

TOK STEAMIES Nº51

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STEAMSHIPS

100 YEARS IN PNG

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COVER PHOTO:
MERRY CHRISTMAS
AND HAPPY NEW YEAR
TO EVERYONE



CORPORATE NEWS

A CHRISTMAS MESSAGE FROM THE MANAGING DIRECTOR

As we draw the curtain on what has been a challenging and busy year for Steamships, I would like to extend my best wishes for the holiday season to you and your families and thank you for your huge efforts in 2018.

It has been a year of change for Steamships, with the closure of port services in Port Moresby and Lae in the first quarter, and the sale of Laga Industries to Paradise Foods at the end of quarter two. The closure of operations for Port Services resulted in the separation of Transport & Port Services Division to EWT and Port Services.

During the year we bid farewell to the Managing Director Peter Langslow, and welcomed Rupert Bray as the Chief Operating Officer. We thank Peter for his contribution over a four year tenure as the MD. Rupert and his family arrived in Port Moresby just in time to witness Steamships much loved sport, Rugby Sevens in Port Moresby. Our annual sporting events were again a highlight of the year although unfortunately, due to the restructure and reduction in employees, we had to make the tough decision to cease our Lae events. They were however replaced with a Family Day, which proved to be a major hit for our staff and families!

The good work in all our divisions is down to the sheer hard work and commitment from our staff displayed throughout the year and I would like to take this opportunity to thank you all for your determination and discipline. Our divisions have provided an overview of their operations in this issue.

There was much to celebrate in the third quarter with Steamships reaching 100 years of business and community partnership in Papua New Guinea. Fireworks lit up the skies of Port Moresby on a warm Wednesday evening on 12th September. The evening was a display of Papua New Guinea's rich cultural heritage through dance and songs as well as Steamships history of operations as a diversified industry leader. Guests included Swire group Chairman Barnaby Swire, Steamships' Chairman Geoff Cundle, the Board of Directors, staff past and present, as well as government dignitaries, customers and friends.

Steamships continues to build sustainable partnerships within the communities in which our businesses operate. In the last

ten years we have donated K16 million to charities, with a further K50 million returned to local communities through business partnerships. We have invested K30 million in training our workforce, 98% of whom are citizens, and our infrastructure investment across the country, through iconic developments such as Hagen Central and Harbourside runs to K1.7 billion. Our focus is on creating and developing a brand that promotes desired values, processes, and organizational behavior that encourages employees to continually increase their knowledge and improve their performance.

November heralded the much anticipated APEC Leaders summit, the first time that PNG was hosting the summit, and arguably the largest and most important hosted event in the country's history! A number of our businesses, Coral Sea Hotels, JV Port Services, Pacific Towing, and East West Transport, contributed to what has been universally recognized as a successful APEC Summit. It was good to see our graduate management trainees seconded to the busy APEC schedules. I am sure they enjoyed the experience and most importantly, are able to make use of what they have learnt back in the Steamships divisions.

As 2018 draws to a close we celebrate this time of year in many different ways, depending on our culture, traditions and belief. I hope that for all of you, it is a time for relaxing with family and friends, reflecting on our many blessings, and finding ways to help those whose lives may be less fortunate this Christmas.

May I conclude by again extending my sincere thanks and appreciation to you all for your efforts in 2018, and wishing you and your families a restive and festive end to the year. I look forward to seeing you all in 2019.



“There was much to celebrate in third quarter with Steamships reaching 100 years of business and community partnership in Papua New Guinea.”

Michael Scantelbury,
Managing Director, Steamships



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2018... WHAT A YEAR FOR PNG AND CORAL SEA HOTELS!



“Steamships and Coral Sea Hotels management immensely proud of the hotels, its management teams and staff...”

Marc Ehler,
General Manager, Coral Sea Hotels



As may be expected, this year was very much marked by preparations for the Asia Pacific Economic Corporation (APEC) Leadership Week (AELW) that took place from 11-18 November. Important preparatory meetings were held at various venues including the newly built International Convention Centre (ICC), APEC Haus as well as at P&O's Pacific Jewels cruise ship which was anchored at Port Moresby over this important week. Throughout 2018, PNG hosted three (3) Senior Officials Meetings (SOM) in February/March, May and August, which generated some good business for our Port Moresby Hotels. The AELW itself was managed by the government like a Swiss clock and Grand Papua Hotel was tasked with the privilege to host the heads of states from Australia, New Zealand and Singapore. The Gateway and the Ela Beach Hotel were also shining stars operating at full capacity during that week hosting US and Japanese government agencies and delegations. All in all, Steamships and the Coral Sea Hotels management are immensely proud of the hotels, its management teams and staff – truly a job well done on the world stage!

April this year was an eventful month. CSH started with the opening of the newly built Air Niugini Residence, a 138 apartment complex for Air Niugini crew and management staff located behind Air Niugini Haus and across the street from Gateway Hotel. The complex was officiated by the Hon. Prime Minister Peter O'Neill at the end of March and Coral Sea Hotels is since operating the apartments together with its 'Flight Deck' restaurant, gym, swimming pool and industrial laundry at full capacity.

In addition, we also started a six module Managers' Coaching & Mentoring Programme Coral Sea Hotels developed together with SHATEC from Singapore. eighteen long-serving and merited national managers were selected to participate in this development programme to further CSH's hotel management capacity and capabilities. All eighteen participating national managers have to-date demonstrated clear improvements in their operational and managerial responsibilities while some individuals have clearly developed greater aspirations to be considered for future promotions.

Strengthening and enforcing Australia Standards Food Hygiene in conjunction with Steamships' Health & Safety Culture was another important focus throughout the year that required equal focus from management and staff. It is well recognised that those standards require constant attention as those important habits and work ethics are a 'journey' without a finish line. Thus, we very much appreciated the renewed energy from all employees to make this a daily ongoing task.

The newly constructed Cassowary Hotel in Kiunga (Western Province) was inaugurated on 17 April and subsequently opened its doors in June. The hotel is offering 43 rooms and suites, a restaurant and bar, meeting rooms and the well-known Enzo's Takeaway Pizzas.

