



PANAMA MARITIME AUTHORITY  
DIRECTORATE GENERAL OF PORTS AND MARITIME ANCILLARY INDUSTRIES  
CONCESSIONS DEPARTMENT

F-16  
(DMA)  
V.07



REQUIREMENTS TO APPLYING FOR AN OPERATION LICENSE

**SERVICE: CUSTODY, SURVEILLANCE AND PRIVATE SECURITY ON BOARD SHIPS/PORT FACILITIES**

**CLUSTER: SAFETY AND HYGIENE**

**DESCRIPTION:** Exercise security, surveillance and custody functions, referring to goods, equipment and/or persons (passengers or crew) on board a ship when it is docked in a port facility, without carrying firearms or personnel performing work in a port facility, without interfering in the competencies carried out by the main national security agencies (National Police, Fire Department, SENAN, SENAFRONT, Civil Protection, others).

In the event that the service requires the carrying of weapons, it must comply with the regulations of the Institutional Directorate for Public Security Affairs of the Ministry of Public Security.

**PROCEDURE PROCESS:** notarized special power of attorney request for memorial and formal application and all other documents as requested must be presented to the Department of Concessions, at the Directorate General of Ports and Maritime Ancillary Industries, Concessions Department, located at the headquarters of the Panama Maritime Authority, Diablo Heights, Demetrio Porras Street, Building No. 3, P.O. Box 0843-00533, Phone 501-5123.

**WHEN SUBMITTING THE APPLICATION MUST CONTAIN, THE DOCUMENTS DETAILED BELOW:**

**Note:** in case of being a natural person, the application shall be submitted by the applicant itself, and if it is a legal entity, it will be presented by a suitable attorney. If the application is presented by personnel not involved in the process, they must have the permits established in article 70 of Law 38 of July 31, 2000 (which approves the Organic Statute of the Attorney General's Office, regulates the general administrative procedure and dictates special provisions).

1. Notarized special power of attorney, which must include: telephone number, address, and e-mail of holder of the power of attorney. Same must be signed by grantor of power of attorney and by holder

Authorization: \_\_\_\_\_

Date: 27-7-2022

CONCESSIONS DEPARTMENT

Balboa, Ancon. Diablo Heights, Bldg. N°3. P.O. Box 0843-00533, Phone 501-5122.

of power of attorney, in compliance with requirements under the Judicial Code of the Republic of Panama (article 627).

2. Memorial addressed to the Director General of Ports and Ancillary Maritime Industries (article 9 of resolution J.D. No. 011-2019), requesting the operating license and containing the following information:
  - ✓ General data of the legal representative: full name, I.D. card number, address, telephone numbers, P.O. Box, and e-mail.
  - ✓ General data of company: company name, address, telephone numbers, R.U.C. number duly registered at the Income Revenue Direction, P.O. Box, and e-mail.
  - Purpose of the operation license.
  - Description of all activities to develop.
  - Detail areas of operations where the service is intended to be provided.
  - Value of the investment.
  - The company must have a physical location, properly marked and identified, where its main offices are located.
    - ✓ The signage and identification shall be by means of a sign in which the full name of the company can be seen and it shall not be a sheet of paper.
3. Simple copy of I.D. card or passport of legal representative and of holder of legal power of attorney.
4. Certificate of Legal Entity, issued by the Public Registry, stating: legal representative, directors, dignitaries and authorized capital of the company.
5. Submit a copy of the notice of operation issued by the Ministry of Commerce and Industries (MICI).
6. Certificate by the Social Security and the Directorate General of Revenue, certifying that employer is registered in the system.
7. Authorization granted by the Ministry of Government and Justice, through the Ministry of Public Security, to establish and operate a Private Security Company and security guards (Executive Decree No. 21 and No. 22 of January 31, 1992). This authorization is granted by the Ministry of Public Security through the Institutional Directorate of Public Security Affairs (DIASP).
8. Pictures and current description of the Personal Protection Equipment (PPE) available for the provision of the service: helmet with chinstrap, safety glasses, overall with reflective tapes with company name and logo, gloves, safety harness, life vest, anti-slip and anti-static footwear (safety

Authorization: \_\_\_\_\_



Date: 27-7-2022

**CONCESSIONS DEPARTMENT**

Balboa, Ancon. Diablo Heights, Bldg. N°3. P.O. Box 0843-00533, Phone 501-5122.

toe caps), among others, subject to the evaluation of the file and on-site inspection.

