

# TOK STEAMIES

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 STEAMSHIPS



**CHRISTMAS GREETINGS  
AND BEST WISHES FOR THE NEW YEAR!**

**FAMILY FUN DAY: LAE**

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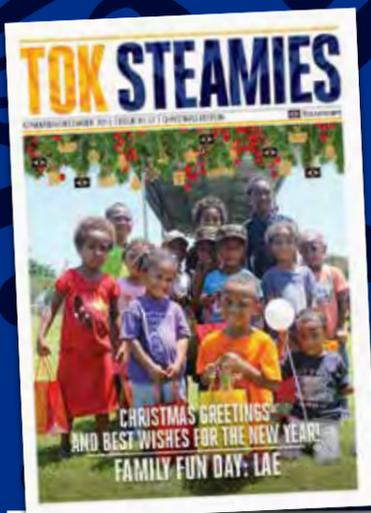
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COVER PHOTO: FAMILY FUN DAY - LAE. HUGE SMILES ON THE FACES OF CHILDREN OF EWT EMPLOYEES AS THEY RECEIVED CHRISTMAS GIFT BAGS



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## MANAGING DIRECTOR'S MESSAGE

It's hard to believe that Christmas is almost here.... *where did this year go!*

It certainly has been an interesting year for the Group, and not without its challenges, and as we reach the end of 2019, I would like to thank you all for your efforts, and extend to you and your families a very Merry Christmas and a Happy New Year.

The year has seen a few management changes. We bid farewell to Marc Ehler and Stuart Craker, and in their stead welcomed Peter Jensen as General Manager for Coral Sea Hotels and Thomas Bellamy as General Manager for Consort.

Papua New Guinea continues to work its way through a tough economic cycle, and this has had a knock on effect that has been felt in all of our businesses. The challenge is reflected in the brief snapshots given by the leaders of our individual businesses in this edition of Tok Steamies. Despite tough times, we do remain optimistic, and committed to PNG, as evidenced by the announcement of the Harbourside South Project, and the opening of the Highlander Hotel Conference Centre. Other projects on the drawing board include the design and construction of Melanesian Hotel in Lae. A design competition was launched in October and we eagerly wait for construction to commence to add to another landmark in Lae.

Steamships commitment to community engagement and its people saw a total of K1.8 million invested in various social initiatives around Papua New Guinea under the Steamships Community Grants Program. Notable investments were made to Buk Bilong Pikinini, Gateway Children's Fund as well as the Sago Network. Continued support also includes an annual sponsorship of the female cadet program with Pactow, CNCo and AAPNG. The program is such an incredible investment which provides opportunities and advancement to young Papua New Guinean women in maritime.

Investment in our people is core to the success of our advancement towards development and partnership in Papua New Guinea. Steamships has focused in training its people both external and internal through the TLDP program, Graduate Development Program, various Health and Safety workshops.

It has been a tough yet rewarding year for our people and business. We will continue to have best practice within our divisions as well as focus in ensuring we deliver quality service and products.

I'm looking forward to welcoming you all to the New Year in 2020.

