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February, 2014

Issue No. 18

TOK STEAMIES

News for Staff and Friends of Steamships Trading Company

HSSE launches safety poster competition for employee's children

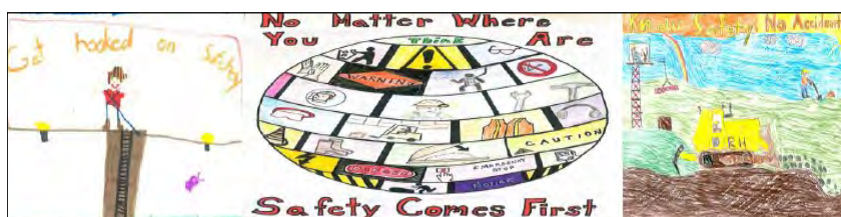
To promote safety in the workplace, Steamships has launched the safety poster competition for its staff's children.

HSSE Group Manager, Peter Popena said the idea was to create awareness with children of the employees and help them to understand that their parents safety at the workplace is very important and that they should understand also the risks and hazards that their parents are prone to at the work place. The competition was launched in mid February and staff have been encouraged to get their children involved in the competition.

The poster competition is open for; Grades 1-4, Grades 5-8 and Grades 9-12.

The first prize winner for the Grades 1-4 will win a Nintendo DS, Grade 5-8 will win a play-station and the Grade 9-12 will win a laptop.

There will also be the second and third runner prizes.



Steamships Trading Company

Health, Safety, Security & Environment (HSSE) Poster Competition

How can safety clothing keep my parent(s) safe at work?



Submit entries to the DIVISIONAL HSSE

Representatives before APRIL 30th 2014

MD presents jerseys to STC Women's Team for the National Sevens

The Steamships women's team who are participating for the first time as a corporate team in the National Rugby Sevens received their jerseys for the National Women's Rugby Sevens kick-offs from 1-2 March.

The small event was held at the Steamships Trading Company head office in Port Moresby yesterday.

STC Managing Director, Geoff Cundle was pleased to meet with the players and to get an update on the team's preparation.

Mr Cundle before presenting the jerseys wished the team luck on the field and encouraged them to do their best during the tournament.

Mr Cundle was in the country nearly 20 years ago and had pioneered the STC Rugby Sevens tournament for its male employees.

"I'm glad to see that it has grown to a whole new level and our women are participating in the tournament as well as taking part in such National events." Mr Cundle said.

He also thanked the PNGRFU for inviting Steamships Trading Company to participate in this inaugural event.

The team is made up of female staff from the Steamships Group's business divisions; East West Transport, Coral Sea Hotels, Steamships Shipping, Computer Services, STC Head Office and the Swire Shipping Agencies.



STC Managing Director, Geoff Cundle presenting the Steamships women's jersey to the Team Captains, Theresita Kirriwom and Belinda Lowon with the players and their Coach, Ray Keura and STC Finance Director, Sean Pelling at the back.

EWT wins Exxon Mobil's 2013 'Flawless Hauler of the Year' Award



CONGRATULATIONS Eastwest Transport!!!!

EWT was awarded the Exxon Mobil's 2013 'Flawless Hauler' of the Year award.

EWT National Training & Fuel Compliance Manager, Paul West said it was a great award to receive and is a reflection of all EWT drivers working within the Exxon Mobil's contract to be committed to Zero Harm to the Environment, People and Property.

Paul said the highlight of the Forum came on the last day and towards the end of the forum when Exxon Mobil's Martin Gardner, announced that Eastwest Transport was the Exxon Mobil Flawless Hauler of the year for 2013.

"A very big thank you must go to all staff working under Fuel Operations in Port Moresby Lae and Madang where we currently carry out deliveries of fuel on behalf of Exxon Mobil.

"Thank you to all drivers for your commitment and focus throughout 2013 and may we continue to provide Exxon Mobil with a Flawless Service in 2014," Paul said.

This prestigious award was awarded in Sydney during the annual Exxon Mobil Haulers Safety Forum for Asia Pacific. Attending the event was Paul West, National Training/Fuel Compliance Manager and EWT's Fuel Operations Manager Port Moresby and the Outer Ports, Martha Misikaram. During the forum, Eastwest Transport got to network with other contractors of Exxon Mobil and understood some of the challenges that other haulers face when dealing with similar circumstances.

The Forum ran for over four (4) days covering various safety topics with interactive break-out sessions for the planning of new and innovative ways to empower drivers across the Asia Pacific network to take ownership when making fuel deliveries as well as to continue its focus on Zero harm to the Environment, People and Property.

PPP assist Kaugere Clinic with medical supplies



PPP presenting the cheque to the medical suppliers that will supply the Kaugere Clinic.

Thanks to Pacific Palms Property, the Kaugere clinic will soon be fitted out with medical supplies and equipment that it will need to service the people living in the Badili, Kaugere and Sabama areas of Moresby South electorate.

This was done through a joint public private partnership between the Pacific Palms Property and Member for Moresby South, Hon. Justin Tkatchenko.

