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# N P A

## NEWS

# NPA CELEBRATES GLOBAL CUSTOMER SERVICE WEEK



The subject of the Nigerian Ports Authority (NPA) occupying a place of pride amongst the comity of Nations in maritime matters came to the limelight recently when the organization held its 2024 customer service week.

Addressing stakeholders during the opening ceremony, the Managing Director of (NPA) Dr. Abukakar Dantsoho who was ably represented by the

General Manager in the Chief Executive's Office, Mr. Fatai Oladapo, stated that the strategy aimed at repositioning the NPA in line with global practices is a collective responsibility enjoining all hands to be on deck towards delivering excellent customer service so that the organization competes most favourable across the sub-region and the world at large.

Dr. Dantsoho highlighted the significance of the tireless efforts of the customer service team who he pointed out have contributed immensely to shaping the perception of stakeholders concerning the agency of government's exploits at making every customer feel valued.

Earlier during the event, the Chief Host, General Manager of SERVICOM, Mr. Anthony Edosomwan, stated that this year's celebration is particularly significant, as it re-affirms NPA's commitment to delivering exceptional customer service to the port community, pointing out that these would engender swift customer complaint resolution, improve documentation, increase transparency, and ultimately enhance customer satisfaction.

The occasion, which took place between the 7th - 11<sup>th</sup> of October, 2024, was attended by the top management and other staff of the organization.

**"National Brand Asset Anchored on Service Excellence"**





# THE EDITOR'S DESK

A MESSAGE FROM OUR EDITOR



**W**e are thrilled to share the latest initiatives in our organization's ongoing quest for excellence. In this edition, we will delve into the recent management efforts at repositioning our organization in line with global trends. This exciting development follows a thought-provoking statement by Dr. Abubakar Dantsoho, NPA's Chief

Operational Officer, during this year's Customer Service Week, themed "Above and Beyond," the event emphasised the importance of employee teamwork in achieving international standards to the acknowledgement and appreciation of stakeholders.

Additionally, we are pleased to announce the appointment of a new General Manager of Corporate and Strategic Communications and spokesperson, who will also serve as the Editor-in-Chief of this journal. This new leadership will undoubtedly bring refreshed perspectives and expertise to our publication.

In our Vox Pop segment, we explore favourite ways to de-stress and unwind from stress, offering a glimpse into the personal side of our organization.

Our regular features are on essential topics such as Health & Safety, work ethics, and visa requirements for the United Kingdom (UK). We hope you find this edition informative, engaging, and inspiring.



**Kingsley Ukabiala**  
Editor

All correspondence to be sent through: [npanews@nigerianports.gov.ng](mailto:npanews@nigerianports.gov.ng)

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

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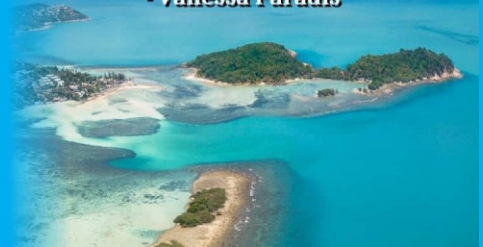
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Quotable  
Quote

Life is like the  
ocean, it goes up  
and down.

- Vanessa Paradis



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



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



From the  
**ARCHIVES**

A production of the Corporate and Strategic Communications Division Available on [www.nigerianports.gov.ng](http://www.nigerianports.gov.ng) and in emails of all officers/staff of NPA.



# IKECHUKWU ONYEMEKARA: NPA'S NEW SPOKESPERSON

**A**s the newly appointed General Manager of Corporate and Strategic Communications for the Nigerian Ports Authority (NPA), Mr. Ikechukwu Onyemekara settles at the auspicious task of being NPA's spokesperson, stakeholders are already setting agenda for him to assiduously impact in greater dimensions in his activities and operations which are expected to anchor the brand as premium in all ramifications. Onyemekara's journey with the NPA began in 1992 as a marketing officer, where he quickly gained a deep understanding of the industry. His exceptional interpersonal skills and ability to connect with key stakeholders led to his transition into strategic roles within the commercial department. He has served as Technical Assistant Protocol to three Managing Directors coordinating media relations, diplomatic engagements, and government relations for the organization.

