

CODE OF ETHICS AND CONDUCT

INTRODUCTION

Ghana Airports Company Limited (GACL) believes that honesty, integrity, trust and fair play are important attributes that all employees must strive to attain.

The Company operates in the public eye and all Management staff and employees must ensure that the Company's reputation is not tarnished by dishonesty, disloyalty, and betrayal, a lack of trust or corruption.

To realize the establishment of an ethical working culture and good conduct in the Company, we need the conscious effort of staff at all levels. Management staff members have a major role to play in this regard. It is through good leadership that this code of ethics and conduct can be transmitted, nourished and reinforced.

Set out below are guidelines on ethics (Section A) and conduct (Section B) in GACL. It may be worthy of note that some issues of conduct may also border on ethics.

ETHICS-SECTION A

1.0 DISCRIMINATION AND HARRASSMENT



All employees will be treated fairly regardless of such factors as nationality, ethnic origin, sex, age, religion or marital status. Recruitment, promotion, training and development will be based on sound justification and merit.

Acts of discrimination perpetuated against any employee should be reported through departmental heads to the Human Capital & Office Services Department for prompt redress. Employees should desist from any physical or verbal abuse or harassment.

2.0 SMOKING



NO SMOKING

Due to the danger smoking poses to fellow employees and property, employees should desist from smoking anywhere on the Company's property.

3.0 COURTESY



Employees of the Company are expected to treat their colleagues, other staff members and clients of the Company with courtesy and to behave in a professional manner while on duty.

4.0 CUSTOMER SERVICE



Every staff member is a representative of the Company and the way in which they conduct themselves while on duty and deal with other stakeholders and visitors will reflect directly on the Company's image.

Every member of staff, irrespective of their position, is expected to offer due courtesy and assistance to clients and visitors of the company. This extends to receiving telephone calls and taking messages, where necessary for colleagues or top management.

5.0 CONFLICT OF INTEREST



Employees of the Company cannot engage in any outside activities or undertake any work outside the Company, paid or unpaid, which might be deemed to conflict with the Company's interests.

Employees cannot participate in or influence the award of contract or the purchase of goods/services from any company in which they have a direct or indirect financial interest.

Employees cannot derive any benefit in the course of their official duties that might have the effect of placing them in a position where their personal interest and their duties to the Company or to any customer of the Company would be in conflict.

6.0 HEALTH AND SAFETY AT WORK



Employees of the Company should avoid any acts which will impair or endanger the health and safety of their fellow employees.

In case of fire, employees should follow instructions provided on the premises to avoid endangering themselves. Any acts that have the potential of causing harm to life and property must be reported immediately to management for remedial action to be taken.

7.0 BRIBERY



Employees should not accept any gift or inducement of any form which might influence their decision or performance in favour of the giver during the normal course of their work.

CONDUCT-SECTION B

1.0 ABSENCE AND LATENESS



In the event that a member of staff needs to be absent or expects to be late for any reason, they should request permission from their departmental heads in advance, whenever possible. If this is not possible, they should endeavour to contact their departmental head at the earliest possible opportunity. The department head will in turn notify the Human Capital & Office Services Department in writing immediately.

2.0 ALCOHOL AND DRUG ABUSE



Consumption of alcoholic drinks and illicit drugs on the Company's premises is strictly prohibited. Any employee found to be under the influence of alcohol or illicit drugs whilst on duty will be subjected to disciplinary action.

3.0 LOCAL TELEPHONE CALLS



The use of the Company's telephones is for business calls and telephone lines are to be kept free for business calls. Wherever possible, personal calls are to be made during the lunch period and kept to a minimum. If it is necessary to make or receive a personal call during business hours, members of staff should keep the calls as brief as possible.

4.0 INTERNET AND INTRANET



Internet and intranet access will be provided on relevant computers for use by employees whose work requires the use of such facility in furtherance of their work. Under no circumstance should any employee access any illicit website such as pornographic websites etc. Employees should desist from sending or receiving e-mails which may negatively affect the image or operations of the Company.

