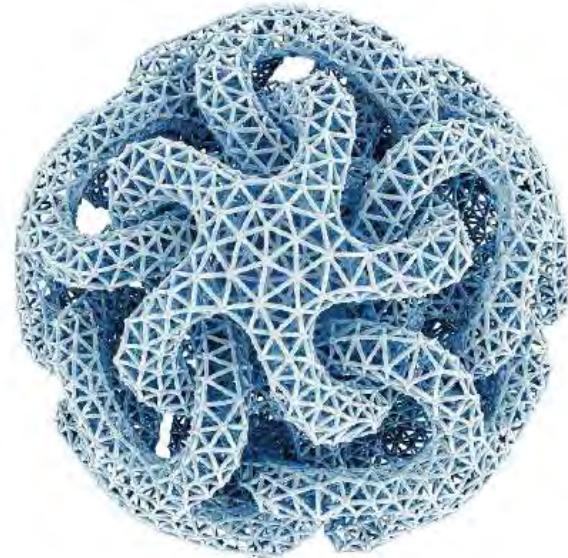


# Port of Casablanca thrives against Covid- 19



Transport Events Webinar  
**June, 2020**

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- General awareness and local communication;**
- Collective and individual prevention;**
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- Health measures after the general opening of the economy.**

# Marsa Maroc: figures 2019

Before sharing the sanitary situation in our company and the measures taken to face this pandemic, I will present some figures about Marsa Maroc :

## TURNOVER

300 Million \$



## STAFF

2200 employees



## CONTAINER

1.000.000 TEU



## LIQUID BULK

9 millions tons

## CARS

130.000 cars



## SOLID BULK

15 millions tons



## PASSENGERS

2,5 millions passengers



## GENERAL CARGO

2.4 millions tons

# Port of Casablanca: at a Glance



Total CA :

Million \$

150



800 000 TEU

72%

Containers



125 000 U

100%

New Car

Staff :  
Number

1 200



6 MT

60%

bulk Product



800 000 T

40%

General Cargo

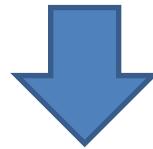
Terminals operated :  
Number

5

## How the Port of Casablanca thrives against Covid-19 ?

The situation of the pandemic required us to adapt the Marsa Maroc's activity in order to:

- Respond to the government's recommendations,
- Ensure the continuity of the port activity, and the safety of each of our employees.



We had one objective: Avoid any disruption in the economy and keep the port activity fluid and permanently open as a national essential and strategic field.

## General awareness and local communication:

The Port of Casablanca has taken many measures since the appearance of the first case of COVID 19 in Morocco (March 2<sup>nd</sup>, 2020). Those measures are based on :

- Holding meetings with the unions within the Health and Security Committee to monitor the developments of the pandemic portwide;
- Establishing a WhatsApp Group to spread information between members of the Crisis Committee;
- Display of posters memos related to COVID-19 in buildings, yards, warehouses and on unions' premises;
- Encouraging Visio-conferences meetings through, face time, Webex , Zoom to communicate on the rules and instructions;

**Several actions concerning the establishment of a Covid-19 collective and individual prevention deployed to preserve the health of our staff like:**

- Compliance with the guidelines of WHO and our Ministry of Public Health (hand washing, social distancing, cleaning and regular sanitizing ....etc.) ;
- Providing each employee with a package of masks, gloves, individual hydro-alcoholic gels and disinfection products ...);
- Closing of dressing rooms, prayer rooms and rest rooms;
- Mandatory wearing of medical and facial masks in public spaces and in the offices;
- Compliance with the social distancing rule in customers queuing up at front desks and equipping all access with hydro-alcoholic gel ;
- Disinfecting high-touch surfaces and floors throughout facilities, including, handrails, doorknobs.....
- Reducing the number of personnel working to the minimum while maintaining the fluidity of the operations,

## Using and developing the Online apps as a prevention solution

Many online apps solutions are used to dematerialize some process such as:

- Dematerialization of correspondences and increase use of electronic courier;
- Electronic approval of documents;
- Strengthening the digitalizing of all processes of supply and the follow up of customer files;
- Deployment of the electronic purchase portal in order to dematerialize the tendering process;
- Online invoicing and e-payment,

## Act plane in case of suspected COVID 19 patient

To be ready to act in case of suspected COVID 19 patient, we took other measures like:

- procedures showing every one how to act and what to do in details,
- Designation of two isolation spaces with corresponding signage;
- Acquisition of additional medical and paramedical prevention to strengthen the work of the Occupational health Service;

# Covid-19 impacts on port's operations and traffic



The port was operated normally in its three main Terminals (Containers, General Cargo and Car Carriers). The impact of Covid-19 on traffic is as follows:

1

The first one about the main activity related to the first necessity products like (cereals, rice, .... etc.) :

- we noticed that the increase for this kind of products exceeded 14% (because of the massive storage operated by households at the start of the pandemic);

2

The second activity concerns some products like general cargo (equipment, steel, wood ....etc.) :

- the recorded decrease was around 30 to 50% because of the shutdown and we expect that this kind of activities will restart after the lockdown;

3

The third kind of activity related to the luxury and comfort business like cars, home accessories...etc.,

- the decrease for these products exceeded 80% and we expect that this activity will take more time to go back to its initial situation, maybe after December.

## Post COVID strategy

In the short, medium and long run, Marsa Maroc will anticipate the post-COVID situation through:



### 1. Digitalization:

How IT can be a driver for the development of the company :

- ✓ New solutions to promote tele-work, e-services, dematerialization ... etc;



### 2. Anticipate risks and opportunities for Marsa Maroc :

- ✓ Analyze vulnerable activities through a roadmap in order to minimize the impact in medium term and to forecast for the long one;
- ✓ Capitalize on good achievements to balance the year with minimal impact.



### 3. Look for opportunities to grab in order to face any similar crisis in the future :

- ✓ Diversification: look for new activities to develop like transportation, e-services...etc ;
- ✓ Switching model to allow the company to be agile when it needs to switch from normal situation to the crisis one.

## Conclusion

To conclude, I think that the action plan to face this Pandemic, can be done in four phases :

### 1 Reacting



This phase concerns the first two to three weeks after the beginning of the pandemic ;

- Individual and collective prevention;
- Compliance with authority protective measures.

2

### Capitalizing



This phase capitalizes on the learning of the first phase for adjust and / or improve the management system crisis - 2 to 3 months.

3

### Developing



Look for new opportunities in order to face and overcome any crisis in the future;

4

### Imagination

This phase allows us to reimagine the new standard-long term implications of the crisis and how our company should transform to face the impact of the Pandemic.

It also allows us to rethink the success of previous phases to keep in the long term.