



**GENERAL NEWS**  
2nd Safety Poster Competition Launched  
- Pg 2

**SEFTI KONA**  
HSSE publishes Safety Statistics Board  
- Pg 3

**SHIPPING**  
Shipping crew undergo Security Training to comply with ISPS  
- Pg 5

**PROPERTY**  
PPP staff learn Customer Service skills  
- Pg 8

September

Issue No. 25

# TOK STEAMIES

News for Staff and Friends of Steamships Trading Company

## PSL Lahara wins MD's cup in the 2014 STC Rugby Sevens



2014 winners of the MD's Cup, KPS Dockers with Steamships Shipping General Manager, Susana Germino (far right), Joint Venture Stevedoring manager & STC Sevens chief organiser, Neil Papenfus and STC Managing Director, Geoff Cundle (far left).

The Steamships Rugby Sevens for 2014 was dominated by one division with all winners coming from Shipping. The prestigious and coveted prize was the Managing Directors Cup which was won by PSL Lahara while the General Managers Cup was won by the new kids on the block from Kavieng, KPS Dockers and the Managers Cup was won by Shipping Buccaneers. Proud Steamships Shipping General Manager, Susana Germino was there to hand out the trophies and medals to the winners and also congratulate the players who did tremendously well in their respective games.

For the Managers cup, Shipping Buccaneers beat Lae Stormers, led by Karo Kauna, 27 points to 10. For the General Managers Cup, KPS Dockers and the CSH Pirates went head to head with CSH Pirates losing the cup by two points in a 26 to 24 victory by KPS Dockers. The Managing Directors cup saw PSL Lahara beating Laga Industries 29 points to 7. Managing Director Geoff Cundle was at the presentation thanking the staff and their families for turning up and congratulating the teams that took part in this year's Sevens.



KPS Dockers - GM's Cup winners



Shipping Buccaneers-Manager's Cup winners

## Updates on the 2015 Pacific Games



Steamships is a proud Gold Sponsor of the 2015 Pacific Games

### Tura's Country tour

As Gold sponsors of the 2015 Pacific Games, Steamships Trading Company invited the Games mascot Tura the Kokomo to do the presentation at the STC Rugby Sevens tournament. When STC Sevens chief organiser, Neil Papenfus announced the arrival of Tura, the children rushed to the mascot as he made his way to the presentation area.

Tura assisted in the presentation of the Managing Director's cup and took pictures with both teams.

As the 2015 Games official mascot, Tura the Kokomo has embarked on a provincial tour which will take the mascot throughout the country.

Tura is scheduled to visit West Sepik from 1-3 October, Milne Bay from 5-8 October, Oro Province from 22-25 October and other provinces including Lae for the PNG Games from 13-30 November.

Steamships will be speaking with Tura's team so that Tura can visit Steamships' businesses within the provinces when he visits in the coming months.



Team Kavieng that came for the STC Rugby Sevens couldn't resist taking pictures of their trophy with Tura

## 2nd HSSE Poster competition launched

**STEAMSHIPS TRADING COMPANY - SAFETY POSTER COMPETITION**  
 Safety prescription: The 4-0-0 of **T.A.R.Z.** daily

**T-T H I N K** SAFE  
 Select from the following categories:  
 Manual Handling Safety  
 Fire Safety  
 Personal Hygiene  
 Vehicle Safety  
 And draw a poster to show Safety In Action

**A-A C T** SAFE  
 DONT'S e.g.  
 Improper Lifting Practice - Causes injury  
 Proper Lifting Practice - Does not cause Injury

**B-B E** SAFE  
 Competition is open for a month from 26 September till 31st October, 2014

**Z-Z E R O** HARM  
 Awesome Prizes for the best posters in each category

Don't delay safety till its too late.  
 Put them  
 Reduce the danger  
 Improve work/safe safety

GET IN TOUCH WITH RESPECTIVE HSSE MANAGERS AND SAFETY OFFICER/REPS FOR DETAILS OF THE COMPETITION

ALL ENTRIES MUST BE SUBMITTED BY 31st October, 2014

### The safety competition poster that has been circulated within the Group

The 2nd Safety Poster Competition was launched recently and emailed to all staff within the Steamships group on 26th September.

