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December Issue

Issue No. 34

TOK STEAMIES

News for Staff and Friends of Steamships Trading Company

Christmas Message from the Managing Director



Mr. Peter Langslow
Managing Director

Dear Steamies colleagues,

It's astonishing how fast another year passes; each more swiftly than the last! Looking back, 2015 has been a big year for many of our businesses – certainly not always easy, but we've achieved a lot, thanks to the fantastic efforts of you and your team mates in all our Steamships Group businesses.

There have been some bad moments, for sure – the mob siege of the East West Transport and Pacific Palms Property facilities at Baruni in January; the shut-down of East West Transport's Highlands Highway operation in February, involving greatly regretted job losses for many respected colleagues; the fire at Waigani Central in July which will take till the end of 2016 to rebuild and repair.

We have accomplished some major restructuring during the year in the pursuit of synergies and greater efficiencies, with Project Kokomo bringing East West Transport and JV Port Services together into the new Transport and Port Services division in May; and Project Fusion combining Consort Express Lines and Steamships Coastal Shipping from 1st July.

Consort has faced perhaps the most challenging headwinds throughout the year, with competitive pressure, no new project activity, and no water in the Fly! The Consort team is fervently hoping that 2016 at least can't be any worse! Thanks to you all for your heroic efforts.

We've delivered on some major projects during the year. Pacific Palms Property completed the new Harbourside offices during the year and the buildings are now rapidly filling up as tenants move in, including the Steamships head office team which is enjoying its new home after decades in the old car dealership!

Laga completed the major project to expand its freezer and upgrade its ice cream plant during the year, and the business has been restored by Gerard and team to profit for 2015 after what had been an extremely difficult 2014.

And Pactow, with 'Big Neil' Papenfus newly at the helm has acquired another (nearly) new high-capacity tug, to be delivered early next year and equip us to handle the arrival of Suezmax-sized Puma tankers at Napa Napa from early next year.

Coral Sea Hotels has some major expansion and improvement projects in progress or about to get underway in its hotels around the country, as we reinforce our product and service capabilities to deal with the new competition that is coming next year in Port Moresby.

In July, POM hosted the Pacific Games to great aplomb and excitement, and Steamies was right there, as Gold Sponsor. Next up: APEC 2018!

We bade farewell during the year to our first female divisional GM, Susana Germino, and on 31 December will salute Terry Fuery as he begins his richly deserved retirement and hands the Consort helm over to Stuart Craker. Terry will continue to serve on the Consort board, where he has been a director now for over 30 years already.

So it has indeed been an eventful year and an incredibly busy one for all our businesses and their teams. Looking ahead to 2016, most observers expect another difficult time of it, so let's be prepared for nothing less, even as we may hope for the first shoots of recovery in some areas and continued progress in others. I am looking forward to facing the challenges and opportunities of the new year with you all, as we strive to drive the Group forward together.

Meantime, I hope you will all enjoy some well-deserved rest and relaxation over the Christmas and holiday season with your families and friends. Thank you for everything in 2015. For those of you travelling near or far, go well and stay safe. And to all, don't eat *too* much! Merry Christmas!

Steamships Head Office moves to Harbour side West

It is an amazing journey for Steamships Trading Company. After 96 years in existence Steamships has evolved and expanded its business in Papua New Guinea. From its humble beginning in 1918 as a one-vessel trading operation to its present position as one of the largest private employers in the country. As Steamships moves further into the 21st century, its business and people adopt ways to promote a sustainable approach. In October 2015, the Head Office moved into the new Harbourside West building. The building provides natural sunlight and large areas for work space allowing the staff to focus on work.



Steamships Ltd 2015



Left: Steamships Showroom during the 1970s
Right: Steamships Head Office during the 1990s and October 2015

STC runners win prizes for Walk for Life

STC staff put up four teams in the PWC Walk for Life Challenge and were the recipients of one prize award categories all thanks to Jack Pelling.

Jack was awarded as the first child winner to cross the finish-ing line. . The Walk is an annual event that is organised by PriceWaterhouse-Coopers to raise funds for the Sir Buri Kidu Heart Foundation.

