

# TOK STEAMIES

ISSUE 43

APRIL/MAY 2017



**LAGA LAUNCHES  
GALA BURST**

**STC EMPLOYEE  
SURVEY 2016 RESULTS**



**STEAMSHIPS**



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WHISTLE BLOWING POLICY

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## COVER PHOTO:

ONE OF THE NEWLY REFURBISHED ROOMS AT THE ELA BEACH HOTEL IN PORT MORESBY. CONTACT ELA BEACH HOTEL FOR YOUR ACCOMMODATION BOOKING. TELEPHONE: +675 327 8255 OR BOOK ONLINE: [WWW.CORALSEAHOTELS.COM.PG](http://WWW.CORALSEAHOTELS.COM.PG)

## CORPORATE NEWS

# CONSORT ENTERS NEW JOINT VENTURE WITH LOCAL MOTU KOITA VILLAGES

Consort, Baruni Community Development Association Incorporated, Tatana-Araira Development Association Incorporated and the Port Services Limited have formed a new joint venture company known as the Motukea United Limited (MUL).

After the 3rd April, 2017 MUL now operates a stevedoring and handling business at the Motukea Port. United Stevedoring Limited (USL) ceased operations of its stevedoring and handling business from as of April 3, 2017.

All employee contracts were transferred from USL to MUL, all terms and conditions including entitlements were only carried over and remain the same under the transfer to MUL.

The Human Resource Manager, Cletus Yendetuo was present in Port Moresby for the signing of contracts and agreement, the occasion was witnessed by Consort Port Moresby Branch Manager Mr Steve Tyson and his assistant Captain Graham Proud.

A question and answer time was given to the MUL staff where all matters arising were discussed in the presence of all the managers.

The main reason for the change is because of the new Joint Venture Company being formed for the purpose of conducting the stevedoring and handling services at Motukea Port. The most significant benefit of this transfer is that employment of staff is unaffected.

MUL will employ employees involved in the stevedoring and handling business on the same terms and conditions.



Motukea United Limited started operations on Monday. MUL carried out its first stevedoring operation the following day on the Happy Diamond. This was a very significant operation. Standing on the right in front is HR Manager for Consort Cletus Yendetuo.

# LAGA LAUNCHES GALA BURST

Laga Industries Limited launched another new product that is expected to resonate with the consumers of PNG by introducing new Gala BURST in 100g & 55g packs!

"This is a new, nutritious, vitamin-enriched, tasty, chocolate malt drink powder in a convenient format under the iconic "Gala" brand. Burst will supplement and enhance the established platform that Gala Milk Powder and, of course, Gala Ice Cream have earned over time" General Manager Gerard O'Brien said.

"This new product has been launched to provide the consumers with variety, and an alternative taste and texture profile when compared to other Chocolate Malt Drinks currently in the PNG market. Most importantly, it is price positioned to be much more affordable on shelf than similar products. Furthermore, it is full of essential vitamins that promote good health" he added.

Laga National Marketing Manager, Eugene DeLange advised that he was very excited about the potential for this product given the initial response we have enjoyed from consumers and customers.

"Existing Laga products have national distribution throughout PNG, so this product will be enjoyed throughout the country from Vanimo in the North to Alotau in the South, from Kiunga in the West to Buka in the East. The response from our valuable business partners has exceeded our expectations with an overwhelming response in first orders of the product. In fact we have exceeded our sales forecast after only presenting to half of the customers. Laga have had to make special arrangements to ramp up our production accordingly to satisfy the expected demand throughout PNG" Mr DeLange said.

"We believe that the recent success we have enjoyed with the new Hamamas premium Ice Cream lines has instilled the level of confidence in our retailers and wholesalers that has led us to this positive response. They trust that when we launch a product, we don't just sell it to them and deliver it to their warehouse, but we support the pull-through of the product to maximise the sales of their businesses. This "win-win" approach, I believe, has played a part in this initial success" Mr DeLange added.

Mr O'Brien commented that Laga has enjoyed a strong resurgence over recent years and is well on track to its vision of re-establishing the business as PNG's premier consumer foods business. "First quarter sales in 2017 are more than 25% up on last year. This growth has been built on improved customer service levels as well as reinvigoration of the various Laga product ranges through new products such as Hamamas Ice Creams and Kakaruk Salt and now Burst Chocolate Malt Powder" he said.





FEATURE



JOSELITO FELIPE National Logistics Manager

LAGA INDUSTRIES

Dedicated, committed and the person with the cleanest and neatest work station best describes Josecito Felipe better known as Joelle- National Logistics Manager for Laga. Joelle first joined Laga in 2006 and prior to joining Laga, he worked for Procter and Gamble Phils in the Philippines. His career spanned across several managerial roles in Raw Materials and Finished Goods warehouse, Waste Management -Asset Disposal and Procurement management. He was also an ISO14000 Auditor before joining Laga. Joelle’s favorite food is Menudo- a traditional stew from the Philippines made of marinated sliced pork, pork liver, potato, hotdogs, bay leaf and carrots in tomato sauce. He likes to play badminton and serves as an officer in the Lae Filipino club during his free time. He is married with two children. His daughter Patricia is currently studying Doctor of Medicine at a university in the Philippines whilst his son Miggel in year ten. Joelle is passionate about making a difference as is clearly evidenced by the coaching and mentoring of employees under his management. He says when he gets himself involved in a project or at work, he wants to do his best to achieve success and feels the same way about what he does in life. His advice to the Laga staff is that ‘you need to learn to improve and keep working. If you make a mistake, do not be afraid. Do it right the next time or at the next opportunity.’ Josecito has seen positive changes within Laga. Much has to do with staff improving the working culture. He believes in Laga’s vision to be the premier consumer foods business in PNG.

