



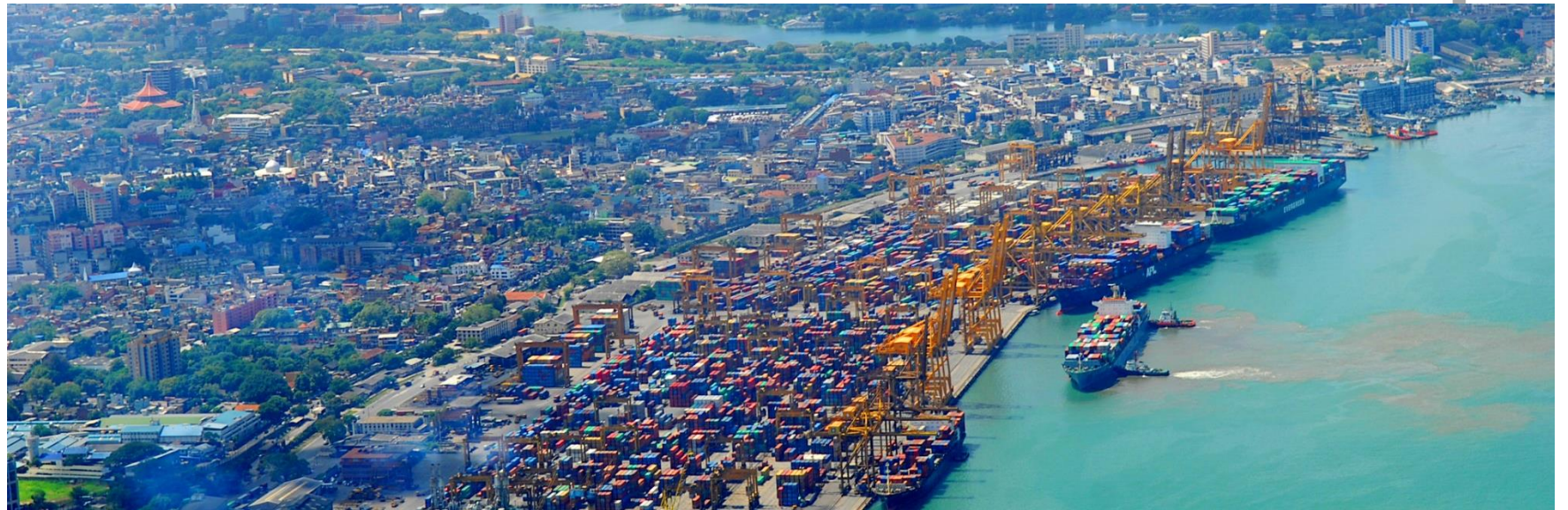
Port of Colombo Resilience response to the
Pandemic: Creating a safe and secure
environment for the Port Community.

