

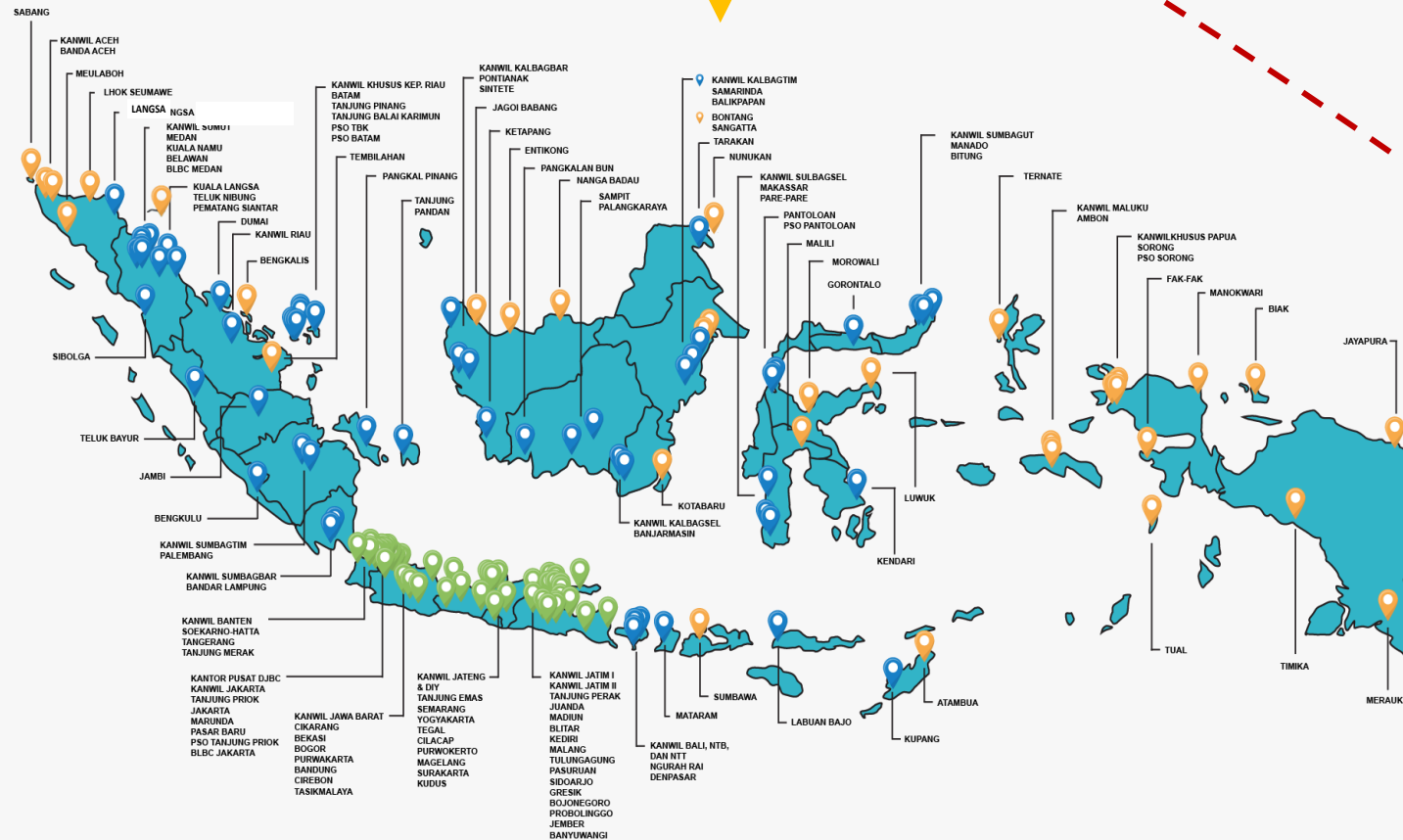


Experience From Building Port Resilience Against Pandemics Course

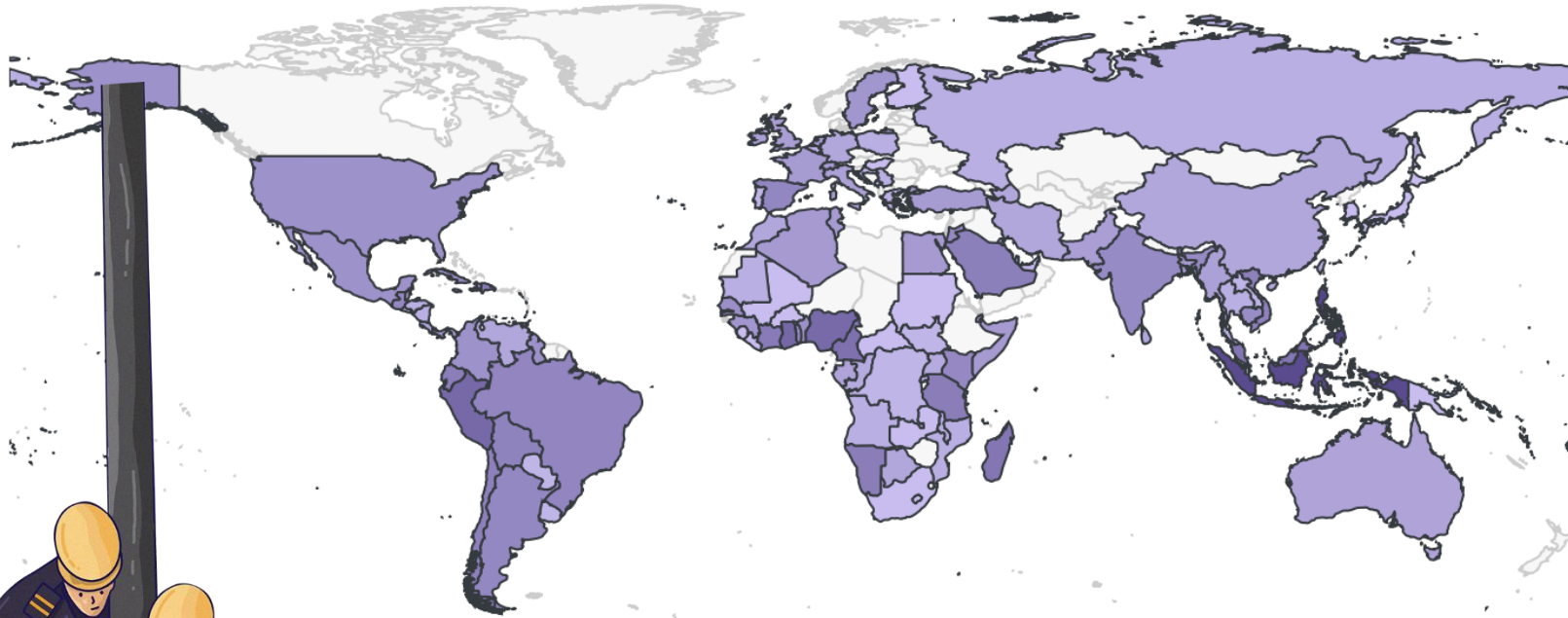


Customs & Port Resilience

- Customs has 4 main tasks: *trade facilitator, industrial assistance, community protector, dan revenue collector.*
- Customs plays an important role in maintaining **port resilience** during the pandemic



Overview Participants



457 Participants from Indonesia
(about 70 % from Customs)

Highcharts.com

Nb. of countries	138
Total (participations)	2799
Philippines	590
Indonesia	457
Ghana	111
Peru	106
Nigeria	102
Cameroon	75
Madagascar	57
Malaysia	57
Dominican Republic	47
Côte d'Ivoire	45
Dominica	42
Namibia	41
United Republic of Tanzania	41
Ecuador	39
Saudi Arabia	37
Chile	36
Viet Nam	35
Mauritius	33





Crisis Protocol and Communication Strategy

Protocols for Pandemics

Policies taken as guidelines during the pandemic.

The Task Forces

Stakeholders' collaboration for preventing & handling of COVID-19 patients.

