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August 2014

Issue No. 24

TOK STEAMIES

News for Staff and Friends of Steamships Trading Company

Climb Against Cancer champs conquer Mount Wilhelm

The Climb Against Cancer team left for the Simbu Province between August 17 and 19 to climb PNG's highest mountain, Mt Wilhelm.

A total of 41 members took on the challenge. The climbers were broken up into three teams because of the large number of participants.

The first team comprised of Steamships staff Titus Kuman and CAC members from other corporate organisation who had joined the cause.

The first team comprised eight climbers, of the eight that set out for the climb, seven of whom reached the summit.

Team two had 11 climbers led by Pacific Palms Property staff Billie Finlay and Christine Kerepa as well as Melanesian Hotel chef, Brian Puckey. Of the 11 climbers six reached the summit.

Team three was made up of eight climbers with two reaching the summit.

The Mt Wilhelm challenge was the physical aspect of the fundraiser to raise funds for CAC to give to the Port Moresby General Hospital for mammogram equipment as well as the commissioning of the mammogram machine in Madang.



In the months leading up to the climb various fundraisers were held by CAC members in Port Moresby, Lae and Goroka.

In July a fundraising dinner was held in Goroka by the CAC members and individuals who wanted to help in raising the funds for the cause. The dinner was attended by the business community in the Eastern Highlands Province including CAC president Mona-Lisa Giheno and CAC patron and Steamships Corporate Services Manager, Susil Nelson.

The CAC members in Lae led by Melanesian Hotel chef, Brian Puckey and Brian Alois also did fundraisers to raise funds for the cause. The Lae group held an open market for the residents in Lae as well as held a Kings and Queens of Lae contest to raise funds.

All the funds raised will be presented to PMGH and to the Friends of Women Doctors of Madang later on in September.

Updates on the 2015 Pacific Games



Steamships is a proud Gold Sponsor of the 2015 Pacific Games

2015 Pacific Games theme song launched

The chorus of the theme song says it all and that is, athletes, visitors, Papua New Guineans and everyone who has a part to play in the 2015 Pacific Games are heroes.

The Games theme song composed and sung by frontman of popular band Jokema, Honlly Isaac was launched on the 20th of August. It has hit the airwaves following interviews with local radio and television stations conducted after the launch.

GOC Chairperson Emma Waiwai said, "the theme song will surely be a hit and is set to capture the audience. It is modern and captivating and is easy for the audience to sing along to. It depicts the importance of sports and becoming heroes through sports. We Are Heroes will unite the country and the Pacific region".

Article taken from 2015 Games August Newsletter.

NEXT EDITION: Tell us how you feel about Steamships as a Gold Sponsor of the 2015 Pacific Games. Send your comments to toksteamies@steamships.com.pg

Climb Against Cancer champs have their say

Here's what some of the CAC members had to say about their experiences. It was taken from their post on the Facebook Group; Climb Against Cancer - The Mt Wilhelm challenge

BILLIE FINLAY:

(Employee of Pacific Palms Property)

"First and foremost I would like to thank God for his protection over me yesterday. Big thank you to Peddle Thorp Architects for the sponsorship, PPP for their enormous support, Christine Kerepa for being that voice of persistence, Richard Tokiapron for putting up with us and ensuring our training was on schedule. To all my family and friends who have supported one way or another, Thank You! My challenge was personal. I dedicated my climb to my late father, who I lost to cancer, my grandmother, who survived bowel cancer and also to my Big Mama Alice Terra, who we also lost to cancer."

DANMON PANGALI:

(Employee of East West Transport)

"Member Tobias Kulang, thank you for making the experience a truly memorable one... the spectacular scenery and you and your family's show of hospitality and the support towards us and the cause really added to the experience of climbing Mt Wilhelm against cancer and made the cause a real success. Thank you, a champion member and a champion against cancer."

CHALLIS PULOTU:

(CAC member)

Team 1, it's all #organic! Praise God for helping each of us to the summit of Mt. Wilhelm! And once again a big thanks to Honourable minister for Kundiawa and Gembogl, Tobias Kulang, his brother Martin and their local team for their wonderful hospitality and help. Keep spreading the word for the great work they're doing to fight against cancer and provide tourism opportunities for his region. It's been an amazing experience!