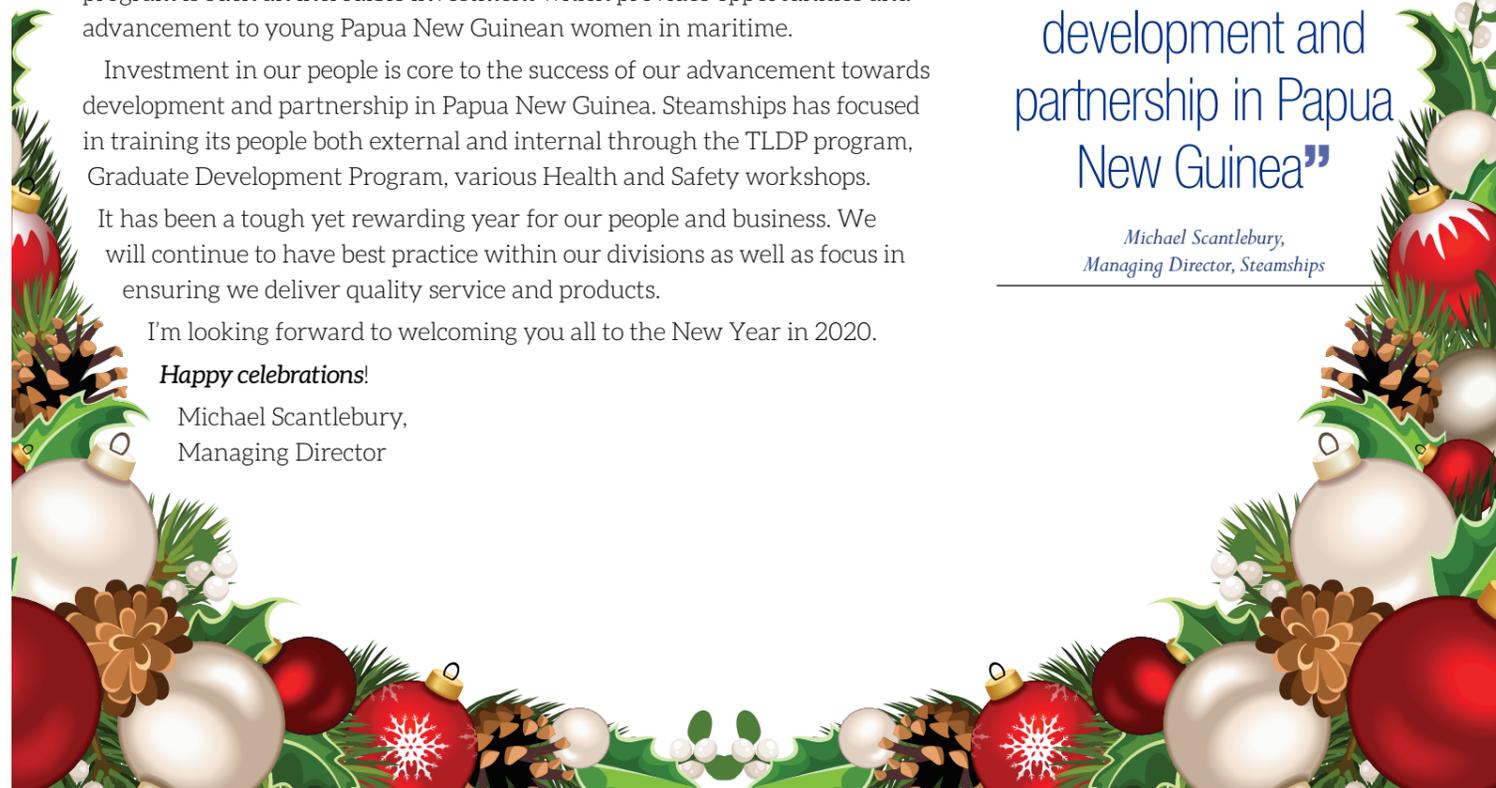
**Happy celebrations!**

Michael Scantlebury,  
Managing Director



“Investment in our people is core to the success of our advancement towards development and partnership in Papua New Guinea”

Michael Scantlebury,  
Managing Director, Steamships



## PACIFIC PALMS PROPERTY – PORTFOLIO MANAGEMENT



“Our Mt Hagen commercial and retail joint venture with Tininga, Hagen Central, is close to capacity...”

Gordon McMaster,  
General Manager, Pacific Palms Property



2019 has seen a continuation of challenging market places across all categories of the portfolio however, occupancy has generally been maintained. The absence of any large extractive projects (Papua LNG, P'nyang and Wafi Golpu) being a large contributing factor however, we remain hopeful that these projects will start to build up in 2020 providing much needed stimulus to the economy.

The Pacific Palms Property Portfolio Management (PPP-PM) safety performance remains excellent with the division (including the Projects and Development team) continuing free from injury with an LTI free period now over 4500 days. Lagging indicator reporting such as safety related audits and near miss reporting continue to increase in quality and quantity which is a credit to the entire workforce for believing that “all injuries are preventable” and that “good safety is good for business”, guiding principles in which we operate.

Fire remains our largest risk with significant focus continuing in this area by a dedicated team to ensure that tenant behaviours and activities in our properties are regularly checked and addressed where deficient. Initiatives include infrared thermal scanning of switch and circuit boards to check for temperature anomalies, comprehensive property checklists backing up a continuous audit schedule has kept this team very busy throughout the year. It has been pleasing to see tenants acknowledge the merits of such checks and an appreciation of the reasons why we do this is to avoid the loss of life and loss of property.