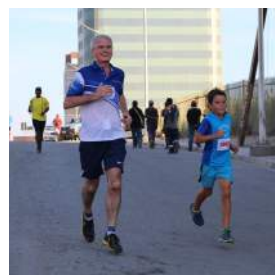
Staff who participated in the event said they were thrilled to be part of an even that encourages health and fitness but at the same time raise funds for the Heart Foundation.



Above: Jack Pelling receiving his award.



Above: The STC Head Office Team before the race.



Above: Left; Peter Langslow and Jack Pelling. Right; Monica Toisenegila, Diana Sigimet and her daughter.

Soccer star Beckham hosts dinner at Highlander Hotel

David Beckham kicked off his global journey in Papua New Guinea on 4 November as part of a documentary to raise awareness and funds for UNICEF's 7 Fund. The UNICEF 7 Fund is a charity named after Beckham's soccer jersey number to mark ten years he has been a UNICEF Good Will Ambassador. His documentary will feature on BBC One later in December 2015.

While in the Western Highlands Province, Mr Beckham met with the Sports Minister Justin Tkatchenko and other government officials. He also played a game with 2 local teams from 2 villages.

The team at The Highlander Hotel & Apartment hosted the team from UNICEF from Sunday 1st November. The visit was concluded with the arrival of Mr Beckham on Wednesday 4th November where he hosted a private dinner for his crew in the hotel.

The David Beckham '7' Foundation, through UNICEF, helps fight malnutrition and other curable diseases. In Papua New Guinea, approximately one in every thirteen children will pass away before their fifth birthday, despite their disease being curable, and this is something that the foundation is hoping to change.



David Beckham visits Mt. Hagen General Hospital.

The 2015 STC Intra-Company Netball Competition

The inaugural STC Intra-Company Netball championship was held in Port Moresby at the new Rita Flynn court which saw a total of 17 teams participate. Transport and Port Services (TPS) had 4 teams, Hotels and Swire 3 teams, Property and Consort had 2 teams, STC Head Office, Computer Services and Laga put up one team each. This is the second intra-company sporting tournament this year that Steamships has initiated to bring together the staff of the Steamships Group. The winners of the tournament was Swire (team 3) who took away the 2015 MD's Trophy. The General Managers trophy was won by Hotels. During the presentation, STC Managing Director, Peter Langslow thanked the host Pacific Palms Property, the organising committee and the participating divisions for making this one day event fun and enjoyable. Swire will host 2016 Netball Competition.

Other results of the tournament:

Best Dress Tent: Swire

Outstanding Uniform: TPS

Entertaining Player of the Tournament: Eva Ronald (Hotels)

Best Defender: Eddie Sonea (PPP)

Best Mid-Court: Francis Peter (Swire)

Best Shooter: Rex Geno (Swire)

Overall Player of the Tournament: Francis Peter (Swire)

Third Placing: TPS Two



Above: Entertaining Player of the



Above: Best Defender: Eddie Sonea (PPP)



Above: Best Mid-Court and the Overall Player of the Tournament, Francis Peter (Swire)



Above: Best Goal Shooter: Rex Geno (Swire)



Above: Third Placing: TPS Two



2015 STC Inter-Company netball Winners _ Swire 3



2015 STC Inter-Company netball Runner up _ Hotels

Toastmasters participates in Pacific Island Pageant PNG



The 2015 Miss Pacific Island Pageant (PNG) after the training. (L-R) Miss Garamut Enterprises Shamilla Paliwa, Miss PNG Air Services Limited Mary Konobo, Steamies Toastmaster President Monica Toisenegila, Miss Laguna Dinoko Gonapa, Miss South Pacific 2014, Toastmasters PNG Director Aro Kia, Steamies Toastmasters Vice President Lorraine Tamarua, Miss BSP Samantha Vulum, Miss Pacific Balance Fund Abigail Havora and Miss Italpreziosi Takeisi Helen Vetali

"If you were given K1million, who would you give it to and why?" This is one of the many questions that pageant contestants get asked during stage interviews on crowning night and it can be daunting.

It's never easy because the clock is ticking and you need to come up with a quick response that is logical and earns you a point from the judges.

