

# **ENL CONSORTIUM LIMITED**

## **STANDARD OPERATING PROCEDURE (SOP)**

# **CONTENTS**

1. PREAMBLE
2. PURPOSE OF S.O.P.
3. VISION AND MISSION
4. STEVEDORING OPERATIONS

## **OUR VISION**

TO SHOWCASE THE CORPORATE IMAGE OF ENL BY OFFERING CUSTOMERS BEST PRACTICES IN CARGO DISCHARGE AS OBTAINED IN INTERNATIONAL PORTS OBSERVING ALL IMO REGULATIONS

## **OUR MISSION**

**TO DISCHARGE/LOAD VESSELS SAFELY WITHOUT:**

1. DAMAGE TO CARGO
2. DAMAGE TO VESSEL
3. INJURY TO PERSONNEL

Stevedoring Operations involves cargo handling whether on board a vessel or ashore and must be carefully planned. It involves handling of cargo:

1. in the vessel holds
2. at the quay apron
3. at the stacking areas
4. in sheds for cargo not water friendly.

Every deployed personnel must have undergone training on cargo handling and safety at work in internationally acceptable mode:

1. Of discharging or loading vessels
2. Using appropriate stevedoring gears for stevedoring operation.
3. Be professionally qualified to carry out the operation.
4. Discharge/load cargo without damage to cargo and personnel and the ships.

## **GENERAL CARGO**

### **A. PRE-ARRIVAL OF VESSEL**

- Receive Manifest
- Analyze manifest by identifying type of cargo in each hatch, the quantity per cargo per bill of lading.
- Prepare list of cargo gears required for vessel discharge.
- Notify stevedoring contactor of vessel, date of berth, type of cargo and list of required cargo gears.
- Inspect cargo gears to be used by stevedore and condition of the gears.

### **B. ARRIVAL OF VESSEL**

- Arrival of vessels at berths – free pratique by Agencies
- Joint inspection of cargo hatch per hatch by Supercargo and Ship Officer and Operation Manager of assigned stevedoring contractor and Agent of vessel.
- Super cargo writes report on cargo condition and stowage. Noting where there are discrepancies. Report is signed by all involved in the inspection.
- Stevedore brings terminal workers and cargo gears to vessel and deploys them as per manning level for such cargoes.

### **BULK/STEEL:**

- Arrival of vessel at berth – free pratique.
- Surveyor mounts the vessel and receive vessel documents from Ship Officer.
- Surveyor with other government and NPA Surveyors with Ship Officer go ashore and on board to take all necessary reading to calculate initial draft of cargo on arrival. Initial draft figure is endorsed by Ship Officer.
- Supercargo boards the vessel for cargo joint inspection with Ship Officer, Stevedore and Agent of vessel for condition report All discrepancies if any, are noted on the report and signed.

- Gears positioned and stevedore boards vessel.
- Discharge commences.

## **CARGO DISCHARGE OPERATION**

1. Identify unit weight of cargo
2. Locate designated hatching points for cargo
3. Apply cargo gears to designated hatching point
4. Terminal workers move to safety zone
5. Crane operators lift cargo under guidance of gang way Officer from cargo hold to quay apron.
6. Cargo lowered to quay apron and loaded on tonnages.

## **CARGO DISCHARGE SUPERVISION**

- Supervision of cargo discharge – carried out by:
  1. The supercargo
  2. contractor: Supervisor
  3. Stevedoring department co-ordinators

## **VESSEL COMPLETION – BULK/STELL**

Final draft conducted by Surveyor, Chief Officer. Final draft document stating total cargo discharged according to calculation is signed by the vessel Ship Officer.

## **SAFETY**

- Ensure all terminal workers are properly kitted as per cargo being handled.
- Ensure that terminal workers stay clear of cargo path (cycle) while being lifted from the hatch and landed at the quay apron.
- Ensure that cargo is properly hitched and at designated points.