Staff Management, Well-being and Resilience

Preparation Stage

Implementing WFH

Research and Mitigation

Monitoring-Evaluating, Staff Management



Technology Preparedness

Integrated Customs Services (*Teleworking,
Paperless, Online Services*)

IT Security & Resilience Awareness



Cargo Flow Continuity

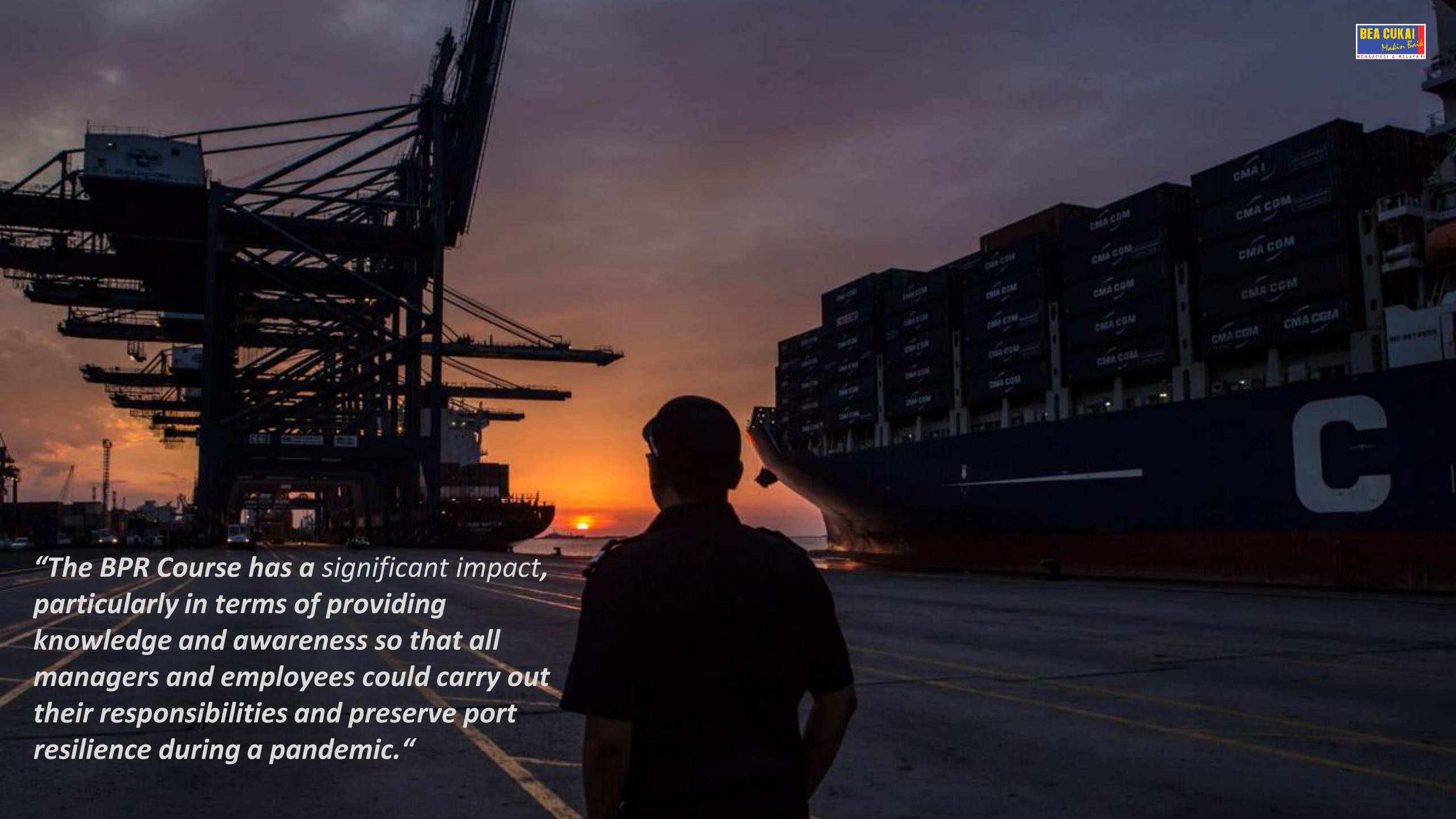
Inspection of Goods

Maintain protocol standard during inspection process

Facilitation for essential goods

Fast release for vaccine, mask, and other medical goods.





“The BPR Course has a significant impact, particularly in terms of providing knowledge and awareness so that all managers and employees could carry out their responsibilities and preserve port resilience during a pandemic.”

Thank You

