

## **THEME: Transforming Customer Experience Through Efficiency**

East Africa Maritime Awards (EAMA) is a strategic initiative of the Kenya Ports Authority (KPA), in collaboration with other anchor stakeholders namely Kenya Maritime Authority (KMA), Kenya Revenue Authority (KRA), Kenya Trade Network Agency (KENTRADE), Shippers Council Of Eastern Africa (SCEA), East African Business Council (EABC) and Think Business Limited.

The awards aim to promote excellence in service delivery, appreciate exceptional contribution to the industry and the economy, encourage innovation and improve industry performance.

The objective is to spur players in the industry into meeting and surpassing set regulatory standards, adopting best practice on respective service delivery and fostering competitiveness.

EAMA is envisioned to be an annual event. The inaugural awards gala night is scheduled for Friday, 26<sup>th</sup> October 2018 at the Serena Beach Resort & Spa in Mombasa, Kenya.

In developing the award categories and judging criteria, we consulted broadly with industry stakeholders. As such the awards categories and judging criteria have taken into account global best practice as well as regulatory and industry obligations and benchmarks.

A panel of expert judges drawn from various disciplines shall decide on the winners as per set criteria. The judge's decisions will be informed by assessment of information provided in your entry documents. The panel of judges will contact entrants directly for any additional information they might need to help them in the judging process.

**PKF East Africa**, a respected audit firm will be the 2018 judging process partners. They will oversee and audit the entire judging process including the selection of judges and verification of entry documents. Entries open on **Wednesday, 18<sup>th</sup> July 2018** and will close on **Friday, 14<sup>th</sup> September 2018**. All entries must be submitted to **[judges@thinkbusiness.co.ke](mailto:judges@thinkbusiness.co.ke)**

**Note: All entries must be in soft form and must be sent by email. No physical or late entries will be accepted**



### **Eligibility**

Entries are open to all registered, licensed and authorized players in the Maritime industry serving the Port of Mombasa. Organizations that are part of the planning committee organizing these awards have forfeited their right to participate except in the categories where entries are not required and the process involves a customer satisfaction study only.

Entries must be for projects, services or initiatives that have been implemented within the previous 18 months.

Each award category has its eligibility criteria. Kindly refer to it to ensure you are entered in the most appropriate categories.

The judges reserve the right to amend the judging criteria, change the maximum allocated score for any criteria, accept or reject entries. Where one entry is submitted jointly by two or more parties, the judges have the authority to assess and determine if the entry was really a joint effort.

### **Submission Guidelines**

- Log into the awards website: [www.eama.co.ke](http://www.eama.co.ke)
- Download the online entry form and fill as indicated, use separate forms for each category.
- Make sure it is clear what individual, department, company, organisation (or companies/organisations in the case of joint entries), you are entering. You can enter more than one product, service, project, program or initiative in a category.
- Include a summary of the service, product, project, initiative, company or individual you are entering for an award.
- Attach supporting documents: on your first page provide a simple **covering statement** of the story behind the entry.



- Each category has its own judging criteria and parameters. Ensure that you provide information for each parameter as indicated in each award category.
- Pay attention to the maximum score awarded for each parameter.
- Attach relevant reference/supporting details including photos, videos as well as customer testimonials where applicable and available.
- If measurable targets were achieved, it is important to provide that evidence, i.e what the target was, if and how it was were achieved.



## **CATEGORIES AND JUDGING CRITERIA**

### **1. BEST SHIPPING LINE**

**Citation:**

This award recognises the shipping line that has demonstrated excellence or undertaken a major transformation or has had a significant effect on the region's maritime industry over the past 12 months. Judges will be looking for explanations of how the transformation or effect was achieved, including the rationale involved. They will also assess any investments committed and explore the company's plans to build on its achievement.

**Entrants:**

Open to shipping lines serving the Port of Mombasa

**Judging criteria:**

The judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, number of employees and key skills within your team.
- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.



- **Operational Excellence:** Please provide details of your Compliance to schedule (frequency and reliability) of call to the port of Mombasa.
- Proof of Compliance to Maritime Labour Convention (MLC) and Safety of Life at Sea (SOLAS) as verified by Kenya Maritime Authority.
- **Innovation:** Please include details of any unique efforts or processes that have been employed, demonstrating the degree of innovation and benefit to the organisation or industry. Outline any innovations introduced that have reduced cost and/or increased efficiency and reliability.
- **Corporate and Social Investment (CSI):** Please outline the societal impact of the work carried out over the past year in Eastern Africa, highlighting how sustainability and environmental factors were successfully factored in to your planning. Also state the benefits to your organization.
- Include any other facts or statements that you feel are relevant to support the entry.
- Trading volume shipped in tonnage over the last 18 months.
- Environmental impact (green initiative), e.g. disposal of effluence, cutting down on engine emissions, and average age of fleet.
- Provision of capacity building and training opportunities such as sea time given to regional seafarers. Opportunities provided especially to women will attract a higher score.
- Provision of capacity building and training opportunities given to agency personnel in the region.