Profile provided by Karen Yendetuo



COLIN BAKER Group Operations & Technical Services Manager

CORAL SEA HOTELS

Colin Baker is Coral Sea Hotels Group Operations and Technical Services Manager. He oversees the important task of ensuring guests enjoy an exceptional experience at any Coral Sea Hotels in Papua New Guinea. Colin has three decades of experience in the hospitality industry as the ultimate attention-to-detail specialist with a body of work that extends across a host of leading international brands including IHG, Accor, Marriott, Carlson Rezidor, StayWell and SPHC (Parkroyal, Centra and Travelodge). In his years spent working in the ever-moving hospitality and travel space, Colin has gained world-class knowledge and an in-depth understanding of international standards in Branding, Operations, Hotel Design as well as functionality all of which are critical elements in the efficient operation of a successful hotel. Colin draws on a wealth of experience for his role with the Coral Sea Hotels Group, working closely with the Hotel Managers regarding daily Operational matters as well as owners, investors and developers of the current properties under development. A core focus of his role is reviewing and improving brand standards which includes a constant audit of all Operating Procedures to ensure that delivery of service constantly exceeds the guest expectations. The ultimate goal for Colin in terms of Operations is to have guests regularly return due to the standards and services provided by staff. From a Technical Services perspective he strives in ensuring the Hotel portfolio of properties are designed to cater for the clientele in terms of destination and its facilities. This mantra has Colin currently directing a raft of projects under construction in Port Moresby and Kiunga as well as various refurbishment projects across the group.

OUR SUCCESS

STEAMSHIPS GRADUATE DEVELOPMENT PROGRAM IS UNIQUE

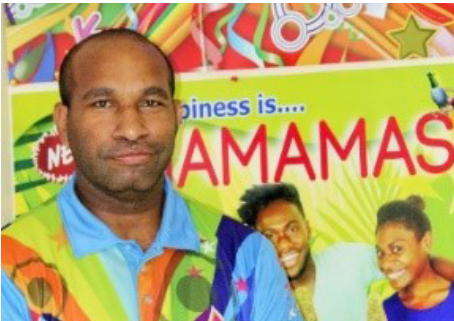
Steamships Graduate Development Program witnessed its first Batch of trainees completed their program early this year. The Program started in 2013 and provided on job training through divisional rotation, in house training and external training with the aim of developing vibrant and talented graduates to be leaders in their profession. Since its inception in 2013 a total of sixteen (16) graduates have entered the program. Early this year Steamships celebrated its first five graduates who successfully completed the program. They included Sebastian Negints as Sales Analyst with Laga, Danmon Pangali- Fleet Manager with Pacific Towing; Mary Vagi- Accountant with Steamships Corporate Office; Samson Nilkare- Accountant with Transport and Port Services and Judy Pungal- Accountant with Coral Sea Hotels. Managing Director of Steamships Peter Langslow and Fianance Director Michael Scantlebury congratulated Danmon, Mary, Samson and Sebastian on their completion.



LEFT-RIGHT: MICHAEL SCANTLEBURY Finance Director, DANMON PANGALI Fleet Manager at Pacific Towing, MARY VAGI Accountant at Steamships, SAMSON NILKARE Accountant at TPS, SEBASTIAN NEGINTS Sales Analyst at Laga Industries AND PETER LANGSLOW Managing Director.



MARY VAGI Accountant, Steamships



SEBASTIAN NEGINTS  
Current Business Analyst (Laga)

“The Chairman of Steamships came to our Training and gave a speech, along with the Managing Director and the Finance Director.”



DANMON PANGALI  
Fleet Manager for Pacific Towing

“The opportunity to be exposed to the different commercial activities Steamships is involved in was and continues to be one of the greatest draws for me.”



JUDY PUNGAL  
Accountant with Coral Sea Hotels

“I am here to learn so I took on the challenge.”



SAMSON NILKARE  
Accountant, Transport and Port Services

“The exposure to different business industries eg shipping, manufacturing hotels under one company STC is invaluable. Being engaged in some of the best practices in the industries are one of the many highlights.”



OUT & ABOUT



THE KEMPER OPEN WOMEN’S TEAM IN RED WINNING THEIR RACE AT ELA BEACH

PACTOW REGATTA  
COMPETITION AT ELA BEACH

The Papua New Guinea Canoe Association held the Pacific Towing (PNG) Ltd. Va’a Regatta at Ela Beach on Saturday, 1st April.

Sprints were raced over 250 & 500 meters and the Kemper Lever Club, the Konedobu Kanu Klab and the Port Moresby Outrigger Canoe Club entered teams in the Under 19 men; and the Men, Women and Mixed (men & women) Open categories.

The Kemper Lever Club dominated winning all events except the 250 metre men’s open which was won by the Konedobu Kanu Klab.