The title of the poster competition is "Identifying SAFE and UNSAFE Practises by your Parents at Work". The competition that is open ONLY to the children of STC employees is to be centred around the following themes:

1. Fire Safety,
2. Manual Handling,
3. Driving Safety,
4. Personal Hygiene and
5. Electrical Safety

There are three categories of competition:

1. Grades 1-4
2. Grades 5-8
3. Grades 9-12

The competition will run for a month, from 26th September to 31st October. The STC Head Office HSSE team are to receive posters by 31st October. It was stressed that the entries should be the children's original artwork and words. There is other information that is mentioned in the awareness package that was emailed out and given to the divisional HSSE reps.

The winners for this competition are expected to be announced in November before the presentation.

Steamships made 2014 its "Year of Safety" and early this year held the first competition. The competition gave the children of Steamships employees an understanding of why their parents had to be safe at work and had to adhere to safety practices.

In the first competition the first prize winners were Anicet Anisi for the Grades 1-4 category. Anicet won himself a Nintendo DS while the Grade 5-8 category was Jabez Sam in Lae who won a playstation. The Grade 9-12 winner was Elizah Ari from Lae who won a laptop.

For further information in regard to the competition please contact your respective HSSE managers or representatives.

## STC staff help Buk Bilong Pikinini with book sorting



(Above) Staff and their children who volunteered to help in the BbP book sort

(Right) The smaller ones sat and enjoyed flipping through the pages of the books



Staff from Steamships Shipping and the Steamships Head Office volunteered their time to help Buk Bilong Pikinini with their book sort program during the weekend.

The book sort is to allow BbP to categorise the many books which have been shipped to them by overseas donors.

The task at hand was basically to categorise the books into various age group and reading levels. Then the books had to be labeled with stickers so that they could be identified in their categories. After that it was the stamping of the books with the Buk Bilong Pikinini stamp to show that it either belonged to BbP or was donated by BbP.

Former Executive Director, Joanne Greneger was also present to help out and answer any queries that staff had in regard to the books categories.

While the bigger kids helped out in stamping and sorting the books into different age categories, the younger kids enjoyed themselves by reading some of the books that were being sorted. A big thank you to Wendy John, Dianne Karukuru, Dulcie Tava and children, Cassandra Apawa and children and also to the staff who dropped off their kids to help out, Lorraine Tamarua and Diana Sigimet. The team completed sorting two pallets of boxes containing books.

## Steamships Corporate Induction Employee Pack

The new look STC Corporate Induction 'Employee Pack' was recently presented to all new employees inducted during the month of September 2014. Henceforth, the induction packs for all new employees. Positive comments from these employees included:

As a new employee, starting on a new role, I am glad that I have attended this Corporate Induction program because it has given me all the access to the vital information I need in relation to my job.

This induction has given me the opportunity to realize that I am part of a very big organization that is recognized not only in Papua New Guinea but globally.

At first I had no idea what the Portal was, but after this induction I fully know how to access the portal and get information or even submitting forms



## Training Update

Training and Development team would like to announce its IT training schedule for the month of October.

### 1. IT Training Schedules

Wk	Dates	Program	Location	Venue
1	6 <sup>th</sup> – 10 <sup>th</sup> Oct	PC	POM	STC HO
1	8 <sup>th</sup> Oct	Corporate Induction	POM	STC HO
2	13 <sup>th</sup> – 17 <sup>th</sup> Oct	PC	LAE	Melo
2	15 <sup>th</sup> Oct	Corporate Induction	LAE	Melo
3	20 <sup>th</sup> – 24 <sup>th</sup> Oct	PRONTO	POM	STC HO
4	27 <sup>th</sup> – 31 <sup>st</sup> Oct	PRONTO	LAE	Melo

### 2. HR Training Schedules

#### Effective Communications course by WINGS Education

Date	Location	Venue
15th – 17th Oct	POM	STC Training Room 2
27th – 29th Oct	LAE	Melanesian Hotel

#### Business Writing course by WINGS Education

Date	Location	Venue
21st – 22nd Oct	POM	STC HO Training Room 2
30th – 31st Oct	LAE	Melanesian Hotel

#### CPA Exams for Accountants

Date	Location
28th – 31st October	POM

## HR Policies & Procedures

### Payment of Public Holidays

Any unauthorised absence the day before a gazetted public holiday, the public holiday will not be paid.

*Example: If Tuesday is a public holiday, and you are absent on Monday, then you will not be paid the public holiday.*

### Salary Advances

Before processing final payments for an employee, Payroll Officers should deduct all outstanding monies owed to the Company however if the Payroll Officers have paid the employees full entitlements without deducting the outstanding monies owed to the Divisions than it is the Divisions responsibility to pay the outstanding.