In mid February, PPP General Manager, Andrew Potter presented a cheque donation of K200, 000 to EBOS Health and Science Limited to purchase medical equipment for the centre.

The cheque presentation was done before a crowd which included the staff of Pacific Palms, the management and staff of the clinic as well as the Living Light Foursquare church pastor.

The clinic was set up by the Living Light Foursquare church and has been providing basic health care for the community as well as other electorates but in recent years, the clinic got funding from the NCDC to increase its staff capacity as well as its services.

Mr Potter said PPP was happy to assist the clinic because most of its staff lived in the area and was the nearest clinic to the community in the area.

He said it was part of their community service programs and was happy to see that it will benefit the community.

The clinic serves over 100 patients a day.



PPP General Manager having a word with the Moresby South MP, Justin Tkatchenko



Year of Safety - Shipping

Each month, each division will highlight its programs for the year to complement the 2014 theme "Year of Safety".

For this issue, we get to speak with the HSSE Manager for Shipping about the programs they have for their division to continuously improve their safety and professional standards



*Jerry Fareho
HSSE Manager*

Development of a HSSE Plan through scheduled process for Risk and Hazard Identification.

A process will be developed to have potential hazards and risks identified as per an approved scheduled.

This process will determine the Risk Profile for the Division and also for each Business Unit and their respective sections/Ports.

The HSSE Plan will detail all the risks within various operations in the Division as well as the associated mitigation control in place for each risk. The Risks that are determined as HIGH will then be evaluated and brought up to Management level for review and consideration to implement effective controls to lower the risk or decide tolerability of the risk.

Integrated Management Systems across the division

In Shipping, only one of its two Business Units have a Safety Management System in place for its operations. Coastal Shipping operations have a Class certified Safety Management System that complies with the International Safety Management (ISM) Code. The Objective for this year is to review current standalone processes within the Joint Venture Stevedoring and align them with supporting international standards to develop a Safety Management System for its operations.

The two separate Management Systems will then be used to develop an Integrated HSSE Management System for Steamships Shipping Division.

More detailed training plans

A training Matrix will be developed this year for relevant Safety Training courses to be provided for the Shipping Staff.

Explore new initiatives to reward safety culture and awareness

The Division will be introducing Incentive-based HSSE Programs to encourage participation and promote a Safety Culture at the Workplace. The programs will be targeted on a change to staff behaviors and attitude towards safety and be rewarded for notable improvements to individuals as well as respective sections of each Business Units within the Division.

Business Continuity Plan

The Objective is to develop a Business Continuity Plan for the Division during Crisis and Emergency situations. Scenarios from the plan will be extracted from the plan to develop drills to measure the effectiveness of the processes and controls within the plan.

Developing a Safety Culture

Last month we talked about 2014 being the 'Year of Safety', to realise this Management has made a number of commitments to promote safety so that a culture of safety develops across the Group. So what does it mean to us as individual employees?

In this edition we will take about safety as each and every employees own responsibility. It is not the HSSE department nor is it the Supervisor or the Company's responsibility. The company, your supervisor and the HSSE department will only advise you and provide you with the necessary tools and equipment to ensure that you work safely.

"WHO IS RESPONSIBLE FOR YOUR SAFETY?"

Staying safe is strictly personal - you and your own well being is involved. The company provides the necessary tools and equipment to work; it provides safety and protective equipment for your use. Supervision is available for advice as to the best and safest way to overcome obstacles and to aid in obtaining any additional equipment/material to make your work safe. The HSSE department will basically provide the advice & guidance.

But all of this comes to nothing if you do not practice safety. The best equipment is unsafe if you make it so, through bypassing guards or making them inoperable (safety glasses worn on the neck or on the head will not protect your eyes or hard hats in your locker will not help your head when something falls on your head). You must observe the safe way to do things, the safe equipment or supplies to use.

You have been chosen for your job and put there as an adult craftsman, not a child.

You are expected to do some things for yourselves - principally to make use of safety devices, to use safe procedures, and to leave the job neat and orderly.

Have you ever been in the hospital, flat on your back, and experienced what goes on during the long nights when you cannot sleep?

I know that such a victim finds it a period for thinking, for soul-searching, and for self-pity.

"Why did it have to happen to me? "Surely luck was against me". "Why couldn't they get this machine fixed so that it would run the way it should run?" "Why didn't the night shift do a better job of cleaning up?" "Why did it have to happen to me".

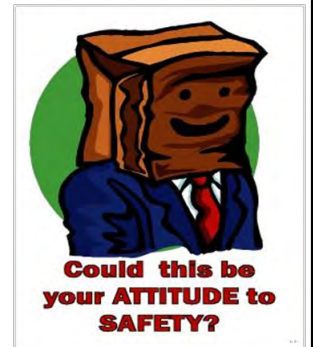
One salvation which comes from this type of thinking is that eventually, a light begins to shine and you begin to realize that it wasn't the machine that caused the accident and that it was not bad luck.

