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| C:\Users\conyenakie\Desktop\West African Map.png | **WaterAid GhanaVisitors’ Welcome Pack** |

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| **Scope** | **Regional People Management Framework** |
| **Introduction** | The nature of WaterAid’s work necessitates working in volatile and sometimes violent environments. At times this presents a threat to the security and well-being of our staff; an issue the organisation takes very seriously.  A Country Welcome Pack provides staff and visitors with a broad overview of the environment in which they are working or travelling to including essential security information good to know prior to visiting. It describes other factors that may not be included in a security plan such as currency information, cultural norms, local considerations, sensitivities, etc. |
| **Purpose** | The aim of this document is to inform short-term visitors of useful information that is important for their visit. Your welcome pack should:   * Provide a brief summary of the country including safety and security * Provide information on cultural practices * Provide information regarding airports and accommodation * Provide useful hints and tips regarding dress, communications, electricity, currency, eating out, getting around, health and climate. * Contain a short declaration to be signed by the visitor after the In-Country security briefing, whereby acknowledging that s/he is informed and understand the risks (informed consent). * To satisfy one of the requirements of WA’s duty of care.   Preferably visitors should be able to access this – or receive by mail – prior to departing for your country as a Pre-Departure brief. |
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| **First Revision** |  |

**Global Security Framework**

This document is part of the Global Security Framework that consists of policies, a toolkit, procedures and a template pack, as illustrated below.

Policies

Toolkit

Procedures

Templates

Global Security Policy

Emergency Number

Crisis Management

Medical Response & Evacuation

Repatriation of Deceased

Psychosocial Care

Incident Reporting

Kidnap

Security Handbook

Essential Security Package

Security Plan

Welcome Pack

‘RED’ Form

Contingency Plans

Risk Assessment

Context Analysis

Incident Report Form

International & Domestic Travel

Welcome to Ghana

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**Introduction**

WaterAid Ghana is often hosting international visitors from member offices, donors and supporters.

The aim of this Welcome Pack is to inform short-term visitors of useful information that is important for their visit. It is updated regularly to reflect current security situation in country, and will also provide some useful information that visitors should know before starting their journey.

The document serves as a Pre-Departure Brief and will be supplemented by a verbal security briefing upon arrival to Ghana.

**Country Summary**

The Republic of Ghana, located on West Africa's Gulf of Guinea only a few degrees north of the Equator. It is surrounded by Togo on the East, Burkina Faso on the North and La Cote d’Ivoire on the West, with the Atlantic Ocean in the South. By area, Ghana is one of the countries in West Africa with Area: 238,538 sq. km. (92,100 sq. mi.) Its climate is tropical temperatures vary from season to season. The country's economy is dominated by agriculture, which employs about 40 percent of the working population. Ghana is one of the leading exporters of cocoa in the world. It is also a significant exporter of commodities such as gold and lumber and now oil was found since 2007.

Accra is the capital city and located on coast of the country. In 1957, Ghana (formerly known as the Gold Coast) became the first country in sub-Saharan Africa to gain [independence](https://www.ghanaweb.com/GhanaHomePage/history/independence.php). After leading the country for nine years, the nation's founding president, [Kwame Nkrumah](https://www.ghanaweb.com/GhanaHomePage/people/person.php?ID=177) was overthrown in a coup d'etat in 1966. After Kwame Nkrumah, Ghana was ruled by a series of military despots with intermittent experiments with democratic rule, most of which were curtailed by [military takeovers](https://www.ghanaweb.com/GhanaHomePage/history/rawlings_era.php). The latest and most enduring democratic experiment started in 1992 and it is what has gained recognition for Ghana as a leading democracy in Africa. Ghana is drawn from more than one hundred [ethnic groups](https://www.ghanaweb.com/GhanaHomePage/tribes/) - each with its own unique language. English, however, is the official language, a legacy of British [colonial rule](https://www.ghanaweb.com/GhanaHomePage/history/slave-trade.php) and divided into ten regions and 170 districts normally referred to as Metro/Municpal, District Assemblies.

WaterAid Ghana has chosen to intervene in four Regions where there is a strong representation of these populations. This regions are as follows: Eastern, Upper West ,Upper East, Northern Region and the districts are Birim North Wa Municipal, Wa East, Kassena, Nankara West Bongo, Bolgatanga Gushegu and Tamale.

