



THE FRONT DESK AS THE IMAGE OF THE ORGANIZATION A LOOK AT NPA'S FRONT DESK



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Organizations the world over play very important roles in the economy of any nation thus, they would make do with a number of professionals who represent its workforce. Different Departments and units ensure amongst others that policies are driven to the letter for efficient service delivery. Amongst these units is the Front Desk.

First impressions are powerful drivers in business, and when clients or members of the public visit an organization in person, the Reception or Front Desk is the first point of contact and the officials manning it are the first employees they meet. This makes the Front Desk officials very important. Their appearance, mannerism, courtesy, knowledge and helpfulness are key to the image of the Organization.

The Front Desk attendants must understand this role and feel comfortable with the responsibility. They must strive to always project a positive image and make people feel welcome, even during busy times or on 'bad' days.

The Front Desk constitutes the first point of contact between the Organization and members of the Public, including clients, prospective customers and news reporters. Most people usually will not question the information this desk provides to them, so if any of that information is wrong the company might not have the opportunity to correct it until it has already caused the damage. Hence, it is very important that the front desk be courteous and provide the correct information which needs to be frequently updated and verified.

At the Nigerian Ports Authority [NPA], a reputable Organization in the Maritime sub sector, the Front Desk attends to its various Publics [internal and external] on a daily basis. Visits to the NPA for instance are effectively scrutinized and monitored either for personal reasons or strictly for business.

Just like any other organization, one cannot but state that there are rules and purposes which guide any of these visits. Guests are not expected to walk into any organization without any form of guide or assistance where he/she is visiting for the first time. Frequent visitors are also scrutinized on any visit to ascertain the purpose for such visits.

At the NPA, the Front Desk officials positioned at the entrance of the Organization's Corporate Headquarters building located at 26/28 Marina Lagos, are noted to be courteous to guests. They are knowledgeable, courteous, patient, helpful, resourceful and great communicators.

Certain visiting days are meant for specific purposes at the NPA. Visitors without genuine reasons to be at the Organization are politely turned back while those that are cleared are issued tags to the floor they are visiting, thus ensuring that human traffic within the Organization is controlled for Efficient, Safe Service Delivery.

From the Editorial Suites



Front Desk of Corporate bodies are usually the window through which the public gains entry into such Corporate bodies.

This edition highlights the importance of this Front Desk as a Public Relations Tool in Corporate and Strategic Communications Management.

Seafaring and Tugboats are very critical to Port operations, thus while the Managing Director, Hadiza Bala Usman spoke of efforts to rehabilitate Tugboats at Onne Port, the Port Manager, Alhassan Abubakar spoke of efforts to improve the welfare of seafarers.

Safety of lives and property, health and well-being of workers are key issues that the Management of the NPA hold in high esteem. Details of these and other juicy stories are packaged in this edition for your reading delight.

Happy Reading!

Catherine N. Ude
Editor

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Contributions are welcome from members of staff.
You can send high resolution photographs of your social events like birthdays.

NPA News

Quote

"We intend to discuss on way of harmonizing our operational bases and challenges to achieving the ease of doing business within our port"

- Hadiza Bala Usman, MD NPA,
at a Stakeholder Meeting, Apapa - Lagos.

Archaival



THE LAST COLONIAL GOVERNOR GENERAL SIR JAMES ROBERTSON WAVING TO THE CROWD AT APAPA PORT BEFORE HIS DEPARTURE AND IS BEING SEEN OFF BY THE PRIME MINISTER, SIR ABUBAKAR TAFAWA BALEWA AND NPA GENERAL MANAGER - 1960

SERVICE EFFICIENCY:



Onne Port Rehabilitates Tug Boats

The Managing Director of Nigerian Ports Authority, Hadiza Bala Usman has applauded the Onne Port Management headed by Alhassan Ismaila Abubakar for its efforts at further improving service delivery through operational efficiency within the Eastern Ports axis. The Port Manager, according to the Managing Director, has shown exemplary leadership qualities through the rehabilitation of MT. Minna Tug Boat to add to the existing ones for improved efficiency in line with the thrust of Management. The Managing Director represented by the Executive Director, Finance and Administration, Mohammed Bello-Koko made the remarks during the recently held Stakeholders' meeting at the Onne Port Complex. It would be recalled that the Executive Management had recently made provision for the Onne Port Management towards the Ease of Doing Business in the area of Sweeping of Channels and dredging of the berths, the award of contracts for Dry Dock, provision of Marine Crafts and fire fighting equipments amongst others.

