



NPA

News

NPA JOINS THE WORLD TO CELEBRATE CUSTOMER SERVICE WEEK 2023

In line with the Management effort to reposition the organization for global competitiveness, Managing Director Mohammed Bello Koko has urged the NPA workforce to embrace best practices and strive for excellent service delivery at all times.

The Customer Service Week held recently at the Corporate Headquarters, is an international celebration that highlights the importance of customers and people who serve and support them daily.

Speaking during the opening ceremony, Bello Koko said this year's Theme "Team Service" signifies the need for employee teamwork as it aids in positive enhancement towards employees and the organisation's goals. "To our customers, we appreciate your confidence in us and the chance to serve you. We appreciate having the opportunity to help you and also value your trust in our team to provide high quality service. This is a unique time to say "THANK YOU" for the great customer experience to all our esteemed stakeholders' world over, including our valuable employees."

The NPANews online wishes all employees a happy celebration.

In this Newsletter

PATHWAYS TO VISA ACQUISITION:
UNITED KINGDOM
HIGH COMMISSIONER
VISA REQUIREMENTS CHECKLIST
- Pg. 4

HEALTH AND SAFETY:
DIGITAL SIGNAGE FOR
EMERGENCY ALERTS:
HOW TO USE
- Pg. 5

VOXPOP:
WHAT IS YOUR TAKE ON THE
HEALTH IMPLICATIONS OF
PATRONISING FOOD
VENDORS AROUND
THE OFFICE
ENVIRONMENT?
- Pg. 6



THE EDITOR'S DESK

A MESSAGE FROM OUR EDITOR

In this month's edition of your informative and engaging journal, we are pleased to present the recent management efforts aimed at repositioning the organisation in line with global best practices.

This initiative follows a recent statement by the NPA Chief Operational Officer, Bello Koko, during this year's Customer Service Week tagged "Team Service" held at the Corporate Headquarters where he solicited for employee team work in line with International best practices.

Additionally, we report on the management of NOUNAA's request for partnership through the enrolment of NPA's workforce in their accredited programs.

The Vox Pop segment is centred on the health implications of patronising food vendors around the office environment.

Our regular features cover topics on health & safety, work ethics as well as visa requirements for United Kingdom (UK).



Kingsley Ukabiala
Editor

EDITORIAL

Josephine Moltok
Sarah K. Ballah
Kingsley Ukabiala
Olubiyi Omidiji
Ebere Alaezi-Offia
Albert Orem
Anas Mohammed

- Editor-In-Chief
- Deputy Editor-In-Chief
- Editor
- Senior Staff Writer
- Reporter (Travels & Tourism)
- Reporter (People & Events)
- Reporter

PRODUCTION

Olusola Akosile

- Graphics

PHOTOGRAPHY

Paul I. Erakhifu
Bidemi Agboola

SECRETARIAT:

Gbenga Soyomi (Secretary)
Peter Tovishede

All correspondence to be sent through: npanews@nigerianports.gov.ng

the
CRASH

QUOTABLE QUOTE

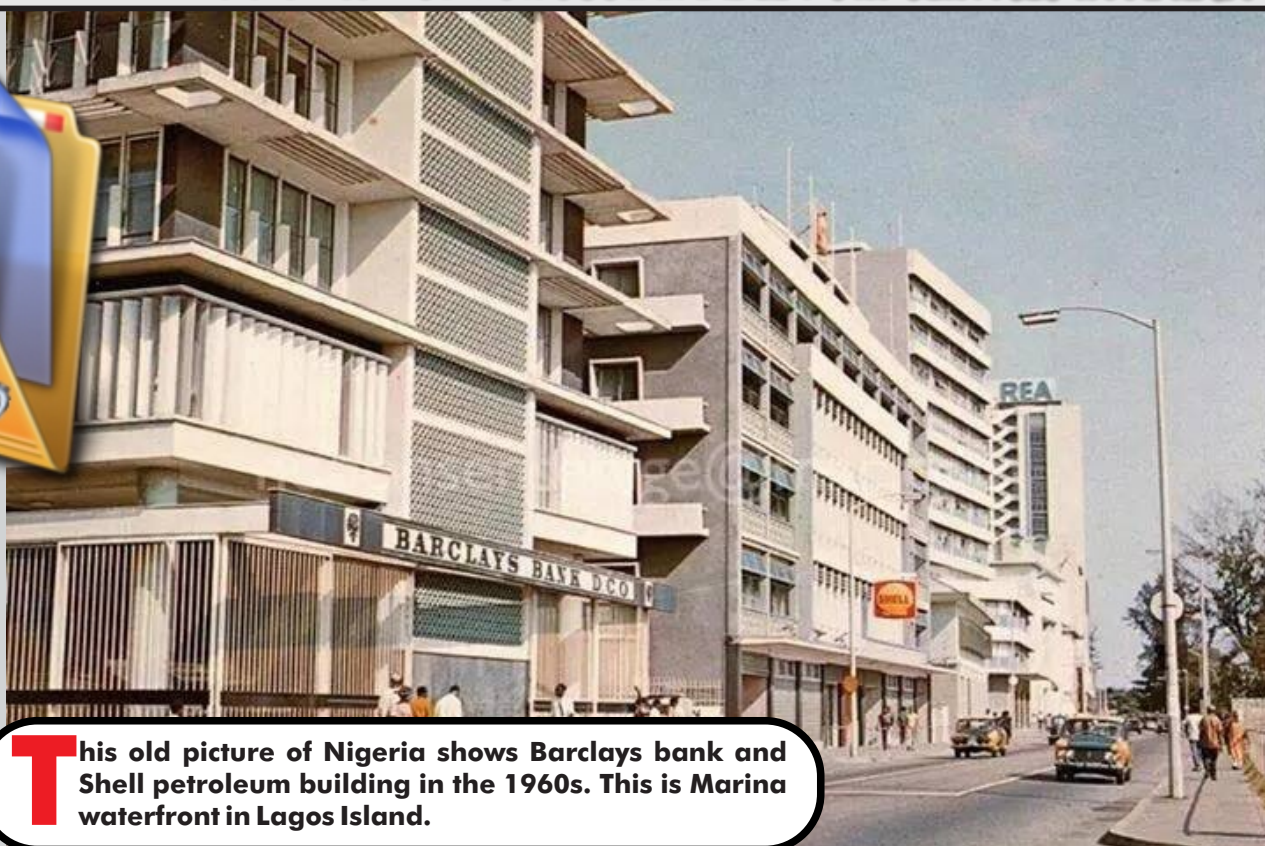
At sea, I learned how little a person needs, not how much.
- Robin Lee

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

OUR VISION: TO BE THE MARITIME LOGISTICS HUB FOR SUSTAINABLE PORT SERVICES IN AFRICA



From the
ARCHIVES



This old picture of Nigeria shows Barclays bank and Shell petroleum building in the 1960s. This is Marina waterfront in Lagos Island.

A production of the Corporate and Strategic Communications Division Available on www.nigerianports.gov.ng and in emails of all officers/staff of NPA.



TIME MANAGEMENT

Time management is about more than just managing our time; it is about managing ourselves, in relation to time. It involves setting priorities and taking which may require changing habits or activities that leads to time wastage.

The Urgent/Important Matrix in Time Management

These categories are activities that lead to achieving your goals and have the greatest impact on your life.

Urgent: These activities demand immediate attention, but are often associated with someone else's goals rather than our own. The Urgent/Important Matrix is a powerful way of organizing tasks based on priorities.

*** Urgent and Important:** Activities in this area relate to dealing with critical issues as they arise and meeting significant commitments. Perform these duties promptly.

*** Important, But Not Urgent:** These success-oriented tasks are critical to achieving goals. Plan to do these tasks next.

*** Urgent, But Not Important:** These tasks do not move you forward toward your own goals. Manage by delaying them, cutting them short, and rejecting requests from others. Postpone these chores.

*** Not Urgent and Not Important:** These trivial interruptions and distraction, that should be avoided when possible. However, be careful not to mislabel things like time with family and recreational activities as not important.

CONT. NEXT EDITION



EVENT DIARY

NOUNAA PAYS VISITS TO NPA

- PROMISES STUDY CENTRE



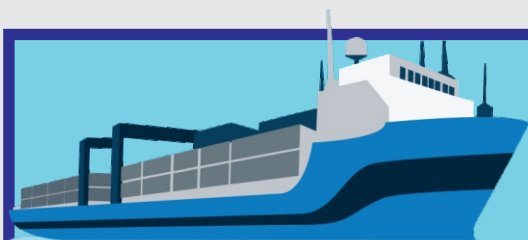
The Managing Director of the Nigerian Ports Authority, Mohammed Bello Koko recently hosted a delegation from the National Open University of Nigeria Alumni Association (NOUNAA) comprising former students of the institution.