With eighty-three (83) properties and 598 possible tenancies primarily in Port Moresby but also in Lae, Madang, Mt Hagen, Goroka, Rabaul, Wewak, Popondetta and Bougainville, keeping on top of the portfolio is not without issue. Port Moresby has been most affected by the current economic climate however, we have the advantage of well-placed properties backed by a strong product and service offering. Unforeseen issues with PNG Power and Eda Ranu in Port Moresby have been challenging but generally well managed with generators operating for extended periods of time and water tanks needing to be filled regularly due to water outages.

Regionally, Lae has seen an uplift in occupancy with residential being close to 100 per cent and improving numbers for Industrial and Commercial properties, again which are well placed and appointed particularly those close to the Lae Tidal Basin Port area.

Madang continues to struggle however, the large Best Buys supermarket, vacant and in need of renovation has been completed and opened ahead of time with a new tenant Supreme Investments, in what is now a very high quality outlet.

Our Mt Hagen commercial and retail joint venture with Tininga, Hagen Central, is close to capacity on the retail side and recent government department interest in the commercial space will leave only one (1) unit to fill.

Smaller locations such as Rabaul, Popondetta, Goroka and Wewak generally remain static with little tenant turnover.

Capital expenditure for planned maintenance of the portfolio reached K18.7 million this year as we ensure that our properties, despite their age, are maintained and presented in the best possible light to existing tenants and prospects alike. Large jobs include re-roofing many of the CPL operated properties and the Gordon Business Centre warehouses, air-conditioning replacements for Windward apartments, refurbishment of the Madang Best Buys, retrofitting new lifts to the Harbourside East building for Oil Search along with a large amount of fire related engineering expenditure as we heighten our focus on fire prevention.

As 2019 draws to a close key focus areas for 2020 are:

- To continue to provide the best properties and facilities backed by the best service to our clients;
- To maximise occupancy in what we believe will continue to be a slower economic environment;
- To mitigate risk particularly fire related and we eagerly look forward to the roll-out of Risk Cloud the new STC Safety Management System; and to
- Work towards ISO accreditation later in the year and a continuation of the pleasing safety record.

The entire PPP team wishes all staff of Steamships a safe and Merry Christmas and prosperous New Year.

## HARBOURSIDE SOUTH, THE MELO AND THE MASTERPLAN

After splitting Pacific Palms Property's management and development in 2018, the newly created division, Projects & Development (PPP-PD), has had an eventful yet challenging year in 2019. Construction in PNG was close to its lowest in 10 years at the beginning of the year and we saw few property or land transactions across the country, and those that did happen are under severe scrutiny.

The second half of 2019 turned a corner and we saw some large construction projects starting to appear across Port Moresby, most importantly our very own Harbourside South development that mobilised on site in September. The ground breaking ceremony was held on 15th October, officiated by the Prime Minister, Hon James Marape, and more than a dozen cabinet members and senior officials.

Although there has been little construction activity on Harbourside South site, an enormous amount of preparatory work has been taking place in the background. The structural design had to be completely redesigned in August and is now fully designed and documented. The government approval process is almost complete with NCDC Physical Planning approval being granted in a record time for STC. You'll see (and likely hear) over one hundred piles going in between now and March 2020. We are especially proud of our safety containerised gantry system, designed and constructed by PPP-PD using old Consort containers. The system is a benchmark for pedestrian safety in PNG while also providing a professional and appealing public interface along the site boundary.

Steamships' first design competition was held in October for the design of the new Melanesian Hotel. Designs were presented from a range of architects from Australia, China, Philippines, Indonesia and Vietnam. The winning design made full use of the site with a hockey stick design providing the best views and an elevated lobby is seen as a smart way to further enhance the sweeping views. This is an extremely exciting project!

The Highlander conference centre and kitchen upgrades were completed in 2019, which concludes the PGK 27m renovations works at the hotel. The wall which was knocked down to make way for the Highlands Highway has also been rebuilt.

Other 'small' projects that are almost complete are the Fire Risk Management works at Ela Beach Hotel and Gateway, the rebuild of the building that burned down in Waigani Estate and the levelling of the sites next to the old STC HQ in downtown Port Moresby.

On the property development front the focus has been on the STC Property Masterplan which was presented to the STC Board in June. The three key strategic points: Precinct Planning, Commercial Expansion and Trading Properties, were agreed by the Board.