For that very reason, Steamies Toastmasters President, Monica Toisenegila and Vice President Education, Lorraine Tamarua together with Toastmaster PNG Director, Aro Kia carried out a one hour session with the five pageants a couple of weeks before the crowning.

Using mind-mapping and Toastmasters activities such as Organizing Speeches and Impromptu Speaking, the contestants were taught how to organize their presentations and how to respond during Q&A.

Whether it is for 2 minutes or 5 minutes, you can use a basic speech organization method. You can stay focused by remembering the basic formula; *Tell what you're going to tell them, Tell them and Tell them what you've told them.* In the introduction of your speech, you *tell them what you're going to tell them.* The introduction acquaints the audience with the topic and helps establish the presenter as an authority on that topic.

Body = Tell them.

After the audience attention is engaged, the speaker must focus on the central point's using; main idea or points, making sure that each point is backed up by supporting material, such as statistics, quotations, or other researched information.

Conclusion = Tell them what you've told them.

Use the final moments of your allotted time to sum up what



Toastmasters PNG Director Aro Kia, Steamies Toastmasters President Monica Toisenegila with Miss South Pacific PNG 2014 Grace Agatha Nugi and Steamies Toastmaster Vice President Lorraine Tamarua

you have just said. This was the simple formula Toastmasters shared with the contestants to help them on their crowning night which took place on Saturday 14 November, 2015.

This is the second year that Toastmasters PNG division has been involved in the Pageant.

Steamships through its membership to Toastmasters will continue to promote the benefits of Toastmasters through its employee who are members, as part of its community engagement programs.

In May and June this year, Steamies Toastmasters used the skills and tools of Toastmasters to speak to the schools that were involved in the Steamships World Environment Day School Program in Lae District in Morobe and in the Nation's Capital. Steamies Toastmasters would like to congratulate Abigail Havora who was crowned Miss South Pacific.

Consort Congratulates the 10 Successful Cadets under its cadetship programme

The Consort Express Lines Limited Deck & Engineering Scholarships provides the opportunity for aspiring young Papua New Guinean's to obtain internationally recognised qualifications and ensure job opportunities in a wide array of the Maritime Industry. This year Consort Express Lines Limited selected 10 successful Cadets under its cadetship programme to study at the PNG Maritime College, Madang. The process was difficult as there were hundreds of applicants and many were very good but only the top 10 were selected.

Mr Cletus Yendetuo, Human Resources Manager emphasised that "Consort Express Lines Limited was a reputable company and encouraged the 10 successful cadets to maintain to work hard. The scholarship must be embraced and all must study hard and not take it lightly. "To be selected is a privilege and all cadets must be good ambassadors of Consort during their studies" Mr Yendetuo said. Mr Terry Fuery, Consort's General Manager, also congratulated the young men and encouraged them to work hard.



Consort supports youths through Rugby and Soccer



ABOVE: Consort's Sales and Marketing representative Nick Liru presents the shirts to the team manager while the team looks on.

Consort sponsored the Morobe Under 17 rugby union boys team who travelled to Australia recently, the boys were given walk out t-shirts to encourage them to be good ambassadors of Lae and PNG as a whole. Sports is a good way to develop young people, physically and mentally.

The youth make up the bulk of the population who will contribute to nation building and supporting this sort of activity is essentially good for nation building.

Consort sponsored the Back Bone soccer club from Lae's back road community with shirts, soccer balls and hand pumps. This support will go a long way to ensuring that the youths are engaged in sporting activities and not engaging themselves in social activities that adversely hinder progress and development in Lae, Morobe Province and PNG.

Lae CEL staff get Financial Literacy certificate from BSP



A total of 93 employees of Consort Express Lines Limited in Lae graduated from the Bank South Pacific's (BSP) financial literacy program in Lae on the 23rd May 2015. BSP's Top Town Manager, Ms Agnes Mark said the employees were divided into various groups to attend a two day training in March and April respectively. "This is one of the largest number of trainees that BSP trained in Lae. We encourage the trainees to impart their knowledge and skills, particularly to their families and acquaintances, as this would be a way of educating many other people and financially including the whole population" Ms Mark said. She said the Bank of Papua New Guinea had introduced the microfinance expansion project to enable local employees to motivate the unbanked population to become financially literate, therefore this training is very vital for all PNG citizens.