During the visit, the Association advocated for the need to encourage NPA's work force to enrol in academic programs offered by the institution. They also, presented and award to the Managing Director, NPA in recognition of his effort in repositioning and rehabilitation of Nigerian Ports for improved efficiency, transparency and accountability.

Addressing the gathering, the Managing Director of NPA represented by the Executive Director, Finance and Administration, Adenrele S. Adesina extended a welcome to the Association and raised questions in regarding the accreditation of the institution's programs.

Mr Kayode Oladejo who is the President of the Association, assured NPA Management that all programs presently offered by the institution are accredited by the National University Commission (NUC), and expressed their willingness to establish a study centre with NPA premises to facilitate staff enrolment in these programs.

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



MARITIME TERMS

Compiled by Albert Orem

Glossary of Maritime Terms

ABS: The American Bureau of Shipping is a U.S. classification society that certifies if a ship is in compliance with standard rules of construction and maintenance.

Anchorage: Port charge relating to a vessel moored at approved anchorage site in a harbor.

Apron: The area immediately in front of or behind a wharf shed on which cargo is lifted. On the "front apron," cargo is unloaded from or loaded onto a ship. Behind the shed, cargo moves over the "rear apron" into and out of railroad cars.

Backhaul: To haul a shipment back over part of a route which it has already traveled; a marine transportation carrier's return movement of cargo, usually opposite from the direction of its primary cargo distribution.

Barge: A large, flat-bottomed boat used to carry cargo from a port to shallow-draft waterways. Barges have no locomotion and are pushed by towboats. A single, standard barge can hold 1,500 tons of cargo or as much as either 15 railroad cars or 60 trucks can carry. A barge is 200 feet long, 35 feet wide and has a draft of 9 feet. Barges carry dry bulk (grain, coal, lumber, gravel, etc.) and liquid bulk (petroleum, vegetable oils, molasses, etc.).

Berth: (verb) To bring a ship to a berth. (noun) The wharf space at which a ship docks. A wharf may have two or three berths, depending on the length of incoming ships.

Bill of lading: A contract between a shipper and carrier listing the terms for moving freight between specified points.

Board of Commissioners: The members of the governing board of a port authority are called commissioners. Members of a Board of Commissioners can be elected or appointed and usually serve for several years.

CONT. NEXT EDITION



PATHWAYS TO VISA ACQUISITION

- Benedicta Onwuemene

UNITED KINGDOM (UK) HIGH COMMISSION VISA REQUIREMENTS CHECKLIST

- **UK visa application form:** According to the UK visa type you are applying for, you may have to complete the form online at the Visa4UK website, or the manual application form.
- **UK visa invitation letter** (if applicable). If you will be staying over with a friend or a family member, then you should submit a letter of invitation. Your host must be a UK national or a legal resident.
- **Two photographs:** These photos should be taken within the past six months and in colour.
- **Your valid passport:** It must be valid for three more months beyond the date you plan to leave the UK after your trip. It must also have at least one blank page for the visa. If your passport has expired, you might not be able to travel (**Original stamped and signed by the bank authority**).
- **Proof you have the financial means to cover the living cost while in the UK:** This may be your bank statements for the last six months, or pay slips for the same period.
- **Proof of accommodation:** You will need to present a document that shows where you will be accommodated while in the UK. Note that you do not have to fully pay for a hotel/hostel in the UK before getting the visa, just to get such a document.
- **Self-introduction letter:** including physical address and phone number.
- **Management's letter**
- **NPA appointment letter**
- **NPA confirmation letter**
- **NPA promotion letter**
- **Marriage certificate**
- **Family photograph**
- **Birth certificate** must be certified by Notary Public for Minors/Children traveling with parents. Where applicable, a consent letter/s with copy/ies of parent/s national identification card/passport data page of the parent who is not applying with the Minor(s) should be attached to the application.
- **Introduction/Recommendation letter** from employer (where applicable) signed with contact details including full names of the employer's approved signatories, physical address and phone numbers.
- **Biometric information:** If you are applying for a visa that lets you stay in the UK for more than 6 months, you will need to submit your biometric information. This includes giving your fingerprints and a digital photograph taken at the appropriate application centre.



WAYS TO USE DIGITAL SIGNAGE FOR EMERGENCY NOTIFICATIONS

hazard that people need to be aware of on your premises, digital signage can provide caution while you take appropriate steps to remedy the situation.

WHAT IS DIGITAL SIGNAGE FOR EMERGENCY ALERTS?

Digital signage emergency alerts refer to digital screens that can be used to display notifications and advice in the event of an emergency.