Throughout the year, PPP-PD have been hosting various property events to gather and build strong relationships with representatives from both the private and public sectors. We hope these events and meetings can continue into a more formal arrangement such as a Property Developers' Association. NCDC and National Government have sought our advice on two significant initiatives in 2019 that will support our Masterplan; the Port Moresby Urban Development Plan 2020-2030 and the Strata Title Bill.

The PPP-PD team has doubled in size in 2019 and the project management bar has been raised. Stephan Siryj brings a wealth of experience to Harbourside South, which is fitting given this is STC's largest project in our 101 year history. Martin Ma joins us from Swire Properties to lead the design of the Melanesian Hotel.

Looking forward to 2020, Harbourside South is going to start rising out of the ground, a landmark Melanesian Hotel design will be created and we'll continue to explore more opportunities, develop our people and improve our project management and procedures. We hope 2020 will be the start of a golden decade in development for PPP, Steamships and Papua New Guinea!



“The second half of 2019 turned a corner and we saw some large construction projects starting to appear...”

Arthur Burnand,  
General Manager, Property Development & Projects



# A SUCCESSFUL PULL THROUGH THE TERRAINS



“...the evolution of the East West Transport business continued with some significant wins setting the scene for a prosperous future...”

Gary Dobson,  
General Manager, East West Transport



As with 2018, 2019 continued to be a challenging year for East West Transport, the competition in the market, a stagnant economy, change in government and delays of major projects announcements.

However, the evolution of the East West Transport business continued with some significant wins setting the scene for a prosperous future as a transport & logistics industry leader. This is built on the back of the contributions and success of its people, which is undoubtedly the valuable resource and driving force in providing reliable Transport & Logistics services to the variety of East West Transport's customers.

The safety performance for East West Transport continued to be a focus for everyone from the senior management down. The reinforcement of "Safety" as the number one priority in its operations, and safety further becoming embedded in the cultural and behavioural of the team, leading to a decline in incidents causing injury and damages in 2019, as of November 2019 EWT is 456 days LTI free.

2019 saw four (4) significant contracts resigned with existing and new customers.

Under the Paradise Foods group, the businesses of Laga & Paradise Foods, East West Transport was requested to resubmit pricing to continue to provide customs & transport services for both business, as the incumbent and an embedded services provider, East West Transport secured the work for an additional two (2) years.

East West Transport Port Moresby, had success in securing 100 per cent of Coca Cola's work for Customs, Storage & Transport, the contract included the purchase of five (5) new rigid sideloaders (due to arrive in December). These sideloaders will be painted red, and co-branded with both Coca Cola and East West Transport branding reinforcing the partnership between the 2 companies.

As Puma Energy's transport provider to Lae, Madang & Wewak for the past ten (10)

years, and the work retendered in 2019, East West Transport submitted a successful tender and secured the Puma work in the three (3) regions for another seven (7) years. A successful win for the longevity of the East West Business and the employees who work in the fuel department.

Lastly, East West Transport is finalizing a contract with New Britain Palm Oil Limited (NBPOL) Ramu for the haulage of Palm Oil from Ramu in the Morobe province to the Lae tank facilities, this will involve the use of seven (7) 19m B-Double Tanker configurations, a first for East West Transport, but offering greater payload utilisation, while reducing truck numbers on the road. The vehicles will work inside the load weight limits of bridges on the Highlands Highway while maximizing capacity.

Of note, East West Transport saw the appointment of Dan Khaisir to the position of Commercial Manager, a role historically with the business, but vacant for a number of years, Dan brings to the business a wealth of commercial and finance understanding from his roles with KPMG and Heli Niugini, and has hit the ground running, interfacing well with the existing management and extended EWT team, and being an integral part of the success in executing and ultimately winning the four (4) new contracts for East West Transport.

Joe Enriquez, formerly of the Steamships Internal Audit team, also joined East West Transport in February of 2019 as Finance and Administration Manager, Joe has been with Steamships for ten (10) years in a variety of roles across the business. Joe brings a wealth of knowledge of PRONTO and STC Financial Processes and has contributed to improvement in East West Transport financial controls.

2020 will see continued challenges and competition, but with the success of 2019, the East West Transport team will be ready to perform in the market in 2020.

# ANOTHER GREAT YEAR FOR PACTOW



“PacTow is already seeing the positive results...”

