

## Form to Identify Successful Experiences on Ports from OAS Member States

CRITERIA	DESCRIPTION
<b>INSTITUTION AND PARTICIPANT DATA</b>	
Title of the experience (Program/project/initiative)	Project: Rehabilitation, Upgrading and Institutional Strengthening of the Nieuwe Haven Terminal, Paramaribo, Suriname
Country	Suriname
During of the experience	15 April 2007 – 30 March 2010
Institution contributing with the experience	N.V. Havenbeheer Suriname – (Suriname Port Management Company)
Contact in the institution/ author of the note	• Andreas Talea
	• Managing Director
	• + 597 402375
	• smeport@sr.net
Type of institution	• Private Public Company
Indicate which one (1) of the Priority Thematic Areas of the CIP is more . closely related to the experience:	Logistics, Innovation and Competitiveness
Category	• National Port Authority
	• Administration or port company - Suriname Port Management Company and also the liaison institution for Suriname at the OAS/CIP
Country (ies) involved	The most significant ones, and indicate whether they are recipient, provider or donor (maximum 50 words)  European Union (EU-(donor). The Netherlands (donor) & Suriname (recipient)
Other Involved Institutions	the most significant ones, and indicate whether they are recipient, provider or donor (maximum 50 words)  Port and Maritime Consultants (The Netherlands): Feasibility study Ministry of Planning & Development Cooperation: Contracting Authority European Union (EDF Project no 9 ACP SUR 003) : Donor N.V. Havenbeheer Suriname : Co-financier / Supervisor Lievens (The Netherlands – Ace Consultancy (Suriname) :

	<p>Design/Port Management Consultants Ballast Nedam Infra Suriname : Contractor Sub-contractors (Suriname ) Task Force consisting of representative from N.V.Havenbeheer Suriname, ACE Consultancy, Ballast Nedam, Terminal Operators and Shipping Agents, Customs.</p>
<p>Key People for the design, implementation and evaluation</p>	<p>Name, position; institution, e-mail (minimum of two people)</p> <p><b>Infrastructure:</b></p> <p>Mr. A. Mol Raadgevend Ingenieursburo Lievense B.V. Tramsingel 2 4814 AB Breda- Nederland Telephone: +31765225020 E-Mail Adress: <a href="mailto:info@lievense.com">info@lievense.com</a></p> <p>Stanley Koole, Ing. ACE Consultancy Hoek Hofstraat/ Anton de Komstraat Paramaribo- Suriname Telephone: (597)- 479955 Telefax: (597)422042 E-Mail Adress: <a href="mailto:acecon@sr.net">acecon@sr.net</a></p> <p>Mr. P. Emanuels Ballast Nedam Infra Suriname E-Mail Adress: <a href="mailto:P.Manuels@ballast-nedam.com">P.Manuels@ballast-nedam.com</a> Telephone: (597)- 404122</p> <p>Project Manager L. H. Brands Msc. Civ. Eng. (retired)</p> <p><b>Technical Assistance</b> Gemeentelijk Havenbedrijf Amsterdam Amsterdam Logistics Group B.V.</p> <p>Venda Sykora P.O.Box 19406, 1000 GK Amsterdam Telephone: +31-20-5234505 Fax +31-205234005 Email: <a href="mailto:info@amsterdamlogisticsgroup.nl">info@amsterdamlogisticsgroup.nl</a></p> <p>Karel de Koeijer : Project manager (deceased)</p>