## **MOTOR VEHICLE/HEAVY DUTY VEHICLE**

- Ensure there is provision of ancillary services like:
  1. Battery
  2. Diesel/Fuel
  3. Rewire/Drivers
  4. Vulcanizer

## **ANCILLARY SERVICES BY STEVEDORE**

Dunage Cargoes at:

1. Quay Apron
2. Stacking Areas
3. Sheds

## **THE ANTI-CORRUPTION STANCE - CHECKS**

- a. Step Minimum target tonnage as productivity per hook.
- b. Set minimum per hook to achieve minimum targeted productivity.
- c. Manning strictly by roll call per each staff.
- d. Record of tonnage produced per hatch per manning with names of workers submitted daily to account department.
- e. Comprehensive record of statement of facts (delays)/man labour lost per hatch/hook per shift.
- f. Account department quantify tonnage produced by the workers and distribute into their accounts daily.
- g. Terminal workers are paid through the basic.
- h. Anti-corruption

Hold daily labour operational meetings where all stakeholders discuss issues affecting their operations i.e.

- (i). Number of men used previous day reconfirmed.

- (ii). Number of men required for next day booked
- (iii). Number of plant required at actual operation.
- (iv). Issues affecting each vessel operation are discussed and resolved.

## **DISCIPLINE OF WORKERS**

- Monitor offences attract warning
- Any unruly worker is placed on suspension for a maximum of one week.
- Any worker accused of stealing is investigated by the HSSE department. Such worker if found culpable is dismissed and all relevant Agencies notified to serve as a deterrent.

## **TRAINING**

Company periodically trains both terminal workers and crane operators on medium cargo handling methods and safety. Seventy-Five (75) crane operators have just completed full course on crane operation.



# **JOB PROCESS**

## **INDUSTRIAL ACCIDENT PROCEDURE:**

### **INTRODUCTION:**

Industrial Accident means a sudden and unforeseen event, attributable to any cause, which happens to an employee, arising out of or in the course of his work and resulting in a work place injury to him.

It can also be described as an “occurrence in the course of workplace” leading to physical or mental occupational injury.

### **HUMAN RESOURCE RESPONSIBILITY**

The Human Resource department emphasises suitable measures to prevent accidents in the workplace and this can favour the organisation in the following ways:

- Less Legal Action
- A better reputation amongst regulators, partners, customers etc.
- Reduce Costs
- Reduce employee turnover and absence rates.

The Human resource department ensures adequate medical treatment for accident victims within its work force in the event of injury.

The department also pursues amicable settlement and compensation in the event of disability.

### **SUMMARY OF THE PROCEDURE**

- a. When accidents occur at workplace, victims are immediately rushed to a designated or retainer hospital for proper medical care.

- b. Such accident cases are reported to the Human Resource Department by the stevedoring contractors via a letter which includes relevant information required to identify the victim.
- c. The Stevedoring and HSSE Department similarly furnishes the Human Resource Department with more details about the accident.
- d. The information provided about the incident is collated to notify stakeholders in the industry i.e. Nigerian Maritime Administration and Safety Agency (NIMASA), Maritime Union of Nigeria (Dockworkers branch).
- e. The accident case is also reported to the Nigerian Social Insurance Trust Fund (NSITF) within twenty one days (21) of occurrence as stipulated by the Employee Compensation Act 2010.
- f. The accident report is also forwarded to the EVC often at monthly intervals.
- g. In case of major accidents the HR schedule Officer makes a visit to the injured person at the hospital.
- h. The injured person (**dockworker involved in major accident**) is placed on monthly stipend if he is unable to work on account of his injury as result of the fact that he is a **wage earner**.
- i. Whereas in case of a permanent member of staff involved in accident, continues to enjoy his monthly pay/salary.
- j. Follow up documentary requirement are sent to the NSITF office in order to pursue compensation benefit for the injured person.
- k. Compensation is received from the agency and all stake holders are informed via an invitation to witness the presentation of the sum accruing from the claim.
- l. The compensation is presented to the injured worker at a prescheduled date as final settlement and he is discharged from service.

- m. The injured victim receives the compensation in cheque in agreement with all his compensation letter is therefore counter signed by all and photographs are taken to record the event.

## **EMERGENCY EVACUATION PROCEDURE**

The purpose of this section is to outline the procedure to be used to provide a quick and safe emergency evacuation of emergency responders operating at emergency incidents.

The emergency evacuation procedure is intended to meet the Standards involving Risk Management. The procedure is in conjunction with the Nigeria Port Authority (NPA) Fire Service standard Operating Procedure for “Emergency Alert tone”.

### **Definitions:**

**Emergency Alert Tone:** A special tone Fire Dispatch broadcasts across radios when an evacuation at an emergency incident is ordered.