## 2. BEST SHIPPING AGENT

Citation:



This award will recognise the achievements of the company that has demonstrated a consistent ability and commitment to improve and enhance efficiency as well as being a front-runner with the services offered in the region's maritime industry. Environmental commitment and measures taken at improving the same will also be assessed. The company's continuing drive to further the development of the maritime sector in the region through the introduction of new services that further simplify administration and logistics to their customers will also be critical.

**Entrants:**

Shipping Agents serving the Port of Mombasa

**Judging criteria:**

The judging criteria includes a customer satisfaction study index which will be used among other parameters as indicated below. (The study will cover clearing agents, importers, exporters)

Judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and team members.
- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to the Memorandum of Co-operation (MOC) and the Mombasa Port Community Charter (MPCC)].



- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any innovative processes that have been employed, demonstrating how service offerings have been adapted to meet the specific business needs and regional business environment, for example through the use of ICT.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Provide a brief description of significant clients that you have supplied services to and why you think the services were exceptional.
- Indicate the number of clients and volume of business.
- Provision of capacity building and training opportunities given to agency personnel in the region.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Include any other facts or statements that you feel are relevant to support the entry such as efficiency measures put in place.
- Also, including client testimonials where possible.

### 3. BEST REGIONAL CARGO LOGISTICS PROVIDER

**Citation:**

This award will recognize the company that has demonstrated its ability to consistently contribute to the development and implementation of best practices that further enhance and



develop cross-border commerce. The successful company will be an end-to-end logistics solutions provider that has developed strategies that contribute to enhanced global supply chain management through the flow of goods that pass through a diversified chain of multiple logistics segments.

**Entrants:**

End-to-end Logistics service providers in Eastern Africa

**Judging criteria:**

The judges will therefore assess successful business solutions developed

- **Organization background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and team members.
- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 18 months.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers.
- **Innovation:** Please include details of any unique efforts or processes that have been employed, demonstrating the degree of innovation and benefit to the organisation or industry. Outline any innovations introduced that have reduced cost and/or increased efficiency and reliability.
- **Corporate and Social Investment (CSI):** Please outline the societal impact of the work carried out over the past year in Eastern Africa, highlighting how sustainability and environmental factors were successfully factored in to your planning. Also state the benefits to your organization.
- Initiatives to maximise the scale in tonnage and number of projects handled,



- Optimisation of operational performance including safety of goods in transit.
- A high level of customer satisfaction backed by testimonials from satisfied customers.
- New innovations that further the flow of goods to their final destination like special cargo handling equipment, processes and facilities.
- Warehousing facilities, storage capacity, escorts capabilities and security provision
- Cognizance of environmental protection and the measures taken thereof.
- Provision of capacity building and training opportunities given to organization personnel in the region.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonials where possible.

#### **4. BEST CARGO TRANSPORTER [Per country in Kenya, Uganda, Rwanda, South Sudan, Burundi and DRC]**

**Citation:**

This award will recognise the company that has demonstrated its ability to consistently contribute to the development and implementation of best practices that further enhance and develop country-wise and cross-border commerce. The successful company will be a road cargo transporter that has developed strategies that enhance the efficiency of the supply chain through the Port of Mombasa.

**Entrants:**

Cargo transporters indigenous and domiciled in each of the specific countries serving the Port of Mombasa



### **Judging criteria:**

The judges will therefore assess successful business solutions developed

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and team members.
- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.
- **Operational Excellence:** Compliance to Memorandum of Co-operation (MOC) and weighbridge specifications
- Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers.
- **Innovation:** Please include details of any unique efforts or processes that have been employed, demonstrating the degree of innovation and benefit to the organisation or industry. Outline any innovations introduced that have reduced cost and/or increased efficiency and reliability.
- **Corporate and Social Investment (CSI):** Please outline the societal impact of the work carried out over the past year in Eastern Africa, highlighting how sustainability and environmental factors were successfully factored in to your planning. Also state the benefits to your organization.
- Initiatives to maximise mileage covered and improve truck turnaround time.
- Optimisation of operational performance including safety of goods in transit.
- A high level of customer satisfaction back by testimonials from satisfied customers.
- New innovations that further the flow of goods to their final destination like special cargo handling equipment, processes and facilities.
- Provision of capacity building and training opportunities to personnel employed.