The Huon Gulf Hotel in Lae, the Bird of Paradise in Goroka and the Whittaker Apartments went through this year on steady performance while the Ela Beach Hotel, part of APEC events, enjoys the newly constructed Ela Beach Promenade that leads towards the inaugurated APEC Haus. This is certainly a positive add-on for the Ela Beach Hotel being located just across this very popular beach front and adjacent to a global conference and convention venue.

The Highlander Hotel and the Gateway Hotel are both undertaking rooms' renovations and general upgrades this year that will continue into the 1st half of 2019 with the latter hotel having registered brisk business results throughout 2018.

And lastly but certainly not least, Coral Sea Hotels welcomed two new senior group managers to its head-office. Paul Withnall as the Group Finance & Administration Manager and Theresa Sova-Green being the Group Human Resources Manager.

The hotel business is a peoples' business and Coral Sea Hotels is counting around 950 full time employees and we are pleased to see increased performance and efficiencies while MAINTAINING utmost guest services focused and cost conscious that makes us proud of our workforce and the properties we manage and operate.

EWT GOING STRONG IN 2018 AND BEYOND!

Despite the challenges and competition in the market, along with the business restructure that saw East West Transport back to a standalone Division within Steamships in May of 2018, after previously being part of the Transport & Port Services (TPS) Division. 2018 has been a year of success for East West Transport.

The business continues to grow on the success of its people and their contribution, the valuable resource which is the driving force in providing Transport & Logistics services to the variety of its customers.

The safety performance for East West Transport has continued to be a continual focus of everyone from the senior management down. The reinforcement of the leading indicators and the achievement of ISO accreditation have played an integral part in the cultural and behavioral change of the team, leading to a decline in incidents causing injury and damages.

2018 saw the signing of the Trukai Lae contract, which is a seven year contract to provide equipment hire and transportation services for the movement of approx. 16,000 TEU between the Lae International & Domestic Wharfs, and Trukai's storage & manufacturing sites. Trukai also awarded East West Transport the transport & logistics services in the outer lying regions of Madang, Popondetta & Kimbe, with Madang & Popondetta being subcontracted through to Joint Venture Port Services (JVPS).

The Trukai Alotau distribution center opened in July 2018. East West Transport partnering with Palm Stevedoring, have been performing the distribution and transport functions within the Alotau region assisting Trukai to grow their share in the market place. The Palm Stevedoring and East West Transport Port Moresby team have done a fantastic job to get this distribution center up and running from a green field project, which has been welcomed by all Trukai's customers.

In March of 2018, East West Transport re-signed for a three year term the New Britain Palm Oil Transport contract, which involves the movement of 800 – 1200 containers of fertilizer in and around the New Britain Palm Oil manufacturing & plantation sites. Often the roads and environment throw up transport challenges to the transport

team, but their dedication and devotion to their jobs sees that their valued customer receives the services that is expected.

November & December will see East West Transport signed a two year service contract with Coca Cola PNG, this contract will provide East West Transport with Customs, Storage, Transport and Equipment Hire, and be the back bone of the Coca Cola manufacturing supply chain.

Transport innovations continue to be an area of focus for East West Transport, doing things out of the ordinary. East West Transport Port Moresby welcomed into the fleet in August 2018, a Super B combination, a vehicle capable of carrying 4 x 20' units or 2 x 40' units, the work of two trucks, the size of this vehicle, it is only operated between the East West Port Moresby site and the Motekea Wharf but the operations are already seeing the benefit, with the drivers asking for more.

Of note, East West Transport Lae, saw the appointment of Isaac Noki to the position of Lae Business Unit Manager, a role historically an expatriate role, now nationalized providing inspiration to those willing and eager to strive to move within the ranks of the Steamships Businesses. With a background in engineering, Isaac has worked with some of the major transport companies along the Highlands Highway of PNG. From humble beginnings as a chain boy, Isaac has worked his way up to be a Business Unit Manager with a hands on approach & personality.

2019 will see continued challenges and competition, but with the success of 2018, the East West Transport team will be ready to perform in the market in 2019.



“Transport innovations continue to be an area of focus for East West Transport, doing things out of the ordinary...”

Gary Dobson,
General Manager, East West Transport



2018... AN EXTRAORDINARY YEAR FOR PACTOW



Though the year started off quietly for Pacific Towing (PNG) Ltd., it soon picked up with the salvages of the GLORY PACIFIC No. 1; the SULU EXPRESS and the LOUREO; the last two done with PNG salvage teams. The company also responded to five vessel in distress, including a 96,634 deadweight LNG gas ship and a 95,634 deadweight container vessel and delivered a barge and crane from Cairns, Australia to Suva, Fiji for the wreck removal of the SOUTHERN PHOENIX.

"We've had an extraordinary year", said Mr Gerard Kasnari, who was appointed to the role of Marine Operations Manager during the year.

"We've certainly been stretched," he said, "but the team in all of our locations has been fantastic. The opportunity in Fiji with the SOUTHERN PHOENIX is a result of a year's hard work and negotiations. We were also pleased to host the Solomon Island Port Authority Board and executives on a recent visit to Port Moresby. We operate in Honiara and the visit gave us an opportunity to showcase what we can do"

Mr Kasnari said that the company had also finally moved to its new tug base at Motukea in Port Moresby.

"This too has been a dream for a long time, we finally have a place we can call home. The concept is a dedicated tug base and emergency response center. It is still being developed and constructed, but I think the result will be exciting"

Human Resources Manager. Ms. Lorraine Kwarara, explained the company's

comprehensive training programme.

"We have apprentices in the Workshop team, students at the Maritime College and three cadets doing sea time on Swire Pacific Offshore tugs in Doha, Qatar and one in Bangkok. This is intended to develop our seafarers to a world class standard. On top of this, we had the inaugural Australia Awards/China Navigation Company Ltd./Pacific Towing PNG Ltd. Female Scholarship where 10 female (5 deck/5 engine) cadets were selected for training at the Madang Maritime College and sea time with CNCo & Pactow. Five of the girls are now on a CNCo ship and crossed the equator for the first time!"