**Emergency Evacuation Horn:** A manual operated, hand held horn carried in all Cars and on designated apparatus.

### **Implementation:**

When operating at emergency incidents, conditions may develop that would necessitate an immediate evacuation of the fire building and/or incident area. These rapidly developing conditions may pose an imminent threat to the safety of the personnel operating at the incident scene.

When such is the case, and evacuation of the fire building or incident area is desired, the incident Commander or the on-scene Safety Officer shall implement the following Emergency Evacuation.

### **Procedure:**

The Incident commander, (i.e. the HSSE manager and when not present, the Safety Officer takes charge) shall signal “Command to Radio”. Fire Dispatch/safety team shall acknowledge with “Go Ahead command”. The Incident Commander shall then announce the emergency message. Upon receipt of the emergency message, Fire

Dispatch/safety team shall then sound the **EMERGENCY ALERT TONE** on all operations channels regardless of what channel is being utilized at the incident. The tone shall also be sounded on all other frequencies as well as mutual aid frequencies if present at the incident.

The **EMERGENCY ALERT TONE** shall consist of a warbling tone held for 15 to 20 seconds followed by a message. Safety team/Fire Dispatch shall repeat the pulsating tone and message twice, for a total of two complete times on all operations channels.

Upon completion of the repeated announcement, the Incident Commander or Safety Officer shall see that the emergency evacuation horns are sounded. The horns shall be operated as close to the area to be evacuated as safely possible. The horns shall be sounded for a minimum of fifteen seconds for a total of two complete times. Apparatus Operators tending an apparatus shall also sound their apparatus air horn for a minimum of fifteen seconds for a total of two complete times.

Upon hearing the emergency evacuation message via the radio, or hearing the sequence of audible warning devices, all members within the fire building shall immediately exit the building by the shortest available route. All those lines, tools and equipment that may slow the evacuation, are to be abandoned, unless they are needed to affect a safe escape.

After exiting the structure, line managers shall report with their departmental staff to the HSSE manager for a Personnel Accountability Report (PAR).

The designated leaders, the Safety Officer and/or the Incident Commander shall cause call for a PAR of all personnel operating at the emergency scene.

The Emergency Evacuation Procedure shall be implemented only at times of imminent danger to operating personnel. This procedure should not be confused with the need to change tactical modes of operations, offensive to defensive.

This procedure may be modified by the Incident Commander and/or Safety Officer to satisfy the needs of a particular incident. Any specifics shall be added to the evacuation message.

### **SAFETY PROCEDURES:**

To provide work free environment in the port, some safety measures and rules with equipments have been put in place for staff and customers to observe. These equipments include:

- a. A well maintained ambulance to function along side with the ambulances provided by the labour contractors to cater for any eventual accident within the terminal on 24 hours bases.
- b. A well maintained clinic within the terminal and retainership with well equipped hospital within Apapa environment to cater for any operational accidents.
- c. Signages and tagline are marked for safety zone with the terminal.
- d. Megaphone is provided for public enlightenment.
- e. The terminal maintains its speed limit which must be adhered to by all terminal users, defaulters are dealt with accordingly.
- f. The terminal has provides life buoys, life jackets and life lines to combat cases of man over board.
- g. Regular safety patrol of the terminal is carried out in order to watch for hazards, unsafe acts and conditions which when noticed are quickly corrected.

As one of the safety measures, no individual private car/bus is allowed to drive or parked along the quay apron. As a restricted area, no person is allowed to ride or park motorbike within the terminal. Further to the above measures, safety enlightenment instructions and fliers are been distributed to the stakeholders.

## **SECURITY:**

Bus in bus out of port users is in place and very effective for access control. Installation of CCTV is done covering the entire terminal with about thirty two (32) cameras for surveillance.

The perimeter fence is done with concrete base with iron pole and concertina barbed wire to prevent unauthorized access.

Illumination of the terminal is total with about seven industrial generators installed at various locations within the terminal to serve as back up for PHCN.

Reports of incidents are always recorded and copies sent to all relevant authorities.

The terminal is ISPS compliant with NPA and PICOMMSS representatives regularly check record.