**Entry Requirements**

* **Passport &** **Visa:** In addition to the passport which must be six months, an entry visa in your passport to Ghana is required for visitors who are not part of ECOWAS. The validity of the tourist visa is 3 months. It can be obtained from the Ghana embassy at a fees depending on country applying visa. Extra charges may be required if need priority.
* **Climate:** The climate of Ghana is tropical, but temperatures vary with season and elevation. Except in the north two rainy seasons occur, from April to July and from September to November.

In the north the rainy season begins in April and lasts until September. Annual rainfall ranges from about 1,100 mm (about 43 in) in the north to about 2,100 mm (about 83 in) in the southeast.

The harmattan, a dry desert wind, blows from the northeast from December to March, lowering the humidity and creating hot days and cool nights in the north. In the south the effects of the harmattan

are felt in January.Tropical and humid;   
Whole country: average low: 20,5C (69F), average high 26C (79F).

Accra: average daily temperature is 30C (86F).The coolest time of year is between June and September when the main rainfall occurs. Variations in temperature both annually and daily are quite small. The minimum temperature is around 23C (73F). Warm and comparatively dry along southeast coast; hot and humid in southwest; hot and dry in north and most areas the highest temperatures occur in March, the lowest in August.

* **Transport from the airport and back to the airport:** Your transportation from the airport to the Hotel will be provided by the Country Programme and the hotel shuttle.
* **Telecommunications:** The country code for Ghana is (233) for international communications. For national communications, you have the choice between three operators MTN, Vodafone and Airtel/Tigo.
* **Hotel Rooms:** Hotel rooms are basic but clean in nature, with air conditioner and hot & cold water. Laundry service is usually available. A TV set is also available with international channels such as CNN, BBC, local TV stations,. Ghana operates a 220 volts AC electricity system. United Kingdom and United States plugs/sockets are used in Ghana with extension cords. You are advised to bring a universal plug/socket adaptor if you would like to use electrical appliances and computers from your home country in Ghana.
* **Accommodation and meeting:** You will stay at …….. and the meeting will be held there. It’s located in the …………. For more information please visit: www.
* **Currency and banking:** The currency used in Ghana is Ghanaian cedis. 1 Euro (EUR) = 4… Bristish pound and dollar ($) 5.000. If you want to buy currency, you can do so at currency exchange shops or at banks. Avoid buying currency with individuals sitting in front of banks or (black market) Major credit cards can be used only in four and five star hotels, and a few restaurants. If necessary, WaterAid Ghana may help you buy currency
* **Health:** Before your departure, check with your doctor and take out a contract with an insurance company to cover your medical expenses and repatriation.

Medical facilities in Ghana are limited, especially outside of the capital, Accra but it is relatively easy to stay healthy by practicing normal hygienic and sanitary measures, and using common sense. There are several rules you should observe; from the day you arrive until your departure:

* Water supplies in Ghana are in general good but do not drink water from the well; drink only boiled water, hot tea or coffee or bottled drinks,
* Do not brush your teeth with untreated water; ask for a bottle of safe water.
* Do not use ice cubes unless you are certain they were made from safe water. All bigger hotels and restaurants use safe water
* Eat only freshly cooked and hot food; at least early in your stay, avoid raw salads,
* Please, do not buy food or drink sold by street vendors.
* Wash your hands before touching any food or eating.
* As Ghana, at times, is very hot (35 to 40 degrees C) drink a lot of water to avoid dehydration;
* Always take a first aid, a mosquito net and anti-malaria products with you when traveling in the bush;
* **Security:** Security wise, most visits to Ghana are trouble free, but incidents of petty and violent crime do occur. Avoid carrying large sums of money or valuables, use a hotel safe whenever possible and be particularly vigilant when withdrawing cash from ATMs.

Take care at public beaches and avoid going to the beach on your own. Theft is the main problem, but there have been isolated incidents of sexual assault.

Theft of luggage and travel documents occurs at Kotoka International Airport and in hotels. Make sure your passport is secure at all times and don’t leave baggage unattended. Be wary of offers of help at the airport unless from uniformed porters or officials. All permanent staff at the airport wear an ID card showing their name and a photo. ID cards without a photo are not valid. If you are being collected at the airport, confirm the identity of your driver by asking for ID. British nationals have been robbed by impostors who have approached them before the main arrivals area pretending to be their driver.