Neil Papenfus,  
General Manager, Pacific Towing



Pacific Towing has enjoyed yet another great year in 2019. We have continued to expand our geographic footprint in that we now have a Fiji business in addition to our PNG and Solomon Islands businesses. Excitingly, we are increasingly providing our services further and further afield as was evident by an open ocean barge towage project from Micronesia to Indonesia. We are no longer just PNG's market leader in marine services but a substantial player in Oceania and South East Asia too.

Not only is PacTow growing geographically, we are also growing our product range. We are now providing many more project-based solutions for clients and have just introduced a hull cleaning service. We are the only business anywhere in Melanesia offering hull cleaning. This means that ships which would normally be sent to Australia and Indonesia for this vital service can now be serviced in-country - saving shipping companies tens of thousands of dollars in travel and downtime while boosting both our own business income and PNG's economy.

In our quest to further enhance business growth, PacTow undertook a marketing strategy workshop this year. Several valuable outcomes of the workshop were the

identification of a new Vision, Mission and set of Values, as well as some high priority marketing objectives. We have invested in a new website, print advertisements and PR campaign to better showcase our considerable capabilities and maritime expertise, as well as our commendable corporate citizenship. PacTow is already seeing the positive results of this increased marketing activity. Our internal communications have also improved with the introduction of our very own newsletter - 'PacTow Nius'.

2019 has seen several significant staffing appointments at PacTow. Isaac Maimus, based in Lae, is our Northern Region Manager. Long term employee Anna Ingip takes on her first managerial appointment as our HR Manager. New recruit Richard Hayka brings his oil and gas expertise as well as considerable maritime experience to the role of Safety Manager.

PacTow continued to invest hundreds of thousands of kina into high quality staff training and development throughout the year. Staff were trained in classrooms and at sea, on short courses and on 3-4 year programs, in PNG and all over the world!

Our cadet programs, including the Women in Maritime scholarship program in partnership with the Australian Government's Australia Awards and the China Navigation Company continued to provide young Papua New Guineans with 'training opportunities of a lifetime' while simultaneously helping us to grow our own talent. We are in the midst of finalising our third intake of female cadets and 2020 will see us expand the cadet program to include Solomon Islanders. I'm extremely pleased to announce that our sister company, Consort Express Lines, will be partnering with us on cadet training from 2020 onwards.

Overall, PacTow is a 94 per cent nationalised business - in Solomon Islands it is 100 per cent! Nationalisation is a deliberate business strategy and it undisputedly underpins our success. An example of this was our open ocean towage project mid-year - managed and crewed by a 100 per cent PNG team. A highly skilled team of PNG mariners navigated their way safely through treacherous and cyclonic conditions to safely deliver a barge from Micronesia to its Indonesian owners.

Another significant project for 2019, and one that showcased the diverse skillsets and expertise of PacTow staff from each of our divisions, was the wreck retrieval of container ship the Southern Phoenix from Fiji's Suva Harbour. Not only did the PacTow team provide a cost effective and innovative salvage solution for the client, we also played an important role in cleaning up one of the many wrecks that litter the economically and environmentally important waterways of our region.

**Diving:** Our dive team were central to the

wreck retrieval of the Southern Phoenix. The project necessitated 1,183 dives resulting in over 1,000 hours bottom time. There were zero safety issues and LTIs. The divers also scuttled abandoned vessel, the Lotus, in Lae and they play the lead role in our new hull cleaning service.

**Salvage:** In addition to the salvage of the Southern Phoenix and Lotus, in November we were able to rescue and refloat the Crystal Sea which was stranded on an atoll in the pristine waters off Tufi. The quick response and technical expertise of the PacTow team not only saved the vessel but averted an almost guaranteed environmental disaster.

**Liferafts:** The liferaft sales and servicing team has moved to our new base at Motukea HQ. They successfully passed an audit with Survitec for RFD and DSB and have been busy with ongoing training.

**Technical:** The genius of PacTow's technical team was evident on the Southern Phoenix project as well as on the recent engine re-build of the Langila which is now back in service. The 4-yearly dockings of both the Tuluman and Wanilla were completed. The Wanilla docking was particularly significant as it allowed the vessel to be further upgraded as a bespoke surface dive support vessel necessary for our new hull cleaning service. Our Madang operation's vessel, the Yomba, has undergone an extensive full docking and rebuild in POM, with her relocation back to Madang now imminent.