- Cognizance of environmental protection and the measures taken thereof, for example average age of fleet, emissions and fleet maintainance.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## 5. EXCELLENCE IN MARITIME EDUCATION & TRAINING

### Citation

This award recognises an East Africa based institution – universities, colleges that can best demonstrate excellence in the delivery and development of knowledge or skills in the maritime sector. The entity must have made a significant contribution to maritime training and education, particularly in the areas of seafaring (navigation, and engineering), maritime land based (commercial shipping, shore-side personnel) and relevant academic fields.

### Entrants:

Maritime education and training institution based in Eastern Africa

### Judging criteria

The judges will be looking for clear information backed by facts responds most appropriately to the criteria listed below.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and team members. Please outline the size and nature of your organization.
- What is the curriculum or programme? Detailed curriculum development, course accreditation, and affiliation and student numbers broken down by course being



undertaken. How did the course prepare or develop the students for their career in the marine or maritime sector?

- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.
- **Operational Excellence:** Accreditation by relevant authorities.
- Outline of how the training or educational institution contributes to the growth of the maritime industry.
- **Innovation:** Please include details of any unique training processes that have been employed, demonstrating the degree of innovation and benefit to the organisation or industry.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Excellence in the education of students: provide examples where the institution has gone beyond curricular requirements to facilitate the teaching of students in any aspect of the maritime industry, such as industrial attachments, mentorship, and exposure of the students to invited speakers, details of site visits to research, industrial or other maritime institutions nationally, regionally and globally.
- Provide details on dissemination of studies to the broader community: this can include publications, workshops, initiatives involving the community and student awards or details of any competitions entered and prizes attained

**6. MEMBERSHIP ORGANISATION AWARD [Per country in Kenya, Uganda, Rwanda, South Sudan, Burundi and DRC]**



**Citation:**

This award recognises an association in the maritime industry that effectively represents the interest of its members and encourages regulatory compliance and other industry obligations. The best membership organization will have made substantial contribution to strengthening the links between its members and other industry operators for the benefit of its members, the wider customer base and other port users.

**Entrants:**

Registered national and regional industry associations in the maritime industry.

**Judging criteria:**

Judges will be looking for examples of collaborations leading to the prosperity of the national and regional maritime industry. Evidence of contributions made and examples of tangible benefits to members will be required. Below is a breakdown of additional requirements.

- **Mandate & Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key membership and the total numbers .
- Team leaders and their profiles.
- **Key initiatives:** Provide a brief description of significant issues relevant to the development of your members and other port users that you have dealt with exceptionally?
- Evidence of successful lobbying and resulting policy initiatives.
- Evidence of initiative taken to promote regulatory compliance and Compliance to industry obligations.



- Provision of capacity building and training opportunities given to members and personnel employed.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## **7. MARITIME JOURNALIST AWARD [Per country in Kenya, Uganda, Rwanda, South Sudan, Burundi and DRC]**

### **Citation:**

This category aims to recognize journalist in print, electronic, blogs and digital media in general who have contributed significantly to the promotion and dissemination of information promoting the maritime industry.

### **Entrants:**

Writers, journalists, correspondents, columnists and bloggers,

### **Judging Criteria:**

Judges will be looking for well researched and creative content that vividly captures the on-goings in the industry, promotes innovation, efficiency and best practice in the sector and highlights the challenges faced including environmental sustainability. Specific parameters include;

- Number of articles/productions/blogs disseminated over the past 18 months



- Quality and relevance of the journalistic content disseminated
- Overall impact of journalistic content with regard to the maritime industry.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## **8. BEST SHIPPING AGENT (DRY BULK)**

### **Citation:**

This award will recognise the achievements of the shipping agent specialized in handling dry bulk cargo that has demonstrated a consistent ability and commitment to improve and enhance efficiency as well as being a front-runner with the services offered in the region's maritime industry. Environmental commitment and measures taken at improving the same will also be assessed. The company's continuing drive to further the development of the maritime sector in the region through the introduction of new services that further simplify administration and logistics to their customers will also be critical.

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### **Entrants:**

Specialised dry bulk Shipping Agents operating in the Port of Mombasa

### **Judging criteria:**

The judging criteria includes a customer satisfaction study index which will be used among other parameters as indicated below. (The study will cover clearing agents, importers, exporters in the dry bulk market segment). Judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and team members.



- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to the Memorandum of Co-operation (MOC) and the Mombasa Port Community Charter (MPCC)].
- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any innovative processes that have been employed, demonstrating how service offerings have been adapted to meet the specific business needs and regional business environment, for example through the use of ICT.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Provide a brief description of significant clients that you have supplied services to and why you think the services were exceptional.
- Indicate the number of clients and volume of business.
- Provision of capacity building and training opportunities given to agency personnel in the region.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Include any other facts or statements that you feel are relevant to support the entry such as efficiency measures put in place. Also, include client testimonials where possible.



