



The Official Employee Newsletter Of The Port Authority Of Trinidad And Tobago



COVERED IN THIS ISSUE:

- 01** PPOS Handles First 14 row Wide Container Vessel
- 02** Coronavirus Measures Implement at PATT
- 03** PATT Emancipation Day Celebration
- 04** Port Authority Recruits New Port Police Officers
- 05** Appointment System For Barrel Shop Customers
- 06** PPOS Recognizes Operators For Their Outstanding Performance

Port Of Port Of Spain Handles First 14 Row Wide Container Vessel As We Remain Resilient Throughout The Global Pandemic

The COVID-19 outbreak has created a significant impact on livelihoods, communities, businesses and economies throughout the world. As the international response continues to unfold, industries continue to operate in uncharted waters and develop systems, processes and the use of technology to adapt to the new normal. In these unprecedented times, the ability of the shipping industry to continue to transport food, medical and essential supplies across the globe plays an integral part in managing the effects of the pandemic. PPOS therefore continues to play its critical role of ensuring trade facilitation.

As we navigate the new normal together, PPOS continues to hit milestones. On Friday 18th September 2020 PPOS saw its first 14 row wide container vessel call. The CMA CGM FORT DE FRANCE is a 3,504-TEU (Twenty-Foot Equivalent Units) vessel. It is 219 meters long and 35.6 meters wide. This is the first CMA CGM vessel of a series of four container ships named after French West Indian forts and flying the French flag. The vessel call size was 976 containers with 190 full units and 784 empty units. Operations on the Fort De France began on 17th September and was completed on 19th September delivering an excellent performance of 34.61 berth moves per hour with two cranes assigned to service the vessel.

Coronavirus: Measures Implemented at PATT

The New Normal

Since the beginning of the Pandemic outbreak across the world, the Port Authority took several measures to protect its employees from the Covid-19 virus. When details first emerged about the virus in March, sanitization dispensers were ordered and installed at the reception and first floor common areas of the Administration Building as well as throughout the length and breadth of the port. Disposable gloves and masks were also distributed to employees who required them. Several bulletins have also been sent out to keep employees updated and aware of the Covid-19 virus. Additionally, information released by the Ministry of Health were circulated on ITAACT and on the television screen located in the reception area. Posters and signs were placed throughout the port to encourage habits that will help mitigate the spread of the virus. Employees were also advised on the procedures to take, if they or someone they were in contact with exhibits symptoms of Covid-19. The Port has also put in place a contact tracing system that records the movement of visitors and employees to and from the facilities. It is the Port Authority's goal to help employees respond to the challenges faced by the 'New Normal' in a safe and responsible manner. Consequently, a new work culture was established by the Port which must be adhered to at all times. This new work culture promotes activities that are proactive and preventative in maintaining the health and safety of all employees, port users and stakeholders visiting the Port.



Emancipation Day Celebration at PATT

Adapting to the “new normal“ has definitely provided challenges for all of us. This includes introducing creative and innovative methods to celebrating special occasions. This year, in order to commemorate Emancipation Day, the Public Relations department decided to go virtual instead of the traditional hosting of the annual fashion show for employees to showcase their African garments. An online competition was held where participants were invited to send photos of themselves in their African wear. Participants were also encouraged to visit the Public Relations department in their African attire, to have their photos taken.

These photos were uploaded and port employees through ITAACT were provided with a link that enabled them to vote for their choice of best dressed male and female. Voting took place on Monday 03rd and Tuesday 04th August. A cash prize of \$500.00 was awarded to each male and female that received the most votes. The winners were announced on Wednesday 05th August. Sade Craigwell of Pay Office was awarded best



dressed female and Ian Henry of Cargo Accounts department was awarded best dressed male. Congratulations to the Winners! The Public Relations department would also like to extend thanks to all those who contributed to making this initiative a success, both the participants and the voters.



Port Authority Recruits New Port Police Officers

A New Complement Of Officers

To further enable the Port Authority to be a safe and secure port, the Authority recruited thirty-three (33) new Port police officers into service.

The recruits underwent a thorough training programme during July and August 2020, which covered over twenty (20) subject areas, testing their knowledge and competencies. These included physical training and foot drills, precept, port documentations, the role of Customs and Excise, ISPS codes and Customer Service training, just to name a few.

On Monday August 3rd, the Marketing Department provided the recruits with an informative overview of the Port Authority and all its SBU's. The PPOS Public Relations department also collaborated with the TTIT Public Relations and Marketing Manager to host a Customer Service Training for the recruits, at the Cruise Ship Complex. The training was an interactive session where the facilitators delve into the



importance of customer service. They covered topics such as first impressions, telephone etiquette, the six pillars of excellent customer service and customer satisfaction among many others.