5.0 CARE OF COMPANY AND PERSONAL PROPERTY



All employees have an obligation to take good care of the Company's property under their control in the course of their duties. Members of staff are particularly reminded of the dangers of eating or drinking near computers, key boards, printers and other equipment of the Company.

A member of staff who wishes to leave their personal vehicles on the Company's premises overnight or for an extended period should first seek approval from the Director, Aviation Security. A Security officer will inspect the vehicle when it is parked to verify its condition before approval is granted. Any lost or found property should be immediately reported to the Director, Aviation Security.

Members of staff housed in the Company's accommodation should endeavor to take good care of the property and its premises.

6.0 ASSIGNED DUTIES

Every member of staff is expected to perform their assigned duties diligently, conscientiously and to the best of their abilities. Whenever possible employees are encouraged to offer fellow colleagues in the Company with any assistance or information they may require in the performance of their duties or any information that they can offer.



Sleeping whilst on duty will not be encouraged.

No member of staff may engage in any transaction or commit any act that might reflect on their integrity as an employee of the Company.

7.0 ASSISTING TRAVELLING PASSENGERS



Employees cannot assist traveling passengers in processing their traveling documents and boarding procedures.

8.0 SECURITY



Staff identity cards must be visibly displayed at all times while on the Company's premises. Certain restricted areas within the Airport and office premises require special identity cards. Members of staff who do not possess the requisite identity cards should not enter such restricted areas or assist anybody to do so.

In the event of an identity card being lost or stolen, employees must inform the Director of Aviation Security immediately.

All visitors to restricted areas of the airport and office premises should be issued with and must visibly display a visitor Identity Card while they are in the Company's premises.

While the Company employs security personnel on its premises, every employee is expected to remain vigilant while at work to report any suspicious visitor, activity or package to the nearest security officer or to management.

Close circuit televisions (CCTV's) have been mounted at vantage points in the airport to enhance security.

9.0 PORTERAGE



Members of staff should desist from serving as porters in the terminal whether they are on duty or off duty.

10.0 DRESS CODE



All members of staff are expected to dress in a presentable and professional manner in the course of their duties. Staff members who have been provided with uniforms are expected to wear their uniforms at all times whilst on duty. It is the responsibility of heads of department to ensure that the Company's dress code is strictly observed.

11.0 BORROWING



Employees should not borrow money from or in any way place themselves under pecuniary obligation to any employee(s) of the Company junior to themselves, or any firm or person having dealings with the Company other than commercial banks, insurance company and credit union. Except with the written permission of the Managing Director, employees cannot guarantee, except in their private capacity, the pecuniary obligation of another person or agree to indemnify in such capacity another loss. Members of staff cannot assign the proceeds from their bank accounts, staff savings scheme or other compensation to other members of staff as a guarantee for loans granted.

12.0 PERSONAL BUSINESS



Employees should desist from carrying out any personal business dealings during working hours or on the Company's premises except with the written permission of the Managing Director.

13.0 CONFIDENTIALITY

Employees should safeguard any confidential information or documents entrusted to them and not divulge any confidential information without the consent of their head of department. Employees cannot under any circumstances grant interviews or make any statement to the press or any third party without permission from the Managing Director.



14.0 REPORTING GUIDELINES

Employees are encouraged to communicate vertically through the administrative hierarchy of the Company if they have any information to provide to the Board of GACL or the Sector Ministry. Under no circumstance should this channel of communication be by-passed without the knowledge of the Managing Director.

15.0 USE OF MOBILE PHONES ON DUTY

Employees are advised that the use of private mobile phones while on duty at the Terminal and Airside is prohibited. Suitable official communication equipment has been deployed for use by operation staff for easy communication on duty post basis.

16.0 VIDEOGRAPHY / PHOTOGRAPHY

Employees are to take note that videography/photography at the airport without approval is prohibited.

17.0 CONCLUSION

Staff are advised to take note of the code of ethics and help reshape the organization's culture into one that supports the achievement of corporate objectives.