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NEWS

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NPA Celebrates 2025 Customer Service Week

Emphasizes Commitment to Service Excellence

The Nigerian Ports Authority (NPA) recently celebrated the 2025 Global Customer Service Week at its headquarters in Marina, Lagos, highlighting the importance of corporate customer interactions and the drive for service excellence. The theme for this year, "Mission Possible," underscored that despite challenges, goals in customer service can be achieved through determination and effort.

Representing the Managing Director, Dr. Abubakar Dantsoho, was the Executive Director of Engineering and Technical Services, Engr. Abba Ibrahim Umar. He emphasised that this annual celebration not only honours customer service but also serves as a platform for reflecting on employee and customer interactions.

Umar further articulated NPA's commitment to maintaining excellence in service delivery as a key factor for the Authority's success. He outlined the organisation's commitment to providing efficient port services within a

safe and customer-friendly environment, alongside objectives to modernise port infrastructure and improve through digital transformation. He also recognised the importance of ethical behaviour, professionalism, and innovation among staff to continue meeting and exceeding customer expectations.

In his remarks, Assistant General Manager SERVICOM, Mr Ogunsanya Babatunde, reinforced the significance of the celebration, pointing out its role in recognising the unwavering dedication of customer service representatives. He highlighted the need for a positive mindset among employees to exceed customer expectations, which is essential for achieving the organisational objectives of NPA, especially concerning greater customer satisfaction.

"National Brand Asset Anchored on Service Excellence"



THE EDITOR'S DESK

A MESSAGE FROM OUR EDITOR



We are delighted to share with you two remarkable events that recently took place in Nigeria, showcasing exceptional customer service and sportsmanship.

The Nigerian Ports Authority (NPA) celebrated the 2025 Global Customer Service Week at its Marina headquarters, highlighting the importance of customer interactions in achieving service excellence.

Additionally, the Nigerian Golf Challenge 2025 was launched at the prestigious Ikoyi Club 1938 Golf Section, promoting a spirit of competition and collaboration.

These initiatives demonstrate our commitment to service excellence and community building, driving us toward a brighter future. We invite you to stay engaged and inspired by the strides being made in our industries.

In this edition, our Vox Pop segment features thoughts on Dr. Dantsoho's global recognition and achievements. Our regular features also cover topics on health and safety, work ethics, and visa requirements for Turkey.



Kingsley Ukabiala
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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

One of the early examples of Nigerian colonial public buildings still stands tall on 14 Marina Street, Lagos, South-West Nigeria. The Lagos Old Secretariat, more than a century old, sits on a site of approximately two acres. It was built to house the British colonial administration of the then Southern Protectorate of Nigeria. The Old Secretariat, once called the Central Secretary's Office, was designed and constructed by the Public Works Department (PWD), which was responsible for many of the colonial administrative buildings in the country.

SOURCE: <https://www.archnet.org/sites/20540>



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



Harmony in Diversity Cultural Sensitivity and Why it Matters

By Osilaja Joshua

As a multicultural organisation, understanding how to navigate our cultural differences is essential for a healthy workplace experience for everyone.

Cultural sensitivity refers to the awareness, understanding, and respect for the cultural differences and practices of individuals from diverse backgrounds. It implies that we withhold judgment of cross-cultural practices and adapt one interactions accordingly to foster respectful and harmonious relationships.

When we are sensitive to the cultural differences of our colleagues, everyone feels valued and respected, regardless of their background. This inclusivity can lead to improved team dynamics and collaboration.

When individuals are culturally sensitive, they are better equipped to navigate misunderstandings that may arise from cultural differences.

Reasons Why Cultural Sensitivity Matters

- **Boosts Employee Morale and Retention**
Cultural sensitivity creates an inclusive environment where everyone feels valued and respected. This improves morale, reduces turnover, and encourages employees to stay committed to organisational goals.
- **Builds Better Client Relationships**
Respecting cultural differences strengthens client trust and loyalty. A culturally aware organisation delivers more personalised service, which improves client satisfaction and enhancing its public image.
- **Improves Team Cohesion**
When colleagues understand and respect each other's backgrounds, teamwork becomes smoother. Cultural awareness promotes trust, open communication, and effective collaboration.
- **Encourages Innovation and Learning**
Diverse teams bring unique perspectives that drive creativity and innovation. Culturally inclusive workplaces inspire learning, adaptability, and better problem-solving.
- **Enhances Communication**
Understanding different communication styles reduces misunderstanding and conflict. Cultural sensitivity ensures respectful, clear interactions that strengthen workplace relationships.