HIGHLIGHTS OF 2015 CONSORT NEWS

The year 2015 was a very challenging yet satisfying year for Consort Express Lines Limited. For the sales and marketing department we had a very interesting year this year. All in all, 2015 was good despite all odds. These pictures summarise the successes of Consort activities, however there are many more which are/were untold.

During this year, Consort had supported community projects, corporate events and sponsored sporting teams in and around Papua New Guinea.



ABOVE: Consort sponsors local teams in Lae (Left: Back Road Soccer Team, Right: Trobriand Islands soccer teams)



Top: (L) CEL Magic wins Steamships 7's in Pom, Sept 2015 & (R) CEL Netball girls came 3rd in the Inter company corporate competition in Lae.



Consort sponsored Martime college bowling team, Madang.



Consort supports PNG Royals Rugby Union team in Lae

Annually Consort sponsors corporate golf competition in Madang, Kimbe, Rabaul and Lae. This year was again a successful year for these events.



Consort has been proudly sponsoring the annual Game Fishing competition and this year the competition was in Port Moresby. A good number of anglers and skippers attended this event.



Various successful community projects include the Sago network, Soroptimist international, Rotary Club and the Anglican Youth Project. Other corporate events which we proudly sponsored in 2015 include the Women in Maritime dinner in Port Moresby, Scrum luncheon in Lae, Annual trivia and Friendship nights for the Soroptimist international in Lae, Black tie dinner sponsored by the Rotary club in Lae. We have also sponsored events such as the Pink Ribbon lunch at the Lae Yacht club, Kenu festival in Alotau, Frangipani festival in Rabaul during independence. We have supported the annual Trukai fun run and the Pricewaterhouse Coopers corporate challenge (PWC) both in Lae and in Port Moresby which were both successful as well.



Above: PWC Corporate Challenge _ POM Participants



Above: Consort support POM & Lae Schools in 2015 Trukai fun run

Highlander aims to attract more clients for the festive period



The Highlander Hotel & Apartments team has been kept very busy over the last few weeks with high occupancy and VIPs.

Under the guidance of Mr Craig Lawrence, Regional Manager for WHP, the hotel has been undergoing changes to the team and the result has been positive as demonstrated by some of the key events occurring over the last few weeks.

This is expected to continue over the next few weeks with further events and continuing VIPs visits to the Western Highland Province.

Air Niugini celebrates its 42nd Anniversary at Highlander



The Highlander Hotel & Apartments team hosted Air Niugini's 42nd Anniversary on Friday 30th October. There were 200 invited guests which included the Board of Directors, the CEO and the Management team. The hotel team was kept busy over the course of the weekend but it was an exciting time. At the end of the event, it proved to be a success.

The anniversary celebrations ended with an Air Niugini Roadshow held at the Hagen Park Secondary High School on Saturday 31st October 2015.

CSH farewells Ela Beach Hotel Manager



Group Human Resources Manager Monica Toisenegila, Ela Beach Hotel Manager Stuart Johnstone and Theresa Lulopo from Ela Beach Hotel.

Mr. Stuart Johnstone has been with the Coral Sea Hotel since 2007. He initially came in as the Group Food and Beverage Manager for Coral Sea Hotels and later on took up the challenge as Assistant Manager for Gateway Hotel and worked his way to becoming the Hotel Manager for Ela Beach Hotel in 2011, Mr. Johnstone has been with Ela Beach Hotel for 4 years.

A Farewell Party for Mr. Stuart Johnstone was held at the Ela Beach Hotel, with the presence of the Coral Sea Hotel Group General Manager Mr. Glen Murphy, Coral Sea Hotels Operations Manager Mr. Brent St. Hill and Steamships Human Resource Manager Ms. Monica Toisenegila as well as previous staff who have worked under Stuart Johnstone's management. The Farewell party was on the 3rd of December 2015.

The Management and staff of Ela Beach Hotel, farewelled Mr Johnstone with gifts and lots of tears. Mr. Johnstone was very passionate about his role as the Hotel Manager for Ela Beach Hotel and popular with his staff.