Cheshire disAbility Services



Supporting the Role of Women in the Public Sector

Steamships Finance Director Sean Pelling recently presented K25,000 to Geoff Toone, the Managing Director of Westpac Bank PNG Limited in support of the 2014 WOW Awards.

Steamships have been a Platinum sponsor of the Public Sector Award category since 2012 and continue to be a proud supporter of the WOW awards because of the recognition they give to the role of women in Papua New Guinea.

Mr Pelling said that there are many women who have contributed significantly to the Public Sector and it is right that the best of them be given appropriate national recognition. "Quite often, excellent contributions by PNG women are overlooked or under appreciated. The WOW awards certainly help to deliver that deserved recognition".

Mr Pelling also said Steamships is committed to its female employees and is proud of the fact that a number of staff have been recipients of past Westpac Outstanding Women's Awards. He is excited about Steamships involvement in the 2014 WOW Awards and looks forward to taking his place on the judging panel next month.

Upon receiving the cheque, Westpac's Managing Director, Geoff Toone said, "Sponsorship from companies like Steamships is a



Steamships Finance Director, Sean Pelling together with Steamships Corporate Services Manager and 2012 WOW overall winner, Susil Nelson presenting the cheque to Westpac (PNG) Limited's Managing Director, Geoff Toone .

huge part of the reason the Westpac Outstanding Women awards have become synonymous with the advancement of women in this country. We thank Steamships for their continued support and commitment to this initiative."

Nominations for the Westpac Outstanding Women Awards came to a close on August 22.

Steamships assists YWAM in the delivery of healthcare to rural areas

Steamships partnership has also allowed YWAM to reach out into the rural areas to provide basic health services to the people of Gulf, Western Province and recently Oro Province.

Steamships continued its assistance to YWAM with the recent presentation of K400,000 as its 2014 contribution

Steamships General Manager Corporate Affairs, David Toua said Steamships continues to assist YWAM because of the vital service it provides to people in the rural areas.

"Since 2012 Steamships has supported YWAM with K400,000 annually. In addition, Steamships Coastal Shipping has been providing free berthing for YWAM's *Pacific Link* at the Coastal Shipping wharf after their outreach programs," he said.

Mr Toua said the rural areas are in desperate need of basic health services and YWAM has been to places where villagers have to walk or paddle a long distance just to seek medical attention at the provincial hospitals.

"YWAM's theme is 'I want to live' and that is exactly what the people in rural areas are crying out for. They want basic health services so they can live and YWAM's outreach program enables them to have that service," Mr Toua said.

Steamships partnership with YWAM allows its staff to benefit from its dental services during their outreach programs in Port Moresby.

"We want our staff to participate in a lot of our community

engagement programs, either through volunteering their time to help our partners or through benefiting from their programs. We want our staff to feel that they are part of these programs," he said.

This year, Steamships partnership with Buk Bilong Pikinini (BbP) saw its staff volunteer and help with its book sort program in June. The staff also initiated the Climb Against Cancer – Mt Wilhelm Challenge to raise funds for mammogram equipments at the Port Moresby General Hospital and the commissioning of the mammogram machine in Madang.



Root Cause Analysis for Incidents Investigations & Reporting

The effectiveness of managing incident corrective actions and achieving better incidents free results all depends on how effective we conduct incident investigations & reporting.

Within the whole process of Incident Investigation & Reporting, **Root Cause Analysis (RCA)** is what needs to be properly done so that the rest of the process in achieving the purpose of doing an incident investigation & reporting is effectively attained.

Despite various practises and process that may be in place for managing incidents, doing a *root cause analysis* in any serious incident would be more appropriate in addressing incidents.

RCA has been applied in many industries for incident management purposes and has been found to be a highly effective tool to improve company safety performance and reduce costs from adverse events.

What is Root Cause Analysis?

RCA is a systematic and comprehensive methodology to identify the gaps within incidents and safety management systems and practises of companies that may not be immediately apparent and which may have contributed to the occurrence of the incidents.