WE SHALL ENSURE IMPROVED PARTNERSHIP TOWARDS' SEAFARERS WELFARE

- Onne Port Manager

The Nigerian Ports Authority (NPA) has assured all Port users that Management would further collaborate with other stakeholders in the Maritime sub-sector, especially the Nigerian Maritime Administration and Safety Agency (NIMASA) as it concerns efforts by government to combat crime and other vices within the country's waterways.

The Onne Port Manager, Alhassan Abubakar, made these remarks during the inaugural meeting of the National Seafarers' Welfare Board held at the Port Conference Room, Onne Port.

The Port Manager reiterated that the duties and responsibilities of the two Agencies in the sector cannot be undermined especially as it concerns security of lives on our country's waterways. In view of this, all hands must be on deck to ensure that operational efficiency is achieved through efficient service delivery to the public.

The Nigerian Ports Authority (NPA) as 'the home base of shipping' in the country, he said, would further ensure a smoother collaboration with officials under sister agencies for the benefit of Onne Port and the nation at large to attract willing investors.

Stakeholders present expressed delight at the inauguration of the committee which has thrived in other ports within the country and beyond.



APPEAL TO MANAGEMENT

This is to further appeal to our vibrant and hardworking Managing Director and the first female CEO of NPA, Hadizat Bala Usman, to please direct the issuance of Pensioners ID cards to us.

Those of us retired in 2006 & 2007 have not been so issued despite submitting photographs since 2014 when Verification exercise was carried out.

We have been facing serious identification challenges to have proper and full identification to security operatives, banks, embassies, land titles, application /renewal of Drivers licence, International Passports etc.

To even access the premises of NPA is always hectic.

We therefore call on our indefatigable MD to come to our immediate rescue as the harassment is becoming unbearable.

Some of us have been harassed by Security Operatives for inability to identify ourselves properly when confronted.

We trust that the MD will cast indulgent eyes on this request expeditiously.

I wish the Management team, happy tenure in office.

Omoniyi Kaka

Pensioner

Retired 1st April, 2007.



The Managing Director of the Nigerian Ports Authority (NPA), Hadiza Bala Usman (left) and the Acting Director General of the Infrastructure Concession Regulatory Commission (ICRC), Engr. Chidi Izuwah who paid a courtesy call to the MD at the NPA Corporate Headquarters in Lagos, recently.



WE SHALL ENSURE EFFICIENT CHANNEL MANAGEMENT OF DEEPSEA PORTS

- MD, NPA



Managing Director of Nigerian Ports Authority [NPA] Hadiza Bala Usman has informed Stakeholders of the Authority's determination to complete the Deep Sea Ports projects across the country ,considering the potentials of the Maritime subsector to the growth and development of the nation.

According to the Managing Director, the early completion of the projects would not only facilitate operational efficiency, strengthen the Federal Government's policy of the Ease of Doing Business but would further aid accommodation of bigger vessels. This would eventually lead to an increase in the revenue generation to the nation.

She made these remarks in Lagos when the Management of the Infrastructure Concession Regulatory Commission [ICRC] led by its Acting Director General Engineer Chidi Izuwah paid her a working visit in her office.

The visiting DG in his opening remarks applauded the numerous changes recorded by the NPA Management in the area of synergy with Stakeholders, efficient service delivery and improved Port operations amongst others.





NPA TECHNICIANS COMMITTED TO DUTY TOWARDS EFFICIENT SERVICE DELIVERY

This photograph presents a picture of Professional Technicians with the Nigerian Ports Authority [NPA] Headquarters engaged in the maintenance repairs and installation of electrical fittings within the building. They were captured, by the in house newsletter roving crew, kitted in their gears doing what they know best , safety of the Headquarters building and offices. Here is kudos to our able technicians. They are partners in progress through quality service delivery and operational efficiency.

The Managing Director of the Nigerian Ports Authority (NPA), Hadiza Bala Usman (left) presents a plaque to the Vice Chancellor of the University of Lagos (UNILAG), Prof. Oluwatoyin Ogundipe, who paid a courtesy visit to the MD at the NPA Corporate Headquarters in Marina, Lagos.



The Managing Director of the Nigerian Ports Authority (NPA), Hadiza Bala Usman (6th from left), the Vice Chancellor of the University of Lagos (UNILAG), Prof. Oluwatoyin Ogundipe (7th from left), NPA Executive Director, Engineering & Technical Services, Prof. Idris Abubakar (5th from left) and other stakeholders , when the Executive Management of UNILAG paid a courtesy call



to the MD at the NPA Corporate Headquarters in Marina, Lagos.

TOWARDS A HEALTHY LIFESTYLE, MANAGEMENT ORGANIZES 2018 ANNUAL HEALTH ASSESSMENT PROGRAMME

The need for the workforce of the NPA to ensure that they maintain a healthy lifestyle at all times was brought to the fore through the implementation of 2018 Health Assessment program.