Ms. Pole Kassman, Kemper Lever Club President was ecstatic. ‘Our crews have worked so hard for this,’ she said, ‘and we are very pleased.’

Ms. Kassman added that they had travelled 3 hours by PMV to get to the races.

‘We left in the early hours of this morning. We still need to travel home tonight, but the boys & girls are in good spirits.’

Mr. Neil Papenfus, Papua New Guinea Canoe Association Interim President said that they were delighted with the turnout.

‘We will host a regatta every month,’ he said, ‘and this will develop the sport of va’a and prepare our paddlers for the World Sprints next year in Tahiti.’

Mr. Papenfus thanked Pacific Towing (PNG) Ltd. and the clubs for their support, for helping with volunteers and the Konedobu Kanu Klab and the Port Moresby Outrigger Canoe Club for providing kanus.

Mr. Papenfus added that va’a was the perfect family sport.



CONSORT STAFF IN LAE PREPARING FOR THEIR CHRISTMAS LUNCH LAST YEAR



EWV LAE BIDS FAREWELL TO JAMES BRADFORD



THE RED SHIELD APPEAL GOLF DAY ON FRIDAY 17TH MARCH AT THE GOLF CLUB.

OUT & ABOUT



PPP TEAM POSING WITH THE GENERAL MANAGER LAWRIE FOSTER (LEFT) AND GENERAL MANAGER FOR PNG KIDNEY FOUNDATION, DR KHALIK (RIGHT)

PACIFIC PALMS PROPERTY  
SUPPORTS PNG KIDNEY  
FOUNDATION

Thirty staff from Pacific Palms Property including General Manager Lawrie Foster and Operations Manager Evodia Sambre joined hundreds of supporters of the “Kidney Walk for Life” initiated by NCDC Governor.

Kidney Walk for Life is part of a series of activities which were organized by the PNG Kidney Foundation and the National Health Department to address kidney diseases in the country.

Pacific Palms Property donated K3,000 to the PNG Kidney Foundation as part of their community engagement activities.

The walk on Sunday 12 March started at Murray Barracks and concluded at Ela beach.

CONSORT SUPPORTS FEMILI  
PNG

Consort’s Employee Services officer, Mr. Rebon Teko was invited to witness the signing of the Memorandum of Understanding (MOU) between the Business Coalition for Women (BCFW) and Femili PNG at the Lae International Hotel on the 8th February, 2017.

Steamships is a member of the BCFW and one of the Board of Directors is Mr Neil Papenfus, the General Manager for Pacific Towing Limited.

A recent research carried out by the BCFW revealed that there are huge costs associated with female employees who are victims of Family and Sexual Violence (FSV) and in turn companies pay high costs for medicals associated with this.

Lesieli Taviri, BCFW’s Chairperson said that this research conducted over the last 12 months amongst 60 companies has recorded spending over K300,000 while another K3 million in

assisting female employees who were victims of FSV.

“When a female employee is assaulted, she does not attend to work, yet her employer is obliged to pay for her medical support services, transportation to get an interim protection order, consult the police or even have her relocated for safety purposes. These are direct costs to businesses. Productivity suffers and this in turn is very costly for businesses” Taviri stated.

Following the signing of the MOU the operations manager Denga Ilave said this partnership would enable more workers, particularly those employed by BCFW member companies to access this services provided.

The data collected indicated that female employees in the business sector who faced FSV were those in positions of authority in these organizations, adding that this partnership would go a long way in helping the victim’s access proper assistance. This partnership would see Femili PNG act as a resource center delivering access to FSV support services throughout business houses in Morobe.

STEAMSHIPS SPONSOR'S  
THE ROSE BATTY LECTURES

Family and sexual violence (FSV) is a major problem in Papua New Guinea that demands the attention of all businesses and citizens of the country. There are a number of organizations that work tirelessly to address the issues in the country, and provide support and protection for survivors of violence.

Steamships is supportive of such organizations and was excited to partner with Femili PNG by sponsoring two lectures at the University of Technology in Lae and University of PNG in Port Moresby in April.

“The prevalence of family and sexual violence in Papua New Guinea is an urgent and well-documented issue. Other countries, including our neighbors Australia, have recognized the issue and much is being done, through both legislatively, and the work of campaigners such as Rosie Batty, to address this appalling social evil”, said the Managing Director of Steamships, Mr Peter Langslow.



LEFT-RIGHT: ROSE BATTY AND MONICA TOISENEGILA AT UPNG



OUR DEVELOPMENT

# STEAMSHIPS ATTENDS 2017 COMMUNICATIONS WORKSHOP BY THE PNG CHAMBER OF MINES AND PETROLEUM

The annual Papua New Guinea Resources Sector Communications Workshop was held in Port Moresby on 11th and 12th April. The workshop was aimed at providing more desirable or effective ways to inform and continually improve communications and public relations strategies of media journalist and PR professionals in the industry. The workshop was organized by the Papua New Guinea Chamber of Mines and Petroleum and the facilitator was Lee McLean- General Manager of PPR based in Australia.

The two day communications workshop was attended by Steamships Group PR and Sustainability Coordinator, Misika Rea, and Graduate Management Trainee, Chelsea Romo, along with other media and PR professionals from the industry. The workshop was about networking with other professional, sharing industry experiences and ideas and providing opportunities for participants to meet fellow PR and Communication officers.