## **FIRE CONTROL:**

Safety logistics to prevent fire accidents within the terminal include:

- ❖ Provision of fire alarm installed at strategic location within the terminal
- ❖ Fire extinguishers
- ❖ Muster point/fire assembly
- ❖ Fire instruction bulletin and fire marshals trained on various evacuation procedures
- ❖ Regular fire drills to inculcate, the tradition of fire safety and combating, into terminal workers and users.

As part of fire prevention procedure, terminal carries out regular fire drills and enlightenment programs to sensitize its staff and users and fire prevention.

## **PPE:**

The safety unit is empowered to enforce the wearing of reflective jackets helmet, safety boot, and overall uniform while working at the

quay apron. Nose/mouth cover and goggle are mandatory for those working on chemical and hazardous cargo. These personal protective equipment (PPEs) are provided for staff on regular basis so as to prevent cases of industrial related incidences/accidents.

### **TRAINING:**

The company through its Human Resources Department and in conjunction with the HSSE Department has designed a yearly training plan both in-house and externally to keep its staff abreast with the latest knowledge in their various field of operation.

### **ENVIRONMENTAL/WASTE DISPOSAL:**

ENL Consortium Ltd engaged the services of a reputable cleaning company that takes care of the port environment through constant sweeping and disposal of waste generated. Waste generated are evacuated regularly by LAWMA certified compacted trucks. Mini water works have been constructed to serve the terminal's need for water.

Coupled with above, toilets facilities are provided at strategic shed (6,10,12 and 13). They are to take care of staff, dockworkers and customers.

### **EMERGENCY RESPONSE PLAN:**

Emergency response procedures for ENL personnel are detailed below:

- (1). If you discover a fire and you can extinguish it, do it but if you can't then follow the steps listed below:
  - Sound the fire alarm by hitting the nearest break glass panel
  - Close the window and door immediately surrounding the fire
  - Evacuate the building as quickly as possible, encouraging others to leave also and closing any door through which you pass
  - Proceed to the fire muster.
- (2). If you hear the alarm, all occupants/staff of the respective office/location have an obligation to act as fire wardens if required.



When there are several staff available, agree which of you will act as fire warden in your area.

**N.B.** Entry and exit doors are to be opened widely or assume a bi-directional free flow as soon as the fire alarm is sounded.

### **STAFF AND TERMINAL USERS EXCEPT FIRE WARDENS**

- Leave the building immediately using the nearest available exit.
- Do not enter any area where there is evidence of fire or smoke. Before opening any door to a room which does not have a vision panel, check if the door handle is hot. **Do not open if the handle is hot. Report the location.**
- Close any door through which you pass.
- Do not use the fire.
- Do not stop to collect any personal belongings.
- Report to fire assembly point.
- Help to ensure that visitors if any are reckoned with.
- Do not re-enter the building without permission.

### **FIRE WARDENS**

- Encourage users to evacuate the building, using all available exits. Please try to encourage some users through fire exit doors (if any) to reduce congestion.
- Check your area to ensure all staff/users have left, including all visitors in the reception, offices, sheds and toilets.
- Do not enter any area where there is evidence of fire or smoke. Before opening any door to a room which does not have a vision panel, check if the door handle is hot. **Do not open if the handle is hot. Report the location to the evacuation coordinator.**
- Close all room doors.
- Note any problems e.g. users refusing to leave, disable users.
- Evacuate the building, checking the staircases as you leave. Fire wardens should remain at the top of the building stairs until all users have been evacuated from other floors and arrange for assistance to prevent re-entry of the building.
- Help to ensure that workers keep well away from the site of fire.

- Permit re-entry to the building when authorized by the safety manager.
- Fire wardens are not fire fighters; do not put yourself at risk in carrying out these duties.

### **ENL SECURITY:**

- Lead the evacuation team (fire marshals and coordinator) until relieved by senior managers and/or safety officers attending the scene.
- Liaise with the safety officers and direct them to the location of the fire or incidence.
- Security officers will liaise with the evacuation coordinator at the fire reporting point and the safety officers if required, and will instruct fire wardens to allow re-entry to the building or location when authorized by the safety officer.

### **ENL CLINIC**

- The nurses are to come in the ambulance with the siren sounded.
- In case of trapped persons that may require medical attention, they will act immediately.

### **OTHER EVACUATION PROCEDURES**

On occasion, evacuation may be required for reasons other than fire, these could take two forms:

#### **Emergency Evacuation**

- Fire alarm will sound
- Proceed as for fire

In the event of a bomb alert, you will be told to go to the distant assembly point where it is otherwise safe to be.

