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PROJECT RESUME:

In recent years, the port sector in Morocco has been the subject of important institutional, organizational and regulatory reforms with the aim of adapting the status and organization of the Port Authority to the overall needs of globalization and also the new national and international regulatory constraints, particularly with regard to Safety and Security : SOLAS XI-2 and ISPS code, European Directive 65/2005, National Law and Regulations and international standards on Port Police and Security.

In this context, **The National Ports Agency (ANP)**, the authoritative and regulatory body of the new Moroccan port system established by Law 15-02, who exercise its Authority on all country's ports (33 ports) with the exception of the Tanger Med port, has put in place a new system dedicated to the management of safety and security in its ports, in order to manage its risks and the related threats and the impacts associated with them: a system able to:

- Visualization, control and monitoring;
- Recording, Electronic archiving;
- Notification of information and events;
- Measurement / Quantification / Statistics;
- Feedback network;
- Harmonisation / Secure

This is the **Safety and Security Management System (SM2S)**.

1) PROJECT SUMMARY:

The National Ports Agency (ANP), a major player in the Moroccan port landscape created by Law 15/02 in 2005, exercises its powers as Port Authority on all the ports of the Kingdom (33 ports), except for the port of Tanger Med, and federates the entire port community around common objectives, in particular by ensuring safe and secure ports.



Given the scale of the safety and security missions, ANP must ensure a constant monitoring of the ports under its authority.

It must therefore have the capacity to analyze and monitor safety and security actions and procedures in order to:

- Minimize risk in space and time;
- Improve the existing structure.

SecurityMS – Agadir Port

SecurityMS overview of the situation in real-time

The obvious benefits provided by SecurityMS have led ANP to develop a safety management system, based on the same principle as the SecurityMS: namely, the Safety Management System.

SafetyMS – Agadir Port

SafetyMS overview of the situation in real-time

The approach has begun in December 2014. SafetyMS also offers numerous functionalities: incidents, offenses, exercises, formations, meetings, inspections, equipment maintenances,

IALA buoyage system, ports closed, document management system, statistics tool, dashboards, administration, etc.

Ultimately, the merger of its two complementary systems will allow ANP to have a real Safety and Security Management System (SM2S).

Safety and Security Management System (SM2S)



ZONE SECURISEE

Entrez les codes qui vous ont été fournis, puis validez en cliquant sur "Se connecter":

Utilisateur*:

Mot de passe*:

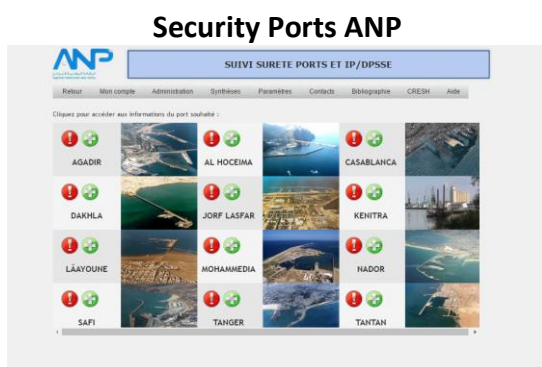
[Se connecter](#)

[Mot de passe oublié ?](#)

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2) RESULTS ACHIEVED:

The implementation of Safety and Security Management Systems has brought many benefits (costs, time, organization, etc.) to all stakeholders (ANP, Port Management, Port facilities users, etc.).



SecurityMS overview of the situation in real-time



SafetyMS overview of the situation in real-time

Henceforth, the authorized persons have the same tools, which make it possible to speak the same language (common formatting). The simplification of the pre-established forms also strengthens the reflexes of the report.

Harmonisation of forms

Amendment

Self-assessment

Training/Exercise

Assessment

Formation

Incident

Offense

Maintenance

Security level

Security plan

Security committee meeting

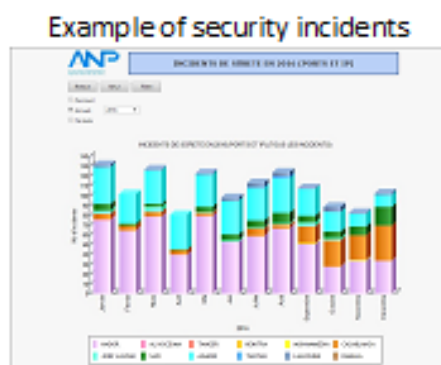
Awareness

SafetyMS – Example of an incident report

N.B: the corrective actions are automatically displayed in the action plan to ensure their follow-up

The fact that systems centralize all safety and security information, makes it possible to increase their sharing and availability (24 hours a day, 7 days a week). Similarly, reports are now immediate, allowing everyone to view the situation in real time.