There has been an increase in street crime in Accra. If you’re visiting Accra you should be vigilant, particularly at night. Avoid travelling alone and where possible try not to walk to and from destinations. There have been cases of violent robberies involving foreign nationals who have been attacked and robbed at gun point.

There has been an increase in petty crime, like pick pocketing, bag snatching and opportunistic theft on certain roads in Accra. The main areas of risk highlighted by the police are: Graphic Road, George Walker Bush Highway, Accra Mall Roundabout, Awundome Cemetary Road, Pokuase-Amasaman Road, La Beach area and Teshie-Nungua Road. You should be especially vigilant in these areas; keep windows up and vehicle doors locked.

* It is recommended that foreigners be vigilant. It is therefore necessary to fully comply with security measures and observe the following security instructions:
* Always Wait for WaterAid Ghana driver to arrive at the reception before leaving your room,
* Limit travel outside of ​​ Ghana and large cities, avoid areas with heavy traffic of foreigners,
* Comply vehicle control at the entrance of hotels,
* Always bring your passport with you,
* Do not gout beyond 22 hours,
* Always go out in group if possible or with another person,
* Do not wear badge with WaterAid or International NGO logo (T-Shirt, effigies, or any symbol or allusion to the Organization, etc.)
* When in public, don’t display your cash, jewels and valuables
* Avoid big crowds and events like demonstrations.

**Safety & Security**

Ghana is a developing country in western Africa. The official language is English. The capital is Accra. The north and the south by the government of Ghana Since 1957. Generally, Ghana has remained peaceful despite vary degrees of unrest in city, towns and villages, generally the security situation in Ghana is stable and calm although there have been incident that generated security concerns in various political parties during elections. There is possibility of such events to likely continue.

Now, the overall situation in Ghana and the communities’ areas are safe but is little bit volatile since the New Patriotic Party (NPP) took over power with their vigilante groups. However, the insecurity changes on a daily basis, all approved travel into Ghana should be checked at least 24 hours prior to departure with the CD/ designated person.

The Security risk is Medium with also medium risk of arm robbery. In Accra and Tamale, the security situation is marked by petty crime and sporadic social events. Travel is forbidden in the northern part of the country last in the night which is also stated in the transport manual .

**Sensitive areas in Bamako and Security Instructions**

Visitors have to avoid proximity with following sites:

* **Police sites**: all check points – Police, Army.
* **Western embassies:** (France – USA – Canada…)
* **Bars/Restaurants/Restaurants/Night clubs:** where we can notice a strong presence of expatriates, where we can buy and drink alcohol, beer – where we can find prostitution.
* No formal curfew in Accra, but in northern part of Ghana there might be curfew due to chieftaincy dispute, foreigners must be careful during movements at night.
* Despite isolated cases of banditry, South and North are safer than most cities in Africa, Europe and in America, but the “common sense” rules, naturally used in your home country also apply here.
* Do not flaunt wealth, or carry large amounts of jewellery or cash.
* Be careful when taking a motorbike during the night. Cars and motorbikes parked without supervision might be stripped of lights, windscreen wipers, mirrors and other loose parts. In most streets, however, guarded parking is available at a small fee and is available outside major hotels and restaurants free of charge.

**Some tourist attractions in Accra and Northern**

Accra

Currently safer visiting places are Kwame Nkrumah Mausoleum, Independence Arch, Osu castle centre for Culture Oxford Street Osu.

Northern

Mole National Park, Tongo Hils and Crocodile Pond

**Key Contacts**

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| Antoinette Shor-Anyawoe | Head of People and OD | Tel: 00233 209985823  [Antoinetteshor-anyawoe@wateraid.org](mailto:Antoinetteshor-anyawoe@wateraid.org) |
| Abigail Wuaku | Security Focal Point | Tel: 002233 209985803  AbigailWuaku@wateraid.org |
| **Police – National Guard** | | |
| Police | 191/18555 |  |
| Ghana Fire Service | 192 |  |
| Head of Region | Tel +221 33 859 0040 /+221 77 740 1743 (mobile) |  |
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| **Medical emergency** | | |
| Acacia Health insurance | 0302 507763 / 50141022 |  |
| Nyaho Medical Centre | 030-2774341/2775291 |  |
| Kabsad Scientific Hospital, Tamale | 0244-583020/020-8167824 |  |

**External liaison points.**

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