## **Controlled Evacuation**

- Usually by word of mouth, however method of communication will be confirmed by safety manager.
- Staff should check their area for any suspicious items prior to departure and report their location to the evacuation coordinator. Ensure that every equipment are switched off or left in a condition where it can remain unattended for some time. Leave the location closing the doors through which you pass.
- Fire wardens check their areas for fire, report to the evacuation coordinator at the distant assembly point.
- Fire wardens are to remain to the assembly point at assist the emergency control officer, if required. This may include helping to search the building.

## **SPILL CONTAINMENT PROGRAM**

These priorities are as follows:

- Shut off the source of the spillage.
- Protect human life and properties.
- Prevent contact on shoreline or sensitive marine and coastal resources.
- Recover any free product where practicable and manage its residue.
- Rehabilitate any affected shoreline and marine.
- Monitor impacts and recovery.
- Review spill management procedure.
- Implement corrective action program as necessary.

### **Initial action to be taken by the HSSE team prior to spillage report.**

- Identify the source of spill and related information such as the location of the spillage, nature and extent of the spillage. If spill loss is continuing or has been stopped, if any person has been killed or injured, if fire has broken out or if there is danger of a fire, any person, installation or property that could be in immediate danger, the quickest way for emergency service to approach the spill site.
- Reporting to relevant authorities

- Immediate response such as shutting down pumps and valves, stopping the spill process from the immediate source and implementing maritime oil spill response plan if spill is on water.
- Ensure containment of leaking spills.
- Recovery and processing of free fuel.
- Cleaning up of spill site using either absorbent pad or other method depending on the kind of spill, treatment of contaminated soil using bio-remediation methods for in-situ decontamination for affected soil.
- Handling and Disposal of absorbent materials used and excess spill from the water-spill separator.
- Communication with the media and public through incident report and media briefings.
- Post incident review and investigation that will handle the following: (investigation of the cause of spill, identify any response in spill response plan or action. Identification of the environmental damage including damage to the marine environment, determine any action to prevent spill re-occurrence, completion and submission to all relevant authorities.

### **SPILL MANAGEMENT PLAN RATIONALE**

| <b>OPERATION</b>   | <b>APPROACH</b>               | <b>METHOD</b>                             | <b>MONITORING</b>  |
|--------------------|-------------------------------|---|--|
| Oil leaks/spills   | Prevention<br>Detection       | Established practices & operator training | Regular ground water assessment through selected boreholes |
| Pipelines          | Early detection<br>isolation  | Automatic shut down                       | Pressure of<br>Frequency and duration of pumping           |
| Tankage            | Early Detection<br>Prevention | Removal from Service<br>Containment bunds | Under tank hydrocarbon monitors                            |
| Transfer operation | Prevention                    | High level liquid shut offs               | Visual inspections   |

|                 |                          |   |                   |
|-----------------|--------------------------|---|-------------------|
| Spills Response | Containment and disposal | Response team training and pre-positioned equipment | Visual inspection |
|-----------------|--------------------------|---|-------------------|

## ENL CONSORTIUM

### AUDIT DEPARTMENT

#### STANDARD OPERATING PROCEDURES AND ANTI CORRUPTION POLICY DOCUMENTS

The main purpose of the Internal Audit is to out-line the purpose, nature and scope of operation system of a company.

Internal Audit helps the organisation to accomplish its objectives by bringing a systematic and discipline approach to evaluate and improve the effectiveness of risk management, control and procedures (i.e. internal control system).

Based on the above analysis, find below the operational system in carrying out their functions in ENL Consortium Limited:

1. **Bill approval:** - All bills raised by commercial department be it provisional, Rent, Consignee and Miscellaneous Bills are duely checked by the department before final release to the customer for payment.
2. **Payment:-** payment made by Customer are also checked by the department by reconciling the bank teller (i.e. A/C no., Stamp, Name and Amount both in words and figure) with the amount on the bill before receipt are issued to the customers.
3. **Procurement:** - Request from the users department to Admin Dept.
  - a. Calls for LPO from suppliers
  - b. Verification of LPO via market survey
  - c. Approval of the fair and reasonable one

- d. Supply of goods and certification as to conformity
- e. Payment to the supplier.