Systems offer many features to users. A real monitoring of the conformity is ensured by numerous instant indicators and alerts (timeline, etc.). Dashboards and statistics tools make it possible to have an immediate analysis of the situation and to know what actions should be implemented to improve the state of safety and security.



Note: this information is for interest and basic guidance only.

Each authorized user has the possibility to receive instant email alerts informing him/her that a report (incident, offense, inspection, etc.) has been entered or modified. This helps to reinforce the feedback of information to the hierarchy.

Example of message – email alert : Terminal closed due to bad weather

ALERTE EVENEMENT SMSECURITE | CONSIGNATION | DIRECTION REGIONALE ATLANTIQUE CENTRE - JORF LASFAR - Jetée principale - TERMINAL : PETROLIER - ANP.

Objet	ALERTE EVENEMENT SMSECURITE CONSIGNATION DIRECTION REGIONALE ATLANTIQUE CENTRE - JORF LASFAR - Jetée principale - TERMINAL : PETROLIER - ANP.
De	smsanp@anp.org.ma
À	
Envoyé	vendredi 13 janvier 2017 11:50

L'utilisateur majfms2 a signalé le 2017-01-13 11:44:39.101 la consignation suivante :

- Nature : consigné
- Cause : Extra-portuaire
- Type de cause : Mauvais temps
- Cause (précisions) : (HOULE (H 1/3) : 3.0M A 4.0M DEVENANT 4.0M A 5.5M. LA MER : FORTE A TRES FORTE.)
- Observations :
- Liste des zones consignées (type - zone - date de début - date de fin) :
- Poste : POSTE 9 - 2016-12-15 12:00:00.0 - 2016-12-19 06:00:00.0

La consignation n°3 a été créée.

L'administration du SMSécurité.

Example of message – email alert : incident – fire in ship

ALERTE EVENEMENT SMSECURITE | COMPTE-RENDU D'INCIDENT | DIRECTION REGIONALE ATLANTIQUE SUD - AGADIR - CAPITAINERIE - ANP.

Objet	ALERTE EVENEMENT SMSECURITE COMPTE-RENDU D'INCIDENT DIRECTION REGIONALE ATLANTIQUE SUD - AGADIR - CAPITAINERIE - ANP.
De	smsanp@anp.org.ma
À	
Envoyé	mercredi 28 décembre 2016 15:59

L'utilisateur maagasm1 a signalé le 2016-12-28 15:52:58.579 l'incident suivant :

- Date de début : 2016-11-25 11:20:00.0
- Date de fin : 2016-11-25 12:00:00.0
- Lieu : Navire
- Nature : Incendie
- Causalité : Imprudence

Le compte-rendu d'incident n°5 a été créé.

L'administration du SMSécurité.

Also, systems enhance information security. Indeed, it is now possible to manage the accesses of each user, which ensures the confidentiality of the information. Also, the traceability of the recordings is automatic, so that we can easily find the authors, versions, etc. The implementation of a data redundancy makes it possible to ensure their availability and their durability.

Traceability and referencing of forms

INCIDENTS OU EVENEMENTS GRAVES

Retour Exporter en PDF

En cours Clos

N	Date de création	Date de modification	Date de début	Date de fin	Nature
12	14/09/2016 19:41:07	14/09/2016 19:41:21	27/08/2016 22:30	27/08/2016 23:15	Intrusion
11	20/03/2016 17:39:54	20/03/2016 17:40:09	16/03/2016 21:40	16/03/2016 22:00	Intrusion
10	20/03/2016 17:33:10	20/03/2016 17:34:13	12/03/2016 03:00	12/03/2016 03:40	Intrusion
9	20/03/2016 17:15:18	20/03/2016 17:15:42	16/02/2016 04:00	16/02/2016 04:30	Intrusion
8	12/01/2016 08:18:02	12/01/2016 08:18:16	05/01/2016 01:00	05/01/2016 01:30	Intrusion
7	17/11/2015 06:51:43	17/11/2015 06:51:55	16/11/2015 02:00	16/11/2015 02:30	Intrusion
6	17/11/2015 06:47:10	17/11/2015 06:47:22	13/11/2015 23:30	13/11/2015 24:00	Intrusion
5	17/11/2015 06:41:13	17/11/2015 06:41:30	05/11/2015 01:00	05/11/2015 01:30	Intrusion
4	17/11/2015 06:18:09	17/11/2015 06:18:23	04/11/2015 08:00	04/11/2015 09:00	Passagers clandestins
3	01/11/2015 18:52:21	01/11/2015 18:52:35	29/10/2015 03:30	29/10/2015 04:00	Intrusion
2	14/12/2014 11:21:02	14/12/2014 11:21:37	13/12/2014 02:00	13/12/2014 02:30	Intrusion
1	18/10/2014 11:19:48	18/10/2014 13:00:18	18/10/2014 09:00	18/10/2014 09:30	Intrusion