## 9. BEST SHIPPING AGENT (LIQUID BULK)

### Citation:

This award is to recognise the Liquid bulk tramp operator or owner that has demonstrated the best acumen and strength. Judges will look for the operator best able to stand out from the crowd. It may be a company that has remained strong, consolidated and/or demonstrated a unique resilience to market difficulties through best of class strategy. The winning dry bulk operator will have to demonstrate in the entry that, during the previous year, it has maintained first class safety levels, best operational efficiency and consistent performance.

### Entrants:

Specialised liquid bulk Shipping Agents operating in the Port of Mombasa

### Judging criteria:

The judging criteria includes a customer satisfaction study index which will be used among other parameters as indicated below. (The study will cover clearing agents, importers, exporters in the liquid bulk market segment). Judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and team members.
- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to the Memorandum of Co-operation (MOC) and the Mombasa Port Community Charter (MPCC)].



- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any innovative processes that have been employed, demonstrating how service offerings have been adapted to meet the specific business needs and regional business environment, for example through the use of ICT.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Provide a brief description of significant clients that you have supplied services to and why you think the services were exceptional.
- Indicate the number of clients and volume of business.
- Provision of capacity building and training opportunities given to agency personnel in the region.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Include any other facts or statements that you feel are relevant to support the entry such as efficiency measures put in place. Also, include client testimonials where possible.

## 10. EXPORTER OF THE YEAR [Per country in Kenya, Uganda, Rwanda and DRC]

Citation:



The Port exists essentially to facilitate international trade. This award recognises the Exporter that has exhibited innovation, value addition and contributed to the growth in volume and value of exports through the Port of Mombasa.

The winner will also have consistently demonstrated efficiency in their logistic processes and Compliance to regulatory compliance and industry obligations.

**Entrants:**

Open to all exporters from their respective countries.

**Judging criteria**

**Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and team members.

- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to the Memorandum of Co-operation (MOC) and the Mombasa Port Community Charter (MPCC)].
- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any innovative processes that have been employed, demonstrating how service offerings have been adapted to meet the specific business



needs and regional business environment, for example through the use of ICT.

Innovation, sustainability and excellence in any aspect of international trade

- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Provide a brief description of significant clients that you have supplied services to and why you think the services were exceptional.
  - Provision of capacity building and training opportunities given to personnel employed.
  - **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
  - Export growth and profitability over the past 18 months.
  - Extent to which value-added activities are carried on in the region.
- Obstacles overcome in getting into international markets. The company should be able to differentiate itself by highlighting its export success.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## **11. IMPORTER OF THE YEAR [Per country in Kenya, Uganda, Rwanda, South Sudan, Burundi, DRC and Tanzania]**

### **Citation:**

The Port exists essentially to facilitate international trade. This award recognises the importer that has contributed to the growth in volume and value of imports through the Port of Mombasa. The winner will also have consistently demonstrated efficiency in their logistic processes and Compliance to regulatory compliance and industry obligations.



**Entrants:**

Open to all importers from their respective countries.

**Judging criteria**

**Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and team members.

- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to the Memorandum of Co-operation (MOC) and the Mombasa Port Community Charter (MPCC)].
- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any innovative processes that have been employed, demonstrating how service offerings have been adapted to meet the specific business needs and regional business environment, for example through the use of ICT. Innovation, sustainability and excellence in any aspect of international trade
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Provide a brief description of significant clients that you have supplied services to and why you think the services were exceptional.
- Provision of capacity building and training opportunities given to personnel employed.



- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Import growth and profitability over the past two years.
- Growth in percentage of import sales compared to total sale.
- The extent to which value-added activities are carried on in the region.
- Obstacles overcome in getting into international markets.
- The company should be able to differentiate itself by highlighting its import success.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## **12. THE SAFETY AWARD**

### **Citation:**

Safety of human life and cargo, at sea, the Port, inland terminals and along the transit corridor should be the number one priority for all organisations operating in the maritime industry. It is imperative that continuous improvements are advanced in line with modern designs for installations, infrastructure in the maritime industry. This award recognises the very best in safety and quality improvement initiatives. It highlights excellence in technical and procedural improvement initiatives that lead to a reduction of risk to life, cargo and infrastructure. It recognises the organisation that has made a significant contribution to improving safety through a specific initiative over time.

### **Entrants.**

Entry is open to all stakeholders in the maritime industry.



**Judging criteria:**

The judges are looking for detailed evidence of such initiatives including accounts of investment in safety training, changes to the company's safety culture and improvements on lost time, and accidents where relevant. Entrants should provide clear information backed by facts that pay particular attention to the criteria listed below.