Coral Sea Hotel Managers Present to farewell Stuart Johnstone. Left To right: Ms. Eunice Joe, Mr Mathew Copper, Mr, Alex Wilson, Mr. Brent St. Hill, Ms. Safo Kila, Mr Stuart Johnstone, Ms. Dorothy Polon, Mr. Sean Hillman, Mr. Glen Murphy.

Andrew Potter awarded the Member of Logohu

Pacific Palms Property's wishes to congratulate Mr Andrew Potter for his achievement and recognition as a recipient of this year's Member of Logohu (ML) Award – part of Papua New Guinea's own national honours and award system. The award system also known as "The Order of Papua New Guinea" was established on 23 August 2005.

Under the Category of Members of Logohu Award, appointments are made for commendable service to the nation or a local community. Mr Potter was recognised for his service to commerce and the community through active participation in the organisation of the 2015 Pacific Games with responsibility over venues infrastructure and equipment. A total of 126 other individuals were also recognised for their efforts and contributions in other categories of the award system.

An elated Mr Potter accepted the award from His Excellency, Hon. Theo Zurenouc, MP, and the Acting Governor General of Papua New Guinea on 12 November in a colourful award ceremony at the Government House in front of dignitaries, family members and friends. PPP's Operations Manager and the HR Manager were also there to witness the occasion.

The Papua New Guinea honours system is the main system of honouring citizens of Papua New Guinea for their services to the country, it consists of three Orders and several medals. After independence, Papua New Guinea used the Imperial honours system, however, in recognition of the nation's 30th anniversary, a new awards system was adopted. The official announcement of its creation was made by Prime Minister Sir Michael Somare on 12 November 2004 and the first investitures were performed by the Princess Royal in early October 2005.



TOP: Mr. Potter receiving his Award

INSERT: The Logohu Medal

ABOVE: Mr. Potter with the other medal recipients

Cancer awareness held for PPP staff



PPP staff listening to Sr Helen give her talk.

Do not think that Cancer only affects the person living with the disease, it affects the whole family, the children and the spouse. Understanding the causes and knowing how to detect the signs of cervical and breast cancer can save lives.

October is recognised as the Cancer awareness month so Pacific Palms Property took an hour to have Clinician Sr. Helen from PNG Cancer Foundation to conduct a talk about prevention, early detection and where to get help.

Sr Helen encouraged staff both male and female, to talk openly about the disease with their families as it is a killer.

PPP Sponsors for Independence Event in Lae



Left: Corina Aldan & Right: Delphine Kurangik standing with the Palm Soccer Team

PPP Branch in Lae sponsored a soccer team at 3 Mile during the Independence Event Soccer Competition with uniforms and registration fees. The team comprised of a men's and women's team.

Both teams were called 'Palm Soccer Team'. They really appreciated the kind support given by Pacific Palms Property and tried their best to win the competition. At the end of the competition, the women's side were the Queens of Soccer by

winning the trophy with the score 3-1. The men were unfortunately defeated in the quarter finals and finished in third place.

The management of PPP are proud to be a sponsor as it is part of the community service that it provides to the locals. "It is a pleasure to take in these kind of sporting activities in supporting our communities as it develops a bond between the business houses and the communities that we operate in." said Ms Delphine Kurangik, the outgoing Lae Branch manager

PPP has new HR Manager

Marie Rangai has recently joined Pacific Palms Property (PPP) as the Human Resource Manager.

She was last employed with the Office of Climate Change & Development.

By background, her employment was in the public sector having served 31 years and this is her first ever employment with the corporate business sector. Ms. Rangai sees the corporate business sector as exciting and challenging.



Marie Rangai, HR Manager Pacific Palms Property

In her role as the HR Manager, she is busy from 0800 am to 1700 pm each day. She manages the business unit without delegated responsibilities as was the case in the public sector.

In PPP, it is multi-tasking from operations to management and she has adapted well.

Her wish is to ensure challenges are executed well and commendable for her growth, management and benefit.

When asked, what her thoughts were about Steamships, this was her view "Steamships Trading is one of the oldest businesses in existence in the country with a diversified group of companies and has survived for decades and still going within PNG. She is proud to have joined as an employee of Steamships Trading Co.