4. **Investigation of Claim:** - The Internal Audit department performs investigation in response to allegations and claims received by our office from internal and external sources (e.g. Clearing Agent, Shipping Agent, consignee and relevant department within).

Allegations and claims are investigated based on assessment of source documents such as Tally Sheet, Daily Cargo Discharge, Manifest, Vessel flat File, ROB, and other relevant documents.

### **INVESTIGATIVE AUDIT PROCESS**

- ❖ Receive of allegations and claims
- ❖ Assign investigation responsibility
- ❖ Conduct of due diligent through verification of allegation and claim to determine true position.
- ❖ Allegation and claim resolution.

# **COMMERCIAL DEPARTMENT**

## **DOCUMENTATION FLOW CHART**

COPI-MANIFEST/XML



PROVISIONAL TABLE – AUDIT – COMMERCIAL – CUSTOMER



CUSTOMER CARE



CONSIGNEE/RENT/MISC – AUDIT – COMMERCIAL – CUSTOMER



RELEASE



TALLY SHEET



TERMANAL C AND D



PRE-VOYAGE MEETING



FINAL BILL

# **OPERATING PROCEDURES**

## **PROVISIONAL BILL**

The core document required for provisional billing is manifest which is sent to commercial through copi section in Admin department. The manifest must be stamped by customs and accompanied by the following:

1. Ship entry notice (SEN) from NPA
2. Ship inward report
3. All bills of lading that must correspond with information in the manifest.
4. It must come with the stowage plan of the ship.
5. The manifest must come in hard and soft copy form E.g. XML for electronic importation into the shipping terminal management system (STMS).
6. Agreement between ENL and the shipping company.

## **CUSTOMER CARE**

When the manifest has been used to raise provisional bill, the customer care unit receives document from the customer (agents) which includes the following:

1. Bill of lading
2. Custom print out
3. Authority letter
4. Release slip from shipping company
5. Photocopy of consignee bill with receipt attached for demurrage charges (rent)
6. Release document.



## **CONSIGNEE/RENT/MISC BILLS**

1. Bill of lading
2. Custom printout/release slips from shipping company.
3. Inspection act.
4. Letter of authority (ENL)
5. Packing list
6. Enl receipt of payment (rent charges)
7. Photocopy of consignee bill (rent charges)
8. Letter for optional service to be approved by superintendent at the terminal where the ship berthed.

## **ENL RELEASE UNIT**

This section is responsible for printing out the exit and releasing of cargo to clearing and forwarding agent, the following are required:

1. Bill of lading
2. Release slip (original and photocopy).
3. Assessment note.
4. SGD printout.
5. Custom Inspection act
6. Original and photocopy of debit notes and receipt of payment when the required documents are in place and are properly checked, the releasing officer can now release the cargo via ASYCUDAH. Debit notes are to be checked for demurrage purposes.
  - a. If cargo is on red or yellow that means the custom has not released.

- b. If cargo is on green or blue custom has released that is the cargo has been rerouted and can be delivered to the clearing agent.

## **TALLY SHEET**

When a cargo has been released documents are passed to this section for issuance of tally sheet and vehicle entry permit to the terminal. The tally sheet is coded with agent information e.g. vessel name, type of cargo, ship of company name, importers name, name of clearing agent, tonnage and number of cargo. Tally sheet used in the terminal for cargo pass with registers are returned to commercial for proper filling and determine the number of trucks that entered and went out on daily basis and outstanding balance of cargo at the terminal.

## **FINAL BILL**

When a vessel has completed and sailed, a meeting is held at the terminal called pre-voyage meeting where the vessels to be reconciled are discussed.

Different department come for this meeting. They are:

1. Commercial department
2. Audit department
3. Operations department
4. Finance department
5. Stevedoring department

Documents are provided for the reconciliation of these vessels and an actual tonnage worked to be taken to reconciliation meeting at NPA, comprises of all stakeholders. After the stakeholders meeting at NPA, reconciliation sheets are distributed. This document is used for the final billing on the vessel with other document which includes the following:

1. Provisional bill with receipt of payment
2. Masters declaration document
3. Import shipment operations summary (isos)
4. Plant on board document
5. Extra service document
6. Cleaning document
7. Amendment document if any
8. Draft from surveyor
9. Reconciliation sheet from NPA voyage meeting
10. Productivity report on vessels
11. Additional manifest document if any
12. Pre-voyage meeting report sheet

All these documents must be stamped and signed by authorised persons e.g. customs, shipping company, clearing agent.