The realization that the responsibility for the accident rests with you is not a very pleasant one. Certainly the machine did not reach out and grab you and take away your arm. There was no reason why time could not have been taken out to do this job in the proper and safe manner.

Finally, the accident did not occur because it was someone else's fault or action. It occurred because of your own carelessness. The accident is your own responsibility and no one else's. There is only one person who could have prevented the occurrence of this accident and that is you.

I am sure you will agree that in a high percentage of accidents, human failure is the culprit; failure to stop and think before we act or to stop and think about what could happen. We expose ourselves wilfully to an accident condition. In reports that we are receiving it is quite obvious that a lot of the accidents/incidents are a result of workers taking short cuts or are not following proper procedures.

Safety is a personal responsibility. It is your responsibility primarily to prevent injury to yourself. It is also our responsibility to remind each other and our fellow workmen of the dangers to which they thoughtlessly expose themselves.



STC attends Swire HR Conference

John Swire and Sons in Hong Kong played host to the 2nd Swire HR Conference on 13th and 14th of January 2014.

Well over a hundred people attended the conference over the two days. Other participants came from Swire operations in Mainland China, Singapore, Hong Kong, Australia, New Zealand, Malaysia, Bangladesh and the UK.

Steamships was represented by Mr David Toua, General Manager Corporate Affairs and Monica Toisenegila, Group HR Manager, and it was good to catch up with former STC employees Rob Bradshaw and Colin Payne, who are both now based in Singapore.

The conference's theme was 'Building a Community of One'. All participants were Human Resource practitioners or in the Learning and Development functions.

Some of the topics that were discussed included Strategic Diversity, Scorecard Design and Implementation, Talent Succession, Career Management, and People Issue.

The topics of the workshops were carefully selected and the speakers of the workshops were very experienced and knowledgeable. They did a good job in the facilitation of experiences and sharing information.

The organising team did great in creating a setting where the participants had to consciously mingle and collaborate (e.g. the post-in note exercise).

STC Group HR Manager, Monica Toisenegila said she will be using her experience from the conference to promote the theme of 'One community'



Left: Former STC Group General Manager Logistics, Robin Bradshaw chatting with David Toua while John Swire & Sons HR Director, Hunter Crawford looks on

HR POLICIES & PROCEDURES

FUNERAL EXPENSES

Funeral Expenses Advance Eligibility;

- ◆ A full time employee of Steamships Trading Company
- ◆ Worked for Steamships Trading Company for three (3) years or more continuous service.

Funeral Expense Requirements;

- ◆ Advance will be given for the death of an immediate family member to assist with funeral expenses. Immediate family includes;
 - ◆ Spouse
 - ◆ Parents
 - ◆ Siblings and
 - ◆ Children
- ◆ Maximum amount for Funeral Expense is K1000.00 subject to Long Service Leave (LSL) and will be treated as staff loan with an eight percent (8%) interest.

Your application must be accompanied by a certified death certificate. Payments will be made direct to the employee.

UPDATE: Completion of February PC Courses Training

The training and development team is pleased to announce the successful completion of the February PC Courses Training in Port Moresby and Lae.

Week 1 PC courses training was conducted in Port Moresby from the 3rd - 7th by IT trainer Cellin Pora and Week 2 PC Courses training was conducted in Lae from the 10th - 14th by IT Training and Support Administrator, Lorraine Tamarua.

PC Courses Training conducted for both Port Moresby and Lae included these courses; MS Windows 7, Lotus Notes 8.5, MS Excel Level 1, MS Excel Level 2 and MS Word Level 2.

Week 3 and 4 Pronto courses training for Port Moresby and Lae commenced on the 17th - 21st and 24th - today respectively.

IT Training Calendar for the month of March

Week	Date (s)	Program	Location	Venue
1	3-7 Mar	PC Courses Training	Pom	STC HO
1	4 Mar	Info System Induction	Pom	STC HO
2	10-14 Mar	PC Courses Training	Lae	Melo
2	11 Mar	Info System Induction	Lae	Melo
3	17-21 Mar	PRONTO Xi-Training	Pom	STC HO
4	24-28 Mar	PRONTO Xi-Training	Lae	Melo

Super Value Store in Lae is set to open in March



SVS Supermarket in Lae is completed with the shop now being fitted with shelves and items that will cater for the shop. Most of their equipment for the supermarket are now in place (Fridges, shelving, cashier counters etc...) SVS target opening date is 1st week of March 2014.

PPP commences workplace Health and Safety training

Pacific Palms have started its external trainings to include Workplace Safety Training as one its objectives to sustain and improve its safety standards.

Three (3) of its staff attended a weeklong training course on Workplace Health & Safety Officer Level One at the Concept Training & Coaching Centre.

The eight modules taught during the Training were; Assisting with compliance according to Occupational Health & Safety (OHS) Laws, Participating in OHS Process, Ergonomics and Manual Handling, Applying Occupational Hygiene Principles to Control OHS Risk, Identifying Hazards and Assessing OHS Risks and Participating in OHS Investigations.