Ms. Kwarara added that both the Pactow & Women's Cadet programme would continue in 2019.

"We've just completed our selection for next year. We've had over 100 applicants & competition has been fierce, so the standard of cadets will remain high"

Ms. Trudie N'Dresanai said that training for staff was across the board.

"Two of our administration team graduated from the Business Coalition for Women Certificate IV in Leadership and Management and a third is completing the TLDP Module 3- Leading Change programme. It's been challenging covering for them during their absence. We have been so busy with the various projects and new developments, but we've managed and I'm proud to say we got a good result from our audits"

Mr. Stanley Holland, Workshop Manager said that the year had brought on some unexpected opportunities.

"The highlight for the year would have had to been the APEC black & grey water discharge project for Eda Ranu" he said

"The entire concept was a 100% home grown solution. It was planned, designed, developed & put in place in-house. We chartered the barge OCEAN SINAGU, modified the 14 internal tanks and handled a total of 2.6 million M3 of treated grey & black water from the passenger vessels PACIFIC JEWEL & PACIFIC EXPLORER."

Mr. Holland added "It's always a struggle keeping on top of maintenance, but we are diligent and it has been really good to have Ian Henderson join our team as Technical Manager and he's fitted right in. He needed

to, we are busy and we have also just added the OK MA to our fleet, which we will rename the TULUMAN, to keep with our tradition of naming our tugs after PNG volcanoes.

Mr. Danmon Pangali, Fleet Manager, said that despite the busy year, discipline remained good and he highlighted the continuing trend of no Lost Time Injuries (LTI) and good incident reporting.

"This year marked our second LTI free year. We have kept our focus on safety and after consulting with all our team, introduced a new company statement; WE THINK SAFETY. WE ACT PROFESSIONALLY. This is our value. Our vision is to be the best in the Pacific and we will continue to strive to achieve this."

Dive Supervisor, Ricky Leka said that his divers been active throughout the year.

"On top of our normal duties, we supported the sewage extension project in Port Moresby, then mobilised with underwater survey work throughout PNG for the new digital data cable. At the same time, we designed, manufactured and installed the anchor and buoys for the entanglement netting at APEC Haus and sent a team of divers for the SOUTHERN PHOENIX wreck removal in Fiji. We've also set up an oil spill boom deployment system for discharging tankers vessels and are working on implementing new hull cleaning technology."

Mr Morea Avuru, Liferaft Manager said that they had a solid year.

"We've introduced a new product, an automatic life vest which has been well received. We've attended training internationally and continue to support our brands and products with good service and turn around times. We're looking forward to developing a service for davit liferafts and I think we will grow next year. "

General Manager, Neil Papenfus, said that Pacific Towing Ltd. would like to wish their team, customers, suppliers and industry colleagues a Merry Christmas and all the best for 2019.

"Our focus is our customers, the members of our team, colleagues and stakeholders. We've done extraordinary things together this year and really look forward to the opportunities that 2019 will bring"

2018 A YEAR OF CHANGE FOR PACIFIC PALMS PROPERTY

2018 has been a year of change for many key aspects of PPP, along with a continuation of many aspects of last year. The business continues to operate in challenging conditions with the continued emergence of competitors across the spectrum of our property portfolio. The economy remains flat and despite some optimism on the horizon, may not see material change until 2020. Regional centres have been worse off in many areas as economic impacts including foreign currency availability, higher transportation costs and slower trading are felt. The absence of larger scale projects and economic stimulus also continue to have an impact.

On a positive note, PPP saw the opening of the new Hagen Central precinct in January which in conjunction with STC partners Tininga Limited is now established as the most sought after business location in Mt Hagen.

After an extremely challenging construction period completion and handover to CSH of the Cassowary Hotel was finalised mid this year.

In May and June changes took place and we bid farewell to Lawrie Foster as General Manager and Simon Woolcott from TPS replaced Christine Kerepa as Finance and Administration Manager, a role that Christine had held for many years.

Sadly, some months after leaving PPP and due to an illness Christine passed away. She will be sorely missed by all members of PPP and she and her family remain in our thoughts.

In August, Arthur Burnand joined PPP from Swire to manage the property development portfolio which will include the next significant development for the group, Harbourside South which is planned to commence in Quarter 1 of 2019.

While revenue has remained on budget the planned sale of non-strategic properties in Port Moresby, Lae and Madang was discontinued, primarily due to flat market conditions. This in turn has affected the budgeted bottom line profit, however factoring the sales out see's profit remaining on track which is a credit to the team in this time of change and high competition.

2018 has seen many areas of the business under review as we work to optimise how

we operate and manage the business including;

- HSS&E and Fire Risk compliance which remains the highest priority for the division. The September fire at Waigani Central highlighted the ongoing risk to our properties, all of which will now be aggressively inspected by a new team formed specifically for this purpose. The primary focus is the prevention of loss of life and loss of asset. The introduction of the new group wide safety system will compliment these initiatives;
- Increased occupancy across the entire portfolio through aggressive marketing campaigns and flexible pricing has been initiated and will continue into the coming year. Sales and marketing initiatives along with team development strategies are completing review and will move into the initiation phase of the process;
- Internal processes and systems optimisation will see further development, particularly in Pronto along with the development and introduction of smart phone applications and radio frequency identification (rfid) technology to provide improved service offerings to our clients whilst optimising internal processes and
- Tighter management of cost controls and procurement, both of which are being fully processed mapped in readiness for rollout in 2019.

With any change comes challenges and PPP is fortunate to have a strong skills base to work with. We wish everyone in the STC group a Safe, Happy Festive season and a prosperous 2019.



"2018 has seen many areas of the business under review as we work to optimise how we operate and manage the business.."

*Gordon McMaster,
General Manager, Pacific Palms Property*


**PacificPalms
Property**

CORPORATE NEWS

CONSORT SHOWS ITS RESILIENCE IN 2018!



“...an interesting and sometimes testing year and team Consort once again showed its resilience...”

Stuart Craker,
General Manager, Consort



Consort ends 2018 stronger and much changed after another transformative year.