### **ANTI-CORRUPTION POLICY OF THE COMPANY**

ENL Consortium Ltd has zero tolerance to corruption of any type and shape. Our slogan in ENL is don't give – don't take and this we have maintained since 2006 when we came in as terminal operator of terminal C and D in the Lagos Complex Apapa.

# ENL

## STANDARD OPERATING PROCEDURE FOR ENL OPERATIONS DEPARTMENT (SOP)

### 1.0. PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to describe the procedure involved in vessel reception, cargo loading and unloading, cargo storage and delivery, documentation Truck in-gate and exiting and safety of person's equipment and cargos in the terminal.

### 2.0. SHIPS RECEPTION (Harbour Coordinator)

#### 2.1. STATUTORY REQUIREMENT

- Shipping company must declare vessel at NPA Harbours daily meeting. This is to enable avoidance of congestion and optimal pilotage and harbours facility use. ENL harbour coordinator must declare vacant berths, draft and length to enable determination of vessel type to berth and ships position published and submitted to NPA, Ships Agent must submit ships entry notice (SEN) from NPA and CUSTOS and Excise approved cargo inward and manifest to ENL central office for planning and implementation. Limited hard copy (4 copies) and the XML is required but e-manifest is now to be implemented.
- ENL harbour coordinator informs NPA when berth dredging and sweeping of siltation is required for berth/berths.

#### 2.2. SHIPS PRE-ARRIVAL PLANNING

- Terminal line Managers hold a preplanning meeting with respective ships agents at 1300hrs before ships docking to avoid low cargo unloading or loading throughout, inadequate

and unsuitable plan and equipment, insufficient yard and personnel supply.

- Determine Daily cargo loading or unloading required from the stevedoring handling respective vessel (target productivity).
- Determine stowage system, equipment type requirement, check daily plant and equipment compliment from workshop department check stevedores requirement to avoid use of unsuitable gear or non-availability.
- Check the ETA and ETB of vessel to ease berthing arrangement.
- Manifest submitted to commercial for customer bills within 15mins of Receipts.

### **2.3. SHIPS BERTHING**

- Harbour Coordinator informs the NPS Harbours master (online) the berth where the vessel will be stem, the draft and length overall (LOA) of berth.
- Ship Agent informed of berth where vessel is stemmed at berthing meeting and on-line.
- Harbour Coordinator and Zonal Records Clerk, records ships arrival Time of berthing.
- Zonal Superintendent ensures ship' free pratique is conducted according to approved statutory agencies.

## **3.0. SHIP'S CARGO LOADING AND UNLOADING**

### **3.1. SHORE AND ON-BOARD ST DOCKLABOUR SUPPLY**

- Super cargo examines cargo stowage, determine condition on arrival.

- Super cargo submits report of cargo condition as and attested with ship's captain.
- Super cargo to liaise with ship Chief or Super cargo to determine cargo during discharge to pattern and ensure proper balancing of vessel avoid damage.
- Shore and ashore docklabour supplied according to number of hatches, and cargo types within 15mins after ships pratique concludes.
- Docklabour must be registered with NIMASA.
- Ensure Docklabour resume on time of each shifts, which commences 0730hrs daily, observe break period, and close at the appropriate time. This is to avoid industrial disharmony and low discharge rate.
- Docklabour should not be under hooks while discharge/load are on motion.
- Ensure docklabour is PPE complaint before handling cargo
- Use donnage for every discharge cargo to ease lifting by forklifts.

### **3.2. CARGO LOADING/UNLOADING OPERATION RECORDS**

- Records Clerks records ships operation daily commencement, break and closure period.
- Hooks active and stoppers time must be recorded.
- Tally clerks records cargos discharge or loaded and tallied according to the description, nature, marks and numbers.

- Damage, lost overload, must be recorded in the loss and damage certificate and jointly signed by the ship master.
- Tally clerks register cargo overland convergences and their safety compliance ensured.
- Tally clerks and ships side personnel must be PPE compliant.
- Tally clerks must use tally board.
- All tallies must be jointly signed with the ships agent.
- Tally clerks tallys as it I and not as it ought to be. This is to present accurate report in case of claims issue.
- Cargo discharged for storage must be moved within 2 minutes of discharge.