**Marine:** The year encompassed several emergency tows and rescues including Glory Marine No. 5. There was also the emergency tow of tanker Kappa Sea from ENB province to safe harbour in POM. PacTow performed a successful rescue of Arianna dragging her anchors in high winds in POM. In accord with increasing our capacity to service O&G clients, the Keera supported Oil Search at Kumul Platform and mooring crew members were trained as GP 2.

**Administration:** Our unsung heroes (our admin team) continued their wonderful and consistent support. Our admin team play a significant role in our market leadership position, as well as our success at expanding geographically and diversifying our product range.

**Safety:** There is nothing more important at PacTow than working safely. We are now more than three and a half years LTI free and the appointment of Richard Hayka as our new Safety Manager enhances our safety credentials, especially with regard to our O&G capabilities. 2020 will see PacTow introduce two important safety initiatives to enhance our safety vigilance - our own Staff Safety Awards program, as well as Gender Smart Safety to maximise the workplace safety of women. We will also introduce initiatives to improve staff health.

## JVS NATIONAL PORTS & TERMINALS



“... our high levels of productivity and professionalism sets a point of difference between us and our competitors.”

Greg Kettleton,  
JVS National Ports & Terminals Manager

2019 saw many great achievements for the JVPS division. Of note the successful transition across into our new home at Baruni S2. The administrative take-over of Motukea United Limited, the start-up of JV Hire co and the recent administrative take overs of Nikana and Makerio Stevedores in Bougainville.

Conversely we also saw (sadly) PSL, LPS and MTL finally go into liquidation, making the final step in closing down those former JVPS operations. Some 18 months has passed since the start-up of ICTSI in which JVPS operations in POM and Lae jostle to win the remaining international work which remains outside of the concession.

For some time JVPS operations around PNG had enjoyed years of prosperity, positive cash flow and profitability predominately through lack of competitive market forces and strong macroeconomic conditions. Times have inevitably changed with margins reducing through increased competition.

Outer ports continue to operate as mature businesses and are susceptible to the larger PNG Macro-economic environment. In this, the 2019 budgets mostly held true to expectations for the 6 core ports with JV Hire Company, we see 2020 reflecting the same with inconsistent growth between the JV's at less than 2%.

JVPS businesses are ISO accredited for both Safety and Environment, this coupled with our high levels of productivity and professionalism sets a point of differ-

ence between us and our competitors. Our outer ports benefited from a continuous drive towards good governance and safety culture, which has been a focus over the previous 3 years.

Safety is and always will be paramount for JVPS, as such we have also rolled out a Safety & Training road show mid-2019. This has seen two (2) of our most senior workplace trainer's tour the country training and conducting Verification of competency's VOC to our staff. This has set "the line in the sand" for our teams across PNG with 2020 seeing an even greater focus on Professionalism & Safety.

2020 will be the year of technology for JVPS with several exciting projects planned. In the line-up we have improved reporting and functionality coming from PRONTO, Access & Time keeping advancements shifting across into Biometric facial scanners for clock in/ out and improved visibility of the fleet via a comprehensive Trackpro systems.

Whilst the future economical environments for PNG remain uncertain, the JVPS team see this as an opportunity to get our systems and services right sized and ready for the upswing.

With customer service as one of our leading priority's, JVPS looks now to form part of a seamless logistics solution for customers in PNG drawing on the combined strengths of Consort and East West Transport to get the job done right at competitive rates.

## REMODELLING AT CONSORT

In 2019, Consort's 12 vessels carried break bulk cargo and an estimated 34,000 containers along the coast and up the rivers of Papua New Guinea for 1,274 customers. We called 14 different locations consistently throughout the year: Lae, Port Moresby, Rabaul, Kimbe, Oro Bay, Alotau, Kiunga, Vanimo, Wewak, Madang, Kieta, Buka, Basamuk and Manus. Along the way we burned an estimated 13,000 tons of heavy fuel oil and diesel and did a lot of work in the office as well. Like most years 2019 has been a busy one!

2019 also saw the Niugini Coast and Gazelle Coast follow their sister ship the Bougainville Coast in and out of the Cosco Guangzhou Shipyard in China; the Kiunga Chief and Balimo Chief were docked at PNG Dockyards here in Port Moresby. We bought new reefer containers from Qingdao in Northern China to help us meet the demand for cold storage shipments up and down the coast of PNG. We sold the Kikori Chief which has reached the end of her useful life for Consort to a buyer in the Solomon Islands.