COMpte-REndu d'Incident ou d'Evènement Grave

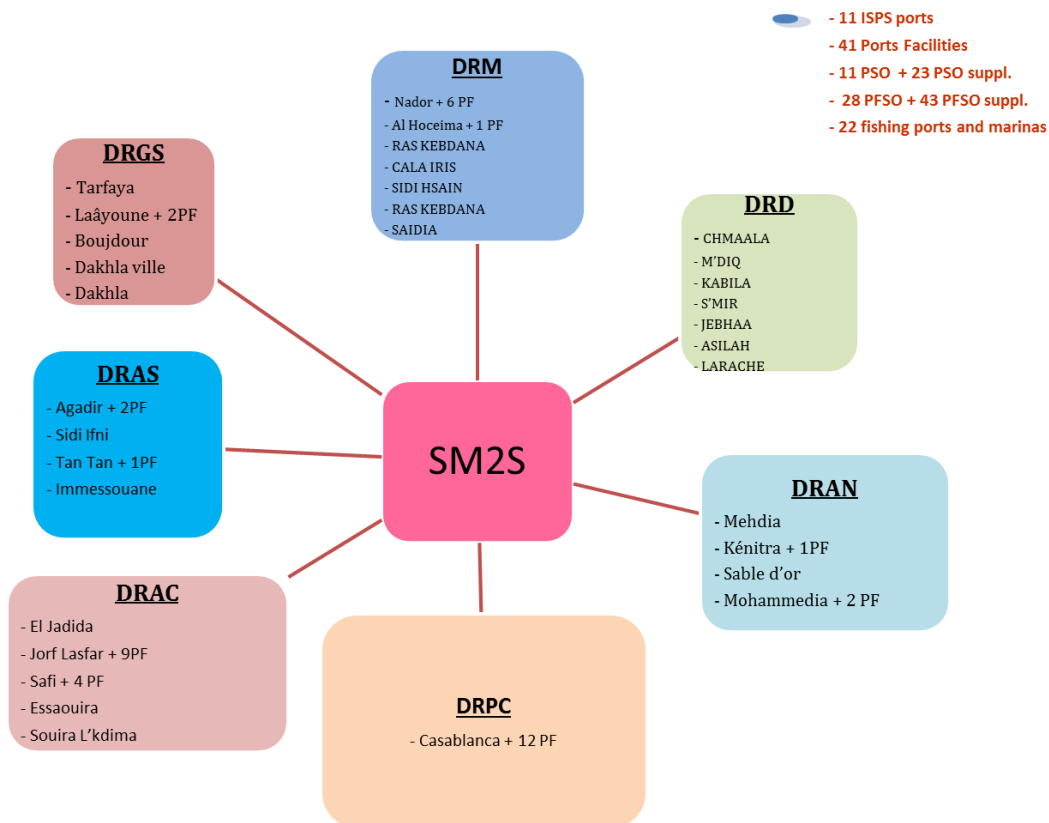
Ayant entraîné des atteintes aux personnes ou aux biens essentiels, une interruption des opérations portuaires ou présentant un risque pour les personnes ou les biens essentiels ou la capacité du port.
(Cochez les cases utiles et compléter celles nécessitant des précisions)

The fact that each one uses the same system allows the hierarchy to be able to make comparisons between ports, facilities, etc. Thus, it helps to maintain a certain emulation, a healthy competition, etc. between each protagonist in order to incite everyone to improve. This truly helps pull everyone up.

Safety and Security Management Systems are an integral part of an ISO quality approach (adaptation to the ISO 28000 process). This allows everyone to have a good brand image in terms of safety and security, and necessarily, this has a beneficial effect on the business of all stakeholders.

3) OBSTACLES OVERCOME:

The SM2S is now operated by many of users, across 33 ports. This represents an organizational, human and technological challenge.