The training involved practical exercises on how to identify hazards (Occupational Health), assessing OHS risks in a workplace, seeking preventive measures to avoid accidents from happening and also learning manual handling - the proper way on how to lift objects without injuring oneself.

The main objectives of the one week Safety Training was to have the staff able to Identify the Hazards, Assess the Risk and the potential consequence of the hazards and Take Preventive Measures or Control.

This is what the staff have to say after the training; "They will implement and apply what they have learned at the workplace and the community to ensure safety first."

Meet Brent Wilkie

Brent is a proactive executive offering a strong background with qualifications in Civil, Mechanical and Structural Engineering and licensed to design and build.

He is equipped with qualified project management experience on large Greenfield's D&C projects, including OH&S, quality control, systems design and customer service.

Brent has the ability to develop and manage multiple projects in a fast paced environment from conception to completion, strong team building ability with excellent people management skills, coupled with the ability to communicate effectively enhancing the management of a large group of professions.

Brent has settled in well and enjoys working with all Pacific Palms Property personnel and finds them very professional, Brent also is enjoying living in PNG and finds the people very happy and approachable.



GPH takes over Food & Beverage from Hospitality Leaders International

Recently the Grand Papua Hotel (GPH) took over the Food and Beverage department from Hospitality Leaders International.

Hospitality Leaders International were contracted after the opening of the hotel in 2011 to cater for all Food and Beverage needs of the 5 star hotel.

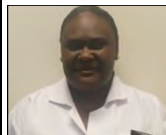
GPH General Manager Alex Wilson said it had been busy, but very positive for all the staff of Hospitality Leaders International who now enjoy working for the Grand Papua Hotel.

After a month since the takeover, the hotel has shown positive indications of strong potential Food and Beverage business, greater Customer ownership and repositioning the hotel as a preferred choice for conference meetings. "Our customers are expecting Points of Difference (POD), the WOW factors and Quality, so with this new team we will be very busy doing that for our customers, our staff and our owners," Mr Wilson said.



GPH General Manager, Alex Wilson addresses the GPH staff and the Hospitality Leaders International staff who now come under GPH after the take-over.

Here's what former HLI staff had to say about the transition



Jenny Hoot who is our Conference and Banquets Manager is very happy to join the Coral Sea Hotels with the Grand Papua Hotel as it makes business and work easier when working and liaising with Clients. Conferencing at GPH is really busy at present



Having served in the Hotel Industry for 27 years, Michaeline Veoli is continuing her career with the Grand Papua Hotel as the Restaurant Manager. "I feel absolutely great! It feels like a dream come true to move and make things happen". Veoli is looking at upgrade training skills for new hires and in the long term she wants to be an Executive General Manager in a Hotel.

GPH's initiates Recognition for Outstanding Guest Feedbacks Awards



January's Outstanding Staff for Guest Feedback. From Left to Right: Michelle Mark- Room Service Attendant, Peter Roy- Front Desk Attendant, Christine Peipul- Front Office Manager

Melo starts new approach to check-in guests

We have started to give away a hot buttered bag of popcorn for all guests that check in to the Melanesian hotel the popcorn is handed to the guest when they receive their room keys

This has been warmly appreciated by our guests and it is fast becoming a point of difference for us amongst the Lae hotels.

The popcorn is sourced from Laga Industry so as to keep it in the STC family, and is popped fresh at front office which is giving us a welcoming smell through out the foyer and check in areas.



Ela Beach farewells Augi



Agi receiving her farewell gift

On the 30th Of January 2014 Ela Beach Hotel once again had to say Goodbye to one of our long time serving staff Augi Luis.

Agi Lusi started with the Whittaker Apartment as a Room Attendant on the 4th Of May 2006 and worked her way to a promotion as a Floor Supervisor here at the Ela Beach Hotel & Apartment.

In appreciation of her commitment the Management of Ela Beach Hotel surprised Augi with a good bye tea party, which of course held a lot of sad and happy tears, and a gift for Augi .

GPH kitchen staff undergo training

Chef Ua Naba, the newly elected Job Trainer for the Kitchen is conducting his second classroom training



As part of GPH's take over from Hospitality Leaders International, a Food & Beverage training kicked off with the Kitchen Section. It is the first series of a number of trainings.



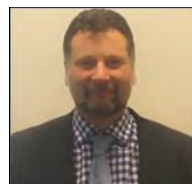
GPH staff with reggae-pop singer Shaggy

The management and staff of Grand Papua Hotel could not resist taking a picture with Orville Richard Burrell, better known by his stage name Shaggy. Shaggy is a Jamaican-American reggae-pop singer and rapper. He was recently in the country to perform at the Cosmopolitan Club

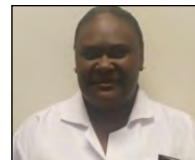
Meet GPH's F&B Management Team



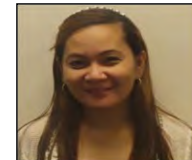
*Trevor Furner
Executive Chef*



*Peter Thomley
F&B Director*



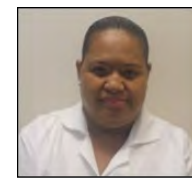
*Jenny Hoot
Banquets & Events
Manager*



*Ludea Ulv
Restaurant
Manager*



*Gilbert Korau
Bar Manager*



*Michaeline Veoli
Restaurant
Manager*



*Adele Marquez
Mini Bar Manager*

A Snappy Guest arrives at Gateway Hotel



Meet Rhonda and Summer, the hotels new pet crocodiles who have made home in the hotels reception pond.