Additional content from edstellar.com

* Mr. Olalekan Badmus
Executive Director of Marine and Operations



Nigerian Golf Challenge

A Celebration of Sports and
Maritime Collaboration

Under the sunny skies of Lagos, the Nigerian Golf Challenge 2025 was recently launched at the esteemed Ikoyi Club 1938 Golf Section, the event featured 82 golfers and highlighting the tournament's significance in promoting not only sportsmanship but also maritime collaboration and networking. Mr. Olalekan Badmus, the Executive Director of Marine and Operations, led the event with a vision that extended beyond competition, aiming to foster industry growth through the unifying appeal of the game. The spirited tournament set the stage for connections and professional camaraderie among participants, making the atmosphere electric with expectation.

In post-event discussions, Mr. Badmus emphasized the importance of these gatherings for maritime professionals to share ideas and cultivate relationships amidst friendly competition. He remarked, "Golf is more than just a game; it's an opportunity for us to come together, collaborate, and discuss the future of our sector." This sentiment resonated with attendees, including notable figures from sister agencies such as Director of Admin and Human Resources at NIMASA, Mr Isichei Osamgbi, the Secretary-General of the Abuja MOU, Captain Sunday Umoren, and the Director of Strategic Planning and Research of Shippers Council, Olurotimi Babatunde. They joined in expressing a shared commitment to advancing the maritime industry through collective effort and engagement.

As the tournament unfolded, laughter and storytelling filled the fairways, reinforcing a sense of community among the golfers, who ranged from experienced players to enthusiastic newcomers.

Mr. Badmus actively engaged with participants, ensuring they felt welcomed, and embodying the collaborative ethos he envisioned for both the tournament and the broader maritime community. The success of the Nigerian Golf Challenge 2025, together with growing interest in making it an annual event, marks the start of a new initiative aimed at setting a higher standard for networking within the maritime sector while celebrating Nigeria's rich cultural heritage.

MARITIME TERMS



Compiled by Albert Orem

Common Carrier: Trucking, railroad or barge lines that are licensed to transport goods or people nationwide are called common carriers.

Conference Rate: Rates arrived at by conference of carriers applicable to water transportation.

Consignment: A shipment of goods. The buyer of this shipment is called the **consignee**; the seller of the goods is called the **consignor**.

Consolidated Freight Station or Container Freight Station (CFS)- Location on terminal grounds where stuffing and stripping of containers is conducted.

Consolidator: The person or firm that consolidates (combines) cargo from a number of shippers into a container that will deliver the goods to several buyers.

Container: A box made of aluminum, steel or fiberglass used to transport cargo by ship, rail, truck or barge. Common dimensions are 20' x 8' x 8' (called a TEU or twenty-foot equivalent unit) or 40' x 8' x 8', called an FEU. Variations are collapsible containers, tank containers (for liquids) and "rag tops" (open-topped containers covered by a tarpaulin for cargo that sticks above the top of a closed box). In the container industry, containers are usually simply called boxes.

Container freight station: The facility for stuffing and stripping a container of its cargo, especially for movement by railroad.

Container chassis: A piece of equipment specifically designed for the movement of containers by highway to and from container terminals.

CONT. NEXT EDITION

PATHWAYS TO VISA ACQUISITION



BENEDICTA ONWUEMENE

GENERAL REQUIREMENTS FOR A TURKISH VISA

- **Valid Passport:** Your passport must be valid for at least six months beyond your intended stay in Turkey and should have at least one blank page for the visa stamp.
- **Visa Application Form:** Complete and sign the visa application form, which can typically be found on the Turkish Ministry of Foreign Affairs website or at the Turkish embassy/consulate.
- **Photographs:** Provide recent passport-sized photographs that meet the specific requirements (usually 5x6 cm).
- **Travel Itinerary:** Include a detailed travel itinerary, which should consist of confirmed round-trip flight bookings and hotel reservations.
- **Proof of Financial Means:** You must show proof of sufficient funds for your stay, such as bank statements or a letter from your employer.

Specific Requirements for E-Visa

- **Eligibility:** The Turkish e-Visa is available for travelers visiting for tourism or business purposes. Ensure you meet the eligibility criteria, which may include holding a valid visa or residence permit from a Schengen country, the USA, the UK, or Ireland.
- **Application Process:** You can apply for the e-Visa online through the official Turkish e-Visa website. The application requires you to fill in personal details, travel dates, and payment of the visa fee, which is typically around 60 USD.
- **Validity:** The e-Visa is valid for 180 days from the date of entry, allowing a stay of up to 30 days in Turkey.

Additional Notes

- **Visa Fees:** Fees may vary based on the type of visa and the applicant nationality. It's advisable to check the latest fee structure on the Turkish Ministry of Foreign Affairs website.
- **Processing Time:** The processing time for a Turkish visa can vary, so it's recommended to apply well in advance of your travel date to avoid any delays.