## Frequently Asked Questions

### What Clinics are under the PAG's Preferred Provider Network (PPN)?

PAG PPN Health Care Providers are;

#### National Capital District PPN

- ◆ CITY SPECIALIST MEDICAL CENTRE
- ◆ PARADISE PRIVATE HOSPITAL
- ◆ ELA MEDICAL CENTRE
- ◆ 4 MILE MEDICAL CENTRE
- ◆ JACOBI MEDICAL CENTRE
- ◆ IGO MEDICAL LABORATORY  
(Located within Paradise Hospital)
- ◆ PORT MORESBY IMAGING  
(Located within Paradise Hospital)
- ◆ SED OPTICAL
- ◆ KARUA MEDICAL CENTRE
- ◆ MOBO DAY CLINIC
- ◆ MILLS DENTAL CARE
- ◆ NANGA MEDICAL AND DENTAL CENTRE
- ◆ THE MA CLINIC

#### Regional PPN

- ◆ LAE INTERNATIONAL HOSPITAL (LAE)
- ◆ MASALOHAN MEDICAL CENTRE (LAE)
- ◆ ZOMA MEDICAL CENTRE (KOKOPO)
- ◆ MADANG MEDICAL CENTRE (MADANG)
- ◆ NATU MEDICAL SERVICES (MADANG)
- ◆ KAINANTU MEDICAL CENTRE (EASTERN HIGHLANDS)
- ◆ WEST NEW BRITAIN CLINIC (KIMBE)
- ◆ MARIAN MEDICAL CLINIC (MOUNT HAGEN)
- ◆ KINTIP SURGERY (MOUNT HAGEN)

By going to the following clinics mentioned, Member Pays **ONLY** the Policy, Excess (%) of Total Treatment Remaining balance is charged by the Provider directly to PAG.

**E.g., Excess if 20%,  
Total Treatment is K200.00  
Member pays K40.00  
PAG is charged K160.00**

To be a member, employees have to fill out a declaration form. For more information, please contact your Divisional HR Managers/Officers.

# Safety Statistics Board

This safety board will be published monthly to show how the Group and each division is faring in its incident activity. This is so each division can see where they are and improve on areas that need improvement.

The statistics will be one month in arrears.

The Group's injury trend shows a declining trend from the 12 months rolling period. July had the lowest injury record of 6 injuries. We are to focus more on developing safe safety practises and develop a culture of doing things safely thus avoiding injuries and further improving on the trend.

Lost Time Injury Incidence Rate is the measure of Lost Time Injuries per 100 employees. We reached a perfect record for July with 0 LTI's per 100 employees. This was a direct result of 0 LTI's recorded for the month. Generally, the 12 months rolling trend is fluctuating, and it would be more encouraging to see a steadier low rate or 0.

Lost Time Injury Severity Rate is the measure of Days Lost per Lost Time Injuries. Generally, the 12 months rolling trend is also fluctuating, and it would be more encouraging to see a steadier low rate or 0.