9. Submit a copy of ISO 9001:2015 Certification or at least a quality system based on that standard.
10. Submit a copy of all documentation accrediting the expertise and experience of the professionals who will participate in the activities. Attached to such documentation, a list of such personnel, their positions and a copy of their personal identity card or passport must also be submitted.
  - Competence of the company's technical personnel and professionals.
    - The manager or person in charge must have professional and academic experience in the port sector.

**Note:** Any certificate or diploma presented must be endorsed by a training center or person duly accredited to issue such document.

11. Certification that the personnel performing the functions according to the service, are persons with aptitude, profile and adequate background to perform the following tasks:
  - On board ship at a port facility:
    - ✓ Approved courses and knowledge of: Security awareness for all seafarers - IMO A Res. IMO 3.27 / XI-2 SOLAS 74 and ISPS Code - IMO OPIP (list of DGGM-AMP approved Maritime Training Centers).
  - In a port facility:
    - ✓ Approved courses and knowledge of: Security awareness training for port facility personnel assigned security duties to carry out their duties and enhance security at port facilities in accordance with the provisions of Chapter XI-2 of SOLAS 74, as amended, the ISPS Code, the IMDG Code, the IMO/ILO Code on Security in Ports and the guidance contained in IMO MSC.1 /Circ.1341, through the IMO Model Course 3.24 "Security Awareness Training for Port Facility Personnel Assigned Security Duties". (list of Maritime Training Centers approved by DGGM-AMP).
12. Develop an Emergency and evacuation plan for the company, including office and operational areas:
  - The Emergency plan should contain at least the following aspects:
    - Table of contents.
    - Glossary of terms used in the emergency and evacuation plan.
    - Signature of the person in charge of the preparation of the plan and signature of approval of the plan by the company.

Authorization: \_\_\_\_\_



Date: 27-7-2022

---

**CONCESSIONS DEPARTMENT**

Balboa, Ancon. Diablo Heights, Bldg. N°3. P.O. Box 0843-00533, Phone 501-5122.

- Possible emergency scenarios that may occur in the facility according to the service requested by the company.
- Analysis of threats and vulnerabilities.
- Inventory of available resources to deal with emergency situations (this includes equipment and personnel).
- Formation of emergency brigades.
- Establish responsibilities of the people in charge of responding to emergency situations.
- Operational procedures for each possible emergency scenario.
- Directory with the telephone numbers of emergency response institutions, in addition to the company personnel participating in the response group. It should include the contact numbers of the Port Safety and Hygiene Department: 501-5153 or 501-4244, e-mail [shpdop@amp.gob.pa](mailto:shpdop@amp.gob.pa); and the contact numbers of the Pollution Prevention and Control Department: Panama: (507) 501-5155/5406, Chiriqui: (507) 721-3744, Colon: (507) 475-0000, 24/7 phones: Panama: (507) 6880-1245/1915, Chiriqui: (507) 6879-3262, Colon: (507) 6880-5222.
- Evacuation plan of administrative and operational areas (workshops, warehouses, etc.).
  - It must include a sketch with the evacuation routes, with their respective legend.