From the year's beginning the liner service continued to demonstrate a continued resilience with a schedule integrity in line with budgeted expectations. Despite a sluggish economic start to the year generally, volumes moving around the coast were firm as domestic tariffs increased demand. Expected work on the Fly River for the project fleet in the first quarter didn't materialise and in March we sold the landing craft 'Kerema Chief' to Australian buyers.

Our main project revenue in the year has come from the deployment of the Kiunga Chief to OTML. She has operated without off hire and we end the year in discussions with the charterers for an extension of her contract otherwise due to end next year.

The year was a generally safe one but we can always do better. Sadly we had some lost time incidents associated with our stevedore operations but these were fortunately relatively minor. A focus on near miss reporting showed initial good results but the incidence of this has slipped through the year and will need more on going attention.

There were some management changes during the year. Capt Andy Proud retired after 11 years with CEL. He was most recently serving as the company's DPA. This role was taken up by Thecla Kansan in what we understand to be the first female citizen in the role of DPA in PNG history.

Richard Davis left us as the CFO and was replaced by Thor Lambert who moved from Laga and returned to shipping as he was the former CFO of Steamships Shipping prior to Fusion.

Steve Tyson resigned as POM Agency Manager and was replaced by Diana Pahau.

Troy Dean joined us in June as Operations Manager while Dale Slade joined us in August as Trade Manager.

In November Helen Mazab recorded 25 years of service with CEL – a significant milestone for a company that itself celebrated 40 years in October.

July was a challenging time for CEL. The Bougainville Coast sailed off to China for her special survey meaning we were relying

on the rest of the fleet. Unfortunately, the Niugini Coast suffered a collision and was out of service for three weeks. This and an issue with the Niu Ailan Coast left us with challenges getting our customer's cargo away. While the problems can arise quickly in shipping, the perils of distance mean that solutions can take time to put in place. CEL chartered in replacement vessels in September and by November we were back to providing our customers with the service they had become used to receiving from us.

The middle of the year also saw us implement system changes aligning CEL with the rest of the group in using Pronto for its accounting. We retired the CEL Magic revenue and manifesting system and replaced it with Cargowyse. This provides us with a cloud based state of the art system that allows customers to book and track their cargoes on line.

APEC passed us without incident and the Bougainville Coast returned looking fresh and renewed from her docking while the Gazelle Coast will see Christmas and the New Year in a Chinese dockyard.

The year ends with CEL enjoying the benefits of its new systems and being once again an innovator in the PNG shipping market. We are actively involved in several tenders that would see expansion of the company after several years of streamlining. It was an interesting and sometimes testing year and team Consort once again showed its resilience and customer focused approach.

FEATURE STORY

CHEF EDWARD'S JOURNEY OF GROWTH AND LEARNING

At the age of 17, an eager Edward Kawi began his first job as a Kitchener washing dishes in the Gateway Hotel kitchens. His initial plan was to pass time and earn some income while applying for the PNG Defense Force.

Eight years later, he is now Chef Edward, the Senior Sous Chef in Gateway Hotel, where his professional career started.

“Aim to learn something new every day no matter how routine it can be- there is always something new which will help you become the best you can be...”

Chef Edward Kawi,
Senior Sous Chef, Gateway Hotel

Chef Edward is passionate about cooking and he resonates in how he presents his menus. His reserved personality quickly dissipates if he is asked about cooking. During his studies in Fiji to be a professional chef, he was invited to dinner at a friends house and was introduced to one of the most famous Indian dishes- butter chicken masala. An Indian dish that is packed with spices for flavor, yogurt, tomato sauce and of course the star- pieces of chicken.

Chef Edward was hooked on the butter chicken masala and looks forward to preparing this dish during the Indian Buffet nights on Thursday at Gateway.

He says 'it's in the blood', this love for food, and his talent to understand and create recipes that customers enjoy. His father, a former chef turned engineer still loves to whip up sensations in the kitchen and his mother who is always baking, both gave him childhood memories with scents that he cannot escape. Another one of his favorite dishes is fish cooked in coconut cream with chillies and ginger. A specialty that his father is a champion of preparing



Chef Edward Kawi, Senior Sous Chef, Gateway Hotel with his Butter Chicken Masala.

back home; Chef Edward mentions he is unable to recreate this dish to this day, regardless of the many tips and tutorials received and attempts made. Edward claims, he can keep trying but so far it seems impossible to match his father's quality.

Working with Steamships has been a journey of growth and learning for Chef Edward. He is proud of his loyalty to the company, having rejected two offers to move on. He is still unable to see himself thrive and grow elsewhere as he has invested a lot of time learning in the Gateway kitchens, creating new recipes and menu designs with his team. One day, he knows he will have to challenge

his comfort zone in order to be better and hopes this may lead him to the new Melanesian Hotel when it opens.

As an aspiring professional chef himself, his advice to other aspiring chefs and employees in Steamships, is 'Aim to learn something new every day no matter how routine it can be- there is always something new which will help you become the best you can be.'

If you are planning to have the best Butter Chicken Masala, be sure to head over to Gateway Hotel on a Thursday and Chef Edward will be more than happy to serve you his best- maybe one day, we'll see his father's special recipe on the menu and know he finally got it!

FEATURE STORY

DOUGLAS HELPS TO RECOVER AGING DEPOSITS. *BY DOUGLAS RELGANG*

In 2016, I was tasked to recover aging deposits with PNG Power Limited (PPL). The total amount was well into the millions, including the aging deposit pending recovery since 2009.

I took this challenge and started liaising with the appropriate contacts at PPL. I led several meetings to identify the cause of the aging and the appropriate measures to take in order to be successful.

“This strategic approach proved to be a success and a total of K0.89m has been recovered up to this date.”

*Douglas Relgang,
Graduate Accounting, Year 4*

It was made known during one of the meetings that in order for the refunds to be processed, I was required to produce supporting documents for the respective capital advance. I then issued supporting documents for the ones that were available at that time but there were some that were lost overtime.