The workshop provided a forum for managers and experts to share their experiences about the industry in which they operated. Some of the ideas discussed were on communications approach, use of media, community relations, and stakeholder's engagement.

Media and Communications Manager for ExxonMobil PNG, Ann Rix, was the first presenter at the workshop and shared Exxon's PNG LNG Experience.

There are communication challenges that exist in every industry and Ann quoted that "always explain in simple terms and language, to combat misinformation and therefore the same message is delivered across". The workshop facilitator, Lee McLean (General Manager QLD – Professional Public Relations, Australia) presented very informative sessions on the interactions of effective Public Relations and communication using appropriate strategy.

Communication and public relation

through their waste management plans, by contributing to educational and social programs and by earning adequate returns on the employed resources. Active community engagement is one of the key area when managing relationships and communication by providing clear, factual and accurate information in an open and transparent manner (e.g. roadshows, awareness etc.) to the relevant stakeholders.

Improved technology influences the media, social and digital trends.

*"Effective communication can help to foster a good working relationship between staff, communities, and stakeholders."*

is important within the business and effective communication can help to foster a good working relationship between staff, communities, and stakeholders leading to improved efficiency and moral.

Professionals are also urged to use integrated communications by using different forms of communication tools in the toolbox to communicate by delivering key messages through speeches, publicity, brochures and websites.

Corporate Social Responsibility is one of the important roles of the industries as well. The sense of responsibility towards the community and environment in which they operate is a form of communications.

Industries express this citizenship

Businesses today are using social media by active social media users while digital influences are continuing to rise and more are joining forces in the industry. On the contrary, media professionals are challenged on how to inform the public on PNG's resource sector, maximize publicity outcomes and do work with confidence.

Team Lead for Media for Development Initiative (MDI), Ian Mannix, and his team are currently working with the National Broadcasting Corporation, in an effort to strengthen NBC's systems and processes.

The two days of workshop organized by the Public Relations and Communication Manager of PNG Chamber of Mines and Petroleum was informative.



CHELSEA WITH PARTICIPATES OF THE COMMUNICATIONS WORKSHOP



PARTICIPATES FROM THE COMMUNICATIONS WORKSHOP POSE WITH THE FACILITATOR LEE MCLEAN FOR A GROUP PHOTO IN PORT MORESBY

OUR DEVELOPMENT

# CONSORT SUPPORTS TEAM BUILDING

Team Building is the action or process of causing a group of people to work together effectively as a team, by means of activities and events designed to promote cooperation and improve morale at the work place. Consort (CEL) initiated this program in 2011 and has been enjoyed by staff creating the spirit of "togetherness."

The main objective of the program is to create activities for staff to bond from various departments within Consort. Consort has more than 500 staff on shore and 374 off shore. Staff from off-shore duties are encourages to join in the fund when they can.

The theme for 2017 Team Building Program was "We are Consort - developing partnership culture within Consort." The main aim of the program was to build confidence in each other to enhance cooperation/collaboration and develop partnership within and between line staff and Management.

The program kick started on Saturday 25 March in Lae at The International School of Lae. General Manager Stuart Craker officially opened the event.

Eight teams competed on the day from the Stevedoring, Operations, Finance, HR/IT/ConCon/Ridding, Mechanical Workshop, Marine, Container Repair & the Off Wharf terminal departments. The teams came representing the CEL container colors ranging from grey, red, orange, green, purple, white, yellow and the latest color black.

The four hour program started off with a short 10 minute quiz testing the staff knowledge on the Consort Containers, followed by creative war cries and displays of Miniature Consort Containers.

The games followed with four sports including volleyball, soccer, touch rugby and basketball. By the end of the program a hunt was on for 20 pizza vouchers.

Prizes were donated by Raumai 18, Laga Industries, Origin Energy, Ramu Agri-Industries, Moore Printing, Designer Printing, Lae Biscuits, Colgate Palmolive, Niugini Table Birds and NCI Packaging.



TRAINEES AND STAFF CURRENTLY IN THE PROGRAM

# CAREER EXPO KICK STARTS AT IBS

The Steamships Graduate Development Program kick started its first visit to universities in April 2017 with the Institute of Business Studies. Pacific Adventist University was next on the list the team visited on 26th April outside Port Moresby.

The team of three was led by the Steamships Group Training Manager Lorraine Tamarua and HR Coordinator Wendy John who have been presenting on the program since its inception in 2013.

New to the team is Rachael Ezekiel who is currently in the second year serving under the Steamships Graduate Development Program. Rachel is assigned to Steamships Corporate Office in the HR division.

*"The main aim of the program was to build confidence in each other to enhance cooperation/ collaboration and develop partnership within and between line staff and Management."*

The Career Expo will include three more visits to universities including UPNG, University of Technology in Lae and Divine Word University in Madang.

Steamships graduated five trainees early this year who have been given permanent positons within the Steamships Divisions.

Steamships is proud to participate in the Career Expo show casing its unique and diverse industries operating in Papua New Guinea.





OUR HISTORY

# WAR FINALLY REACHES PAPUA AND NEW GUINEA: PACIFIC WAR

Our story continues.....On 23 January 1942, the Japanese landed on Rabaul making it their principle stronghold in New Guinea. News of the invasion worried many people on Papua and New Guinea prompting the administrative Government to prepare evacuation of expatriate women and children and even missions. Those who were willing to go were transported safely by air and ship.

