing and sanitizing guidance and instruction and requirements enforced at all work stations</li><li>• Facility Housekeeping; general work station cleaning and disinfection instructions and requirements provided to staff</li><li>• Cleaning materials and instructions provided</li><li>• Specialized cleaning and disinfection processes and procedures instituted for aircraft handling and cleaning operations</li><li>• Operational changes, guidelines and SOPs documented, circulated and implemented in accordance with relevant authority and customer airlines requirement at the applicable work stations</li></ul>
<b>Communication &amp; Training</b>	<ul style="list-style-type: none"><li>• Staff and stakeholders instructions communicated to all staff</li><li>• Preventive measures on COVID-19 reiterated at all briefing sessions</li><li>• Communication and publication of up-to-date information on prevention and risk factors to staff, clients and stakeholders</li><li>• Mandatory training and education on COVID-19 prevention rolled out for all staff</li><li>• Training on changes in operational processes and standards due to the novel COVID-19</li><li>• COVID-19 Standard Operating Procedures Manual documented and disseminated to all work stations and subcontractors</li></ul>
<b>Ongoing Implementation</b>	<ul style="list-style-type: none"><li>• Monitoring of Plan Effectiveness: Managers and supervisors are to monitor how effective the plan has been implemented and provide feedback through daily reports, weekly and monthly meetings</li><li>• Management and staff are to work through this new program together and provide updates as and when necessary</li><li>• Plan Revisions: Through the regular management review process, identified changes to the plan, reasons and dates of revisions will be documented and circulated to all staff and stakeholders as applicable</li></ul>



## COVID-19 PREVENTION TIPS

### QUICK GUIDE ON USING OF FACE MASK



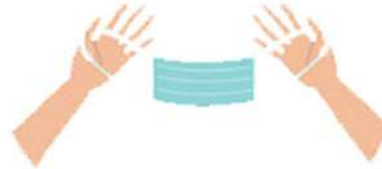
*Before putting on a mask, clean hands with alcohol-based rub or soap and water.*



*Masks are effective only when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water.*



*Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.*



*To remove the mask; remove it from behind without touching the front of the mask; discard immediately in a closed bin; clean hands with alcohol rub or soap and water.*