Rhonda (pictured) and her best friend Summer (who is a little shy) are now settling into their new temporary habitat before being relocated in the coming months.

Gateway Hotel General Manager, Matthew Cooper is a crocodile enthusiast and is pleased with how well the crocodiles have settled into their new home.

"They know when lunch time is and Rhonda is always out and about looking for the fish and chicken off cuts from the hotels kitchen. Summer however is a little shyer and comes out at night".

There are no shortage of spectators at feed time. More recently VIP Guest R&B sensation "Mario" who was staying at the hotel was keen to get a couple of photos. Scott, Mr. Cooper's youngest crocodile will be joining the others soon before hoping to relocate them to Port Moresby's Nature Park where the residents of Port Moresby can visit them.

Ela Beach hotel undergo fire training for staff

January 2014 saw Ela Beach Hotel begin its year off in training starting with the Fire Training.

Ela Beach Hotel Manager Stuart Johnstone oversaw to it that all Managers and new hires were trained to evacuate and put off fires for the safety of the staff, its assets and most of all the hotel guest.



Palm Stevedoring & Transport Limited commence operations in Alotau

Palm Stevedoring & Transport Limited commenced operations in Alotau on 28 January 2014 when they discharged the Consort vessel, the Copenhagen.

Palm Stevedoring & Transport Limited is a joint venture between landowners, Steamships Ltd. and Consort

On the 29 January they worked the Niu Ailan followed by the Madang Coast which arrived on the 6 February 2014 and then the Niuguni Coast on the 7 February 2014.

Their first Swire's ship, the Ninghai, arrived on 8 February 2014 and was fully discharged the same day.

Palm Stevedore and Transport Manager, Mr. Vali Bagello, was pleased with the efforts of his team.

"We have had a good start and we will work hard to make sure that we continue to provide a good service to Alotau," he said.

He also thanked Mr. Wari Sere from Joint Venture Stevedoring and Ms. Diana Pahau from Consort for their assistance.



Palm Stevedoring & Transport staff with their Manager Vali Bagello (2nd from Left), Joint Venture Stevedoring trainer Wari Sere (4th from Right) and the company director Robert Nilkare (3rd from right)

Oro Port Services achieves safety milestone

A proactive approach to safety has ensured injury free operations for one of Steamship Shipping's Stevedoring business arms.

Oro Port Services Limited has not recorded a Lost Time Injury since 2009 according to a HSSE performance review at the end of 2013.

According to the review, Oro Port Services achieved a total of 1658 days Lost Time Injury (LTI) free at the end of December 2013. The last known LTI for Oro Port Services was recorded on June 17, 2009.

Neil Papenfus, Joint Venture Stevedore Manager was pleased by the efforts of the Oro team.

"I am proud of the team's achievement," said Mr Papenfus. Commenting on the milestone, Pam Godua, Oro Port Services Manager said his staff would remain committed to safety as well as maintain a professional work ethic. "My staff have been very proactive in their approach to safety and I believe Oro Port Services have set an example for the rest of the Joint Venture Stevedore (JVS) group.

Jerry Fareho, HSSE Manager for Steamships Shipping thanked Mr Godua and his team for their commendable safety performance.

"Oro Port Services is a small operation but the milestone achieved is quite significant and encouraging for safety in general," said Mr Fareho.

What is a Lost Time Injury (LTI)?

Any workplace injury that results in an employee taking time away from work is regarded as a Lost Time Injury. Lost Time Injury or more commonly known by the abbreviation, LTI, is the second most serious work place injury. Loss of life or fatality, being the most serious.

New *Ok Tarim* to arrive soon

Last year, Coastal Shipping ordered four (4) new vessels that will join the fleet this year.

In addition to *Kerema Chief* that is expected to join the fleet later in October, Coastal Shipping has also on order 2 new 45.5 mtrs Landing Craft Tanks (LCT) and a tug which will be called *Ok Tarim*, replacing the old *Ok Tarim*.

The new *Ok Tarim* was launched on the 11th February. This new "state of the art" shallow draft tug was built in Sapor Shipyard in Sibu, Sarawak, Malaysia.

Thilak Herath, Coastal Shipping's build supervisor says, "the construction process has been smooth and we are satisfied with the result. She requires 3 weeks of outfitting before she does her maiden voyage to Port Moresby, that should take her around 2.5 weeks." *Ok Tarim* is expected to come in early next month.



Pactow adds to its fleet

Wato leaving Brisbane and is bound for Port Moresby. She will be arriving early in March and is replacing *Madilogo* which was based in Kimbe

New Horizons signs agreement with Eastern Highlands & Southern Highlands Gov'ts

Provincial Government from Eastern and Southern Highlands who have signed an agreement with New Horizon Learning Center to provide Grade 10s and Grade 12s with Advanced Professional certification in Information Technology and business.