By ensuring you have all the necessary documents and meet the requirements, you can facilitate a smooth application process for your Turkish visa.

HEALTH & SAFETY

TIPS FOR MAINTAINING HEALTH AND SAFETY IN THE WORKPLACE

To maintain and ensure optimum health and safety, the following tips are necessary as a guide in the workplace:

- **Wear all the recommended Personal Protective Equipment (PPE):** Wearing of recommended PPE while undertaking any task is necessary to prevent or reduce the probability of an accident occurring. The type of PPE to be recommended will vary depending on the kind of job and the nature of the workplace. It is therefore expedient that before such a recommendation is made, adequate Job Hazard Analysis must be carried out by Safety experts.
- **The Equipment and Machinery must be properly utilised:** Proper use of all equipment and machinery is critical in reducing accidents and ensuring the safety of lives and property is therefore important that employees avoid incorrect use of equipment and machinery to avoid the primary cause of accidents and injuries in the workplace.
- **Report Any Hazard(s) or Unsafe Condition(s):** Any unsafe condition(s) or hazard(s) should be timely reported to the safety department so that necessary action can be taken. This will ensure that the hazard(s) and unsafe conditions) do not result in injuries or accidents.
- **Regular Health Checks:** Regular check-ups, screenings, and early intervention can help identify and address health issues before they escalate. Good health and safety are tied to an increase in productivity and performance; hence, all employees, irrespective of their status, must take advantage of medical/health checks to stay healthy.
- **Observe Your Launch:** All workers need to be encouraged to take breaks for food and to relax or stretch. You can also consider taking some time between work tasks to look away from your computer screen, as this can help avoid eye strain and improve overall well-being.

CONCLUSION

The importance of health and safety is key to leading a productive life. As defined by the World Health Organisation, health is not just the absence of illness but encompasses physical, mental, and social well-being, thereby contributing to a holistic and vibrant existence.

Prioritising health and safety is an investment in one's present and future, fostering a life of purpose, vitality, and resilience. All workers and employers are therefore encouraged to take adequate care of their health and safety as an utmost obligation

By Engr. Dr. Garba O. M. FNSE. PhD
Safety Department (Rtd.)



In light of the Managing Director, Dr Abubakar Dantsoho's recent global recognition as the Vice President (Africa) of the International Association of Ports & Harbours (IAPH), amongst others, what are your thoughts on these achievements?

Compiled by ALBERT OREM

Work Hour Relaxation

VOX-POP



On behalf of all of us, I extend heartfelt congratulations on your well-deserved global recognition. Your elevation is not only a personal milestone but a proud moment for the Nigerian Ports Authority and the maritime sector. Your visionary leadership, strategic foresight, and unwavering commitment to operational excellence have set new standards, both locally and internationally. This achievement reinforces the NPA's pivotal role in shaping the future of port administration in Africa and beyond. We are honoured to be part of this journey with you and look forward to greater accomplishments ahead under your continued leadership.

- Najeeb Dikko, Operations Department, Rivers Port



Dr. Abubakar Dantsoho's global recognition as the IAPH Vice President is a remarkable achievement not just for him personally but for Nigerians as a whole. It highlights the NPA's growing influence and credibility in global maritime affairs. The appointment reflects the trust and confidence the international community has in his leadership and reforms currently being implemented in the Nigerian ports. This milestone will open up opportunities for greater collaborations and investment, thereby enhancing port operations and efficiency.

Adesida Adedayo, Security Department, HQ

This is a proud moment for us all. This global recognition reflects his visionary leadership and NPA's growing influence in the international maritime space. It is inspiring and a reminder that our collective dedication and professionalism continue to position Nigeria as a key player in global port development. As part of the NPA team, I am motivated to keep contributing to this legacy of excellence and innovation.

Victory Oyeyemi, Accounts Department, HQ



Having a Nigerian lead at that level of an international organisation is a big win. It means our perspectives and challenges as African ports will be better represented in global discussions.

Usman Yaro, Data Monitoring Department, HQ



As Harbour Master, Warri Pilotage District, I'm immensely proud of Dr. Dantsoho's global and regional recognitions, including IAPH Vice Presidency. His visionary leadership has redefined NPA operations, inspiring every district to uphold excellence, professionalism, and international relevance in port management.

Captain O.O Oluwole, Harbours Department, Delta Port




This global recognition is a significant diplomatic triumph for Nigeria's maritime sector, validating Dr. Dantsoho's reforms at NPA and his leadership role as President of PMAWCA. The IAPH platform will amplify Nigeria's voice, enabling the country to champion key issues such as port automation and global trade policies.

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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

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