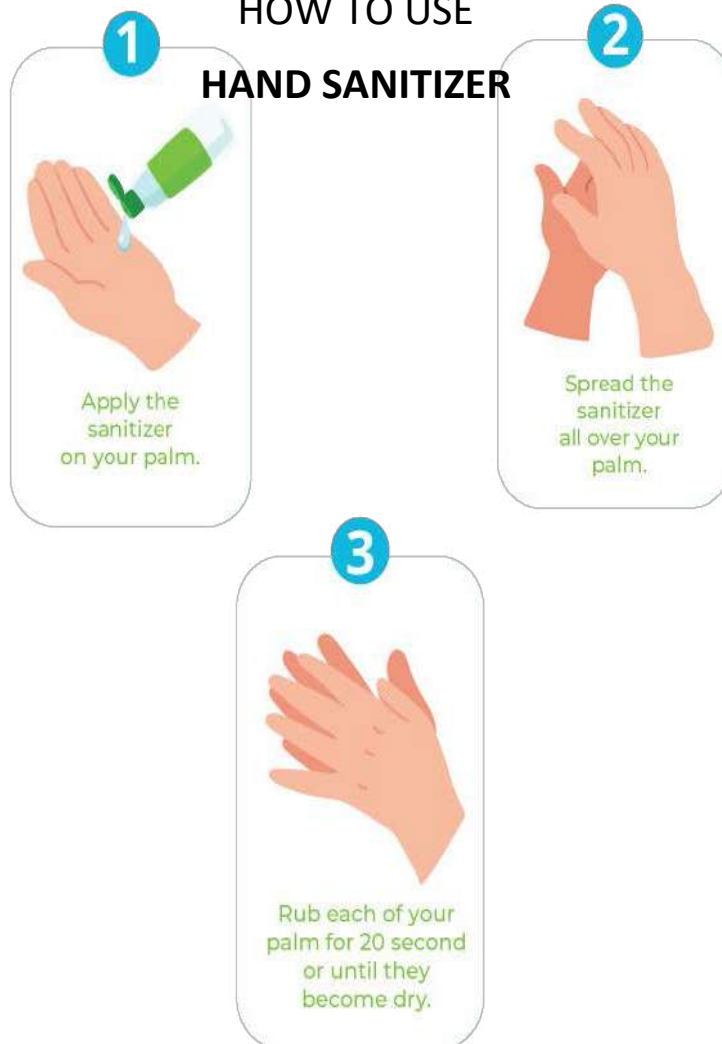
**STAY SAFE**



13<sup>th</sup> April 2020

## COVID-19 PREVENTION TIPS

### HOW TO USE HAND SANITIZER



**Safety is in your hands, Safeguard it!!!**

AVIAQSMS012/Issue 2 Rev 0/12 Sep 2016

**SAFETY ALERT 04/20**



12th May 2020

**SAFETY  
MATTERS**

**NEWSFLASH**

## COVID-19 PREVENTION TIPS

Wash your hands with soap and water more often for 20 seconds



**PROTECT YOURSELF & OTHERS STAY SAFE!**

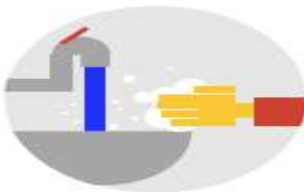
# SAFETY MATTERS

15<sup>th</sup> June

NEWSFLASH

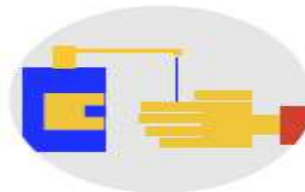
## Instructions for aircraft cleaning staff biosafety during COVID-19

### BE RESPONSIBLE



#### Regularly wash your hands

Use liquid soap and water to wash your hands for at least 20 seconds every time you enter the building.



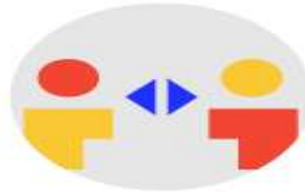
#### Disinfect

When handwashing is not possible, disinfect your hands with an alcohol-based hand rub.



#### Avoid shaking hands

Remember that the virus spreads through coughing and sneezing via airborne droplets, as well as through direct contact.



#### Respect physical distancing

Maintain a safe distance from others by following floor markings or other indicators. Drivers to stay in their vehicles until instructed and follow local procedures.



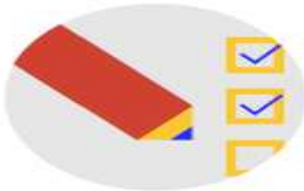
#### Clean regularly

Disinfect all frequently touched surfaces and all the equipment between uses.



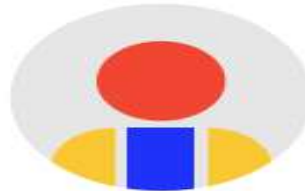
#### Maintain the distance

Avoid entering enclosed rooms with other people present or wear appropriate personal protective equipment.



