



Circular No. (48) for the year 2020 AD

To:
All marine agents,

Subject: Administrative controls for work places

I refer to the circular issued by the Saudi Ports Authority No. (43) regarding workplace controls for entities operating in Saudi ports to maintain the safety of employees, auditors, workers, and residents, and to reinforce measures to prevent the spread of Coronavirus (COVID19) in the Kingdom, and in reference to the regulations issued by the Saudi Ports Authority, which regulate the work of maritime agents operating in Saudi ports.

It was noticed, during the inspection tours of the Saudi Ports Authority, that some agents were not adhering to the precautionary measures in their branch offices in the Riyadh Dry Port, Jeddah and Dammam, and we inform you of the need to adhere to the following:

1. Clearly show the working hours of your offices to all beneficiaries, with an assurance that the actual times for customer service at the counters are identical to the office hours.
2. Clearly show the contact information for the Maritime Agency, including the e-mail, for receiving requests and complaints.
3. Commitment to providing a designated area for customers to wait at work sites and in all branches of the Maritime Agency, while maintaining a healthy environment and social distancing, and not having more than (10) people at one time, and leaving a distance between individuals of no less than (1.5 meters), putting adjacent seats out of use, and sterilizing the waiting area continuously (attached picture).
4. Commitment to display awareness leaflets from the Ministry of Health and the National Center for Disease Prevention and Control (Weqaya) in the form of a billboard (An illustrative photo is attached).
5. Showing contact information of the Saudi Ports Authority for receiving complaints, comments or suggestions through its official channels by contacting the Beneficiaries Service Center at (920010002) and the Authority's e-mail Mawanicare@mawani.gov.sa)
6. Commitment to provide a security officer to regulate the entry and exit of clients and the work flow.

In the Name of Allah, the Most Gracious, the Most Merciful



The Saudi Ports Authority stresses your commitment to the circulars and precautionary measures issued at all workplaces and all branches, whether in the Riyadh Dry Port or the rest of the cities, as well as the commitment of your employees to apply them, and the Authority will not hesitate to apply the statutory procedures against the violators, which may extend to the revocation of the license to conduct business.

For approval and implementation within (5) working days from its date. The control and inspection team at the Saudi Ports Authority will follow up on compliance with the above.

Vice President for Policy and Legislation

[signature]

Abdul-Rahman bin Abdullah Al-Ghamdi

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