## **4.0. CARGOES STORAGE**

### **4.1. SHIPS HOLD**

- On-board labour use appropriate donnage. E.g. mart or pallets, for export consignment loading.
- ENL Super cargos supervisor ensures holds are fumigated previous two days before loading ofediblesor agriculture produce, to avoid contamination.
- Onboard labour supervisor ensure donnageare use on stacking and in-between hold stowage to balance load factor and vessel balancing and integrity during sail.
- Do not stack weightier cargo or wider cargo on top of lesser weight or smaller size.

### **4.2. WAREHOUSE/YARD STORAGE**

Warehouse supervisor ensures that suitable donnage, are used for storage and should not encroach on the alley ways.

**Warehouse supervisor should ensure the following:**

- Do not block ventilation, to avoid damage due to climatic impact.
- Do not stack palletized cargo beyond four layers.
- Stack hazardous or cargo in the open stack.
- Stack weather inclement cargo in the sheds.
- Do not store IMCO classified dangerous or nuclear product in the terminal.
- Report any incident immediately to your superior boss.
- Check or inspect the storage locations on resumption and at closure, this is to detect any incident and confirm position of consignment before commence and after closure.

## **5.0. DELIVERY**

### **5.1. DIRECT DELIVERY**

Delivery may be overboard (ship to barges) or ashore (quayside).

#### **Delivery clerk shall make sure of the following:**

- Delivery clerk registers conveyance before positioning for delivery.
- Every overland conveyance must be issued ATL/VEP which is part of registration document. This is to avoid pilferage and ease of reference.
- Consignment shall be released by customs and Excise and all consignee's bill paid for before discharge into conveyance.
- Consignment shall be tally according to unitization e.g. pallets, crate, bag, piece.
- Delivery Tally-sheet must always be present at delivery/discharge point counter sign every delivery tally-sheet record with the receiver.
- Delivery supervisor should ensure that from loading of conveyance to tally and cargo passing shall not exit



30mins for general cargo and 1hr for break-bulk e.g. bagged consignments.

## **5.2. DELIVERY**

### **Delivery supervisor ensures the following:**

- Register conveyances with the VEP/ATL applicable.
- Check up to date payment of rent and others charges.
- Check cargo receipt record to ascertain daily outstanding.
- Load in accordance with the dead or freight weight of the conveyance.
- Amendment not on the cancelled figure but on a clear space.
- Records in words must correspond with the figure.
- Appropriate plant and equipment should be used.
- Plant operator must complete each delivery before next consignments.
- Laden conveyance must be tallied immediately after completion and dispatch for cargo passing within 5mins.
- Where there is more than one consignment bill, each item shall be on applicable tally sheet.

## **6.0. DOCUMENTATION**

### **6.1. SHIP DOCUMENTATION CLERKS**

The berth supervisor shall ensure the following:

- Ships manifest, storage plan, hatch wise and master declaration be used for ships discharge operation.
- Landing tally-sheet, loss overboard, form, damage certificate, short landing is used for ship cargo discharge records and condition.
- Record, register, hooks and gang utilization forms is used for recording of ships time utilization.
- Tally-board, markers, and pens other than red and pink colour can be used.

- Tallying should be progressive.
- Direct delivery tally-sheet is used for direct delivery.
- Vessel must have folders.
- Ships tally-sheet verified and endorsed by the head tally and dispatched to outturn section at 08.00 hours every morning.
- Record clerk prepare the ISOS and ESOS and submit to COPI within 1hrs of ship's completion.

## **6.2. STORAGE DOCUMENT**

- Every ship has a storage receipt folder which includes consignment ship to storage receipt, outstanding cargo list, and daily discharge list.
- Every incident must be documented and forwarded immediately to the operation manager.
- Delivery document should be dispatched immediately to the cargo pass office within 5mins.
- Daily outstanding cargo list prepared verified and endorsed by the superintendent and forwarded to terminal operation manager, commercial and audit department on before 10.00am.
- Monthly overtime cargo list for consignment more that 30 days forwarded to legal/admin department.

## **7.0. CALL – UP**

- Conveyance request and entry time shall be timed.
- Laden conveyance shall exit within 10 minutes after cargo passing.

From: ENL OPS.