#### Use your own pen

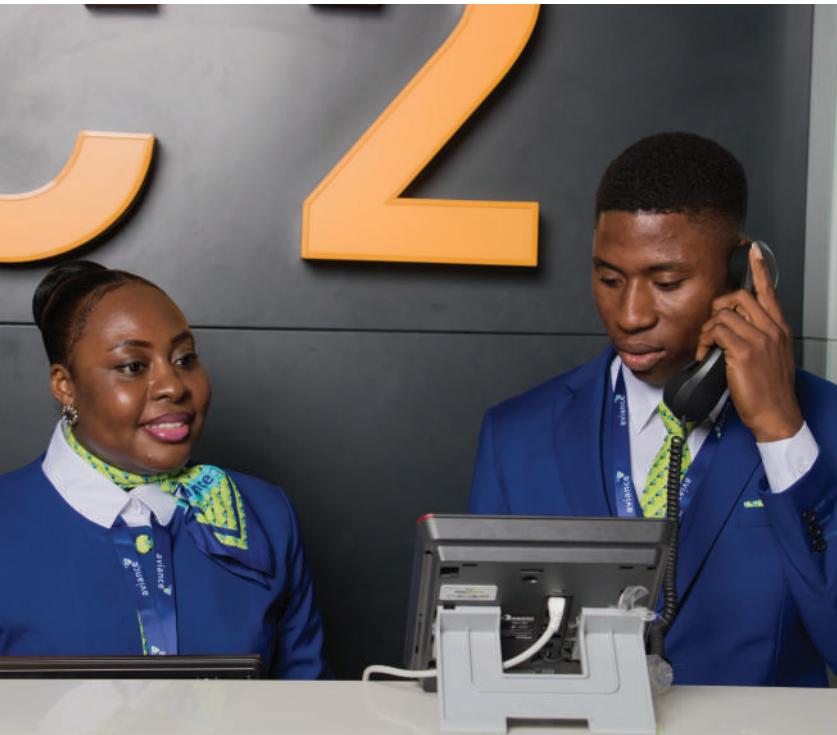
Ensure you don't touch others' pens when signing documentation.



Follow any company, local or national guidance and regulations, especially if you show potential symptoms.

### STAY SAFE





# THE RIGHT WAY TO HANDLE **BUSINESS CALLS**

*Written by Veronica Makafui Tsekpo*

Assist Manager, Treasury

## 1st Scenario

**Caller:** Hello

**Recipient:** Hello

**Caller:** Is this...company?

**Recipient:** Yes

**Caller:** My name is ...

**Recipient:**  
Okay, how may I help you?

## 2nd Scenario

**Recipient:**  
Good morning/afternoon/evening,  
thank you for calling .... company,  
my name is ....., how may I help you?

**Caller:** I am ...  
I am calling to/for...

### READ ON

There are two clear distinctions between the two scenarios indicated above, but these are the realities between two businesses, one professional, and the other, unprofessional.

Gone were the days when one needed a landline to conduct business using such lines as official phone lines. Today, with one's mobile number, business can be conducted using lines that naturally should be personal.

So many people, today, have chosen the use of mobile numbers to the extent that many have resorted to using their personal mobile phone numbers as their business contacts.

As a result, many are unable to differentiate between private and personal calls from business calls. This makes their responses to their business calls unprofessional, depicting the scenario cited in the first instance.

It is completely a turn off if your client would be the one to enquire if he or she is speaking to your company when a response at the picking of a call could easily settle any such doubts.

The point is, if I am dealing with a fraudster who wishes to defraud me of my money, depending on the nature of business, I may part with my money before I get the service or goods delivered to me. In that case, if I should ask, am I speaking to .... company? Do you not expect that the person at the other side could easily respond in the affirmative knowing very well he has no business in that regard?

Take for instance, the case that your mobile phone which you use to conduct business is stolen or got missing, and finds its way into the wrong hands, do you not think that a criminal in possession of your business contact, can use the opportunity to conduct business with your potential clients as though he or she were you?

I think people who are into business who use their personal phones, can either get another line dedicated for their businesses which enables them differentiate between private and business calls and can clear doubts by responding to calls in a professional manner as indicated on the second scenario.

Well, based on a long period of observation by experts, it has become necessary to know the difference as the trend is becoming the order of the day. The professional response to calls appears lost, and only found mainly with well established businesses with landlines other than mobile devices of entrepreneurs.

Let us all learn the art of professionalism even in receiving calls especially when the caller is unknown.