**FAI – First Aid Injuries**

**MTI – Medical Treatment Injuries**

**LTI – Lost Time Injuries**

**TI – Total Injuries**

**F – Fatality**

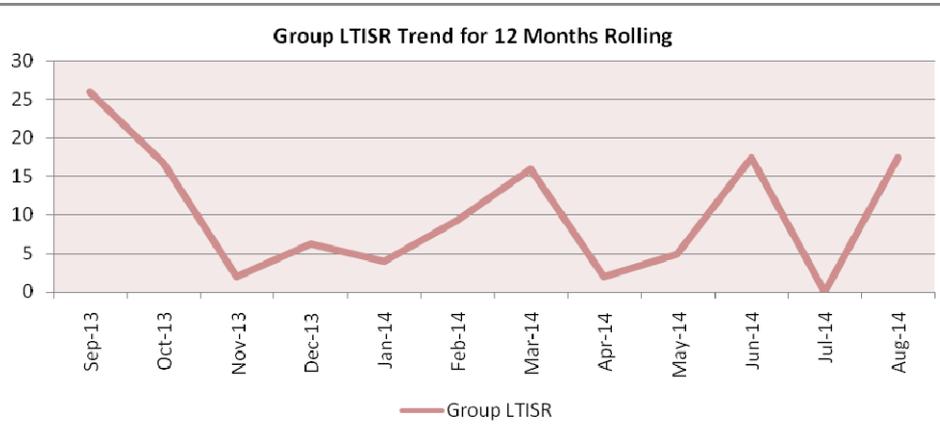
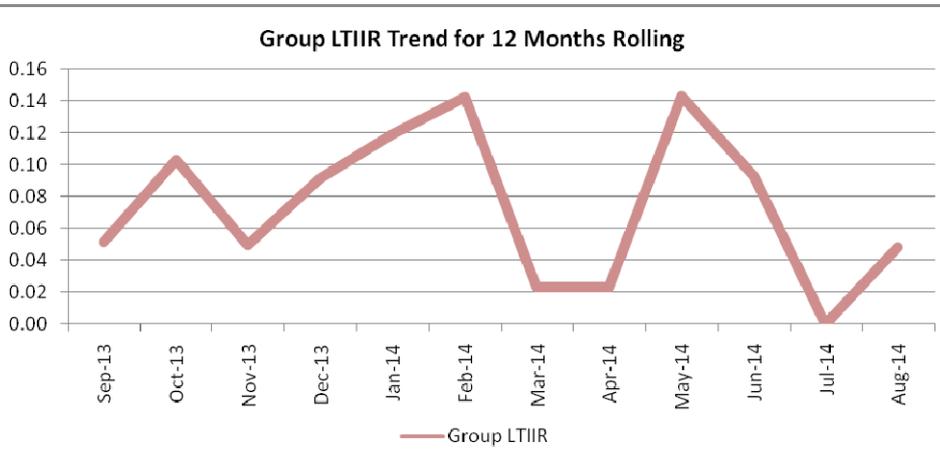
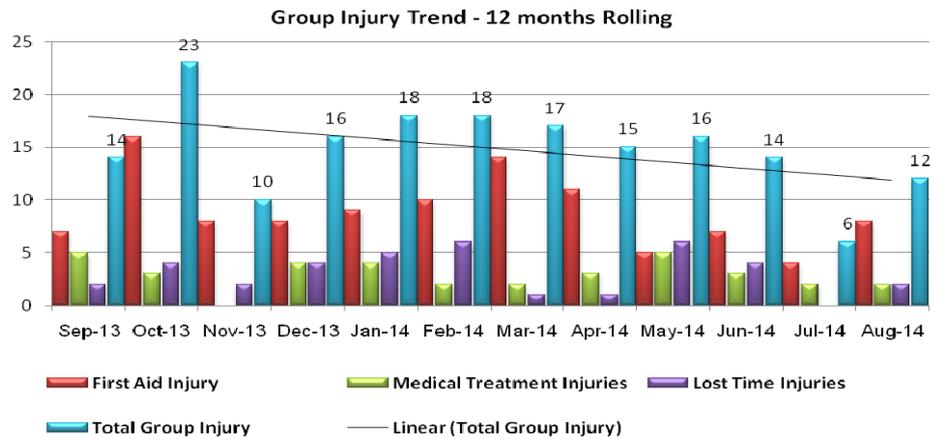
**PD – Property Damage**

**NM – Near Misses**

**SI – Security Incident**

**LTIIR – Lost Time Injury Incidence Rate**

**LTISR – Lost Time Injury Severity Rate**



Division	FAI	MTI	LTI	Total Injuries	Fatality	Total Incidents					Days Lost	LTI Free Days	LTIIR	LTISR	Head Count
						TI	F	PD	NM	SI					
Consort	4	0	0	4	0	4	0	0	3	0	0	183	0.00	0.00	631
Corporate	0	0	0	0	0	0	0	0	0	0	0	242	0.00	0.00	89
Hotel	1	0	1	2	0	2	0	2	1	1	1	1	0.09	1.00	1159
Laga	2	0	0	2	0	2	0	1	1	2	0	188	0.00	0.00	532
Property	0	0	0	0	0	0	0	0	0	0	0	242	0.00	0.00	55
Shipping	0	1	0	1	0	1	0	11	3	0	0	0	0.00	0.00	1113
Transport	1	1	1	3	0	3	0	15	30	0	3	15	0.18	3.00	569
<b>Group</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>29</b>	<b>38</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>0.05</b>	<b>18</b>	<b>4148</b>

*Injury/Incident Statistics Summary for the month of August*

# Re-affirming the Safety Observation & Intervention Program

Safety Observation programs are taking place at some of the STC divisions. This article intends to present an insight of Safety Observation as well as making awareness to those divisions that may not have some process in place. This is also to reaffirm those divisions that already practising it. As part of this concept *in reaffirming safety observation programs*, the STC management has announced that October will be the month of Safety observation. A detail of this announcement is being elaborated below.