- **Key Projects & Initiatives:** Please provide a brief description of significant internal operational projects or initiatives that have been undertaken over the past 12 months.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to Safety of Life at Sea (SOLAS) convention, Occupational Safety and Health Act (OSHA)].
- **Innovation:** Details of any innovative processes geared toward improving safety that have been employed, demonstrating how the initiative has been adapted to meet the specific business needs.
- Outline the processes and initiatives introduced by your organisation to tackle workplace safety, highlighting any relevant accreditations achieved.
- Demonstrate how it has benefited staff and clients.
  
- Provide details of who is responsible for developing and implementing safety programs and initiatives, outlining the level of senior management buy in and any relevant training schemes offered by the organization.
- Does the organisation set itself safety performance targets? If so, how are they set and what do they include.
- Outline the business and economic effects from the safety initiatives implemented providing evidence showing the continuous improvement of safety levels and the



reduction in incidents, maintenance costs, fuel costs, vehicle costs, property damage, third party costs, personal injury or worker absence.

- Include any other facts or statements that you deem relevant to support the entry

### 13. MARINE CARGO INSURANCE AWARD

#### **Citation:**

This award is to highlight the role and work of the insurance agents and underwriters in protecting owners of marine cargo against the numerous risks of loss they face while the cargo is in transit. With the recent changes in law requiring all marine cargo destined for Kenya to be insured by local underwriters, it is important to recognize those who have excelled in executing this.

#### **Entrants:**

Entries should come from insurance brokers and underwriters that have shown excellence in underwriting, risk management and claims payment for marine cargo.

#### **Judging criteria:**

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.
- **Key Projects & Initiatives:** Provide a brief description of significant clients that you have supplied services to and why you think the relationships were exceptional.
- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.



- **Innovation:** Details of any unique efforts or processes that have been employed, demonstrating how offerings have been adapted to meet the specific business needs and local conditions of clients.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Provision of capacity building and training opportunities given to personnel employed.
- Describe your underwriting and risk management expertise and also your ability to pay claims when they arise.
- Managing to return an underwriting profit for this class of business that underscore a drive to reduce risk will plus.
- They will also be looking at the products on offer, their diversity, innovativeness and appropriateness for the customer.
- Other parameters include; the volume and value of premiums written, the values and size of premiums paid and the claims settlement ratio.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.
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#### 14. CARGO FREIGHT STATION (CFS) OPERATOR AWARD



**Citation:**

This award is to recognise the Cargo Freight Station (CFS) Operator that has demonstrated the most efficient service delivery and attained best practice status in the handling of cargo as evident from its volumes and processes. Judges will be looking for the operator whose performance speaks for itself and has a proven track record on delivering beyond expectations. It may be a company that has remained strong, consolidated and/or demonstrated a unique resilience to market difficulties through best of class strategy. The winning CFS operator will have to demonstrate in the entry that, during the previous year, it has maintained first class operational efficiency and consistent performance.

**Entrants:**

Open to Cargo Freight Stations (CFS) or Inland Container Depots (ICDs) and Empty Container Depots that handle part or all of the following; break bulk cargo, dry bulk cargo, containerized cargo, motor vehicles and empty containers passing through the Port of Mombasa.

**Judging criteria:**

The judging criteria includes a customer satisfaction study index which will be used among other parameters. The customer satisfaction survey will interview clearing and forwarding agents. Judges will be looking for clear information backed by facts that responds appropriately to the requirements listed below:

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.



- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to Mombasa Port Community Charter (MPCC) and Memorandum of Co-operation (MOC).
- **Key Projects & Initiatives:** Provide a brief description of significant clients that you have supplied services to and why you think the relationships were exceptional.
- **Business growth:** Outline significant and specific activities that have contributed to business growth. These may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any unique efforts or processes that have been employed, demonstrating how offerings have been adapted to meet the specific business needs and local conditions of clients.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Include quality and extent of customer service and initiatives, charter among other offerings as elaborated in your entry.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Provision of capacity building and training opportunities given to personnel employed.
- Highlight automation of cargo delivery processes and documentation processes.
- Data on volumes handled which will be obtained from KPA and KRA.



- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

### **15. BEST CLEARING AND FORWARDING AGENT [Per country in Kenya, Uganda, Rwanda, South Sudan, DRC]**

#### **Citation:**

Freight forwarders are a critical cog in the wheel that drives business at the Port. They handle the documentation, financial transactions, transportation and final delivery of cargo to its destination. The best freight forwarder will be the one that best looks out for its importers/exporters and offers value by getting them the most efficient service possible.