Also commendable is that all the recruits who wrote the TTPS's precept examination passed with exceptional grades.

The Port Authority would like to say hats off to all the recruits that completed the training and are now providing service to the Authority. We encourage you to continue to do your best and provide unmatched service to further promote and upkeep the reputation of our Port Police Department.

PPOS latest publication in the Caribbean Maritime Magazine October issue coming soon.

www.landmarine.org





PPOS Introduces Appointment System at the Shed 10 Barrel Shop

PPOS examined various aspects of the Shed 10 Operations to determine how the modus operandi should be altered to provide the most efficient logistics solution to all our stakeholders during this pandemic. Consequently, PPOS introduced the Shed 10 Barrel Shop Appointment System which commenced on 2nd September, 2020.

This Appointment System at the Shed 10 Barrel Shop was specifically designed for customers clearing personal effects. The appointment system alleviated the stress of persons having to report to the Barrel Shop and spend an unnecessary amount of time waiting to be facilitated as well as reduced the number of persons congregating, as mandated by the Ministry of Health.

In order for a successful process, the following guidelines were established:

- Upon receiving relevant delivery documents from the NVOCC/Shipping Agent, the customer would contact the Shed 10 Barrel Shop at (623-2901/5 Ext 222) to secure an appointment reference number.
- The appointment reference number would secure an appointment of a said date for the customer.
- If the customer cannot be facilitated by the Barrel Shop on the said date of the appointment, the customer will be directed to the Shed Manager for further guidance.
- If the customer fails to fulfill his/her appointment, the customer will be required to secure a new reference number.
- Customers without an appointment will not be facilitated.

On the date of Appointment, the customer is required to:

- Undergo Temperature Screening
- Wash hands with soap, in wash area located prior to entry doors.
- Take a number upon entry into the waiting area.
- Present the appointment number and their identification to the PPOS clerk located at the entry point of the waiting area, for verification.
- Thereafter proceed to be seated in waiting area for the delivery process to be initiated.

The changes made have resulted in an increased level of customer service as well as a safer environment for all stakeholders.

PPOS Recognizes Operators for their outstanding Performance

PPOS recognizes that intrinsic motivators are even more important during these uncertain times and have implemented an ongoing recognition program designed to thank employees for a variety of achievements.



ECH Opr - Mr. Wilfred Aymer



ECH Opr - Mr. David Evelyn

On 19th August, Mr Wilfred Aymer #53828 reported to work as an Empty Container Handler (ECH) operator. Due to the unavailability of operators, he was tasked with facilitating the entire empty yard operations. His duties included the loading of containers for both the BF Leticia and Northern Defender, from two separate storage areas. The level of skill and dedication displayed by Mr. Aymer must not go unnoticed, as he ensured PPOS achieved one of its operational objectives of having the Northern Defender completed before the shift ended.

Commendation also goes out to ECH operator David Evelyn #53163, who was deployed into operations on the 17th September, 2020. Given another instance of unavailability of ECH operators, Mr Evelyn rose to the challenge and single handedly facilitated the loading of empty containers from the western extreme terminal storage area at Shed #8 yard for two (2) gantry cranes assigned to the CMA CGM Fort De France. He also loaded empty containers from the eastern extreme terminal storage area called the car park ensuring a timely completion to the Hohebank. Mr. Evelyn's efforts contributed largely to the productivity levels during his shift.

Friday 28th August marked the day the Markman arrived (no pun intended), to load a Bow Thruster stored at PPOS destined to ChagTerms, Chaguaramas. A Bow Thruster is affixed to the bow of a ship, which allows for reverse propulsion and assists in the ship's maneuvering. To place this into perspective, it measures 27 feet long, 15.6 feet wide, 13.5 feet in height and weighs 57 tons. Such mammoth lifting was performed safely and effortlessly by a cadre of PPOS Operations Team members, ensuring timely delivery to another satisfied, valued customer.

Hats off to all these employees for their continued invaluable service that they demonstrated.

STAY SAFE, STAY HEALTHY.

You can reduce the risk of spreading the coronavirus by taking the same steps you would take to avoid contracting the common cold.

LET'S ALL DO OUR PART

- 1 Wash hands frequently with soap and water
- 2 Wear a face mask at all times
- 3 Cover your mouth when coughing or sneezing
- 4 Stay home if you are feeling unwell