A system can have all the qualities required, if its merits are not well understood, if its potential users do not adhere to it and/or are not trained, if its putting into service goes wrong, if technical problems persist, etc., this will remain an empty shell. That is why ANP has taken the lead in taking several initiatives to deal with it.

Firstly, the ports were very regularly informed about the project (the context, the merits, the progress, etc.) in order to be associated from the outset to the initiative of ANP. In particular, they were involved in identifying all potential users (including their responsibilities) and disseminating all information about systems under development. In order to do this, ANP has made available all necessary aids (presentation and teaching materials, etc.) on which the ports have been able to rely. Also, ANP has set up a support (email, telephone) to answer any questions could arise, etc.

Similarly, ANP instructed its IT department to ensure that all ports concerned would have a secure access to the systems.

Therefore, rather than directly implementing and commissioning of the systems on a large-scale, ANP decided to use a pilot port each time. This has made it possible to test their





integration on a smaller scale and, above all, to obtain feedback from users in order to improve their experience of use.



In addition, ANP provided a theoretical and, above all, practical training to all users of the systems. ANP took the opportunity to take into account all the relevant remarks of the users.

Also, the system has been tested and certified in accordance with the National Information Systems Security Directive (DNSSI).



4) TECHNOLOGY BASE:

Prior to the commissioning of the Safety and Security Management Systems, there was no computerized system dedicated to this purpose. We therefore had a visualization of the situation only in delayed time.






System	
Before	After
Manual 	Computerized 
Decentralized 	Centralized 

Visualization of the situation	
Before	After
Delayed time 	Real-time 

The technologies used in the ports were quite heterogeneous and basic. Everyone used their own tools (paper, Word, Excel, etc.), their own reporting templates, their own referencing methods, and so on. As a result, there was no standardization, common formatting. A person transferred to another port did not necessarily find the same working methods and this required a certain period of adaptation.

Tools	
Before	After
No harmonization: many tools, many reporting templates, many working methods 	Harmonization: all-in-one. 





The feedback was always quite complicated and time-consuming. This was sometimes done orally and often by email. So it was always tedious for the hierarchy to compile information in order to have a global view of safety and security. Also, it was not unusual for ANP to be informed 1 or 2 days later of the occurrence of an incident in a port, which did not allow ANP to be reactive to deal with the situation.

Feedback	
Before	After
Oral 	Automatic 
Email 	
Time-consuming 	Instantaneous 

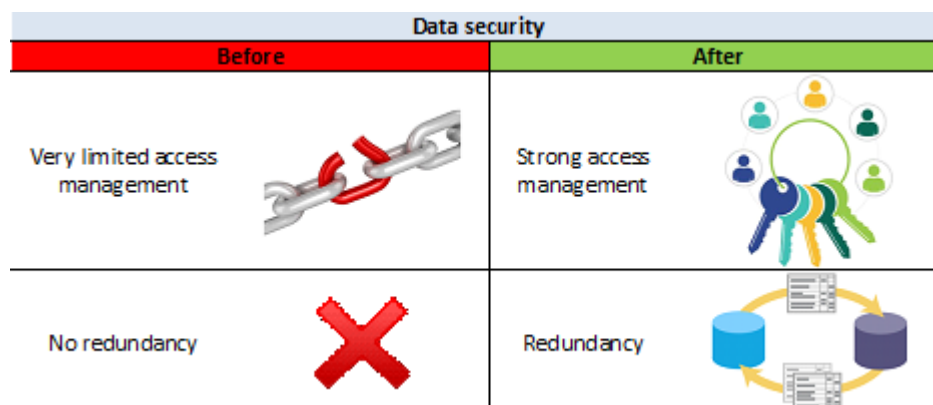
Furthermore, the availability and sharing of information were far to be assured and immediate. To obtain or retrieve a report, it was often necessary to make a request to the author or to access the place where the archives are stored.

Availability and sharing	
Before	After
Weak availability and sharing 	24 hours a day, 7 days a week 

Also, the level of technologies used did not allow for real traceability.

Traceability	
Before	After
Weak traceability 	High traceability 
No versionning 	Versionning 

Similarly, data security was far from optimal (very limited access management, no redundancy, etc.).



Finally, the absence of effective statistical processing made it more difficult to implement corrective actions in order to improve the state of safety and security.

This system was appraised by foreign security agencies. The ANP was invited also by IMO to present this system to its safety committees about our best practices on the management of safety and security at the port level.