The program according to the Occupational and Health Division is meant to achieve the following: To create awareness on worker's wellbeing
Reading of health status
Evaluate health status of employees based on health checks

Counseling service or referral if necessary

With the theme, "Promoting Optimal Health in a Safe Workforce", the workforce is expected to be sensitized on workplace hazards, associated risks and control measures.

In a related development, the workforce took to the mats at the courtyard located within the Headquarters building for physical exercises. Participants at the session were drilled on various acts at improving their stamina as well as endurance exercises to keep fit.



BATCH A STREAM 1 CORPS MEMBERS BOW OUT IN STYLE



Members of the National Youth Service Corps (NYSC) who served the mandatory 1 year service since June 2017 with the Nigerian Ports Authority (NPA) bid goodbye to the entire workforce recently.

According to them, their service with the organization has been able to imbibe in them amongst others the culture of capacity building, character molding and self discipline. These, they stated couldn't have come at a better time in their lives.

Finally, they thanked the Management team of the NPA led by Hadiza Bala Usman for the opportunity accorded them to contribute their quota to the growth and development of the organization which would linger in their minds for a long time to come.

PTI CORPS MEMBERS VISIT DELTA PORTS, WARRI

In a bid to know about Port operations in Nigeria, the National Youth Service Corps Members of Petroleum Training Institute Warri paid a visit to Delta Ports Warri. They were exposed to Ports operations and taken round the entire department to acquaint them about the administration in Nigerian Ports Authority. They were taken to places of interest like Associated Maritime Services (AMS) Terminal, NPA Control Tower etc. and they were filled with much joy about the visit.

- Igbru Juliet



The MD NPA, Hadiza Bala Usman (left) receives a model of the newly refurbished NPA tug boat "MT Minna" from the MD/CEO, Starzs Marine & Engineering Ltd., Greg Ogebeifun who paid a courtesy call to the MD at the NPA Corporate HQ, Lagos recently.



The MD NPA, Hadiza Bala Usman (Middle), MD/CEO, Starzs Marine & Engineering Ltd., Greg Ogebeifun (2nd left) and Catherine N. Ude, Principal Manager C&SC/Editor NPA News with others during the visit.

WORK HOUR RELAXATION

Vox Pop

To what extent would you entrust the care of your home to domestic staff?



Well, it has various dimensions.

First, blind trust is out of it in the first instance as some of them can be funny at times.

It is always important to source them from credible organization with reputation.

When hired, proper orientation must be given to enable them know their bounds, duties and the rest.

I won't be careless with valuable property in my house, the domestic staff won't have unrestricted access to my room or other hallow chambers in my house.

As for taking care of my children like school runs, my wife may be on ground to telescopically monitor.

Their welfare will be paramount & no domestic violence will be encouraged, where they run foul of our instructions.

I will rather terminate the appointment that taking laws into my hand.

A lot of them steal and even molest female children, but I will keep them away at arm's length from my children.

Again, their future matters to me, I will encourage them to take to skill acquisition like, fashion designing, Hair dressing, welding etc.

Not less than 3 of my ex-domestic staff are on their own now and are doing well.

**Omoniyi Kaka (Former Manager)
Pensioner**



Their duty in the home must be restricted only to domestic chores. If they are given any other aspect to care for, might expose one to great risk.

However, they must not be treated like slaves.

**Aisagbon N. Ikponmwosa
Manager Procurement, HQ, Marina.**



To be honest, people have to be very careful with the kind of person you stay with as **DOMESTIC STAFF**.

Even for security reason, a lot had happened which is enough to be a word for the wise.

Many children have been humiliated or been kidnapped as a result of negligence from the house help, intentionally or unintentionally.

**Mrs. Monica Anosike
Accounts Dept
Abuja Liaison Office.**



**Congratulations on your Naming Ceremony:
Baby IMAN on 24th March, 2018,
daughter of Mr./Mrs. Aliyu of
Corporate & Strategic
Communications Division, NPA.**



**Congratulations on your
Wedding:
Mohammed & Hauwa Goje.
Son of Mr. Abdullahi Goje, GM
Corporate & Strategic
Communications Division, NPA.
Saturday 17th March, 2018.
NPANews wishes you Marital
Bliss.**



NAVAL WAR COURSE II PARTICIPANTS VISIT DELTA PORTS

The Naval War Course II participants visited Delta Ports on study tour of Delta State on Theme' Enhancing Socio Economic Development of Coastal States through Collaborative Maritime Security.