#### **Entrants**

Indigenous Freight forwarding companies domiciled in each of the specific countries serving the Port of Mombasa

#### **Judging criteria:**

The judging criteria includes a customer satisfaction study index which will be used among other parameters. The customer satisfaction survey will interview importers and exporters.

Judges will be looking for clear information backed by facts that responds appropriately to the requirements listed below:

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.



- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to Memorandum of Co-operation (MOC).
- **Key Projects & Initiatives:** Provide a brief description of significant clients that you have supplied services to and why you think the relationships were exceptional.
- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any unique efforts or processes that have been employed, demonstrating how offerings have been adapted to meet the specific business needs and local conditions of clients.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Include quality and extent of customer service and initiatives, charter among other offerings as elaborated in your entry.
- Provision of capacity building and training opportunities given to personnel employed.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Compliance with regulatory requirements and industry obligations.
- Highlight automation of documentation processes.
- Linkages with other service providers, especially transporters and warehouses and banks.



- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## 16. BEST CARGO CONSOLIDATOR

### **Citation:**

Cargo Consolidation is an option for shippers who have Less than Container Loads (LCL). Some shipments coming through the Port of Mombasa are consolidated. The Best Cargo Consolidator will be the one that has a track record in giving competitive and efficient service.

### **Entrants:**

Open to all Cargo Consolidators serving the Port of Mombasa.

### **Judging criteria:**

The judging criteria includes a customer satisfaction study index which will be used among other parameters as indicated below. The customer satisfaction survey will interview clearing and forwarding agents.

Judges will be looking for clear information backed by facts that responds appropriately to the requirements listed below:

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.



- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to Memorandum of Co-operation (MOC).
- **Key Projects & Initiatives:** Provide a brief description of significant clients that you have supplied services to and why you think the relationships were exceptional.
- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any unique efforts or processes that have been employed, demonstrating how offerings have been adapted to meet the specific business needs and local conditions of clients.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Include quality and extent of customer service and initiatives, charter among other offerings as elaborated in your entry.
- Provision of capacity building and training opportunities given to personnel employed.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Data on volumes handled which will be obtained from KPA and KRA
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.



## **17.AUXILLIARY SERVICE PROVIDER**

### **Citation:**

This award recognises the supplier or service provider supporting maritime industry players at the port of Mombasa that has provided competitive and efficient auxiliary service over the past 18 months.

### **Entrants:**

Entrants may include but are not limited to; maritime suppliers or entities engaged in crewing, bunkering, ship handling, marine survey, ship contracting and pre-shipment inspection.

### **Judging criteria:**

The judging criteria includes a customer satisfaction study index which will be used among other parameters. The customer satisfaction survey will interview shipping agents. The judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to any certification or industry benchmarks].
- **Key Projects & Initiatives:** Provide a brief description of significant clients that you have supplied services to and why you think the relationships were exceptional.



- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Details of any unique efforts or processes that have been employed, demonstrating how offerings have been adapted to meet the specific business needs and local conditions of clients.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Include quality and extent of customer service and initiatives, charter among other offerings as elaborated in your entry.
- Provision of capacity building and training opportunities given to personnel employed.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- A brief description of significant clients that you have supplied goods or services to over the past 18 months and why you think the relationship was exceptional.
- Include details of any unique efforts or processes that have been employed, demonstrating how offerings have been adapted to meet the specific business needs and local conditions of the client.
- Provide details of how high-quality service is provided to all clients, including how customer satisfaction is measured and initiatives to improve it.
- Summarise the outcomes of the efforts including the contribution to the client.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible. e.g. shipping line, shipping agents etc.



## 18. FINANCIAL SERVICE PROVIDER

### Citation:

This award recognises the financial institution that has provided the most comprehensive, competitive and efficient service to the maritime industry serving the Port of Mombasa over the past 18 months.

### Entrants:

Open to all banking institutions regulated by their respective central banks in the region.

### Judging criteria:

The judging criteria includes a customer satisfaction study index which will be used among other parameters. The customer satisfaction survey will interview importer, exporters and clearing and forwarding agents. Judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.
- **Operational Excellence:** Please outline steps taken by the organisation to boost operational performance, including any resulting tangible benefits to your customers. [With reference to any certification or industry benchmarks].
- **Key Projects & Initiatives:** Provide a brief description of significant clients that you have supplied services to and why you think the relationships were exceptional.
- **Business growth:** Outline significant and specific activities that have contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel development.