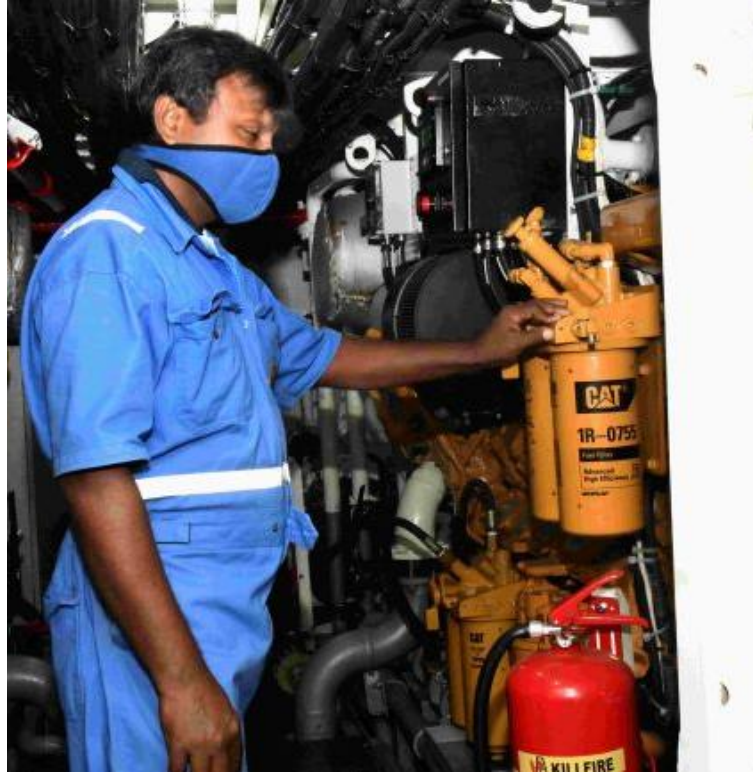
World Port Sustainability program

Sri Lanka ports Authority

- The COVID-19 pandemic has significantly affected the outlook of global maritime trade and the global economy. Being a part of this global supply chain we are no exception.
- The key game changer in the COVID scenario, would depend on the duration of the pandemic, The duration that we can keep it away from the island and the effectiveness of the policy response.
- In order to provide a continuous operation Port of Colombo initiated a key project as a resilience response to the pandemic to ensure the safety and security of the port community so that the supply chain is uninterrupted.