The bombing of Pearl Harbor ignited more fear in New Guinea as the Japanese forces drew near. Each traveler was allowed to carry personal belongings weighing 30 pounds per person and 15 pounds per child.

Wives and children of Steamships staff were included in the evacuation. Businesses were eventually forced to close as the situation worsened in New Guinea. The War cabinet called up Brigadier B.M Morris to call on all able bodied between the ages of 18 and 45 years old to join the military service. Steamships staff were included.

The Army had taken over properties in Port Moresby including the Papua Hotel. Captain Fitch was over the military age and by 19 February 1942, he sailed out of Port Moresby. The Japanese air raids on Port Moresby during the year left many properties damaged including Steamships main store and Burns Philp.

Looting had started in Port Moresby. Several stores including Steamships were broken into. The Papua Courier reported that a good number of items were stolen including cash and a quantity of silk goods.

Even the St John’s Church was not spared. Furniture was smashed and bibles torn to shreds. Several houses were broken into and a number of items stolen.

A cable had reached Captain Fitch about the looting in Port Moresby and with great despair he wrote in his diary “I prefer not to see it. There is no protection, and it is the rape of a peaceful town. I feel very depressed to see the results of twenty two years effort wrecked, not by the enemy, but by our own troops.” Helpless he had seen £60,000 worth of business abandoned to military looters.



A PICTURE OF MACDHUI BEFORE THE BOMBINGS



MACDHUI BURNING INSIDE FAIRFAX HARBOUR AFTER IT WAS BOMBED BY THE JAPANESE ON 19TH JUNE 1942.

On 19 June, the Burns Philp vessel Macdhui was bombed and sunk in Fairfax Harbour outside Port Moresby by the Japanese. She had been providing regular transport between Australia and Papua. The explosion killed the ship’s doctor and two stewards. By 1943 Captain Fitch returned to Port Moresby. Fitch noted in his 1946 address to the shareholders that the events between 1943-1946 were difficult years.

Despite the difficulties experienced during the years 1943-1946, Steamships profit increased steadily from £7340 in 1944 to £32,014 in 1946. Fitch and his team had achieved a lot since his departure in 1942.

Captain Fitch and his team worked hard to rehabilitate the main store. Whilst most had not returned back to the ruins in Port Moresby Fitch was determined to rebuild Steamships.

*The Japanese air raids on Port Moresby during the year left many properties damaged including Steamships main store and Burn Philp.*



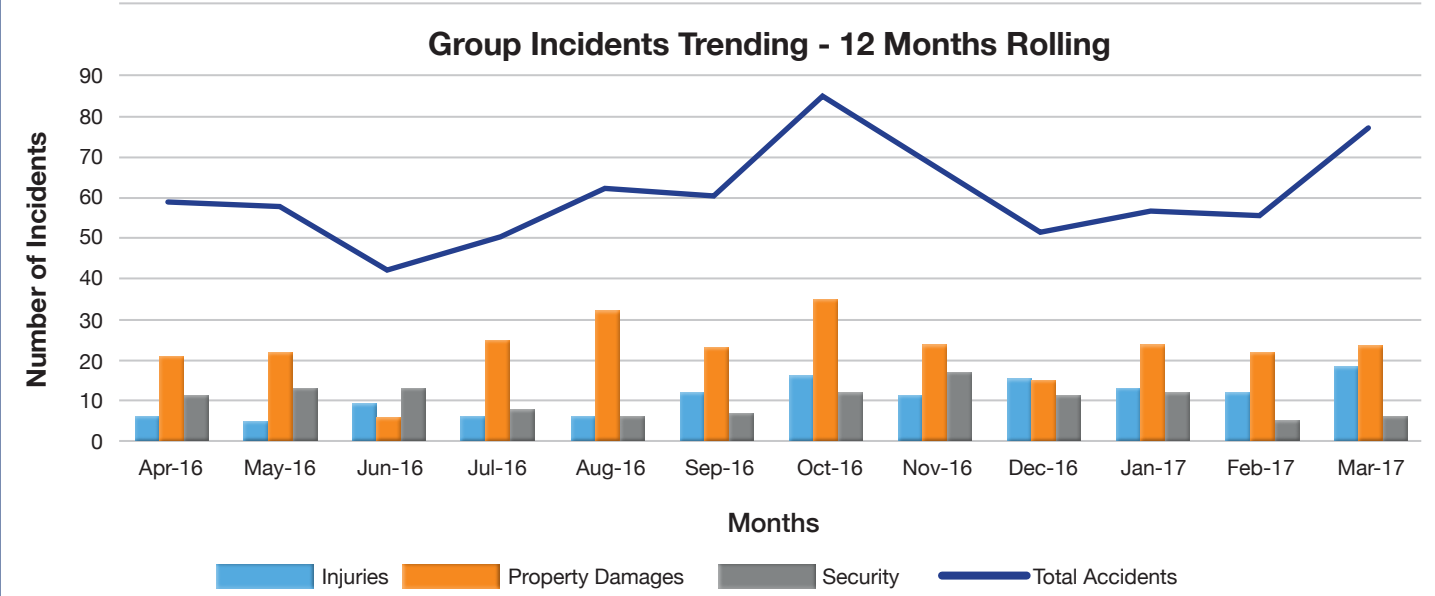
STEAMSHIPS MAIN STORE

The Pacific Islands Monthly edition wrote “no one except “Cappy” can tell the story of how “Cappy” hung on and lived in Port Moresby from 1943 to 1946. Fitch had been known in Papua as “Cappy.”