The whole purpose of having a Safety or HSSE department in any company is to reduce and avoid accidents and incidents from happening. Thus safe guarding employees and property/assets, improving productivity and sustaining operations. In doing so, we are to look into the fundamentals of managing or preventing accidents/incidents from happening, making sure that we are looking into the basis of identifying the parameters that exist which leads to accidents/incidents from happening when they are not attended to.

## What is Safety Observation & Intervention Program?

Safety Observation & Intervention Program (SOIP) is to proactively prevent incidents and accidents from taking place by identifying and correcting potential hazards, as well as improving the safety culture among work sites by recognizing safe practises, behaviours and work environment. SOIP can proactively prevent incidents and injuries through observing, recording, correcting, discussing, monitoring, tracking, and management of safe versus unsafe behaviours, practises and work environment. The effective communication of safe and unsafe practises and behaviour trends to the employee's, contractors and management is critical to a successful program.

SOIP's main aim is to identify hazards as in unsafe behaviour, work environment and practise. That is, identifying hazards and getting rid of them before they cause harm to employee's, properties and delays in work processes. Be reminded that every observation needs to be *addressed immediately* with respective appropriate actions, and the reporting may come in after.

## Understanding Purpose of Safety Observation & Intervention Program

To give you a more clear picture of what this program might want to achieve, the *Incidents Pyramid* (sometimes called the hazards pyramid) is the best illustration to understand.

It's usually estimated that from a work environment with 300,000 hazards (unsafe behaviours, practises and work conditions) present and not being corrected, it will lead to an estimate of 3,000 near miss incidents reported. Further to no investigations and corrective actions taken, it is expected to result in 300 recordable incidents (FAI, MTI, minor property damage and process disruptions) recorded. When no further action is taken on these

recordable incidents, it is expected to further result in recording about 30 lost time incidents, major property damages and process disruptions. Finally, when nothing is further being done to the lost day and major damage incidents, it is expected to result in 1 fatality or catastrophic destruction.

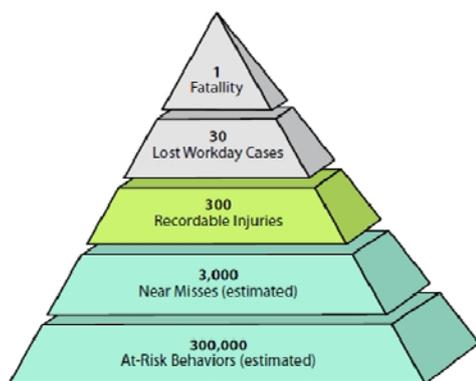
Generally, in every 300,000 hazards not being identified and corrected, we expect to recorded incidents further up the pyramid. *Therefore, the focus should be at the base of the pyramid by identifying and correcting all the possible hazards that may exist in all our work operations.* The more we do that, the more chances we have in reducing the number of incidents from taking place further up as shown in the pyramid.

## Developing a Culture

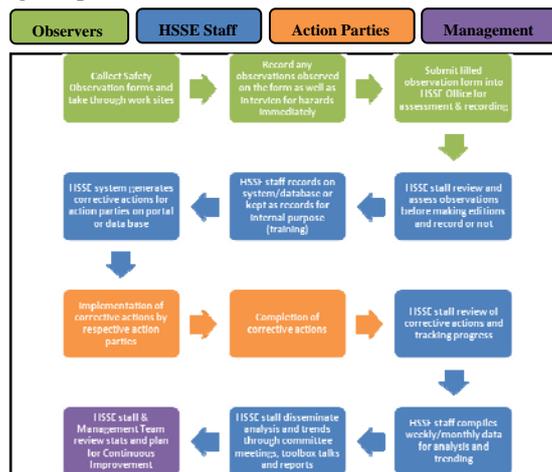
Steamships is already reporting incidents, and is now continuing to re-align them into categories of Leading & Lagging Indicators for monitoring purpose. This further promotes and develops a culture where programs are monitored to systematically identify weakness and strengths so that continuous improvement programs are put in place. The pyramid below further indicates the recordable situations into leading and lagging indicators especially on incidents records. Note that there are other factors also being classified as leading & lagging indicators apart from these incidents.