This came about after Datec partnered with New Horizon, an international company that has 300 centres in 30 countries.

New Horizons is the world's largest independent I.T. training company, having trained more than 30 million people. Through an integrated learning approach that ensures that new knowledge can be applied to real-life situations, New Horizons delivers a full range of technology and business skills training from basic application and desktop productivity tools to complex and integrated business systems.

The signing was done by Steamships Trading Company's Managing Director, Geoff Cundle and the Governors of both provinces.



STC Managing Director signing the agreement while the Governors look on.

DLC commences training under new training name; New Horizons

By Phyllis Pokana

A three (3) months training programme took place at the New Horizons Computer Learning Center for one of its major corporate clients, SP Brewery.

The Training program was conducted for their staff from various Departments; The Human Resources, Logistics, Engineering, Sales, Corporate, and Safety.

The SP Brewery staff covered the following training programs;

MS Excel 2007, Level 1 -3

There were four (4) different batches with 10 participants attending

For the month of March, their IT staff will take on the training MS SQL Server 2012 & Planning & Implementing Win Server 2008 with another 3-4 batches to



The first batch attending MS Excel 2007 Level 2 with Trainer Sujodh Shams



attend this training.

With this ongoing training with every one of our corporate clients, we strive to transform PNG into one of the world's leading technology hubs by bringing in training leaders in ICT, Soft skills, Application, OHS and Accounting and from across the world.

Our expertise and active participation in the ICT industry has enabled PNG government and private organizations to successfully integrate into global markets resulting in new opportunities and economic returns for the country.

Computer Services introduces the Project Management Office (PMO)

Last year, ICT project management was identified as one of the Key Performance Indicators (KPI) for Computer Services Division (CSD) in 2014.

With over 35 projects on the list of projects to be implemented in 2014 alone, CSD recognized the need to introduce a Project Management Office (PMO) to effectively drive projects from conception to completion through adherence to the newly established STC project Initiation templates. These projects vary in size from a simple cabling installation to application development to enterprise class server infrastructure design and build.

The new PMO will be responsible for establishing and implementing best practices and maintaining standards related to project management, planning and execution. The PMO will also serve as CSD's central hub for project related documentation, guidance and success metrics.

The creation of a PMO was essential for CSD to improve on areas such as:

- ◆ Planning and scoping requirements
- ◆ Communication with stakeholders
- ◆ Management of expectations, roles and responsibilities
- ◆ Resource management
- ◆ Delivery of projects within defined time, budget, and quality parameters

Joining the PMO team is Dushyantha Dahanayake, who joins CSD with over 10 years experience in project Management and Sales. The other member of the team is Vagi William, who recently returned to CSD upon the completing a Master's degree in Project Management from the University of Sydney.

It is expected that Project Management within CSD follows a strong methodology for all sizes and types of projects. The reason to use a project management method is designed to minimize the possibility of project failure. A methodology minimizes project failure by creating sufficient attention to quality, increasing the definition of outcomes, increasing communication, defining project roles, giving more accurate estimations of duration and cost, better scheduling and more effective governance.

The methodology at CSD will be based on OGC's (Office of Government Commerce, UK) PRINCE2™. PRINCE2™ is a globally recognized project management methodology and is the de facto process-based method for effective project management. Originating from the UK, it is based on the Managing Successful Projects Using PRINCE2™ (by OGC). This system has gained widespread acceptance and is currently used worldwide. With this in mind CSD Project Managers will be qualified to PRINCE2™ Practitioner Level.

CSD's survey feedback with plans of improvement

The results indicate that overall CSD is generally viewed as meeting expectation, however, slightly more below average than above average responses, and more poor than excellent. As a team clearly there is a desire to strive for excellent and we hope in 2014 to move towards that goal.