Introduction to the WPSP Project

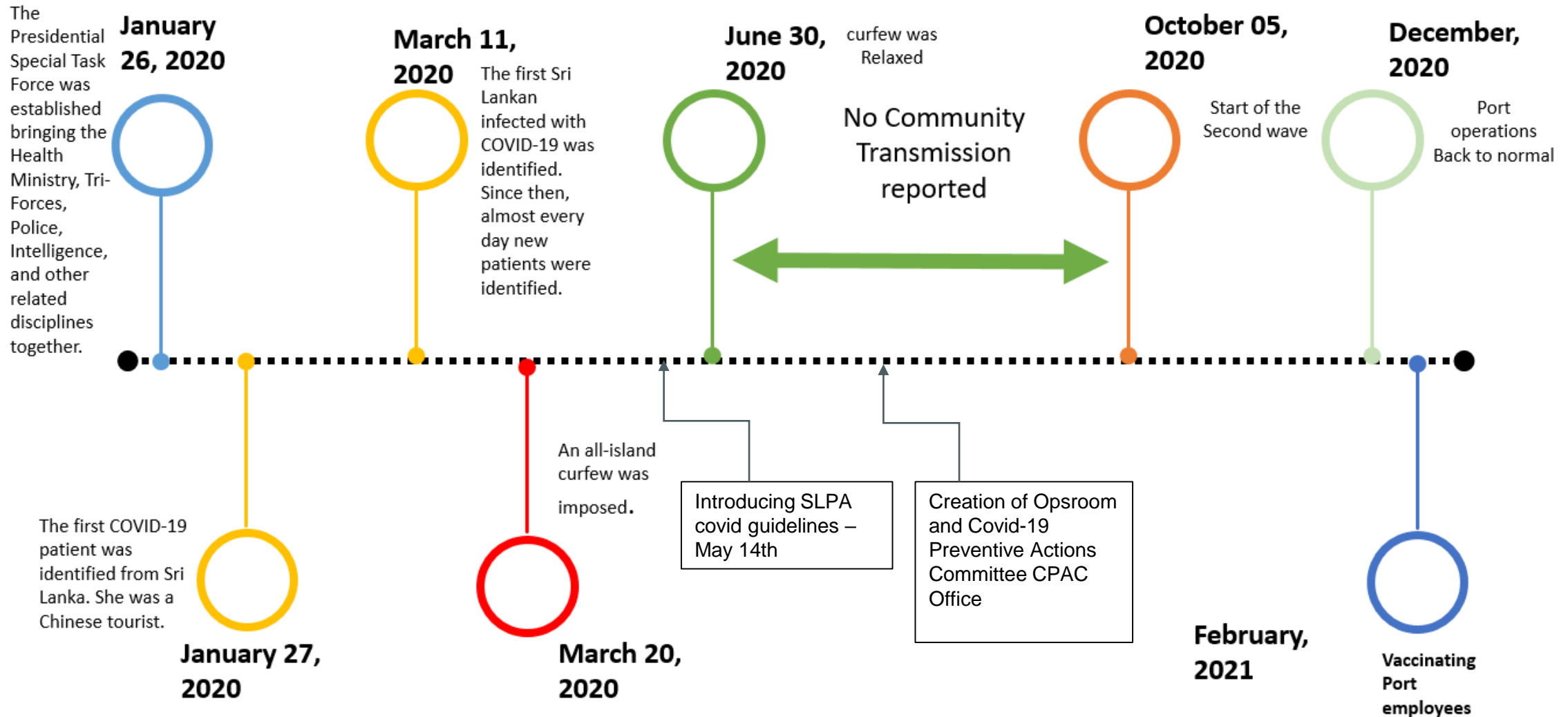




Objectives of the Project

- Creating and Ensuring safety and security of the Port community
- Enhancing the Knowledge of the employees on Covid prevention
- Motivating employees to attend work
- Ensuring continuous operations in the port
- Eliminate any interruptions for the cargo supply chain
- Minimizing the contacts so that the pandemic risk is minimum

Time Line



Project Implementation & Progress



Established a Covid 19 Preventive Action Committee - CPAC Office



Established a Operation room OPSROOM to monitor operational delays, handle customer complains and provide concessions



Introduce a New SHIFT System to minimize mixing of employees and minimal contact



Created a contingency plan for the Shortage of staff



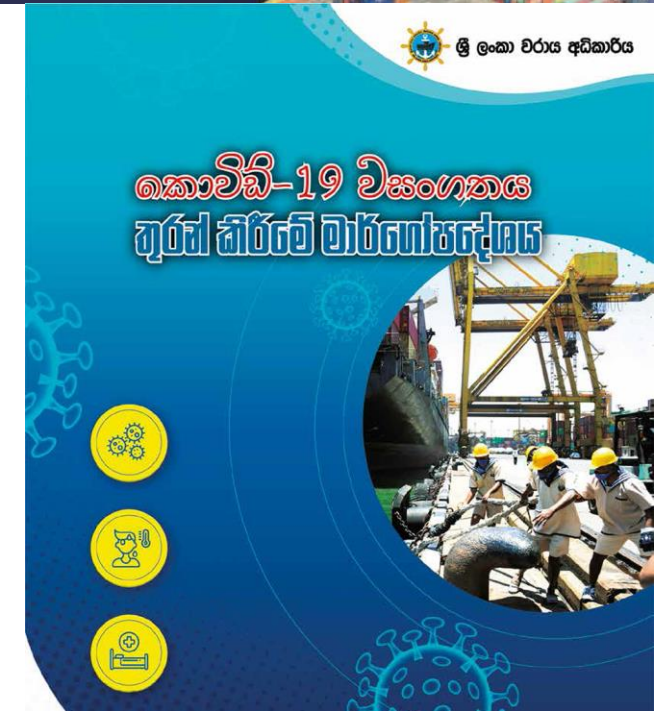
Speed digitalization process to ensure Contact less documentation – e Clearance



Vaccination Program covering all Port employees

SLPA's Guideline for Eradicating Covid-19 through awareness building

- Sri Lanka Ports Authority's Guideline for Eradicating Covid-19 was launched on May 14, at the Mahapola Ports and Maritime Academy (MPMA) to maintain the safety of all those efficiently and effectively involved in the port's operations
- Following the guideline, the institution's foremost objective is to ensure the safety of the Sri Lanka Ports Authority (SLPA) and all those involved in the operations of the ports.
- A series of special video production has also been released by the Communication and Public Relations division of SLPA in social media and the institutional websites to motivate and encourage employees, with a safety message for their loved ones at home and to acknowledge the public.