Website	(of the experience or-the promoting institution)  <a href="http://www.havenbeheer.com">www.havenbeheer.com</a>
<b>DESCRIPTION AND OBJECTIVES</b>	
Experience Requirements	(Must meet all)
	Please check Yes / No
	<ul style="list-style-type: none"> <li>● Has generated valuable lessons for others    yes</li> </ul>
	<ul style="list-style-type: none"> <li>● Is a program or project and, not an isolated activity    yes</li> </ul>
	<ul style="list-style-type: none"> <li>● Has been or is potentially replicable    yes</li> </ul>
	<ul style="list-style-type: none"> <li>● Has taken place in the past five years    yes</li> </ul>
General objectives	Please, indicate the scope of the experience (Maximum 50 words?)  This Project was executed with the aim to provide improved accessibility for International trade and enhance economic growth.
Specific objectives	Indicate up to four objectives (maximum 100 words) *Efficiency in Port Operations in order to enhance port productivity, and port performance. *Expand port capacity *Reduction of costs *Comply with International standards and create added value to the transport of cargo.
Background and problem	Please, describe the problem, key players involved and support received (maximum 150 words)  Suriname Port Management Company was established in 1971 and was awarded/ granted the management of the Nieuwe Haven Terminal that was under construction. Besides this terminal SPMC also manages the public wharf in the Western part of the country and is now negotiating for the Eastern public wharf.  The Nieuwe Haven Terminal was designed and built in the late 1960's as a general cargo port and was no longer an adequate facility for today's container traffic. The terminal lacked space for maneuvering and storing of containers. Wharf and pavements, that were in place, were consequently heavily damaged during their thirty years of service. Therefore the rehabilitation and upgrading of the existing facility was urgently needed, simultaneously with appropriate institutional restructuring. Awaiting finances for the project, management made all efforts to stop deterioration of the already damaged areas and expanded storage area by preparing land in the South of the port.
Contribution to the progress of the indicated Priority	Please, briefly describe the relevance of the experience with an emphasis on innovation, competitiveness and social inclusion

<p>Thematic Area</p>	<p>(maximum 100 words)</p> <p>This project was a good opportunity to implement a new port management model, “landlord port with CUB”. This was in so far innovative as it was the first time ever implemented in Suriname. The new management system made it possible to elaborate on the PPP that was agreed on by the stakeholders. This resulted in long term lease contracts with three terminal operators, based on shared obligations and responsibilities with regard to investment in infrastructure and superstructure and best practices with regard to safety, security, environment, performance and productivity, aiming at creating and guaranteeing an equal level playing field.</p>
<p><b>IMPLEMENTATION AND ACHIEVEMENTS</b></p>	
<p>Please, list up to three (3) major achievements</p>	<p>Please, include valuations or quantitative and qualitative indicators (maximum 100 words)</p> <p>As a result of the progress in the set common obligations, responsibilities and goals, This project contributed significantly to the competitiveness and overall productivity of the terminal (see appendix) and Suriname as a whole.</p> <p>As member of the Caribbean Shipping Association our port was awarded with the Luddy Stewart Award for Best Multipurpose Port of the Year 2010 and 2011 and the Excellence Award in Port Efficiency of 2012</p> <p>In 2013 our port was also awarded as the third best in performance improvement out of Ports which entered the Novaport Cup Award of the PMAC (Port Management Association of the Caribbean).</p>
<p>Summary of the Experience</p>	<p>Please, briefly describe this experience in general terms, including major activities, processes and role of the actors (maximum 200 words)</p> <p>When the finance agreement for the project was finally signed it was a relieve for management to move on from incidentally repairing infrastructure to put an adequate infrastructure according to international standards in place. Quite challenging was executing what was agreed upon in the MOU with the stakeholders, although clearly stated. Therefore management acknowledged that by communicating daily, was very important to get them on board every step of the way. There were groups</p>