The goal for RCA is to find out ***'What happened?' 'Why did it happen? What can be done to prevent it from happening again?'*** RCA is a tool (process) used to investigate incidents.

RCA is a popular and often-used technique that helps people answer the question of why the problem occurred in the first place.

RCA seeks to identify the origin of a problem. It uses a specific set of steps, with associated tools, to find the primary cause of the problem, so that you can:

1. Determine what happened.
2. Determine why it happened.
3. Figure out what to do to reduce the likelihood that it will happen again.

RCA assumes that systems and events are interrelated. An action in one area triggers an action in another, and another, and so on. By tracing back these actions, you can discover where the problem started and how it grew into the symptom you're now facing.

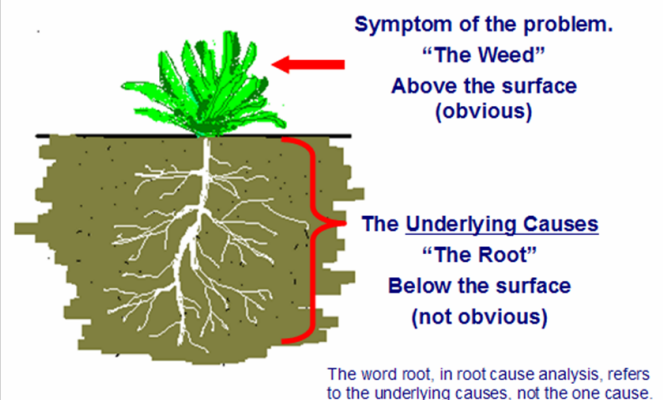
You'll usually find three basic types of causes:

1. **Physical causes** – Tangible, material items failed in some way (e.g. car brakes not working)
2. **Human causes** – People did something wrong, or did not do something that was needed. Human causes typically lead to physical causes (for example, no one filled the brake fluid, which led to the brakes failing).
3. **Organizational causes** – A system, process, or policy that people use to make decisions or do their work is faulty (e.g. no one person was responsible for vehicle maintenance, and everyone assumed someone else had filled the brake fluid).

Root Cause Analysis looks at all three types of causes. It involves investigating the patterns of negative effects, finding hidden flaws in the system, and discovering specific actions that contributed to the problem. This often means that RCA reveals more than one root cause.

Current practises of incidents reporting within our Steamship operations show that detailed **causes** for incidents reported is not being clearly identified, but a brief of **results (injuries/damages/losses)** is being mentioned in most incident reports. This will not lead to appropriate corrective actions recommended, thus incidents will re-occur. It is recommended that proper incidents investigations needed to be executed including a **root cause analysis** of all serious and high risk incidents.

Root Cause Analysis Basics



CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis



Ela Beach conducts emergency response training for its staff

The Ela Beach Hotel recently conducted a Fire Drill and Emergency Response training as part of its Health, Safety, Security & Environment (HSSE) trainings.

The training was conducted by the Ela Beach Human Resources Manager and the Security Manager to ensure that each staff could be a first responder in the event of a fire.

The team at Ela Beach under the guidance of Hotel Manager, Stuart Johnstone also conducted the Crisis Manual Training that was circulated by the Coral Sea Hotels Head Office. The purpose of the Crisis Manual training was to equip the hotel management and its staff to deal with crisis situations whether they be a fire, guest illness or any other emergencies.

Both training sessions involved role playing emergency scenarios.



CEL Ship Deck and Engineering officers attend Marine Safety Training

Ten Ship Deck and Engineering Officers including 2nd & 3rd year cadets attended the Consort Express Line Safety Awareness Course from the 11th – 15th August at the PNG Maritime College in the Madang Province. This is the 4th Officers Course for this year with a few more to be conducted in the coming months.

The facilitator was Capt. Bernardino Santos from the China Navigation Centre, Swire.



Top: Senior Chief Engineer, Reginald Leidimo (4th from L) with 9 CEL officers .