WHAT IS EMERGENCY SIGNAGE?

Emergency signage, also known as case of emergency signage, is a sign that is displayed to advise people what to do in the event of an emergency, including identifying the direction of emergency escape routes.

WHAT IS AN EMERGENCY ESCAPE SIGN?

An emergency escape sign is displayed so that people can easily identify the safest exit in the event of an emergency.

HOW DOES DIGITAL SIGNAGE HELP IN EMERGENCY?

In an emergency, digital signage guides people about the nature of the emergency and the steps that they can take to be safe.

In Nigerian Ports Authority, Digital Signage can be displayed at the Reception TV device at the Corporate HQ, and Ports Administration Building floors. Digital Signage displayed are occasionally sent to NPA employees through emails by the ICT Department.

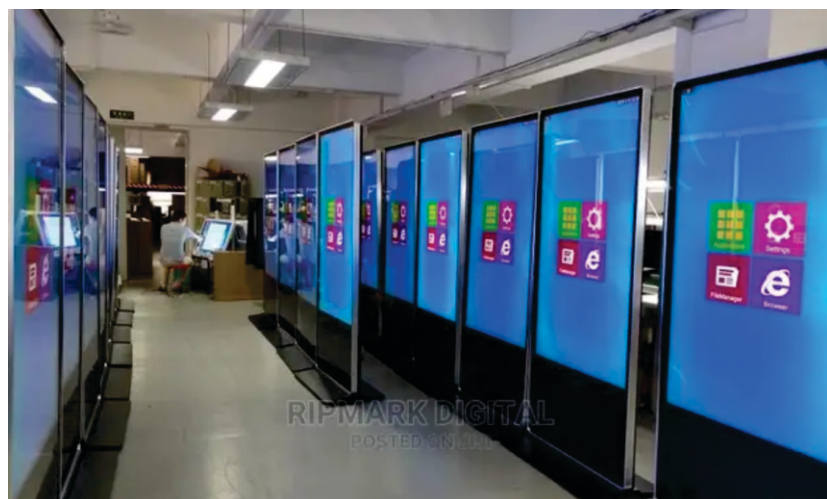
- DESKALERTS INTERNAL COMMUNICATIONS SOLUTION

CONT. NEXT EDITION

By Engr. Dafe T. S. Asst. Gen. Manager, Safety

There are numerous ways digital signage emergency alerts can be used in a critical situation to help keep people safe. Examples of digital signage emergency notifications include:

- **Evacuations:** Using digital signage to tell people when to evacuate so that they can move from a dangerous situation to a safer location. People can panic in a stressful situation and digital signage will give clear instructions they can follow.
- **Relocations:** Digital signage keep people away from unsafe locations, guiding them to work or learn from another building or site where it is safe to return.
- **Shelter in place:** There are occasions such as during a tornado, wildfire or inclement weather event where the safest option for people is to remain where they are and not go outside. Digital signage can assist with providing directions when these situations arise.
- **Lockdowns and lockouts:** When there is a threat such as an active shooter, a hostage situation, a terrorist attack or civil unrest, people may have to remain locked in or locked out of the building for their safety.
- **Hazard identification** – when there's an identified



WORK HOUR RELAXATION



WHAT IS YOUR TAKE ON THE HEALTH IMPLICATIONS OF PATRONISING FOOD VENDORS AROUND THE OFFICE ENVIRONMENT?

The health implications of patronising local food vendors include but are not limited to food contamination, food poisoning, communicable diseases and so on. As a result of the above, I don't support eating in office environments because of safety concerns unless there is a food vendor that maintains high hygiene in terms of water, items used for cooking and a clean environment.

Igburu Juliet (Mrs)
C&SC Delta Ports Warri



The health implications experienced from patronizing food vendors could be caused by exposed foods to flies that carry germs. Another is the use of low quality ingredients to prepare the meal.

Erinfolami Halimat .A
Harbors, HQ



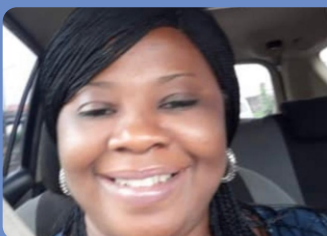
Employees prefer going outside the office environment to buy their food because it is cheap. If Management can help subsidize the food in the canteen, it will help to curb the health challenges of food poisoning.