In that year, it was agreed that the refunds were to be processed for the documents that we were able to provide. My efforts proved worthwhile when the refunds were finally processed on a monthly basis and deposit recovery was in progress. When the total amount was recovered and established, it was time to move onto the next stage. By this time I had finished my first year in the Graduate Management Trainee Program and was preparing for my second year with Pacific Palms Property. In 2018, I was rotated back to Steamships Corporate Head Office (STCHO) and was given the same task. I still had been unable to locate the ‘missing supporting documents’ which became a great obstacle. It was a huge challenge for me due to the fact that the deposits pending recovery relied on this. Upon seeing the dilemma I was in, I decided to take a



Douglas Relgang, Graduate Accountant, Year 4 – Steamships GDP - 2018

strategic approach – that was to arrange a swap option between both parties. Since STCHO had several accounts with PPL on the monthly electricity bills payable, there were couple of accounts which were selected and 50% of the monthly invoiced amount were utilised as credits to reduce outstanding debt recovery amount. This then lead to the remaining 50% to be paid. This strategic approach proved to be a success and a total of K0.89m has been recovered up to this date. By the end of December 2018, the remaining deposits of K0.34m will be fully recovered.

As a Graduate Accountant being in the Steamships Graduate Development, key lessons learnt in this major task were:

- Set up a plan on what best approaches to take to successfully address
- Establishing proper communication with the external parties as well as internal
- Have regular follow ups and get updates on the progress
- Develop other best options to address the task assigned
- Show end to end responsibility and stay focused on the matter until resolved

OUR SUCCESS

GATEWAY DONATES PROCEEDS TO CANCER FOUNDATION FROM BIRD OF PARADISE BALL



L-R: Matthew Cooper General Manager for Gateway Hotel and Apartments presents a cheque donation to PNG Cancer Cancer Foundation Priscilla Napoleon.

A cheque of K7, 530.00 was presented today by Gateway Hotel & Apartments to the PNG Cancer Foundation in support of their ‘Let’s Talk Cancer’ (LTC) Campaign. The funds were raised through the Bird of Paradise Ball hosted by Gateway Hotel last month (October 19). The ball is an annual event that partners with non-profitable organisations in Papua New Guinea to support and assist fund their work. This year through the purchase of tables, raffle tickets and auctioned items, as well as pledges, Gateway Hotel were able to contribute to the community and provide support to PNG Cancer Foundation. As similar establishments depend on additional support from businesses to carry out operations, it is only right to provide financial assistance which will undoubtedly help bring more awareness and education on the health epidemic in the country. Speaking to the media today, General Manager of Gateway Hotel & Apartments, Mr Matthew Cooper said the ball is one way of supporting the community, and looked forward to another event to strengthen their

partnership. “We at Gateway Hotel & Apartments were more than happy to partner up with PNG Cancer Foundation on the occasion to raise money for cancer awareness.” “We enjoyed that function (Bird of Paradise Ball), we’ve enjoyed raising the money and we’ve enjoyed the association; I would think that this would be a lasting association of which we’ve already discussed in our plans for 2019 where we would like to raise more funds and if possible an even larger amount of money,” Mr Cooper said. “And we look forward to working with PNG Cancer Foundation moving forward.” Executive Manager of PNG Cancer Foundation, Ms Priscilla Napoleon was very grateful to have received the cheque and said the partnership between Gateway Hotel and PNG Cancer Foundation was very much appreciated. “On behalf of the foundation, we are grateful to be the recipient of the funds raised during the prestigious Bird of Paradise Ball event this year.”

“Education is the key focus of the LTC campaign to start the conversation about cancer prevention and making healthy lifestyle choices,” said Ms Napoleon. “The funds raised from the event will go back to assisting the foundation to continue to carry out cancer education & awareness programs throughout PNG in 2019.” The staff & management of Gateway Hotel & Apartments would also like to thank their sponsors: SP Brewery, Bowmans Glass & Aluminium, Paradise Foods, Food Pro, Innovative Agro Industry, Brian Bell Group, Two Dots Business Solution, Kalang Advertising, Topace, BNG Trading and Baiwa Designs. In addition, the same gratitude is extended to other business houses and individuals who were part of the Bird of Paradise Ball this year including BLUE7 Events & Production for supporting the Bird of Paradise Ball by providing lighting, audio & visual production and contributing ideas throughout the entire production process for the event.

OUR SUCCESS

GRADUATE DEVELOPMENT PROGRAM - TALENTS OF CHOICE

Steamships is Papua New Guinea’s diversified industrial leader, providing employment to over 2500 Papua New Guineans nationwide and contributing to the growth of shipping, transport, hotel and commercial property sectors.

We value continuity and maintain a fundamental concern with people and the communities in which our businesses operate. We have the privilege and responsibility of growing our investments along sustainable lines including the development of our own people.

Since its inception, our Graduate Development Program has successfully passed six trainees into the PNG workforce with broad industrial exposure in the fields of Accounting and Management. The next few years will see thirteen more graduates pass through. Opportunities available to trainees in the Steamships GDP also extend to special occasions for PNG.

In 2014, three trainees were seconded to the Pacific Games Organising Committee to contribute to the success of the games. The four trainees from the Steamships GDP also joined the APEC Business Advisory



Julienne Angoman (centre), STC Graduate Management Trainee poses with other youth voices from Young Professionals Network at the APEC Voices of the Future Forum.

Committee Special Projects Team to assist with coordination of APEC Leader’s Summit in Port Moresby.

‘We are very proud to have our development program recognized as a credible pool of young talents’ stated Steamships Managing Director, Michael Scantlebury. ‘We are also pleased to learn

of another trainee in the program who was selected to attend the APEC Voices of the Future Forum, through an external professional network she is affiliated to. It is clear evidence that we are producing a high caliber of intelligent and engaged young professionals for Papua New Guinea as we espouse to’.

APEC VOICES OF THE FUTURE 2018 BY JULIENNE ANGOMAN

‘At the beginning of the Graduate Program, I was greatly encouraged to align myself with networking organizations. Being an introvert - this would prove be a challenge however, as time went by and after attending couple of networking events, I’ve realized getting out there and creating connections would contribute immensely to my career.