The Team which was led by Real Admiral T.C Udoia Commandant Naval War College Nigeria said that they chose NPA because ' NPA is a vital Organ as far as Maritime Business is concerned. He also mentioned that the purpose of the visit is to avail the participants on the effort of Government in support of Maritime Security.

The Port Manager on the other hand welcomed them and said that this visit is timely.

The Commandant was glad to note the collaborative efforts of the Nigerian Ports Authority for Maritime Security and Socio Economic Development in Nigeria.





By Ngozi Obikili

HIGH SALT INTAKE - HEALTH RISK No. 1



High Salt (table salt) Intake is a risk factor for High Blood Pressure. Unfortunately, many do not know this or do not take the information seriously. Many of us take too much salt deliberately or without realizing it. High Salt Intake is a very serious health risk and should be given due recognition. It is well established that everybody who indulges in the habit of adding extra salt to his or her food, will with time, develop High Blood Pressure. The recommended daily intake of salt (table salt) is 6grams a day, which is equivalent to about one teaspoon per day.

High Blood Pressure itself, is a risk factor for Glaucoma, Stroke, Coronary heart disease including Heart attack. Thus, it can be said that High Salt Intake is indirectly a risk factor for all these listed diseases. Most hypertensive patients are usually advised to reduce salt intake or take salt-free foods because High Salt Intake causes High Blood Pressure especially in blacks whose genetic makeup does not easily metabolize salt. The human body requires salt, (i.e Sodium Chloride) for proper functioning of some organs of the body but excessive amount (the extras) is detrimental to health and a number one health risk. To enjoy good health and longevity, we must drastically reduce our intake of salt.

Foods that Contain Salt

A high salt content is more than 1.5gram salt per 100gram (or 0.6gram sodium)

A low salt content is 0.3gram salt or less per 100gram (or 0.1gram sodium)

Some foods are almost always high in salt because of the way they are made. Foods such as bread and breakfast cereals can contribute a lot of salt to our diet. But that's not because these foods are intentionally salted, it's just that they contain a lot of salt.



Foods that are always high in salt include bacon, cheese, ham, olives, pickles, salami, salted and dry roasted nuts, salt fish, shrimps, smoked meat and fish, soy sauce, yeast extract gravy mixes and spices such as Maggi, Knorr, Ajinomoto, Chicken seasoning etc. To cut down on salt, we must eat them less often and reduce the use while cooking.

Foods that can be high in Salt

In these foods, the salt content can vary widely between different brands or varieties. That means you can cut down on salt by comparing brands and choosing the one that has a lower salt content. Such foods include bread, pasta sauces, potato chips, pizza, prepared meals, soup, sandwiches, sausages, ketchup, mayonnaise and breakfast cereals. Use food labels to help you compare salt content and cut down on salt.

Salt and Sodium

Salt is also called Sodium Chloride. Sometimes, food labels may list salt as Sodium. However, there is a simple way to work out how much salt you are eating:

$$\text{Salt} = \text{Sodium} \times 2.5$$

How to cut down your Salt Intake

75% of the salt we eat is already in food when we buy it so:

Read food labels thoroughly and buy products that contain less salt

Don't add salt while cooking, the taste buds will always adjust to the "new low salt taste"

Put the Salt container away from dining tables and this will help you not to add salt to your cooked food

Reduce the use of spices or use only those that do not contain sodium e.g garlic

(not garlic salt), herbs, and pepper

Avoid prepared meals, canned and dried foods

Eat food cooked in your house and avoid eating out

Avoid eating in-between meals and nibbling

Eat more natural organic foods and fruits.

SAFETY OF LIVES AND PROPERTY:

NPA HOLDS SUCCESSFUL EMERGENCY EVACUATION DRILL AT CORPORATE HEADQUARTERS

The General Manager, Health, Safety and Environment [HSE] Mallam Ahmed Yusuf has described as "very successful" the recently held fire and emergency evacuation drill for Officers and Staff of the NPA held at the Corporate Headquarters Marina, Lagos.

According to him, the exercise was meant to assess the quick response of the workforce to emergency evacuation of the Corporate Headquarters in case of eventuality.

He recalled that a total of 8 minutes was spent to evacuate the 7 storey. He however frowned that some of the workers were rather slow in responding to the alarm while others out-rightly refused to come out, but rather locked themselves in their offices.

The workforce commended the Unit for the evacuation drill while charging it to work on grey areas such as obstruction of the process by warders, better signage for easy direction amongst others.



...the world within our reach...



001/GraphicsUnit/NPA/017

With an increased port operational efficiency, decreased port cost and decreased financial burden on government,

Nigerian Ports, becoming the Hub of International Trade and Freighting in West and Central Africa.

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Nigerian Ports Authority

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