**IMPORTANT NOTICE:**

- o The company must pay a one-time inspection fee from the Department of Concessions, corresponding to the rate established for each type of auxiliary maritime service, in compliance with the regulations for operating licenses.
- o The company must make payment of the certification of good standing issued by the Finance Directorate of the Panama Maritime Authority, in accordance with resolution J.D. N°.088-2020 of November 26, 2020.
- o Any private security company considering offering this service must communicate daily with the Office of Institutional Security and Maritime Protection of the AMP (OSYPM) to provide daily information on the shift, list of security agents, any news, findings or unusual activity recorded during the service, which are provided in each of the port facilities by phone at 501-5247 and email to the address [seguprotma@amp.gob.pa](mailto:seguprotma@amp.gob.pa) (OSYPM - AMP).

Authorization: \_\_\_\_\_



Date: 27-7-2022

---

**CONCESSIONS DEPARTMENT**

Balboa, Ancon. Diablo Heights, Bldg. N°3. P.O. Box 0843-00533, Phone 501-5122.

**Note:** The company must immediately notify the office of institutional security and maritime protection, at the time of any change of personnel within the company, in order to provide the corresponding permits for access.

- The company must submit a letter of intent or request from the company, where it intends to provide the maritime security service.
- The company shall have a minimum of four (4) security inspectors or guards for the custody of the ships per shift or a total of eight (8) guards for the operation.

**Note:** The number of inspectors or guards shall be determined according to the Port Security Plan approved by the Port Security Department, after conducting an assessment, which takes into account the risk analysis and the characteristics of the port facility.

- Subject on-duty security agents to anti-doping tests, on a semi-annual basis, on a random and surprise basis at the expense of the operating agency.
- The company shall be subject to the port security and safety requirements established by the Security Management of each port facility.
- The company must comply with a technical evaluation in the administrative and operational areas by the Port Safety and Hygiene Department. This consists of a visit to the company and to the site where operations are carried out, to verify compliance with industrial and occupational safety standards.
- The company shall submit any other documentation required by the Port Safety and Hygiene Department and the Concessions Department.
- Once the resolution, which authorizes the operation license, has been notified, the company (applicant) must submit to the Directorate General of Ports and Maritime Ancillary Industries the following policies and bonds:
  - ✓ Performance Bond.
  - ✓ Civil Liability Policy.
  - ✓ Life and personal accident policy.
- The company shall keep the Panama Maritime Authority informed of any incident or accident occurring in the ships and facilities, at the contact numbers of the Department of Port Safety and Hygiene 501-5153/4244 and/or the contact numbers of the Department of Pollution Prevention and Control 24/7: Panama: (507) 6880-1245/1915, Chiriqui: (507) 6879-3262,

Authorization: 

Date: 27-7-2022

**CONCESSIONS DEPARTMENT**

Balboa, Ancon. Diablo Heights, Bldg. N°3. P.O. Box 0843-00533, Phone 501-5122.

Colon: (507) 6880-5222 and to the e-mail [shpdop@amp.gob.pa](mailto:shpdop@amp.gob.pa) or [contaminación@amp.gob.pa](mailto:contaminación@amp.gob.pa), in accordance with the Port Safety and Hygiene Regulations of the Panama Maritime Authority.

- o The company shall submit activity statistics the first ten (10) days on a monthly basis obeying Chapter V, Article 19, numeral 10 of J.D. Resolution No. 011-2019 dated March 27, 2019; these statistics shall be reported to the following couriers: [amp.estadistica@amp.gob.pa](mailto:amp.estadistica@amp.gob.pa) and [concesiones@amp.gob.pa](mailto:concesiones@amp.gob.pa)

**RATE:** B/. 1,000.00 annual per authorized company.

**For any additional information or questions, please contact the Concessions Department at the following telephone numbers: 501-5122 / 501-5123.**

Authorization: \_\_\_\_\_



Date: 27-7-2022

---

**CONCESSIONS DEPARTMENT**

Balboa, Ancon. Diablo Heights, Bldg. N°3. P.O. Box 0843-00533, Phone 501-5122.