In September, I was informed that I was to represent the Young Professionals Networking organization at the APEC Voices of the Future 2018 program. This was a great opportunity and one which I was grateful for. The APEC Voices of the Future is the official Youth Program held in conjunction with the annual APEC Leaders’ Week. The program provides the opportunity and platform for 130 young leaders and educators from the 21 APEC Economies to attend the ABAC meetings and APEC CEO Summit.

I attended the day’s program which was focused on ‘Harnessing inclusive opportunities, embracing the digital

future: The role of youth in their home economy.’ We had guest speakers such as Mr. James Soh (CEO Voices Secretariat), Mr. Andrew Barry (Exxon Mobil MD), Mr. David Toua (STC Corporate Affairs GM) and the Hon. Justin Tkatchenko (Minister for APEC). Also, there were presentations from each of the APEC Economies by their youth representatives which I felt privileged to be part of. We later ended the day with group discussions and the final presentations that would build up the Youth Declaration for 2018.

There are benefits for being associated with organizations and groups. PNG being a part of the APEC Economies which gives us the opportunity to learn from the other countries and their experiences. We can embrace the digital future and move forward, like for example, New Zealand have learnt to preserve their culture and traditions yet adapt to the current changes and create plans for the future.’

CSH COMMITTED TO CHEFS DEVELOPMENT

Coral Sea Hotels introduced a Kitchen Management and Leadership module for its National Chefs with partner, Singapore Hotel and Tourism Education Centre (SHATEC).

A team of eighteen senior chefs from within the CSH group of hotels have successfully participated in this training which ended last Friday. The training covered both soft skills and professional competencies to effectively manage the kitchen operations and its brigade. When asked, the participants expressed appreciation and enthusiasm for the initiative.

This training, along with HACCP compliance and innovative new menus due to roll out across the group, means there are more exciting times ahead for both CSH staff and guests.

OUT & ABOUT

THE LEADER’S CHOICE: GRAND PAPUA HOTEL



Above: Grand Papua Hotel General Manager Vic Namasivayam and his staff pose for a group photo with Australian Prime Minister Scott Morrison.

Right: New Zealand Prime Minister, Jacinta Arden greeted by staff whilst the GM for Grand Papau Hotel looks on.

Grand Papua Hotel hosted heads of state from Australia, Singapore and New Zealand for the APEC Leader’s Summit in Port Moresby. In addition to the leaders, the hotel also hosted foreign ministers and trade ministers from these economies.

The hotel team prepared well over six months in advance with the respective economies to cater to requests for their leaders and ministers. All 210 team members at Grand Papua hotel were accredited and on shifts round the clock to ensure delegates had access to services and outlets day and night. This has been the most succceful and high profile state visit since the hotel opened its doors in 2011.



OUT & ABOUT



Venessa Vee, Steamships Lawyer speaking to a group of five year olds during Literacy Week at Hagara Learning Center. The learning centre was donated by Steamships. The library is managed by Buk Bilong Pikinini.



Steamships Ruby Sevens Tournament Director Paul Joseph receiving sporting merchandise from Steamships.



Excited TLDP graduates celebrating the completion of their workshop at the Grand Papua Hotel in September.



Staff at Cassawory Hotel during Independence in September.



Health and Lifestyle Awareness session for the staff at Cassawory Hotel, Kiunga

OUT & ABOUT



Tug Langila watches patiently as the Sea Princess sets sail out of Port Moresby Harbour after APEC.



Pactow divers deploying on the wreck removal of Southern Phoenix, Suva, Fiji.



Friends enjoying their cotton candy treat at the Steamships Family Fun Day in Lae in November.



L-R. Mary Auri, Chelsea Roma and Moro Wauga at the Family fun day in Lae.



Sack race wasn't just enjoyed by the children but even management took to the fun



Excited children trying out the bouncy castle at the Steamships Family Fun Day in Lae.

OUT & ABOUT



Cup Champions, Ela Ocean with Corporate Affairs GM - David Toua.



Pina of CSD blocking pass from EWT player.



David Toua, Corporate Affairs GM attempting to pass to team mate.



JVPS staff having an early Christmas party aboard Moresby Chief.

OUT & ABOUT



Jean Sovek (second from right) presents a cheque of K5000 and merchandise to Dick Bar Jr of the Port Moresby Giants. The team went to Melbourne in November to compete in the Men's Fast Pitch Skins.



Misika Rea of Steamships presenting a cheque of K10,004.88 to Esmalyn Tau of Conservation and Environment Protection Authority for the annual coastal clean up organized by CEPA.

OUR DEVELOPMENT

TEAM LEADER DEVELOPMENT PROGRAM



Participants focus intently on their tasks during one of the TLDP sessions.

This year, we implemented the Steamships First Leadership Program for Managers within the Group and from Swire Shipping. The Team Leader Development Program (TLDP) was created for Steamships Managers, the company is investing in good leadership qualities within its managers. There were two cohorts that was done this year - the first cohort graduated in September and just recently, the second cohort for 2018 graduated on the 6th December. There are plans to have two more cohorts for next year.

There were many common learning objectives identified by the participants, including:

- managing upward effectively, building the ability to ask questions of leaders and voice their views, especially if they differ from their managers
- building the ability to influence others, being able to adapt leadership style to suit the situation and the audience
- identifying what great leadership looks like in their context and also, know when to delegate and how to get results through their teams
- building the coaching capability and also, to take responsibility in decision making and understand the impacts/ consequences
- delivering constructive feedback and have courageous conversations, communicate effectively and build relationships
- being aware of judgments and biases and the impact of these on decision making
- identifying personal values and alignment to company values
- gaining strategies to manage self-inside and outside of work and also, increasing accountability and responsibility

Here is what a few of the participants had to say about what they learnt...

“Happiness- having a positive vibe in a team is important with getting things done and Delegation- especially with making sure I’m delegating to the right person and I get some answers after the task is complete.”
Tony Daple
Business Unit Manager POM – EWT

“Giving feedback to staff. Before the workshop I didn’t give feedback to help them problem solve themselves and now they are learning better from me this way.”
Melissa Tumala
National Customer Services Manager
- SWIRE SHIPPING

“Delegation, in the sense that it was hard to do before of the nature of my job. Delegating tasks involved high risks to divers and I was able to challenge myself and address those fears of delegating by understanding my diver’s skills and capabilities more.”
Ricky Leka
Dive Manager - PACTOW

OUR DEVELOPMENT

ABAC SECONDMENT



Shimona Ipah and Grace Roland pictured in Marquee Theatre onboard P&O Cruise Liner, Pacific Explorer at the APEC CEO Summit.