	<p>installed to differentiate the level of communication. The identified stakeholders (actors) were besides the port management company, the relevant ministries (support), and the private companies that provide port services and their customers (importers/ exporters).</p> <p>Even before the start of the project questions were raise about whether the project would achieve the results as set out. Information (trends) was shared by the private sector with port management and both concluded that the rehabilitated terminal would still not be sufficient. Therefore management decided to extend the rehabilitated area soon after the project was delivered by the constructor (2010).</p> <p>Project activities included preparation of detailed design and tender documents, assistance in tender evaluation, supervision of the works, tendering and evaluation, construction and supervision of the works and technical assistance.</p>		
<p>Please, indicate the most Important cooperation Modalities used in the implementation of the experience</p>	<table border="1"> <tr> <td data-bbox="604 974 652 1012">●</td> <td data-bbox="652 974 1435 1012">Share of information *****</td> </tr> </table>	●	Share of information *****
●	Share of information *****		
<p>Please, share what are the best practices and lessons learned from the experience</p>	<p>(maximum 200 words)</p> <p>The best practices that have been implemented or in development due to the project are:</p> <ul style="list-style-type: none"> <li>● PPP and private capital investment By implementing the landlord port management model PPP was introduced in the port sector and port as well as private capital investment increased.</li> <li>● Further development and establishment of several departments within the company e.g. a Health, Safety , Environment and Quality department. Consequently the company is certified for ISO 9001: 2008, ISO 14001: 2004 and OHSAS 18001:2007.</li> <li>● Customer Service Initiative - An information desk has been established.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Developing an emergency plan for which the company trained her own personnel as well as personnel of the Terminal Operators.</li>   <li>• Developing sponsorship/ community events policies Through this policy the framework for corporate social responsibility is being set.             <ul style="list-style-type: none"> <li>• Developing an occupational safety and health program Personnel is regularly trained aspects of Safe Work.</li> </ul> </li>   <li>• Development of a waste management program for the company, involving external stakeholders as well.</li> </ul> <p>Lessons learned: Need to further develop communication strategies and skills as communication was key throughout the experience.</p>
<b>SUSTAINABILITY AND REPLICABILITY</b>	
Sustainability experience	<p>How are you ensuring the continuity of the experience? (maximum 100 words)</p> <p>After the extension of the Nieuwe Haven Terminal was completed in 2011, the decision was made to expand the terminal once again. This time to the west (2013) to ensure that the objectives set out in the rehabilitation project are still met with regard to storage facility .</p> <p>On the water side, a dredging project (2013) was also executed. Outside the restricted area management is preparing land to accommodate port related businesses.</p> <p>Within the concept of the project preparations are made to upgrade ICT with the view to develop a Port Community System in order to facilitate the services more effectively.</p> <p>Besides infrastructure investment in human capital was key to adapt to the new situation. .</p>
Replicability and potential for exchange	<p>Please, explain whether there are previous experiences or how this experience could be adapted and replicated (maximum 100 words)</p> <p>As Management has adopted the landlord port management system it is expected that with regard to the port facilities in Nieuw Nickerie and Albina, this model will also be most likely</p>

	<p>applicable. Within that concept these facilities are also being rehabilitated by putting adequate basic infrastructure in place. The experience with regard to the tender process can be replicated to ensure productivity and competitiveness, taking the regional circumstances into account.</p> <p>With regard to the potential for exchange, management could share the experience with the neighboring countries or any country in the region with similar challenges as before the implementation of the project.</p>
Cooperation offer	Please, indicate how your institution can share the experience:
	<ul style="list-style-type: none"> <li>● Share information</li> </ul>
	<ul style="list-style-type: none"> <li>● Internships</li> </ul>
	<ul style="list-style-type: none"> <li>● Seminars / Courses / workshops</li> </ul>
Cooperation demand	<p>Please, indicate what do you need or request from or other countries in the region to enrich and consolidate the experience (maximum 100 words)</p> <p>The availability of internships and onsite training to upgrade the employees on specific matters regarding port management and to exhaust the possibilities of the new management model and availability of adequate infrastructure will be appreciated. With reference to the foregoing there is a role for the port/ port facilities that have been awarded prizes to exchange their learning experience.</p> <p>Other courses (online) are also welcome. It should also be requested that member states make effective use of the platforms to exchange information so that within the region with regard to certain aspects best practices are established or developed.</p>
ADDITIONAL DOCUMENTATION	
Please, attach additional documentation	<p>Project profiles, progress reports and / or final reports, flowcharts, images, photographs and others</p> <p>See statistics (10 years)</p> <p>Photographs</p>

Please share your successful experience by responding to all the questions by sending this form to [cip@oas.org](mailto:cip@oas.org), cc: Berenice Gomez ([bgomez@oas.org](mailto:bgomez@oas.org)). Should you have any questions please do not hesitate to contact us. Deadline for submission: **Friday, April 18, 2014.**