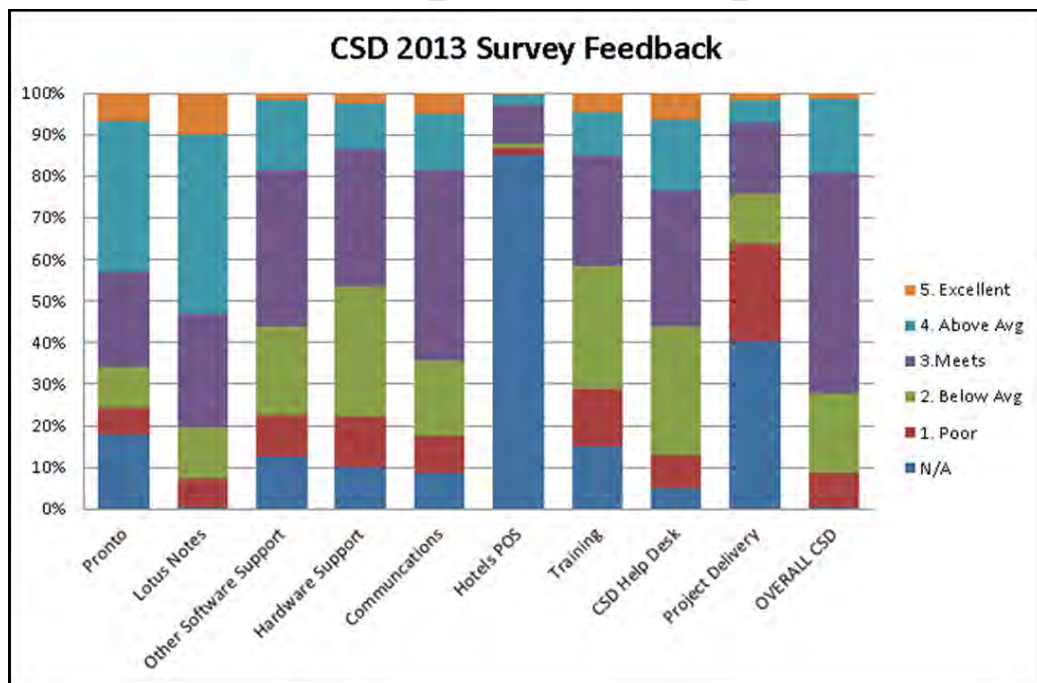
Pronto and Lotus Notes are the clear winners with largely an above average rating - this is good news to hear and with Project

X on Pronto I hope to see lots more positive change in 2014

The areas falling short together with 2014 actions are as follows; Hardware - as per capex budgets this as a focus area and we have a more rigorous replacement schedule planned in 2014

Training - we have taken the decision to move the training department under HR where we believe this will be leveraged more fully and allow for expansion in the material that is covered

CSD help desk - in the last quarter of 2013 we introduced a tracking dash board for help desk close out compliance against our service level promise - this has clearly shown a shortfall in performance and the team are now fully aware of their commitment. In 2014 we are moving towards continual pro-active site audits in an attempt to rectify problems in advance of them



occurring. Further the team will be undergoing customer service training in February and CSD have subscribed to a Datec Learning Centres online training solution which will enhance the teams technical ability

Projects - we have appointed a new Project & Operations Support Manager who is also supported by the return of a project supervisor who has recently completed a Masters in Australia funded by AusAid. We therefore expect a renewed focus in this area with many projects on the go or on the horizon.

Staff

Graduates at PPP

It's my pleasure to introduce myself. My name is Navu Memafu and I am from Aroma in the Central Province. I was employed



by Pacific Palms Property as a Graduate Architect from July 1, 2013 until current. It's been a great challenge working with Pacific Palms Property especially being a fresh graduate from university joining a dynamic property development team.

I was assigned at Windward II Apartments project from the very 1st day of work and it's been a great experience and exposure working on this type of project scale. Am happy to be part of the company's ongoing success in property development and I'd like to be one of the building project managers with the company in future.

Ivan graduated at Lae's University of Technology with a Bachelor of Architecture in 2012 and is the graduate Archi-



Ivan Kaiser

tect with Pacific Palms Property. Kaiser started with the company 8 months and is based at Windward East Apartments Site Office under the Projects Team

"It is exciting to work one of the largest and dynamic property developers in PNG that is ever envisioned in creating quality living spaces with its new building designs and sustainable driven concepts," Kaiser said.

"The best part is working amongst a team of professionals who are equipped with a wealth of experience and knowledge. This gives me the encouragement and drive to work hard and contribute as a team member.

"As a young graduate I am enthusiastic and ready to take on the challenges.

I would like to commend Steamships Trading Company for its Graduate Development Programme which is providing opportunities for young graduates to seek a career path in the company and to become qualified professionals so as responsible citizens in society." Kaiser said.

Internship at GPH

Over the course of my internship at the Grand Papua Hotel, part of the Coral Sea Hotels group I've been able to see what it's like to work behind the scenes of one of PNG's



Goergie Crosling

most 'grand,' hotels. As well as admiring the view each day, I've met and made friends with some wonderful people and of course have gained much experience and learnt practical new skills in public relations, communications, sales, business, events and HR.

Just a few of the many insights I've had is how the hotel communicates and manages its relationships with internal and external clients, how business is generated throughout these ever changing landscape of direct relationships and technology, how corporate events are organised, controlled and executed and finally how staff are looked after, rewarded and managed in the greater hotel environment. I've been lucky enough to be given small projects like creating a number of spread sheets to record and monitor significant hotel contacts, competitors, sales calls and meetings which have led to new business and relationships with corporate clients. I've also started building corporate company profiles, compiling guest feedback and working on a staff reward system to reinforce outstanding work and success, together with building a stronger support system between staff and the product (GPH). It is about standards within a business culture. These are all projects and initiatives I'm proud of and I know the hotel will make it sustainable and become beneficial in future.

Although my time here has been too short, it's been very rewarding and I've become aware of the special qualities and unique values needed to be part of this 24hours industry. With my uniform and name badge I can officially say I've been welcomed here and I could not feel any more part of the team here at the GPH.