**God bless us all**



# REVIVING THE AVIATION INDUSTRY AMIDST COVID-19 PANDEMIC: **CHALLENGES AND MITIGATION STRATEGIES**

*Presentation By: Charles Hanson Adu*



## OUTLINE

Background

Timeline

Challenges

Mitigation Strategies

Way Forward



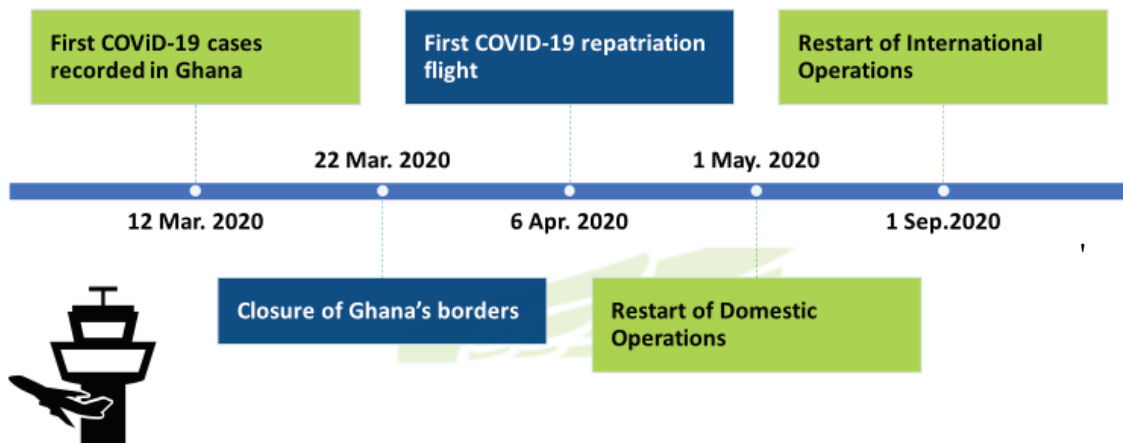


## BACKGROUND

- COVID-19 was declared a pandemic by the WHO on 11th March 2020
- The first COVID-19 case in Ghana was recorded on 12th March 2020
- There was a Presidential directive to close Ghana's international borders on 21<sup>st</sup> March 2020
- This came into effect on 22<sup>nd</sup> March 2020
- Approvals were granted for evacuation and repatriation flights in and out of KIA.
- A total of 8,823 passengers were repatriated back to the country, made up of 8,248 Ghanaian citizens and 575 other nationals, between 6<sup>th</sup> April 2020 to 28<sup>th</sup> August 2020.
- A total of 14,999 passengers were repatriated out of the country within the same period

COVID-19

## TIMELINE - KIA

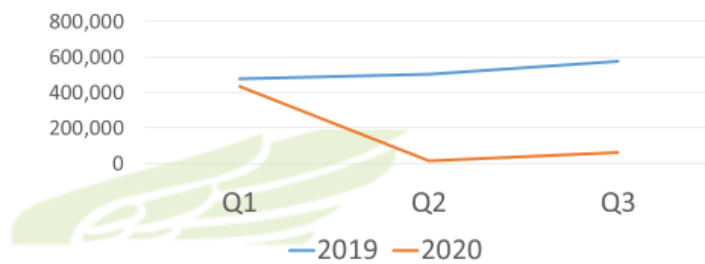


**CHALLENGES:  
PASSENGER  
TRAFFIC -  
INTERNATIONAL**



**66%** decline in total international passenger traffic from 2019.

Passenger Throughput	Q1	Q2	Q3
<b>2019</b>	478,621	502,190	577,090
<b>2020</b>	433,332	12,495	60,125
<b>Year-over-year change (%)</b>	-9%	-98%	-90%

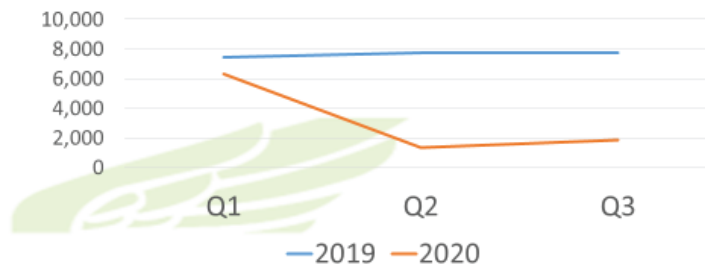


**CHALLENGES:  
AIRCRAFT  
MOVEMENTS -  
INTERNATIONAL**



**58%** decline in total international aircraft movement from 2019.

Aircraft Movements	Q1	Q2	Q3
<b>2019</b>	7,432	7,723	7,727
<b>2020</b>	6,292	1,310	1,844
<b>Year-over-year change (%)</b>	-15%	-83%	-76%