- **Innovation:** Details of any unique efforts or processes that have been employed, demonstrating how offerings have been adapted to meet the specific business needs and local conditions of clients.
- **Customer focus:** Describe how the business provides an outstanding and professional service, demonstrating how it has benefited clients. Include quality and extent of customer service and initiatives, charter among other offerings as elaborated in your entry.
- **Corporate and Social Investment (CSI):** Please outline any scholarship opportunities offered based on gender, need or exemplary performance over the past year. Also state the benefits to your organization.
- Provision of capacity building and training opportunities given to personnel employed.
- Evidence of promptness in facilitating payments for customs and port charges
- Pre-shipment financing on export, transport and logistics
- Facilitation of Import and Export documentary collection
- Availability, ease, number and value of post-import financing
- Availability, ease, number and value of Letter of credit arrangement
- Availability, ease, number and value bank guarantees on customs and transit bond
- Availability and ease of online banking transactions
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## 19. BUSINESS INITIATIVE OF THE YEAR

**Citation:**



This award recognises a significant business initiative in the regional maritime industry that has positively contributed to the growth, efficiency and sustainability of the region's maritime sector.

**Entrants:**

The category is open to players in the maritime industry based in (or with a significant regional presence in) Eastern Africa that has a direct involvement in the initiative. Such initiatives may include infrastructural, logistical, financial process or regulatory and must have benefited the industry.

**Judging criteria:**

Judges are looking for background information on the deal that should include;

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.
- **Key Projects & Initiatives:** Provide a brief description of the initiative and its impact.
- **Business growth:** Outline how this initiative has contributed to business growth. This may include, but is not limited to, business growth, efficiency Include any other facts or statements that you feel are relevant to support the entry, client gains or retention, sectoral growth, a boost to operational performance or personnel development.
- **Innovation:** Describe how innovative the initiative is, the process Include any other facts or statements that you feel are relevant to support the entry, that was employed to effect it. Demonstrate how the initiative has been adapted to meet the specific needs and local conditions.
- Including client testimonial(s) where possible.
- An indication of the complexities of the initiative



- Any innovative features, how it was done and the final transaction value in US\$ where available.
- Include any other facts or statements that you feel are relevant to support the entry,

## **20. MOST EFFICIENT PARTNER GOVERNMENT AGENCY**

### **Citation:**

This award recognises a government agency that has consistently demonstrated all- round operational excellence with regard to vessel and cargo clearance. The nominee must have maintained the highest standards of operational efficiencies, systems automation and customer service delivery. The successful nominees should be able to demonstrate exceptional innovation, continued commitment to enhanced supply chain solutions, improved efficiency and successful investment in supply chain logistics

### **Entrants:**

No entries will be submitted but it is open to all government agencies involved in vessel and cargo clearance through the Port of Mombasa. A customer satisfaction study will be conducted to identify the winner.

### **Judging criteria**

- The customer satisfaction survey will interview importer, exporters and clearing and forwarding agents.
- Other parameters include compliance to regulatory and industry obligation.[With reference to MPCC and MOC]
- Provision of capacity building and training opportunities given to personnel employed.



## 21. CORPORATE SOCIAL INVESTMENT (CSI) AWARD

### **Citation:**

This award recognises a leading corporate social Investment (CSI) initiative delivered in the last 18 months. The policy must have successfully contributed to the welfare of the company's employees, its local community and its business performance overall.

### **Entrants:**

The category is open to players in the maritime industry based in (or with a significant regional presence in) Eastern Africa.

### **Judging criteria:**

Our judging panel will be looking for explanations of the rationale behind the initiative, evidence of success and an indication of investment either monetary or through the allocation of company resources.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.
- **Key Projects & Initiatives in CSI:** Provide a brief description of the initiatives that you have been engaged in, its impact and why you think the initiative was exceptional.
- **Innovation:** Details of any unique CSI initiatives that you have deployed demonstrating how they have impacted the beneficiaries.
- Elaborate on your commitment to employee and community welfare
- How you give back to society through your staff volunteering schemes if any
- How widely spread is CSI initiative.
- Describe any financing or funding modalities you may have for your CSI purposes



- Show how the initiative had benefited the organization.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible from the beneficiaries.

## **22. THE INNOVATION AWARD**

### **Citation:**

This award recognises a technological project, product or process that has resulted in improved efficiencies, lower operating costs and/or environmental benefits. Judges are looking for outstanding innovation separating the project, product or process from its competitors. They will also take into consideration the scale of investments made and evaluate the resulting benefits.

### **Entrants:**

The category is open to players in the maritime industry based in (or with a significant regional presence in) Eastern Africa.

### **Judging Criteria**

Our judging panel will be looking for unique and innovative initiatives that alleviate or solve problems faced by the player or by other players in the maritime industry.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.