Marie comes from Abau in Central Province. She is open-minded and socialable, loves well-being and keeping fit.

She is associated with the "Women on the Move Group" and enjoys life.

Christmas Greetings From The HSS&E Department

The Christmas holiday season is here again and we're in the midst of one of the happiest times of the year. Unfortunately it is also the time of the year where people are most likely to bring harm to themselves through preventable accidents.

While you enjoy the precious moments, with friends and family, that this season brings, we ask everybody to keep a proper focus on safety, both at the workplace and at home. Stay mindful of the potential risks and dangers that can bring unwanted tragedy to our lives.

As we celebrate, let's remain diligent in our efforts to protect the safety and health of all. It's quite easy to lose focus on matters that may seem routine when so much is going on. During times like this, our thoughts are frequently elsewhere rather than remaining on the important duties you may be performing.

Safety can be overlooked as businesses often work to tight deadlines at this time of year. As a result, shortcuts are often taken and usual protocols dismissed leading to a greater chance of injury.

Across all industries, employers may notice an increase in workplace injuries not only leading up to Christmas, but also following the return to work after the holiday season.

Some identifiable reasons for the increase in injuries may include:

- staff working longer hours to finish off jobs, increasing the chance of fatigue and accidents;
- to cope with the extra workloads, temporary staff or school leavers are being employed without proper training and induction to safety processes;
- the increase in social activities and events at this time of the year can leave workers tired and rundown which can impact their concentration levels at work, especially around machinery;
- financial hardship at this time of the year due to increased spending and reduced work hours can create a mental burden which may also impact concentration levels; and workers becoming deconditioned due to higher levels of food and alcohol consumption and periods of less activity.

Employers can help prevent workplace injuries by remaining vigilant about injury prevention and even increasing safety measures in the lead up to the holiday season.

Some measures employers can implement to help maintain the safety culture over the holiday season, include:

- scheduling extra tool box talks for your workers to raise the awareness of the additional pressures at this time of the year and the importance of maintaining safe work practices;
- ensuring any new staff receive proper training and induction;
- communicating and reminding your workers of any internal resources and assistance programs available to them if needed;
- using posters in the workplace promoting the importance of Zero Harm at work and at home;
- introducing a stretching program at the start and finish of each shift to minimise the risk of strains and sprains; and engaging an Occupational Therapist or Physiotherapist to investigate any small niggle that crops up in the period directly following the holiday season.

Employers could also encourage their workers to stay safe over the holiday season by reminding them to:

- drive safely;
- consume alcohol in moderation;
- avoid overindulging in rich foods;
- spend some time relaxing; and try to get some physical exercise.

Remember – The typical work environment is a complex place! Try to maintain your focus on safety by taking a minute to think about the task at hand as you go about your daily work. Give proper attention to safety during this wonderful season and let's make sure everybody goes safely home for the holidays.

Thanks again to everyone, all our wonderful hard working employees, and management across all divisions for making 2015 another great year for Steamships in respect to Health Safety and the Environment. We look forward to your continued cooperation in having a complete safe and trouble free 2016.

The HSS&E team wishes you and your families a Merry Christmas and a Happy, Safe and Prosperous New Year.



HSS&E Team Corporate Office 2015

Stay safe for the holidays



MICROSOFT WORD - WINDOWS OPERATING SYSTEM TIPS

1. How to insert the date and time in Microsoft Word

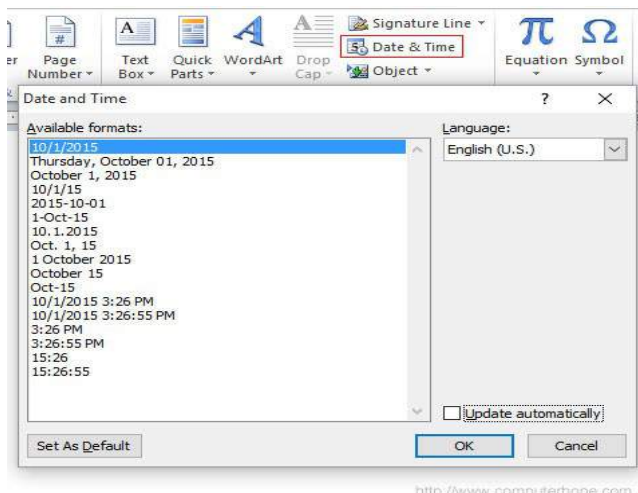
In Microsoft Word you can insert the date, time, or both the date and time in a number of different formats. Below are the steps on how you can insert the date and time in Word and how to update that information automatically.