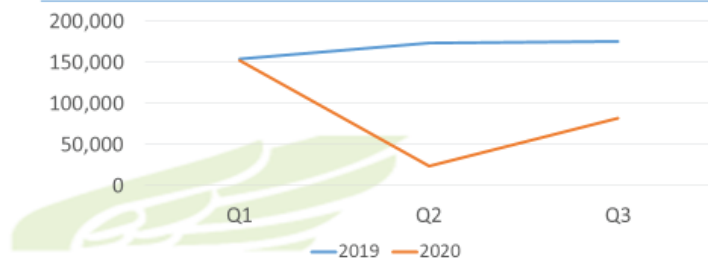


**CHALLENGES:  
PASSENGER  
TRAFFIC -  
DOMESTIC**



**47%** decline in total domestic passenger traffic from 2019.

Passenger Throughput	Q1	Q2	Q3
<b>2019</b>	153,629	173,230	175,424
<b>2020</b>	152,248	24,079	82,102
<b>Year-over-year change (%)</b>	-1%	-86%	-53%

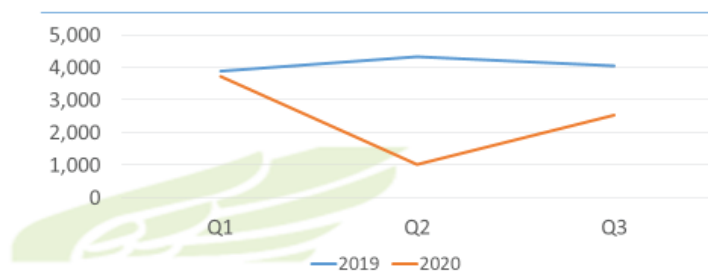


**CHALLENGES:  
AIRCRAFT  
MOVEMENTS -  
DOMESTIC**



**39%** decline in total domestic aircraft movement from 2019

Aircraft Movements	Q1	Q2	Q3
<b>2019</b>	3,884	4,324	4,043
<b>2020</b>	3,719	1,010	2,536
<b>Year-over-year change (%)</b>	-4%	-77%	-37%





## OTHER CHALLENGES

- General decline in air travel confidence among travellers amid health concerns
- European borders closed to non-EU citizens and residents from most African countries
- Decline in non-aeronautical revenue from concessionaires due to:
  - Low passenger numbers
  - Change in passenger patronage behaviours (General aversion to public areas for fear of catching the virus)
  - Reduction in royalties due to aforementioned reasons



## MITIGATION STRATEGIES

### - RESTORING TRAVELLER CONFIDENCE

- Ghana was the first African country to put in place protocols and measures to restart domestic operations following lockdown
- KIA was the 2nd airport in Africa to receive ACI Health Accreditation Certification; An indication that the necessary International health and safety protocols are in place to boost traveller confidence
- Ghana was one of the 1<sup>st</sup> Countries to successfully embed COVID-19 testing in its International Arrival Passenger Facilitation Process.
- Constant communication on health and travel requirements to Ghana on various digital platforms to travellers to make information readily available





## MITIGATION STRATEGIES

- RELIEF FOR AIRLINES & COMMERCIAL STAKEHOLDERS

- Waiver of office and shop rental charges for airlines and concessionaires to:
  - Help ease the effects of the pandemic
  - Prevent potential withdrawal of airlines leading to loss of routes
  - Prevent passing on further cost burdens to passengers ie. increase cost of travelling



## WAY FORWARD



- Stronger focus on non-aeronautical revenue base due to volatile aeronautical revenue market



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