He is a member of the Nigerian Institute of Public Relations (NIPR) and has attended numerous national and international capacity-building workshops sponsored by the Authority, including the International Maritime Organisation (IMO), the International Association of Ports and Harbours (IAPH) and Port Management of West and Central Africa (PMAWCA). With his extensive experience and proven track record, Onyemekara is poised to lead the NPA's communications Division and promote the organizational mission to greater heights. The Online Newsletter crew congratulates you and wishes you success.



work  
ethics

## TEAMWORK

- NWABUEZE IFEOMA

**T**eamwork is a crucial aspect of any successful organisation or project. It involves individuals working collaboratively towards a common goal, leveraging each person's strengths and skills.

Here are some key points about Teamwork:

**COMMUNICATION:** Effective communication is vital in teamwork. Team members need to share ideas, provide feedback, and express concerns openly. Clear communication helps prevent misunderstanding and fosters a positive environment.

**COLLABORATION:** Teamwork requires collaboration, where members contribute their unique skills and perspectives. This diversity can lead to more innovative solutions and improved problem-solving.

**TRUST:** Building trust among team members is essential. When team members trust each other, they are more likely to share ideas freely and support one another. Trust can enhance team cohesion and morale.

**CONFLICT RESOLUTION:** Conflict may arise in any team setting. Effective teamwork involves addressing disagreements constructively, finding common ground, and maintaining focus on the team's objectives.

**ROLES AND RESPONSIBILITIES:** Clearly defined roles and responsibilities help ensure that everyone knows what is expected of them. This clarity can enhance accountability and efficiency within the team.

**SUPPORT AND ENCOURAGEMENT:** A strong team supports its members, celebrating successes and providing assistance during challenges. Encouragement can motivate individuals to perform at their best.

**GOAL ALIGNMENT:** Teams should have a shared goal and objectives. Aligning individual efforts with the team's purpose helps create a sense of unity and direction.

Overall, teamwork can lead to higher productivity, increased creativity, and a more enjoyable work experience. When individuals work together effectively, they can achieve results that exceed what they could accomplish alone.

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

CONT. FROM LAST EDITION

**Launch service:** Companies that offer "water-taxi" service to ships at anchor.

**LCL:** The acronym for "less than container load." It refers to a partial container load that is usually consolidated with other goods to fill a container.

**Length Overall (LOA):** Linear measurement of a vessel from bow to stern.

**Lift On-Lift Off (LO/LO):** Cargo handling technique involving transfer of commodities to and from the ship using shoreside cranes or ship's gear.

**LTL:** Means a shipment that is "less than truckload". Cargoes from different sources are usually consolidated to save costs.

**Long ton:** A long ton equals 2240 pounds.

**Longshoremen:** Dock workers who load and unload ships, or perform administrative tasks associated with the loading or unloading of cargo. They may or may not be members of labor unions. Longshore gangs are hired by stevedoring firms to work the ships. Longshoremen are also called stevedores.

**Manifest:** The ship captain's list of individual goods that make up the ship's cargo.

**Marine surveyor:** Person who inspects a ship hull or its cargo for damage or quality.

**Master:** The officer in charge of the ship. "Captain" is a courtesy title often given to a master.

**Maritime:** (adjective) Located on or near the sea. Commerce or navigation by sea. The maritime industry includes people working for transportation (ship, rail, truck and towboat/barge) companies, freight forwarders and customs brokers; stevedoring companies; labor unions; chandlers; warehouses; ship building and repair firms; importers/exporters; pilot associations, etc.

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.