The pyramid further classifies reportable incidents and situations into leading & lagging indicators. By practise, we intend to have more of the lead indicators reported and none or less lagging indicators. This clearly directs us to look more into reporting hazards, or at risk behaviour, practises and work environments. And that can only be done through the Safety Observation & Intervention Program.

Start developing a safety culture by reporting safety observations through respective tools and forms available at your divisional levels. Have a look at the detail guide and the procedure should you require further assistance in start taking part in the reporting process. The SOIP's flow chart below can further guide you in completing the process.



The table highlights only for Injuries, but this can also be applied to other incidents as well



**Shipping gets its crews trained to comply with International standards**

Coastal Shipping crews onboard Steamships’ vessels are required to be trained and certified with International Shipping and Ports Facility (ISPS) Security Awareness certificates to be onboard vessels.

STCW Reg VI/6 is a new Maritime Security Regulation that will come into effect next year (2015) in June.

The course meets the requirements and competence standards given in Table A-VI/6-1 and Table A-VI/6-2 of Section A of the STCW Code, as amended by the Manila amendments 2010.

Steamships Shipping has taken the lead in providing training for its seafarers through the Institute of Maritime Education and Training Australia (IMETA) which has been approved by the Department of Transport Maritime Security Division.

In order to certify the crews, IMETA has provided a video where the crew are to watch and then sit 20 question exam which are made up of multiple choices.

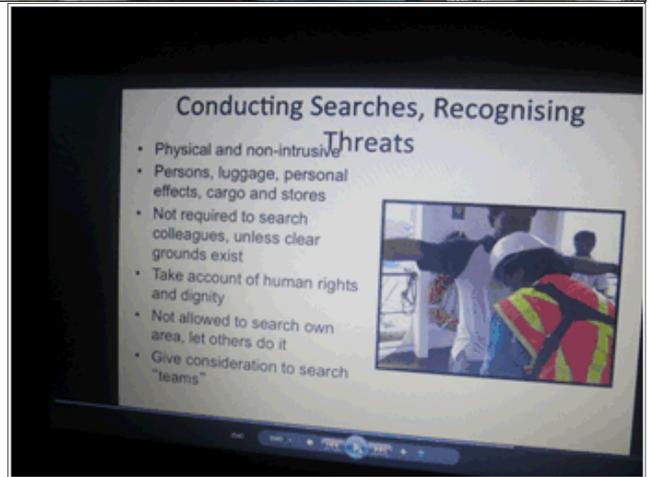
All these will be supervised by the Company Security Officer and or the Designated Person Ashore.

Once everyone has sat the test, their test papers will be sent to Singapore where the company is located and the papers will be marked and certificates later awarded to those who have passed.

The crews onboard Steamships vessel are currently undergoing the certification tests.

Company Security Officer, Simon Kunis & Paul Niua, chief engineer onboard Ok Menga watching the video before the test.

The video that will be played for all crews to watch before they sit their tests.



**Consort to replace *Gazelle Coast* and *Bougainville Coast***

In line with Consort Express Lines (CEL) fleet replacement plan CEL have purchased two sister ships to replace the *Gazelle Coast* and the *Bougainville Coast* which were sold earlier this year. The two newer vessels are the largest the company has purchased. It will give more capacity and meet the demands Consort Express Lines customer base. These acquisitions will give confidence to the Papua New Guinea business houses and the local communities that Consort Express Lines will continue

to provide a safe efficient and reliable scheduled liner service to the 14 main ports of Papua New Guinea the years to come. Nineteen company engineers and crew members departed PNG shores for Singapore for a familiarisation on the vessel prior to our taking delivery on the September 4. The first vessel is expected to arrive in PNG waters at the end of September 2014 with the sister vessel following in early October. The two vessels will be called “Gazelle Coast” and Bougainville Coast”.



The new Gazelle Coast at berth in Singapore

The crew that are onboard Gazelle Coast in Singapore

## EWT Hagen donates 2.5 ton forklift to Hagen Technical College

East West Transport in Hagen recently helped Mt Hagen Technical college by donating a 2.5 ton forklift to equip its new training workshop funded by AUSAID.

It was given as a token of appreciation to the college for training and producing qualified Mechanics, Auto Electricians and Welders over the years some of whom are now employed by East West Transport.

It was handed over to the college on behalf of the company by EWT Hagen Branch Fleet Maintenance Supervisor, John Poge and received by the Diesel &

Heavy Equipment Fitting Head of Department, Michael Sapau and Senior Instructor, Paul Pakau.