- **Key Projects & Initiatives:** Provide a brief description of how the innovation has benefited the organization or other players in the maritime industry. Demonstrate how the innovation promotes efficiency and meets the specific business needs and local conditions of clients.
- **Business growth:** Outline how the innovation has contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel productivity.
- **The value proposition to customers:** Describe how the innovation has led to the provision of outstanding and professional service, demonstrating how it has benefited clients.
- Cost savings arising from the innovation.
- Indicate if and how the innovation is technologically groundbreaking.  
Indicate if there were any Industry consultations and collaboration during development
- Ease of implementation and replication.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## 23. THE ENVIRONMENTAL PROTECTION AWARD

### Citation

This award recognises an organisation that has implemented the most environmentally friendly initiatives in the maritime industry.

### Entrants:



The category is open to players in the maritime industry based in (or with a significant regional presence in) Eastern Africa.

**Judging Criteria:**

Judges are looking for examples of a major initiatives developed or delivered in the last 18 months with a description of the rationale behind it. They will also look at the scale of investment made and the organisation's commitment to the maritime industry's sustainability through environmentally focused strategies, planning and implementation.

- **Organisation background:** Please provide a brief description of the organisation such as when it was established, areas operating in, key clients and key team members' profile.
- **Key Projects & Initiatives:** Provide a brief description of how the environmental initiative has benefited the organization or other players in the maritime industry. Demonstrate how the initiative promotes environmental.
- **Business growth:** Outline if and how the initiative has contributed to business growth. This may include, but is not limited to, client gains or retention, sectoral growth, a boost to operational performance or personnel productivity.
- **The value proposition to customers:** Describe if and how the initiative has led to the provision of outstanding and professional service, demonstrating how it has benefited clients.
  - The level of Investment in green technology
  - Cost savings arising from the initiative if any.
  - Indicate if and how the initiative is transformative.
  - Indicate if there were any industry consultations and collaboration during development and implementation.



- Ease of implementation and replication.
- Indicate if and how the initiative meets relevant environmental standards [With reference to ISO, International Convention for the Prevention of Pollution from ships (MARPOL), Environmental Management and Coordination Act (EMCA).
- Other regulatory compliance and industry standards
- If and how the initiative has contributed to reducing the organisation's or industry's carbon footprint.
- Include any other facts or statements that you feel are relevant to support the entry, including client testimonial(s) where possible.

## **24. YOUNG ACHIEVER**

### **Citation:**

This award recognises excellence beyond that which is normally expected from a Maritime industry professional who is not more than 35 years old with evidence of outstanding achievement, creativity and contribution to success.

### **Entrants:**

Individuals of all gender can nominate themselves or be nominated by their colleagues, supervisors or members of the public.

### **Judging criteria:**

The judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.

- **Career History:** Summary of the nominee's career to date including qualifications achieved and age.



- **Achievements:** What makes this individual stand out from colleagues? Outline their achievements to date, highlighting any creativity shown.
- **Sample Project:** Highlight a recent project or initiative they were heavily involved in over the last 12 months and quantify its success.
- **Business Growth:** Outline how they have contributed to the success of their team and the organisation as whole.
- **Outline the impact made on the organization or industry in which the nominee is involved.**
- Include any other statements or facts that support the entry and a testimonial from the nominee's head of department or supervisor where possible.

## 25. OUTSTANDING WOMAN AWARD

### **Citation:**

The award will recognise the inspirational leadership and achievements of one of the Industry's leading women.

### **Entrants:**

Must be an East African woman working in the region's maritime industry. One can nominate themselves or be nominated by their colleagues, supervisors or members of the public.

### **Judging criteria:**

The judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.



- **Career History:** Summary of the nominee’s career to date including qualifications achieved.
- **Achievements:** What makes this individual stand out from colleagues? Outline their achievements to date, highlighting any creativity shown.
- **Sample Project:** Highlight a recent project or initiative they were heavily involved in over the last 18 months and quantify its success.
- **Business Growth:** Outline how they have contributed to the success of their team and the organisation as whole.
- **Outline the impact made on the organization or industry in which the nominee is involved.**
- Include any other statements or facts that support the entry and a testimonial from the nominee’s head of department or supervisor where possible.

## **26. LIFETIME ACHIEVEMENT AWARD**

### **Citation:**

This award is to honour an individual who has made a significant and lasting lifelong contribution to the maritime industry.

### **Entrants:**

Industry players will nominate an individual post-humous, retired or at the peak of their career have made a lasting impression on the industry.

### **Judging criteria:**

The judges will be looking for clear information backed up by facts that pays particular attention to the criteria listed below.



- **Career History:** Summary of the nominee’s career to date including qualifications achieved and age.
- **Achievements:** What makes this individual stand out in the industry? Outline their achievements to date, highlighting their leadership skills, and creativity.