Thank you to everyone, but Special thanks goes to Jenny (Conference), Sally (HR), Dinah & Barbara (Group Sales), Yvonne (Sales), Antonio Pires, VicNamasivayam and Mr.Wilson for this once in a lifetime experience.

EDITORIAL TEAM

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If you can Dream it, You can Achieve It

By: Lahui Heni

It all started from sheer determination as the saying goes 'where there is a will there is a way' and my determination was to one day become a seafarer.

Hailing from the Elevala village in Poreporena, just a ten minute drive from down town Port Moresby, I was the last born in a family of eight.

My dad was an ordinary truck driver with the Steamships Group of Company during the late sixties and early seventies while many of my uncles were boat captains and boat crews onboard the Steamships fleets, which at the time were usually called the "K" boats. These vessels were *MV Kuku*, *MV Kano*, *MV Koki* to name a few.

Some of PNG's pioneer seafarers hailed from Elevala village, namely Captain Frank Rei, Captain Pipi Gari and Captain Naime Dogodo. My dream came about while I was in year two at Hagara Primary School. It was another of those Christmas holidays and some of the seafarers brought home small dugout canoes for their sons as their Christmas gifts. Many times boys would paddle out with their canoes while I stood alone on the shore hoping one of them would ask me to paddle with him. It was at that moment, with tears streaming down my face, I looked towards the Port Moresby Harbour and made a promise to myself to become a seafarer so I could bring home a small dugout canoe for myself. Well, it did take awhile but it was six years

later while I was in Year Eight that the late Captain Frank Gorohu asked if I would be interested in becoming a seafarer and sail with him. Bingo!! That was the golden opportunity I was waiting for.

Between 1977 and 1979, I worked as an ordinary deck hand and begun learning the ropes of the trade on Bishop Shipping Coastal fleets under the command of my mentor, late Captain Frank Gorohu and late Captain Laka Walo (may their souls Rest in Peace).

It was in late December of 1979 when I was with New Guinea Express Lines it was on a particular look out watch at sea that Captain Zieger and I started talking. He asked me certain questions relating to basic navigation, seamanship and cargo related skills and I seem to respond with some basic knowledge and skills which I learnt from late Captain Frank Gorohu. The German skipper was impressed and encouraged me to go for further studies because working as a deck hand would only get me as far as a bosun.

By then I had made up my mind that I would aim higher than where I was now. Considering German skipper's advice, I resigned towards the end of 1980 and sought employment with Coastal shipping companies with plans to further my education.

I first did the Deck Officer training at Maritime College in Madang. After completing the required sea time in 1982 onboard *MV Niugini Coast*, a Consort Express Lines vessel, I arranged with Department and Transport

and sat for my Seaman Class One orals test which I passed successfully. This were looking good, in 1984 I was sponsored by the company and attended Maritime College in Madang for my Coxswain 2 certificate and served as a deck officer with same firm. By 1986, I had completed Mate 4 competency certificate and was promoted to second officer and between the years 1988 and 1989 I returned again to the Maritime school for my Mate 3 and Master 3 competency certificates respectively after fulfilling all required sea time on Consort Express lines vessels. I continued on to serve as chief officer and was asked to become a captain onboard its vessels because they were increasing their fleet. My story with Port Services Limited started in January of 1992. The general manager at the time was Captain Warshaw and he called me in for an interview and later gave me the job. I can honestly say that the first couple of years were tough and we were struggling to implement safety work practices and other related issues while the PNGWWS union was always on our tail requesting us to improve working conditions, dealing with salaries and labor disputes were an ongoing daily issues. Now I'm a happy man because I was part of the team that introduced multi skilled employment, staggered



Lahui Heni with his diploma certificate from UTAS

meal breaks and 24-hour operation due to the demand from shipping agents.

In 2011, I was awarded an Australian Aid Scholarship to undertake Diploma in Maritime Logistics Management at the University of Tasmania (UTAS) for two years. I'm now the Madang Port Services Manager but I was engaged with Lae Port Services in first quarter of 2013 before being moved to Madang.

My advice, "If you can dream it, you can achieve it." My deepest gratitude goes to my mentors; late Captain Frank Gorohu, Captain Sod Baim and Captain Lokes Kusunan for their endless advice and support during my trying times. Most of all I thank God for bringing me this far.

Steamies



Teasers

From the three (3) scenarios given, identify which element of the Sustainable Development Policy it is referring to. Send your answers to Tok Steamies: toksteamies@steamships.com.pg with your name.

1. The company would like to engage an electrical contractor company. From the 3 submission it collected there is one that has a well established workplace health and safety and environment management system. Steamships selects that contractor.
2. Giluwe Blow has been hired as a safety officer directly from University of Papua New Guinea. He has a bachelor degree in Science, however, he has limited hands on experience in workplace health and safety in the workplace but the company is willing to send him for further training
3. The company has been heavily using fuel and other lubricants to conduct its operation. Oil spill containment and management has been an issue but that has now been identified and appropriately managed.