Protecting the valuable Human resources and ensuring continuous operations

New SHIFT System

- SLPA has implemented a special shift system keeping the required employees for 14 days continuously. At the end of the current shift the Employees of the other shift will report to duty for another continuous 14 days.
- The entire facility and the cranes will be disinfected before the new shift reports to work. The plan is done in a way that no mix between the groups will be allowed at this change.
- Through this system it is expected that SLPA can minimize the impact on the staff from the pandemic so that operations can be continued smoothly.

The Plan for the Shortage of staff

- The shortage that may occur is planned to be met in the below methods
- Call for the employees who have retired from the Authority to Serve in this crucial moment
- Temporally employing the workers who have worked in foreign ports but who are in the country due to holiday or lost their jobs
- Continuing the employees who are willing to work from the Shift who has completed work



Plan for customer complaints and inquiries – Ops Room

- We have establish an Operations Room - **OPSROOM** to receive the port operation related customer complaints that is arising due to this covid period.
- This solved the issues that the stakeholders had and it was the mechanism to get the grievances communicated to the management
- The opsroom acted as the central point to monitor operations logistics and navigation issues and delays.

Covid-19 Preventive Actions Committee CPAC Office

SLPA has introduced a **CPAC office** with the collaboration of the Port health office to ensure that the port users and employees are healthy and it has no impact to the society in terms of the pandemic

- Temperature checks at entry points
- Special isolation centers
- QR codes at exit and entry points at building for better contact tracing



Speed up Digitalization

- SLPA implemented projects related to greater digitization of port operations, promoting automation were prioritized to ensure contactless documentation.
- The Sri Lanka Ports Authority (SLPA) has taken steps towards the clearance of all imports at the Port of Colombo through electronic payments via the Internet. This allows port users to make payments from their homes or offices to clear goods from the Port of Colombo. This was implemented on instructions of the Chairman of the Sri Lanka Ports Authority (SLPA), General Daya Ratnayake, this special facility will enable port users to make their port payments easily without hassle
- The Board of Investment (BOI) of Sri Lanka has implemented a paperless import and export documentation process for BOI exporters as well as clearance process of import of raw materials for essential goods by BOI exporters.
- Container Terminals of the port introduced an e-clearance process for CHAs to lodge import container clearance documentation and release electronic Delivery Advice (e-DA)/Gate pass.



Vaccination Program



Employees of the Sri Lanka Ports Authority (SLPA received the Covid-19 vaccines on 15 February 2021

All employees willing to take the vaccine was provided with the vaccination

The vaccination will provide the much needed the protection for the employees as well as the self confidence to conduct their work

Top Management Commitment

The leadership and Top management commitment is a main factor in a successful project.

- Involving in the project directly and communicating and motivating employees were done by the top management of SLPA.
- The government issued an Extraordinary Gazette declaring that Sri Lanka Ports Authority operations an essential service.
- The SLPA management requested the government to providing curfew relaxation for all port users and accepting the port entry pass as a curfew pass
- The entire project from the conceptual stage to implementation was closely monitored.
- The required finances were provided so that the project was implemented on time in excellent quality.

- ✓ Created a safe and secure environment for employees
- ✓ The project provided the vital information and guidelines to the port users and employees on how to conduct normal operations in a safe manner in a pandemic situation.
- ✓ The concessions were provided complaints that were raised were handled in more organized way so that the stakeholders were satisfied.
- ✓ Conducting a vaccination is a challenge and it was completed in a successful manner.
- ✓ The much needed digitalization process of the port was speed up and implemented. Promoting paperless transactions minimizing contacts.
- ✓ Port operation were carried out continuously without further delays

Benefits of the Project



The project provided a quick response to the pandemic situation and brought back the port operations back to normal levels. The benefits were reaped by the port employees, all port users. Most importantly Port of Colombo Manage to operate continuously thereafter without any delays and backlogs so that the maritime supply chain was not interrupted.