# HEALTH & SAFETY

## MANAGEMENT RAISES AWARENESS ON DISPOSAL OF DERELICT EQUIPMENT



The Management of the Nigerian Ports Authority (NPA) under the leadership of Dr Abubakar Dantsoho has expressed concern over the improper disposal of derelict computers and office equipment throughout the office building and premises. This behaviour poses safety, environmental, and operational risks for employees and visitors alike.

To address this issue, the online news crew gathered in a recently released official memo signed by the Asst. General Manager Administration Mr. Mohammed Nurudeen Abdulkadir, that the Facility Management Department has implemented a standardized procedure for removing unwanted office furniture and equipment.

The procedure requires divisions and departments to notify the Administration Division before removing any items, providing a reason for removal to ensure transparency and accurate documentation. Designated holding areas have been established for non-operational or decommissioned equipment and furniture, which must be moved to these areas while proper disposal arrangements are made.

As a responsible organization, it is our collective duty to maintain a clean and professional office environment. Every employee must contribute to keeping the office space organized and tidy. Please prioritize the implementation of these procedures and ensure that corrective actions are taken without delay. Your cooperation is essential in maintaining a safe, clean, and efficient workplace.

There is a need therefore for officers of the organization to be contributive in this regard as it would anchor the NPA as a possible pedestrian concerning occupational health and safety.



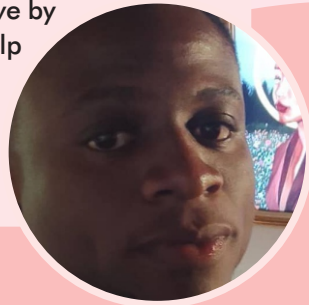
# WORK HOUR RELAXATION

## Vox Pop

STRESS SEEMS TO BE AN INEVITABLE PART OF MODERN LIFE, AFFECTING MANKIND AT WORK AND HOME. WHAT IS YOUR FAVOURITE WAY TO DE-STRESS AND UNWIND?

**M**y favourite way to de-stress is by watching my favourite TV shows, listening to engaging podcasts, and staying active by playing squash. These activities help me unwind and stay refreshed.

**Dannon Adewale**  
Environment, Delta Ports



**M**y way of reducing stress is to relax, listen to some good music, sing and find myself amid my jovial peer group which will make me have some fun.

**Etimadimene James Seyefa**  
C&SC, Delta Ports



**A**tending courses and conferences provides me with the opportunity to reconnect with distant friends and colleagues. I also cherish spending quality time with loved ones and pursuing my hobbies, which include swimming, chess, and dancing. These activities bring me joy and help me maintain a healthy work-life balance.

**Wokne-Eze Newman**  
Medical, Onne port

**I** manage stress or distress by staying away from noisy environments. I spend more time with family, relaxing and reading. On some days I book massage sessions just so I can relax.

**Eva Ovbude**  
Admin, HQ



**W**hen I'm feeling stressed, I find peace in praying, which offers reflection and tranquility. I also enjoy watching movies and football for entertainment, while reading immerses me in new worlds, stimulating my imagination and enriching my mind, making it an ideal way to unwind.

**Aminu Aliyu**  
Security, HQ



**M**y favourite way to unwind and relieve stress is sleeping and exercising like, going to the gym, running, stretching and swimming. I also unwind by eating.

**Umar Salihu M.**





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15<sup>th</sup> OCT.



**Hassan Shuaibu**  
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1<sup>st</sup> OCT.



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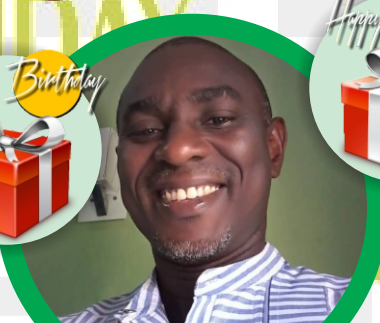
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- Efficiency - Customer Satisfaction - Safety & Security - Innovation -



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](http://www.nigerianports.gov.ng)

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