By 1945 Fitch started operating from the dusty counters of the Steamships Main Store.

SEFTI KONA

# MARCH 2017 SAFETY PERFORMANCE SUMMARY



The above chart is a perfect illustration of the fact that you can never take your eyes off safety management.

Despite the introduction of many positive measures, including regular tool boxes and reporting there was an increase in the incidents in March. Most of the incidents were avoidable

and highlight the need for focus in the workplace, following procedure and doing pre-work checks. Safety is our priority and we must all work together to reduce the numbering of workplace incidents.

FOCUS AWARENESS – BENEFITS OF REPORTING NEAR MISSES

INCIDENT DESCRIPTION

You should not be putting any metal objects into the toaster while using it as it can cause electrocution and harm. Do not attempt to fix the toaster. Ask your maintenance staff to assist.



IMMEDIATE & ROOT CAUSES

- Staff are in a rush to complete their task
- Staff become ignorant of the dangers of being electrocuted.

RECOMMENDED CORRECTIVE MEASURES

1. One on one spot on toolbox brief done with the staff member regarding the dangers of his unsafe act.
2. Basic isolation practises to be formally done on all electrical appliances where ever applicable.

LESSONS LEARNT

- Emphasis must be provided on safe ways on handling electrical appliances, equipment and tools.
- Understand and familiarise the tools & equipment used often, and the processes in which they complete a task.
- Staff should be reminded of safe practices when they start their shift.



SEFTI KONA



STEAMSHIPS  
SAFETY FORUM  
2017

The forum was the first of its kind and was conducted over a full day on Tuesday the 28th March 2017 in the Markham Room at the Grand Papua Hotel. It presented an opportunity to not only review the Steamships safety performance over the last few years, but more importantly, to restate the importance of safety to Steamships and hear from subject matter experts as to how we might improve and take our safety culture and performance forward.

In attendance were around 50 senior STC employees including divisional GM's, senior operational managers, and safety personnel from the various STC divisions. To underscore the importance of the event, the Managing Director, Finance Director and General Manager's for HR and CSD were also present at the forum.

The theme of the forum was "Taking a

time out for Safety". As the Managing Director, Peter Langslow, said in his opening remarks, "there is nothing more important than safety", so time out from daily business activity to discuss safety was considered essential to ensure the appropriate focus. Mr. Langslow acknowledged the very real improvement in performance and statistics since 2013 but emphasized that whilst numbers had improved it wasn't good enough, as evidenced by the drop in performance in the last half of 2016, and the continued presence of repeat incidents. A strong focus of the day was behavioural safety as a driver of good performance and culture, and this was the strong messaging from the invited speakers on the day.

The keynote speaker was Greg Holt, the MD for Swire Cold Storage, who delivered an enlightening and informative presentation on 'Safety Excellence'. Mr. Holt has successfully transformed the safety culture and performance of three Swire businesses in Australia, and his insights into how cultural change can be achieved were very valuable. He had many powerful messages, and two of the most pertinent were, "Make safety your businesses number one priority", and 'zero harm is achievable.'

Damian Bassett, GM Safety for Kalari Transport, who acted as a co-moderator for the day, delivered the "Kalari safety story' along with several other safety sessions, including two workshops. Damian provided participants with some good detail around lead and lag indicators, safety reporting, and behavioural safety, and was able to provide reinforcement after the Forum, by conducting a workshop with safety personnel from across the business, as well as meeting with key staff from the divisions.

To provide some PNG context, Jim Robinson, the General Manager for Risk and Safety at Oil Search was another invited guest who shared the Oil Search approach to safety, and Gordon McMaster and Ben Duffy, presented on the "TPS journey to accreditation". TPS were officially 'signed off' for ISO accreditation by external auditors at the time of the forum, a very commendable achievement!

Participants at the Forum were very enthused by the presentations and now have some of the tools and thinking to take back to their business units, share with their teams, and create a 'zero harm' environment where the safety of everyone is a priority.

HR CORNER

STC EMPLOYEE ENGAGEMENT SURVEY 2016 RESULTS:  
"YOUR OPINION MATTERS"

The Employee Engagement Survey conducted in November/ December 2016 has provided a much appreciated insight into the Divisions and STC as a group, from an Employee perspective.

Analysis of the survey responses and results were received in late January 2017 and have been shared with the Divisions for further analysis at both Department and Divisional levels. The overall results have identified both strengths and weaknesses within the Group, along with insight into the success, or not, of initiatives implemented since the last survey in 2014. All categories of the survey saw an increase in positive response in comparison to the 2014 results.

Though the survey completion rate was lower than expected, with only 64% of employees participating, the quality of responses and remarks were much better than the previous survey.



**WHAT DO THE RESULTS SHOW?**

The 2016 Employee Engagement Survey results overall have shown an improvement in Employee Engagement since 2014. Though only small, it is significant enough to indicate that STC continues to grow in its commitment to improve.