The presentation was witnessed by East West's branch Health, Safety, Security & Environment (HSS&E) & Public Relations Officer John Wapi and students from the department of Diesel & Heavy Equipment Fitting.

This fork lift will benefit the students who are taking Technical Training Certificate (TTC), National Certificate (NC) and Certificate in Automotive Technology (CAT).



The 2.5 forklift being towed into the college's workshop for students to use during their trainings.

## EWT makes September Measles awareness month

General health and medical awareness is an important issue which Steamships encourages its businesses to undertake with its staff.

For the month of September two health educators from Angau Memorial Hospital carried out a Measles Awareness Forum which was held on the 18 September at the Lae training room.

The awareness was to assist staff in understanding the clear meaning of the measles virus and to educate staff on how measles can be spread. It also covered what staff should do to prevent getting measles and the signs and symptoms of the dangerous disease.

The attendees were supervisors, Health Safety Security & Environment committee members and Tool Box coordinators from various EWT Lae departments.

The training by Sr. Marian Minala and the officer-in-charge of the Measles Ward gave the attendees the information they needed to conduct awareness meetings with their staff during their own Tool Box meetings.

The attendee were Paul Pisio (Local Operation), Eliud Kwalawei (Orica Operation), Lydia Kaput (Highway Operation), Jasper Aia (Mainland Operation), Dillian Alepa (Workshop) and Eugenie Koi (Customs)."

## EWT Pom tows NCDC donated buses to be converted to mobile library



East West Transport (EWT) in Port Moresby assisting Ginigoada Foundation (NGO) and Four Square Church to tow old NCDC PMV buses donated to them by the National Capital District Commission. The old buses would be converted into mobile library for children in settlement areas who do not have access to reading materials. A total of 5 (five) buses were towed to the church ground at Gerehu Stage 6.

## Melo staff go on a tour at the Frabelle tuna factory

The Melanesian Hotel Kitchen and F&B staff was treated to an 'ocean to can' tour of the Frabelle Tuna Cannery on Monday 22<sup>nd</sup> September. They were amazed to see the workings of a large manufacturing plant when they visited the tuna processing factory. The factory is currently processing approximately 3800Kg per day of whole tuna and turning it into several different brands of tinned fish at a rate of approx. 150-200 thousand cans per day. Some of the tinned fish brands are from as far away as Germany and France.

There are 2 main types of tinned fish, there is the Locally popular tinned fish which is produced from the dark meat. There is the universally popular "white" meat tinned fish which is produced from the loin of the Tuna. Both of the products are produced from cooked tuna, canned and the re-cooked in the tins to sterilize the tins to ensure good shelf life. The second type is produced from fresh uncooked Tuna which is tinned and then cooked only once to seal the tins and ensure a sterile tinned product is the result. This product is the one that is most often exported and is of a higher quality due to the 'in can' cooking.



## Gateway & Ela Beach hotel celebrated Independence day with guests

The staff at Gateway Hotel and Ela Beach Hotel who were working on September 16 took time out to celebrate and enjoy the independence celebration with their guests.

Dressed in their cultural attire to represent their respective provinces, staff took time out to take pictures alongside the guests who walked into the hotel at Ela Beach.

Ela Beach Hotel which is situated next to the beach front would have got lots of guests as most of the independence celebrations were held at Ela Beach where there were traditional singsings, face paintings, Hiri Moale Festival as well as craft market.



## Ela Beach hotel farewells Sarah Daniels as she joins sister company

There was a mixture of joy and sadness as the staff of Ela Beach Hotel bade farewell to their colleague Sarah Daniels who will be joining Pacific Palms Property as the Harbourside Portfolio Manager.

Sarah started her career from a humble beginning as a Front Line staff, then moved to Guest Relations Officer and onto Front Office Supervisor.

Equipped with the skills and knowledge she gathered from her years in the various roles, she was further promoted to Concierge Manager then Front Office Manager. During her years at the Coral Sea Hotels, Sarah worked in three of Coral Sea's hotel, Gateway Hotel, Grand Papua and Ela Beach Hotel.

The Management and staff of Ela Beach Hotel would like to take this time to also congratulate her on her transfer to sister company Pacific Palms Property.