Everyone hoped that the last four to five weeks of planning and preparation for APEC would prove to be worthwhile. Four Management Trainee Graduates; Rachael Ezekiel, Grace C. Roland, Shimona Ipah and Gerard Habitein were seconded to APEC Business Advisory Council (ABAC) PNG Host Committee to serve under the Special Projects Team. The ABAC Secretariat is responsible to host the APEC CEO SUMMIT in any one of the 21 countries that make up the APEC body. As part of their Terms of Engagement with ABAC, they were heavily involved in the following areas:

- Recruitment of Volunteers
- Training of Volunteers
- Accommodation and Reservations for delegates attending the event.
- Accreditation Batch distribution
- Logistics Support

From this experience, they were fortunate enough to have crossed paths and have close encounters with the ABAC Members, Delegates and CEO’s from the 21 economies who attended the APEC CEO Summit. They all managed to catch a glimpse of the World Leaders from afar too. There was even excitement across the nation as all leaders touched down amidst the heavy security presence of Joint-Security Task Force (JSTF) all around the Nation’s capital. The CEO Summit was a success and a testament of the hard work from everyone involved and the country as a whole. The ABAC Secretariat Host Committee and ABAC Members were absolutely delighted when the final meeting ended. They were commended by the Prime Minister of Papua New Guinea, Hon. Peter O’Neill, for hosting a successful event that will go down in the history books of our country.

In that short period of time, the Management Trainees did their very best to coordinate, organize and assist the Managers and Supervisors of the ABAC Secretariat Committee. The event was a great experience for all the graduates and through this event, they have identified areas of improvement as well as work techniques that will play a vital role in their respective professional growth as future leaders and managers. They are evermore grateful to the ABAC Team for taking them on-board and would like to thank the Steamships Management for believing in them and giving to them this opportunity to participate in contributing something into hosting APEC CEO SUMMIT 2018 PNG.

OUR DEVELOPMENT

PACIFIC PALMS PROPERTY
INTERNAL EXCEL TRAINING



Pacific Palms Property staff engaged in training at Harbourside West Level One.

On the 16th - 17th of August Pacific Palms Property staff undertook an internal excel training facilitated by STC Commercial Associate Mr. Dan Khaisir. Prior to the training, there was an internal survey conducted which revealed a growing interest in the usage of MS Excel at Pacific Palms Property. The two-day training session held at Harbourside West Level 1 Serviced Office, was designed to provide staff with the fundamental knowledge in fully utilizing Microsoft Excel to its potential in their daily tasks, projects and reports. Training was based around MS excel functions and formulas. Day one of training introduced excel keyboard short-cuts,

basic functions of excel, using formulas to connect cells within the same workbook to produce results, generating calculations and, organization and managing data. Day two of training went more in-depth into functions and formulas. Other areas covered included learning the flexibility of workbooks, generating graphs from entered data and, utilizing the functions in the ribbon tab. It is great to see management investing their time and effort into providing training for their staff. Employees benefit significantly from internal training. This is evident in that, having the necessary tools and skills to be successful makes them more productive and efficient.

“It’s great to see management investing their time and into providing training for their staff”

CORPORATE TRAINING

FEBRUARY - MARCH
COURSES TO BE HELD IN PORT MORESBY

4-5 February 2019
MS Word Essentials | IBBM | Port Moresby

6-7 February 2019
MS Word Advanced | IBBM | Port Moresby

27-28 February 2019
Assertiveness & Self-Confidence
IBBM | Port Moresby

28 February - 1 March 2019
Interpersonal Skills | IBBM | Port Moresby

28 February - 1 March 2019
MS Excel Advanced | IBBM | Port Moresby

4-5 March 2019
MS Excel Essentials | IBBM | Port Moresby

5 March 2019
Coaching for Managers
IBBM | Port Moresby

6-7 March 2019
MS Excel Advanced | IBBM | Port Moresby

6-8 March 2019
TLDP Module 1 (Cohort 1)
Balanced Focus | Port Moresby

11-12 March 2019
MS Excel Expert | IBBM | Port Moresby

11-13 March 2019
TLDP Module 1 (Cohort 2)
Balanced Focus | Port Moresby

COURSES TO BE HELD IN LAE

12-13 February 2019
Assertiveness & Self-Confidence
IBBM | Lae

19-20 March 2019
Business Communications 13.815 IBBM | Lae

contact **SEINI** for more information
E: SFisi’ihoi@steamships.com.pg or
M: 7092 1765

SEFTI KONA

BEL ISI PNG



Bel Isi PNG supports those experience family and sexual violence to easily access quality legal, health, counselling and safe house services.

As an employee you are able to:

- Obtain confidential advice from the Bel isi PNG Case Management Centre which is operated by Femili PNG. The staff are trained to help you look at all the available services and understand which ones are the most appropriate to your situation.
- Stay at the Bel Isi PNG safe house if your situation is high risk.
- The safe house services provided by the Bel Isi PNG are available to employees (and their children) of Organisation that subscribe to Bel Isi PNG.
- There are other safe houses in Port Moresby for anyone who needs them including extended family and friends.

Did you know?

Case Management and safe house services are confidential. This means that your situation and problems will not be shared with anyone without your permission (except in cases where maintaining confidentiality may result in injury or harm to you or another person).

Act Now

Call the Bel Isi PNG Case Management Centre (Operated by Femili PNG) on 700554401.

If you need outside of our operating hours 9am – 4pm Weekdays; go to Port Moresby General Hospital Emergency Department. G4S provides safe and free transport to a hospital with family and sexual violence services. Call them on 71902116 or 73297530.