In Microsoft Word you can insert the date, time, or both the date and time in a number of different formats. Below are the steps on how you can insert the date and time in Word and how to update that information automatically.

1. Open Microsoft Word.
2. Click the Insert tab in the Ribbon.
3. In the Insert tab click the Date & Time option, which is shown in the image below highlighted in a red box.
4. Select from one of the available formats on how you want the date and time to be inserted. If you want to have this information automatically updated you can check the Update automatically box.

Select from one of the available formats on how you want the date and time to be inserted. If you want to have this information automatically updated you can check the Update automatically box.

Once you're done selecting the format click OK to insert.



Tip: If you are working on a document that is frequently updated and printed place the date and time in the footer of a document. Keeping an updated date and time on all printed copies can help you keep track of the most recent hard copy.

2. Minimize all windows with one keystroke

Keyboard shortcut: If you want to see the desktop hit WIN+D. This shortcut minimizes all windows. All of your programs will still be running but they will be minimized on the taskbar. This shortcut is a toggle; hitting WIN+D again will undo minimize all windows.

The WIN+D shortcut is similar to WIN+M but WIN+M is not a toggle. WIN+M also minimizes all windows. To un-minimize them you can hit WIN+SHIFT+M.

Windows 7 allows you to see the desktop in a couple of new ways. You can click on the "square" at the right-most end of the taskbar

(to the right of the clock) to see the desktop. You can also hit ALT+TAB (hold the ALT key down and hit TAB one or more times). This cycles through all of the running programs. One of the icons is to show the desktop.

If you want to do things quicker, use your keyboard. In most cases using the keyboard is quicker than using the mouse.

3. Tips for cleaning other computer surfaces

From time to time, you should clean your computer case and the sides and back of the monitor to avoid buildup of dust and dirt. Here are a few tips you can use when cleaning these surfaces.

Dust is your computer's main enemy. Use an **antistatic** wipe to lightly dust your computer casing. **Don't use** furniture cleaners or strong solvents.

Use a can of **compressed air** with a narrow nozzle to blow out debris from the air intake slots.

Spray cleaning solution—like diluted ammonia cleaner or glass cleaner—on a **paper towel or antistatic** wipe. Clean the **monitor housing and case—not the monitor screen**—by wiping in a downward motion.

A safe cleaning solution for **computer surfaces**—not computer screens—is **ammonia diluted** with water or **glass cleaner** comprised mostly of ammonia and water (check the label). The milder the solution, the better.

Keep it cool

Don't restrict airflow around your computer. A computer can generate a lot of heat, so the casing has **fans** that keep it from overheating. Avoid stacking papers, books, and other items around your computer.

Many computer desks have an **enclosed compartment** for the computer case. If you have this type of desk, you may want to position the case so it is not against the back side of the desk. If the compartment has a door, you may want to leave it open to improve airflow.

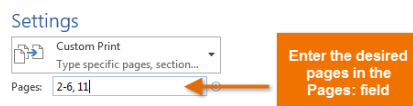
4. Custom printing

Sometimes you may find it unnecessary to print your entire document, in which case custom printing may be more suited for your needs. Whether you're printing several individual pages or a range of pages, Word allows you to specify exactly which pages you'd like to print.

To custom print a document:

If you'd like to print individual pages or page ranges, you'll need to separate each entry with a comma (1, 3, 5-7, or 10-14 for example). Navigate to the Print pane.

In the Pages: field, enter the page you want to print



Then Click Print.

Print



NOTE: You can print this page out and keep it for reference when you have doubts about the process of going about the

STC NETBALL...STC NETBALL....STC NETBALL....STC NETBALL