## PPP Executive Assistant attends Executive PA Excellence course



Evodia Sambre together with participants from other businesses and their course trainer

The Executive PA Excellence course was recently held at the Airways Hotel facilitated by Chandra Clements from One Legacy Pty Ltd, Australia and hosted by Universal Network Intelligence (UNi).

The two day course was tailored specifically to meet the needs of the Executive Assistants, Office Managers and Administrative Officers.

Pacific Palms Property's Executive Assistant to the General Manager, Evodia Sambre attended the training and this is what she had to say; *"I must say I was wide awake throughout the entire session because of the facilitators amazing stage presence which captivated the audience. She spoke with such honesty, clarity and integrity that made me realise how much I should value my job and to do it better by also encouraging those around me. Her messages were clear, simple, profound and relevant!"*

The thing that stood out for her was the **ABR** tool: "Our Attitude will simply affect our Behaviour and the outcome is the Result of how we Perform!"

## Kitty Hawk's Meet and Greet BBQ

The projects team from Pacific Palms Property organised a get together with the new tenants of its newly opened Kitty Hawk estate which is located at 6-Mile.

The get together was to have the tenants and the staff of PPP meet each other as the tenants would be liaising often with the PPP staff in regard to matters relating to the estate.



Right: Guests and staff of PPP at the Meet & Greet at 6-Mile recently.

## PPP staff learn to improve customer service



Eighteen staff from Pacific Palms Property attended a one day "Maintaining Positive Relationships with Customer Course" facilitated by Mr. Al Domingo of Deloitte recently at the Gateway Hotel.

The one day course illustrated to participants how important it was to make customers happy by effectively meeting their requirements at the moment of exchange and beyond.

The main objective was about meeting all customer requirements at the right place and at the right time beginning from what happens within the organization itself until the service is received outside.

Upon the completion of the course, staff are able to maintain positive relationships with both internal and external customers by adjusting to various customer communication styles, demonstrating positive behaviours that meet customer expectations and identifying and minimizing problems causing customer dissatisfaction.

The 18 participants received Certificates of Attainment after completing the course.

## More PPP staff undergo development training



Thirteen staff members of Pacific Palms Property attended a one day Personal Development Training organised by Select PNG and conducted by June Dally Watkins at The Grand Papua Hotel recently. The training was focused on "The Wow Factor" stressing on employer confidence, attitude and dress code.

This group was the second batch of PPP staff members. What was observed by the Instructor towards this group was that *Pacific Palms Property* was very distinct in their uniforms and this batch had the biggest male attendance.

 PNG's 39th Independence celebrations within the STC Group 



# Salvation Army Red Shield Appeal Golf day a success

Newcomers to the Salvation Army Red Shield Appeal Golf day, National Housing Estate Limited (NHEL), walked away with the coveted first prize donated by Pacific Palms Property, four Callaway golf sets.

Runners up were Heli Solution, who in 2011 & 2012 were the first place winners of the tournament.

A total of 35 teams took part in the tournament which started at 11am. With the blessing of a cool weather, the teams got through all 18 holes by 5pm.

Before the presentation, Salvation Army's Lieutenant Colonel Chief Secretary, Miriam Gluyas thanked the business community that put in teams saying, "not all of you can go out to the settlements or fly to a disaster area to help but it's your participation in such charitable events like this that brings your money to the people that need it the most". STC Corporate Affairs General Manager David Toua also took time to thank all the teams for supporting the cause by registering their teams.



Above: National Housing Estate Limited, winners of the 2014 Salvation Army Red Shield Appeal Golf Day. Below Left: Heli Solutions came 2nd place (Below Right) Mirupasi Lawyers who came 3rd in the tournament Images further below: Team photos of teams that participated on that day



## .....Some of the RSA Golf Day teams.....



Team Ela Motors



Pacific Star - The National



Team Steamships



Team Exxon Mobil



Team AON



Team L&A



Digicel (PNG)



Vanimo Jaya Limited



Team Rio Tinto



Team Ruswin



Team Westpac



Resource Investment Finance Ltd

# STC Inter-Co Rugby 7's Fundraiser

**RAFFLE TICKETS  
K30.00**

# KPS DOCKERS



## Tkt Draw EXTENDED 30th Nov 2014

*Minor*

**2 x SAMSUNG GALAXY  
S3 MOBILE  
PHONES**



*Prizes*

# MAJOR PRIZE

**W/End for 2 at the Kavieng Hotel  
In Beautiful New Ireland Province  
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**Deposit  
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**Forward deposit slip to get your ticket**



# KPS DOCKERS