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We can find transportation

- G4S: 71902116 or 73297503
- Ambulance
- Friend or Family

We can help you find essential medical services

- Port Moresby General Hospital: 324 8200
- Family support centre: 324 8246

We can help you find counselling

- 1-Tok Counselling
- Private Counselling

We can help you keep safe

- Develop a safety plan
- Obtain a protection order
- See the police

We can help you talk to your workplace

- To have time off
- To find out what other services are available through your workplace such as counselling or financial support
- To speak with your HR department or supervisor if you want to raise issues with them.

We can help you access criminal & justice service

- Police
- Family & Sexual Violence Unit
- Sexual Offense Squad

Safety starts with **YOU!**

OUR HISTORY

STEAMSHIPS - OUR JOURNEY CONTINUES



As we draw near to Farewell 2018, we look back on our journey and take a trip down memory lane to celebrate our years of business and community partnership as a diversified industry leader – it was ten years ago when Steamships celebrated 90 years in Papua New Guinea.

On May 2008, in a colourful ceremony topped off by fireworks, Governor- General Sir Paulias Matane was the guest of honour to celebrate what he described as “one of the most successful and prominent trading groups in Papua New Guinea”. Also present to mark the event was Sam Swire, a member of the Swire family, majority shareholders of Steamships, Prime Minister Sir Michael Somare and business executives.

Sir Paulias paid tribute to author Jim Sinclair who wrote the book on the history of the company. “From the very early days, the

company has encouraged the people of Papua New Guinea to contribute, and this they have done most notably in respect of the shipping side,”

Sir Paulias said. “There are tales of heroism, of dedication, or responsibility, of vision and of great love for their country. That love in particular has been shared by the expatriates, most of who served for many years in the country and who have contributed significantly to the company but also to the shaping of the nation.”

He said as a business, Steamships had a profit motive but one striking feature about the company had been its community service obligation which it fulfilled and remained strong. Sir Paulias and Chairman Bill Rothery said that Steamships was one of the major employers in the country with 2700 employees and “so has an impact on the lives of many of our citizens and



Left: Steamships Hardware House Above: Laga Industries iconic Gala Ice Cream Below: Late Jim Sinclair, the author of Steamships 90 year book.



of their wantoks and communities”. “The company’s commitment to the community as a whole, with its support for many charitable projects, especially in the field of public health is notable and laudable and is a model of socially responsible corporate citizens,” Sir Paulias said. Mr Swire said his family was proud of their association with “this wonderful country”.

In that same year, Steamships sold CPL Group Hardware Haus stores and also, Laga Industries merges with Trade Winds Liquor dramatically broadened its range of products. Construction of Grand Papua Hotel also begun that same year. We also, saw Steamships Trading Company Limited reported a net profit of PGK90, 226,000 [US\$34.2 million] for 2008 — PGK16 million [US\$6 million] more than the previous year.

WHISTLE BLOWING POLICY

BLOW THE WHISTLE ON BAD BEHAVIOR!

1.0 Policy Statement

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

2.0 Objective of this Policy

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

3.0 Application of the Policy

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

4.0 Statement of Support to Whistleblowers

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

5.0 Improper Conduct

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

- i. corrupt, fraudulent or other illegal conduct or activity;
- ii. conduct that this contrary to, or a breach of, Steamships Codes and Policies;
- iii. a substantial mismanagement of the Group’s resources;

- iv. conduct involving substantial risk to public health or safety; or
- v. conduct involving substantial risk to the environment that would, if proven, constitute by the Group or its employee/s a criminal offence;
- vi. reasonable grounds for dismissing or dispensing with, or otherwise terminating, the services of a Steamships employee/s who was, or is, engaged in that conduct; or
- vii. reasonable grounds for disciplinary action.

6.0 Whistleblowing Procedures

- 6.1 To report a genuine concern, the matters should be initially reported to the direct manager.
- 6.2 If the whistle blower is uncomfortable to report the matters through normal reporting procedures or no satisfactory actions are taken the matter must be escalated to the Steamships Internal Audit (STCIA).
- 6.3 STCIA will conduct initial assessment of the case.
- 6.4 If the disclosures are made in good faith, STCIA will gather information and undertake an appropriate investigation.
- 6.5 Recommendations on the outcome will be given to the appropriate senior management authority to address the matter.
- 6.6 This Policy is not designed to deal with general employment grievances and complaints.

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

7.0 Whistleblowing Channels

- 7.1 Individuals may report their concern through various channels:
- i. Via email at stcia@steamships.com.pg.
- ii. A text message can be sent to the dedicated Mobile Number 71004481.
- iii. Postal Address at Steamships Trading Company Limited, c/o Group Internal Auditor, P.O. 1, Port Moresby.

BAD BUSINESS PRACTICE

IS UNACCEPTABLE!

Are you aware of any unethical conduct, fraud, perceived wrongdoings, or violation of the Steamships Code of Conduct?

If so, then our Whistleblower policy, allows you to report any such incident, in the knowledge that it will be done so confidentially and that your identity will be protected at all times!

It's simple. Send a text to 71004481 or an e-mail to: stcia@steamships.com.pg and the matter will be appropriately dressed.

You can mail it to; Steamships Trading Company Limited, c/o Group Internal Auditor, P.O. 1, Port Moresby.

NOMINATIONS OPEN FOR WESTPAC OUTSTANDING WOMEN AWARD 2019



Nominations for the 2019 Award must be received no later than the close of business on Monday, 11 February 2019

Completed nomination forms can be left at any Westpac branch.

Or send to:

Manager Communications and Marketing
Westpac PNG, PO Box 706 Port Moresby, NCD

Contact the Westpac Marketing team on
telephone: 322 0522 or email marketing@westpac.com.au

*L-R: Westpac PNG's Managing Director Adrian Hughes, Steamships Not for Profit Award 2018 winner, Priscilla Kevin and Pacific Towing's General Manager Neil Papenfus at the Awards night in March at the Gateway Hotel.
Neil presented the award on behalf of Steamships.*



STEAMSHIPS

100 YEARS IN PNG

*Send us your stories and high resolution images
for publication in Tok Steamies Newsletter by 16th February 2019.*

Your stories should be no more than 500 words.

Email: toksteamies@steamships.com.pg