Based on the overall employee response our engagement level has risen from Engaged (2014) to Well Engaged (2016). This means that employees have indicated, through their combined responses, that there is overall:

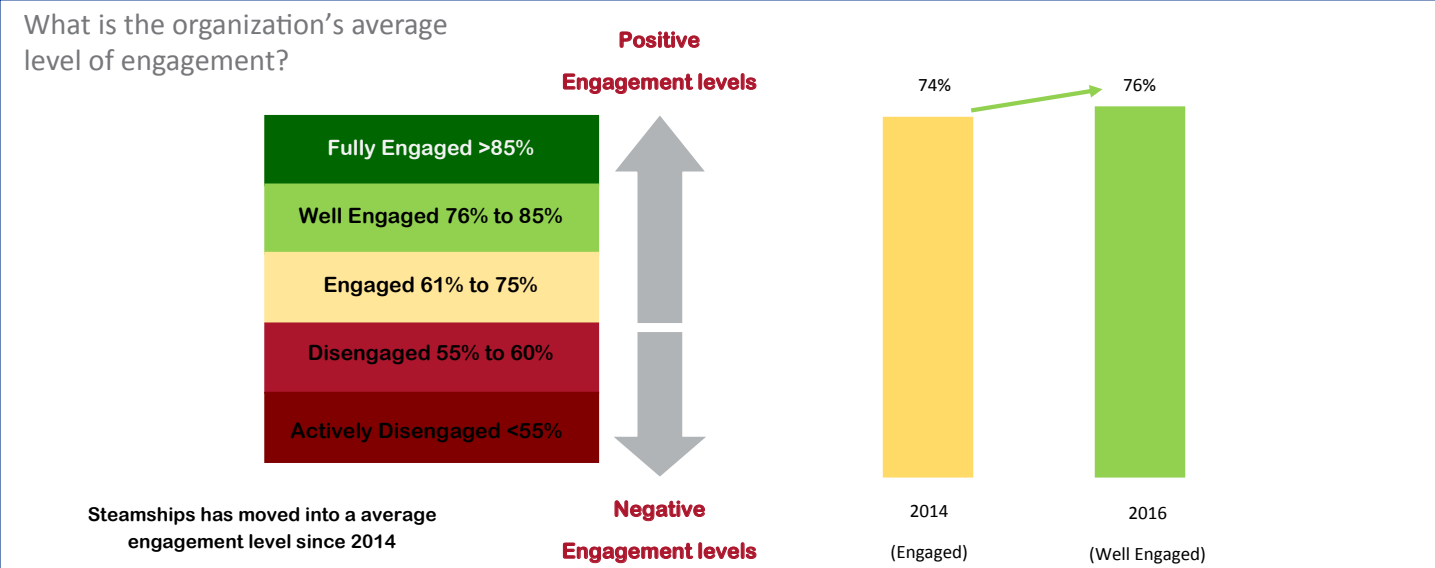
- satisfaction with their personal growth and job fulfillment
- high company pride and pride in their work
- commitment to learning and performance improvement,
- feeling of being a part of the company
- feeling of support and empowerment to succeed, and
- loyalty towards their managers and teams.

**WHAT IS NEXT?**

Though the results show that there has been some improvement through the success of initiatives implemented since 2014, we also acknowledge that not all is good in the eyes of our employees. There is still much more that can be done to improve employee conditions, work environment and culture.

To address key issues raised or concerns identified by the 2016 Employee Engagement Survey, each Division is currently reviewing their specific results and feedback, with the aim of developing and implementing action plans and initiatives specific to their business and employee's needs. These will be communicated to employees over the coming month and with commitment by both management and employee, we hope to see further growth and improvement throughout the coming year.

Thank you all for your participation and be assured we do welcome, and listen to, your opinions and concerns.





HR CORNER

STEAMSHIPS SIGNS UP WITH AON FOR STAFF MEDICAL COVER



The Employee Information Circular for distribution and communication to all staff on the New STC Employee Medical Cover Scheme includes information on the guidelines for the medical cover. The new guidelines, limits and process commenced on 1st April 2017.

Staff should contact their divisional HR Managers for further information. Steamships Human Resources circulated documents including the National Employee Handbook and forms. As indicated in the Circular these can be found on the Portal as directed.

All employees will need to complete a New Application form however this is not immediately necessary as previous employee details will carry forward. Employee, Employee Number and dependent details have been distributed to the relevant service providers. Employees should produce Photo id where possible when attending treatment.

TIME TABLE FOR MERI SEIF BUS

Please note below information and attached Timetable of the new free bus service for Women in Port Moresby.

Ginigoada Foundation have launched their first timetable for the Meri Seif Buses starting at 7am each morning .This is a free service for women only so please encourage your female employees to use it as a safe way to get to and from the workplace each day . All buses have onboard security and are monitored by close circuit cameras.

A second bus is planned for the future.

Please communicate to employees and suggest copies of the timetable are posted on noticeboards.

Time Table for Meri Seif Bus 1.