Consort's Container Repair Department adheres to Safety



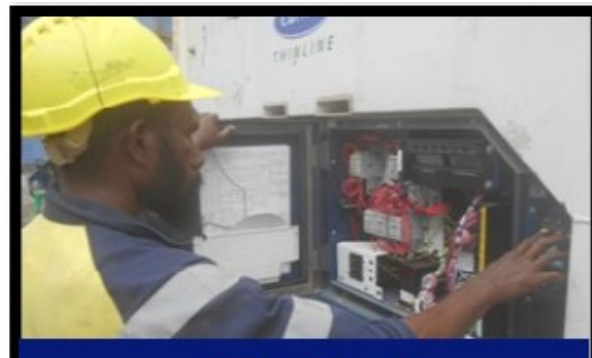
Regular Safety meeting is paramount



CR welder making sure all is well



Safety meeting



Reefer checking

HR completes its Graduate Recruitment Road Show

The Human Resource Department at the Steamships Corporate Office has been visiting Universities in the country on a bid to recruit graduates from these schools.

Steamships' Group Human Resources Manager, Monica Toisenegila said the road shows were carried out in Divine Word University, University of Technology and Pacific Adventist University in July and August in a bid to market the graduate development and the Internship Programs to the final year and the penultimate year students.

Ms Toisenegila was particularly grateful for the assistance of Mr Cletus Yendatuo, HR Manager for Consort in organising and facilitating the Unitech road show.

Applications will soon open for final year students to apply.



Students from Unitech listening attentively to the HR team and graduates under the Steamships graduate program talk about the opportunities with Steamships.

Steamies Toastmasters club officially established

The Steamies Toastmasters club was officially registered by Toastmaster International headquarters in Rancho Santa Margarita, California in the US in July and is now one of eight Toastmasters club in operation in Port Moresby.

Toastmasters International is a non-profit educational organization that teaches public speaking and leadership skills through a worldwide network of meeting locations.

Toastmasters International is a world leader in communication and leadership development. Our membership is 313,000 strong. These members improve their speaking and leadership skills by attending one of the 14,650 clubs in 126 countries that make up our global network of meeting locations.

There are 25 members of the Steamies Toastmasters club and they comprise of staff from within the Steamships Group.

Project packs for each of the members have been distributed and a date is being set for the club's office bearers to meet and familiarise themselves with their respective roles before the first Toastmasters / Club meeting is scheduled.

The office bearers manage the club and ensure that the meetings are held and its members complete their projects.

Each member has to complete 10 assignments in the Competent Leadership Manual and another 10 assignments in the Competent Communication Manual in order to move to the next level of project.

The Steamies toastmasters club members are excited and can not wait to start their first assignments.

Updates on the progress of the Club will be published in Tok Steamies in the coming issues.

2014/2015 Steamships Chevening Scholars congratulated by Steamships management



STC Finance Director Sean Pelling presenting the certificate to Austin Edo (top) and Dodi Doiwa (above)

The Steamships Chevening scholarship program has been going since 2009 and this year another two lucky recipients were congratulated for winning the scholarship.

The 2014/2015 recipients are Dodi Doiwa and Austin Edo.

Austin Edo is currently the senior legal officer at the Department of Justice and Attorney General. Austin has been awarded the Steamships Chevening scholarship to do his LLM International Maritime Law at the University of Swansea in Wales.

Dodi Doiwa is the public information officer with the World Bank office in PNG and she will be attending the University of Sussex to do her Masters in Development Studies.

Staff from within STC with WINGS trainer



Staff that graduated with Certificates in Communication



Staff that got Certificates in Business Writing

Coral Sea Hotel staff continue to excel under the APTC trainings

As part of Coral Sea Hotels commitment to training and developing its staff, it has invested in developing its Food & Beverage (F&B) employees preparing them for tomorrow's challenge. April 2013 saw Coral Sea Hotels engage Australia Pacific Technical College (APTC) in facilitating the "Certificate III in Hospitality" (APTC SIT30713).

This study contains both theory and practical learning and is conducted at the Gateway Hotel.

Trainees are selected from Coral Sea Hotels' Food and Beverage (F&B) departments across the group.