Diepiriye Awobite (Mrs)
Human Resource, HQ



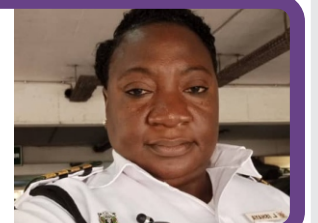
Patronizing food vendors around the office environment is not healthy, for an example most food vendors think more of the profit they make rather than hygiene. The environment food is prepared and the water used to prepare food is unhygienic and dangerous to health.

Idakwo Margaret Ojochogwu
Engineering, LPC, Apapa



Food vendors around the office pose a great danger due to the poor economy. Some food vendors use adulterated unsafe ingredients and poor storage behaviour. Health risks include; meningitis, diarrhoea, typhoid fever, dysentery and cholera due to the use of bad water.

Ladi Ishaya
Security, LPC, Apapa



The oil used in preparing the food may be adulterated, causing increase in cholesterol in the body. Some even use dirty water and spoilt tomatoes to cook which cause food poisoning. However, all this can be addressed if the office canteen price is friendly.

Felicia Adojo
Lands & Assets Admin, HQ



Health implications from patronising food vendors not only arise from food but more from water or sachet water taken after eating. Most of the water offered by food vendors stay long in their storage, drinking such contaminated water leads to cholera.

Mohammed Musa T.
Human Resource, HQ





Ballah Sarah,
C&SC Div. HQ
15th OCT.



Hassan Shuaibu
Engineering HQ
1st OCT.



Barbara Nchey Achukwu,
C & SC Div. ONNE PORT.
16th OCT.



Funmilayo Loremikan
SERVICOM CALABAR PORT
12th OCT.



Grovice Maxwell Garga,
HR Ops. HQ
24th OCT.



Ewolabi Sunday
C&SC Div. HQ
16th OCT.



Helen Chinwe Bajomo
AUDIT LPC
24th OCT.



Yusuf Mamman,
C & SC Div. HQ
19th OCT.



Okosun Ebhodaghe Abigail
Admin. Div. HQ
3rd OCT.



Tamuno Tonye Wariboko,
Audit Div. Rivers Port
12th OCT.



Anthony Susan,
E&LR, HQ
4th OCT.



Ogundeko Samuel
Transport LPC
10th OCT



Bene Oruwariye
Accounts Dept. HQ
18th OCT.



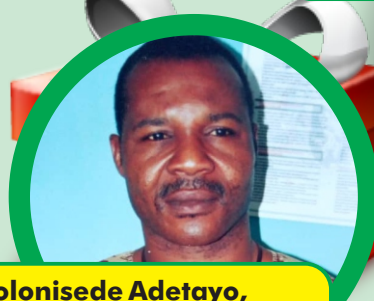
Chiamaka Vivian Nzekwe
Accounts Dept. Rivers Port
18th OCT.



Nene Ndu-Okafor,
Audit Div. LPC
30th OCT.



Paul Erakhifu,
C&SC Div., HQ
28th OCT.



Tolonisede Adetayo,
C&SC Div. CALABAR PORTS
1st OCT



Ojewe Mercy Agatha
25th September
HR Opts. LPC

- Efficiency - Customer Satisfaction - Safety & Security - Innovation -



The **Nigerian Ports Authority** provides professional port operations that meet the present and future needs of our customers.

Our stakeholders are top priority, little wonder we guarantee customer satisfaction and innovation in managing our 6 ports across the nation with the aim of maximizing operational efficiencies and providing value for money to our stakeholders.

We are a National Brand Asset Anchored on Service Excellence

Nigerian Ports Authority

...To be the Maritime Logistics Hub for Sustainable Port Services in Africa...



www.nigerianports.gov.ng

Our Port Locations:

Lagos Port Complex, Apapa
P.M.B. 1021 Apapa Lagos
Email Address:
lpinfo@nigerianports.gov.ng

Tin Can Island Port
P.M.B. 1201, Apapa, Lagos
Email Address:
tcinfo@nigerianports.gov.ng

Rivers Port, Port-Harcourt
Basket House, P.M.B. 5043
Port-Harcourt-Rivers State
Email Address:
riversinfo@nigerianports.gov.ng

Delta Ports, Warri
P.M.B. 1054, Warri
Delta State
Email Address:
deltainfo@nigerianports.gov.ng

Calabar Port Complex, Calabar
New Calabar Port Complex
P.M.B 1014 Calabar,
Cross-River State
Email Address:
calabarinfo@nigerianports.gov.ng

Onne Port Complex, Onne
Onne Port Complex,
PMB 6199 Onne
Rivers State
Email Address:
onneinfo@nigerianports.gov.ng