Weekdays  
Gerehu/Boroko/Town

Place	Time (AM)	Time (AM)	Time (AM)	Time (PM)	Time (PM)	Time (PM)
Stage 5 Gerehu Depot	7:00					
Stage 2 Gerehu	7:04	8:32	10:02		2.52	4.23
University	7:14	8:40	10:10		3.00	4.31
Waigani Lights	7:20	8:46	10:16		3.06	4.38
VC/Lands/SJS	7:26	8:52	10:22		3.13	4.45
BSP Garden Hill	7:32	8:58	10:28	Restart	3.20	4.51
Boroko	7:38	9:04	10:32	2:00	3.25	4.56
2 Mile	7:44	9:10	10:38	2.04	3.30	5.01
Town Bus Stop	7:50	9:16	10:42	2:10	3.35	5.10

Town/Boroko/Gerehu

Place	Time (AM)	Time (AM)	Time (AM)	Time (PM)	Time (PM)	Time (PM)
Town Bus stop	7.50	9.16	10.42	2.10	3.35	5.10
2 Mile	8.00	9.26	10.52	2.19	3.45	5.20
Boroko	8.04	9.30	10.56	2.26	3.50	5.25
Garden Hill	8.10	9.40	Break	2.30	3.57	5.32
Lands/VC	8.15	9.45		2.35	4.03	5.38
Waigani	8.20	9.50		2.40	4.09	5.44
University	8.25	9.55		2.45	4.15	5.50
Renbo	8.28	9.58		2.48	4.20	5.55
Gerehu	8.32	10.02		2.52	4.23	6.00

WHISTLE BLOWING POLICY

BLOW THE WHISTLE ON BAD BEHAVIOR!

1.0 POLICY STATEMENT

The Steamships Group adheres to the highest standards of business ethics, conducting all its businesses with integrity, promotes fairness and respect among all employees.

2.0 OBJECTIVE OF THIS POLICY

The purpose of the Steamships Whistleblowing Policy is to provide guidelines for any individual (whistle-blower) who wants to raise concern on unethical conduct, fraud, perceived wrongdoings or violation to any provisions of the Steamships Code of Conduct (“Improper Conduct”). This policy is a supplement to Clause 19 of the Code of Conduct.

3.0 APPLICATION OF THE POLICY

The policy applies to all employees of the Steamships Group (the Group) and related parties where Steamships has business dealings. All individuals are encouraged to be vigilant and raise a bona fide concern in good faith to the appropriate personnel without fear of losing their jobs, business dealings or becoming a victim of intimidation and harassment. The Group will maintain strict confidentiality of the reported matters.

4.0 STATEMENT OF SUPPORT TO WHISTLEBLOWERS

The Group is committed to the aims and objectives of this Policy where Whistleblowers are protected to come forward in good faith and on a proper basis to disclose unethical business conduct and other wrong doings (“improper conduct”).

5.0 IMPROPER CONDUCT

For the purpose of this Policy, Improper Conduct is defined as:

I. corrupt, fraudulent or other illegal conduct or activity;

II. conduct that this contrary to, or a breach of, Steamships Codes and Policies;

III. a substantial mismanagement of the

Group’s resources;

IV. conduct involving substantial risk to public health or safety; or

V. conduct involving substantial risk to the environment that would, if proven, constitute by the Group or its employee/s a criminal offence;

VI. reasonable grounds for dismissing or dispensing with, or otherwise terminating, the services of a Steamships employee/s who was, or is, engaged in that conduct; or

VII. reasonable grounds for disciplinary action.

6.0 WHISTLEBLOWING PROCEDURES

6.1 To report a genuine concern, the matters should be initially reported to the direct manager.

6.2 If the whistle blower is uncomfortable to report the matters through normal reporting procedures or no satisfactory actions are taken the matter must be escalated to the Steamships Internal Audit (STCIA).

6.3 STCIA will conduct initial assessment of the case.

6.4 If the disclosures are made in good faith, STCIA will gather information and undertake an appropriate investigation.

6.5 Recommendations on the outcome will be given to the appropriate senior management authority to address the matter.

6.6 This Policy is not designed to deal with general employment grievances and complaints.

Any report treated in accordance with this Policy must be for one of the Improper Conduct as outlined above. All general employment complaints or grievances will be forwarded to the respective divisional manager or GM Human Resources to address.

7.0 WHISTLEBLOWING CHANNELS

7.1 Individuals may report their concern through various channels:

i. Via email at stcia@steamships.com.pg.

ii. A text message can be sent to the dedicated Mobile Number 71004481.

iii. Postal Address at Steamships Trading Company Limited, c/o Group Internal Auditor, P.O. 1, Port Moresby.

TB effects not only you, but can also affect your family, your community, and your work colleagues. Be responsible and seek help.

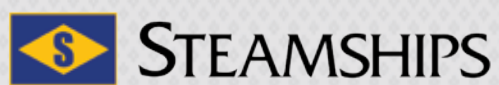
EFFICIENT AND FREE TB SERVICES AT LAWES ROAD TB CLINIC

COST? - FREE OF CHARGE!

TB screening and Sputum microscopy is conducted on site at Lawes Road clinic, NCD. Rapid turnaround times in sputum microscopy helps to reduce worry time for patients, and to get a worker with active TB, on to treatment and back to work quickly.

Q & A FROM TOLL FREE TB INFOLINE 7676 2482





*Send us your stories and high resolution images  
for publication in Tok Steamies Newsletter by 18th June 2017.*

*Your stories should be no more than 500 words.  
Email: [toksteamies@steamships.com.pg](mailto:toksteamies@steamships.com.pg)*