Candidates selected in the first group for 2014 were staff from Gateway, Melanesian, Huon Gulf, Bird of Paradise, Highlander, Coastwatchers and the Grand Papua Hotel.

There were 16 participants who successfully completed this course in the period of three (3) months.

CSH has supported this initiative since last year, sponsoring a total of 68 F&B staff across the group who have gone through the training over the 2 year period.

The Australia-Pacific Technical College (APTC) is an Australian Government program that was established to deliver a range of qualifications from Certificate III to Diploma.

It has been providing vocational training and Australian qualifications in the Pacific for over six years with campuses in Fiji, PNG Samoa, Solomon Islands and Vanuatu.

APTC aims to skill and qualify Pacific Islanders for a range of vocational occupations needed throughout the Pacific including, health and community services, hospitality and tourism,



CSH APTC students for the Cookery Course 2014 with CSH General Manager Glen Murphy and CSH Operations Manager Brent St Hill

automotive, manufacturing, construction and electrical trades.

The SIT30707 Certificate III in Hospitality course is for individuals who have one year of current industry experience in serving food and drinks, working on the reception desk of a hotel or in housekeeping and/or who have completed a minimum 12 month training program in a related subject area.

This course is designed to offer students the opportunity to further their skills and experience within the hospitality industry and obtain an Australian qualification.

Leadership Training for Lae STC staff held at Melo

The staff that took part in the second session of the Leadership training that was run from July 16-17 at Melanesian Hotel are looking forward to practicing what they have learnt back at their respective businesses.

A lot was covered over the four days training and one of the participants, Isabelle Leka said after the training that she did not know what was in store for her until the last day when they had to give presentations on what they had learnt.

"That's when I realized the value of the Leadership training. I had learnt so many things that will help me be a good leader back at my workplace," she said.

"Just to name a few, is how to do coaching, time management and the use of behaviour in management."

"So many times I thought telling the staff what to do was a good leadership tactic. However, this course has changed my mindset on how to be a good leader.



Greg Lomon – Consort, Conrad Yandanai – Consort, Joshua Wafihuambu – Consort, Morilovo Homimirley – Laga Industries, Isabelle Leka – Melanesian Hotel with trainer Steve Sandor.

Benefits for CSH staff studying with APTC

Coral Sea Hotel staff who undergo training with the Australia Pacific Technical College (APTC) will benefit a lot from their training:

The benefits include;

- Receiving an internationally recognised Australian qualification.
- Learning from highly qualified and experienced Australian certified instructors without having to travel to Australia.
- Being 'job-ready' with up-to-date and relevant skills that will help them be more productive and efficient in the workplace.
- Being able to select specialised training that suits their career aspirations.
- Get documentary evidence of their specific skills.
- Receive recognition for previous study as well as workplace knowledge.
- Advance their career and employment opportunities at local, regional and international levels.

Coastal Shipping's vessel naming comp winner announced

The winner of the competition to name two new 45.5mtr landing crafts that would be replacing Erima Chief is Leah Jacob.

Leah proposed that the two new 45.5mtr LCTs be named **'BALIMO CHIEF' & 'BAMU CHIEF'** which made her the winner of the competition.

On July 24, Steamships Shipping General Manager Susana Germino ran a weeklong competition for the staff of Steamships Coastal Shipping to come up with the name of the new landing craft which is expected in the country later towards the end of the year.

The guidelines were, both vessels name should start with the same letter (eg; Kiwai chief & Kikori Chief), the name should not start with the letter 'K' with the competition closing on August 2nd.

After going through all the proposed names that were sent in, the organisers of the competition announced Leah Jacob as the winner for the vessel naming competition.



Projects and Charters manager, Nelly Danaya presenting Leah Jacob with her prize.



CEL's crew depart to bring in new vessel

Consort is sending a team of crew to Singapore to bring a new addition to its current fleet.

A member of the crew is Patrick Ambu who is a Second Engineer with Consort Express Lines Limited. He was part of the crew that took *Gazelle Coast* to China in March early this year.

