

Port Resilience Management in Crisis Situations

- The Fundación Valenciaport and STC International, both knowledge, innovation and training centers located respectively in two port clusters of international stature, such as Valencia and Rotterdam, have reached a collaboration agreement to join forces regarding current and innovative Technical Assistance.

SERVICE OBJECTIVES

The objectives of this technical assistance are aimed at promoting port resilience against pandemics:

- Keeping **ports safe and operational** during crisis situations by **improving pandemic response and decision making** and developing **protocols, action plans**, etc.
- Implement standards, guidelines, metrics, **tools and methodologies** to facilitate the flow of goods and services.
- Identify, Engage, Manage and Monitor **stakeholders**
- Provide stakeholders with **innovative and user-friendly IT tools** to complement systems.
- Provide advice to ports and port community stakeholders on the **use of remote technologies** focusing on teleworking positions.
- Design processes for the management of goods and the **provisioning of protective equipment** in emergency situations.
- Improve **people management** by addressing their stress and emotional state in crisis situations, pandemic and other emergencies.
- Understand the relevance of environmental sustainability in prevention and resilient management of pandemics and other emergencies.
- Advise about how to synchronize the demand and supply and mitigate hinterland transport supply constrains.

TO WHOM IT IS ADDRESSED

- Port authorities: middle and senior management.
- Privately managed ports.
- Terminal operators.
- Port technical-nautical services
- Shipping agents.
- Logistic operators
- Ministries: Ministry of Transport, Ministry of Health, Ministry of Commerce
- Others:
 - Trade facilitation committees.
 - Port security officers.
 - Trade unions.
 - Stevedores.
 - Local authorities.

METHODOLOGY

phase 1 | DIAGNOSIS AND ANALYSIS OF THE RISK SITUATION VS. PORT OPERATIONS

In this first phase, a diagnosis of the port or the organisation will be carried out to **obtain as much information as possible** on the changes and problems that arise in the face of a crisis situations.

This diagnosis will first identify the **essential operations**, the **groups involved** in them, the steps already taken to guarantee both the provision of these activities and the safety and protection of essential workers, and then formulate what steps still need to be implemented and by whom and establish a **solid long-term strategy**.

The technical assistance has a duration of **19 weeks** and the work is structured in three phases:

phase
2

**DEFINITION OF ACTION AND
CONTINGENCY PLANS**

This second action proposes that the port defines **protocols** based on the different health environment economic risk situations.

Organisations should carry out **risk assessments** taking into account all possible disruptions affecting cargo, hinterland transport supply, navigation safety the flow of people flow and all stakeholders in the port community.

Risk assessment leads to the design of **action plans** at all levels of the organisation: economic, operational, and corporate. The assessment and design of action plans should be conducted under normal circumstances, and then rapidly adjusted, updated and monitored as the crisis situations.

This consultancy service proposes the **definition of protocols in three stages** depending on the level of impact that may occur:



· **STAGE 1:**

Action plan 1 - Measures for information and preventive actions to be taken to avoid the risk of spread in emergency/contagion.



· **STAGE 2:**

Action plan 2 - In the case of detection of a suspected positive and/or positive case.



· **STAGE 3:**

Action plan 3 - When the emergency situation requires partial or total closure of port facilities and/or offices.

phase
3

**PROPOSAL AND IMPLEMENTATION
OF "BEST PRACTICES".**

In this last phase, emphasis is placed on the risks a crisis situations pose to the **psychological and emotional health of workers**, which are essential to maintain port operations.

In this sense, the proposed solutions are aimed at:

- Reducing the potential impacts of pandemics and other emergencies on staff welfare.
- Adapt working conditions accordingly.
- Addressing any problems related to the mental and emotional distress of workers.

In this phase, an inventory of good practices will be drawn up to be applied both in a "Preparation Phase", covering actions that a port could undertake in the event of a health crisis in the "Mitigation Phase", proposing actions aimed at reducing risks.

This should take in consideration key roles of :

- Port control and safety of vessels
- Ports business continuity plans
- Safety and security services
- SME

CONSULTANCY

From 60.000 USD
According to Port Requirements

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