Patrick is again part of this team that will be going to Singapore to bring in the new vessel. Patrick left on August 22 to join his colleague Chief Logan Sundaram who had gone ahead earlier. The rest of the crew will be joining the two in September.

The vessel is expected to arrive in PNG at the end of September.

Safe trip guys and see you all back with new inclusion to the CEL family.

Left: Patrick Ambu, just before his departure to Port Moresby then onto Singapore

Kiunga Stevedores welcomes a new low loader to their fleet

Kiunga Stevedore Ltd (KSL) recently welcomed a new low loader to their fleet.

It completed its maiden run on 3 August 2014 when it carted cargo for Horizon.

Mr Kilanama Taurakava, KSL Manager, said that the trailer, made in Singapore by Ping Siong International Ltd., was a versatile piece of equipment.

With a payload of 55 tons and designed to cater for exploration companies, he added that it could still be used for general operations.

"KSL is very excited to have this trailer," Mr. Taurakava said, "and we can further cater to the needs of our clients and to the development of the region"

Mr. Terence Kede, KSL Operations Manager, said that it can carry either a 40 foot or two 20 foot containers. It has lashing points on each side for break bulk and pockets to accommodate removable bolsters for drill pipe. It includes additional width to accommodate excavators or other machinery which could be loaded using the ramps.

"We can safely move anything with this," Mr. Kede said, "and we are really looking forward to the big jobs!"



STC Rugby Sevens set for 27 September

The annual Steamships Rugby Sevens is scheduled for 27 September at the UPNG Oval where the STC Softball was played in July.

The change of venue is due to the upgrading of the Bava Monier Rugby Fields.

There will be a total of 24 teams, 20 men's team and four women's team which is comprised from staff from Shipping and Coral Sea Hotels.

This year there'll be teams flying in from Kavieng and West New Britain which is the first time for the teams from these provinces to participate in the tournament.

The STC Sevens Committee chaired by JVS manager, Neil Papenfus are working around the clock to ensure that the teams flying in are well looked after and the games on the day run smoothly.

Steamships has three tournaments that are played annually, the STC Intra-Company Netball competition, the STC Softball Competition and the STC Rugby Sevens which is a long time sporting event for the Group since the 80s.

The 2013 winners of the tournament will be back in full force to retain the MD's cup while other teams will be fighting hard to cause an upset.



STC Managing Director (far left) and Highlander team manager and former Highlander Hotel Manager, Nigel Logue with the players from Highlander who were the 2013 STC Sevens winners.

IMPORTANT: TAKE NOTE

- ♣ Kick off is at 08:00 Hours sharp - THERE'LL BE NO DELAY
- ♣ The event will start on time and follow a set timetable.
- ♣ Teams that are late will forfeit their game.
- ♣ Games will be played on 2 separate fields.
- ♣ It is up to team manager's to ensure that they have their team's correct field and playing details and that their teams are at their respective field on time.
- ♣ There will be no half time breaks.
- ♣ As soon as the half time hooter sounds, teams will swap sides immediately and recommence playing on the hooter.
- ♣ Teams are responsible for providing their own transport, water and food.
- ♣ This is a family day and will be alcohol free.
- ♣ Please use the garbage bins provided for refuse and leave the fields in the same condition you found them.
- ♣ Please familiarise yourself with the event's rules and regulations as these will be strictly enforced.
- ♣ The organiser's decision is final and is not open to discussion.
- ♣ Please play in the spirit of the game and enjoy the day.

STC RUGBY 7s Tournament's Facebook Group

A Facebook Group has been created for the STC Rugby Sevens.

The group was created to be a forum where players, supporters and the organisers of the STC Rugby Sevens could interact with each other and share information in regard to the tournament. The admin of the Facebook page is Francis Peter who is a member of the organising committee.

The group is called *STC Rugby 7s Tournament* and so far there are 21 members. The membership of the group is slowly increasing so staff and players from the Steamships Group are urged to join by liking the Group.

Consort's sporting teams in Lae



CEL United Football Club - 2014 Minor premiers—round 1



CEL team participated in the Scrum community rugby 7's tournament in August 2014- Silver plate winners