In February, MUL (our Port Moresby Stevedores) moved sideways in the Steamships family over to JVPS and with USL (our Lae Stevedores) 180 casual employees became permanent employees. The Port Moresby team moved down the road to the old Steamships HQ. We've cleared space in the Consort Lae Yard to move the JV Hire Company workshop in 2020 and we've scrapped 400 metric tons of unused

items and moved about 400 containers over to Asiawe next the Lae Yacht Club to create more space.

Steamships also took full ownership of Consort, making Consort a 100 per cent STC divisional company. A number of management changes took place in the year with Stuart Craker leaving PNG after five years with the company and we also saw additional management coming in from Swire Shipping with Thomas Bellamy as General Manager, Chris De Villiers as Chief Operating Officer, Nick Schopfer as Business Development Manager, and Ed Fitzgerald as Marine Quality Assurance Manager.

Community engagement activities has also been a part of this year with Consort sponsoring: the Lae Lioness Club, shipments for PNG athletics and PNG Police and Football in Kieta. Other activities for our employees included the Steamships Intra-Company Sporting competitions and the Lae Family Fun Day saw a total of 450 Consort employees with their families come out to the SRCUM Oval for a barbecue and other games for the children and staff as well.

2020 will no doubt be an equally busy and rewarding year with a continued focus on safety, our customers, and doing the basics right. We look forward to reporting success on both the liner and the projects and charters' sides of the business in 2020 this time next year!



“Like most years 2019 has been a busy one.”

Thomas Bellamy,  
General Manager, Consort Express Lines



# WE GIVE OUR GUESTS REASONS TO KEEP COMING BACK



“Our mission is to give our guests reasons for coming back - again and again.”

Peter Liagaard Jensen,  
General Manager, Coral Sea Hotels

2019 has been an extraordinary year in many ways. It has been like a “Cha Cha” – one step forward and one step backward. The year felt like an “elevator out of order” and we have only used the stairs in 2019, one step at a time! However, we love the exercise and a lot of existing and positive things have happened throughout 2019 which will have a positive impact in the future of Coral Sea Hotels. Our mission is to give our guests reasons for coming back – again and again.

HSSE continues to have the highest priority within Coral Sea Hotels, its employees, assets and many guests. Daily KPI's for HSSE are delivered from all business units daily and this ensure we continue to grow and develop a strong footprint in the safety culture in the organization. Major fire prevention projects and initiatives have been implemented in the hotel business units across Papua New Guinea.

The employees of Coral Sea Hotels are the most important component in providing a unique guest experience and again this year twenty (20) dedicated managers from various hotels participated in SHATEC development program. The hotels continue to drive key competencies in training and development programs. In 2020 this will continue to be a very important focus area.

Technology is an integral part of Coral Sea Hotel's infrastructure and CSD have been the driving force to implement the new PMS systems (HMS) across the hotels. Electronic Guest Satisfaction surveys have been implemented so guest upon check-out receive an appreciation letter with the survey link. A piece of guest satisfaction is customer mobility. A mobile booking platform was developed to provide a seamlessly user friendly experience for the guest. OTA insight is another tactical tool which has been implemented for the properties to drive operational excellence.

The regional hotels, Highlander Hotel, Bird of Paradise and Huon Gulf have per-

formed extraordinary well attaining exceptional hotel occupancy targets, performance metrics and happy guests. Hotels in Port Moresby have experienced an exhausting year in a very soft market due to the many delays in various infrastructure projects which have an impact on driving occupancy. The year 2019 welcomed a New General Manager, as well as promoted several managers, supervisors and staff to create a more vibrant, talented and skilled team delivering guest satisfaction.

Many new initiatives and developments have been launched in 2019. Bird of Paradise in Goroka received a facelift on their hotel guestrooms and new menus were launched in the hotel. Hotels in general have experienced fantastic track records for LTI free days. Huon Gulf in Lae also have remarkable results with over 1.400 LTI free days. New project development in progress is the new Highlander Hotel in Mt Hagen.

A new Enzo's Harbourside opened earlier this year and is trading well seen in the light it is a new outlet.

Gateway Hotel & Apartments have received a facelift in the hotel guest rooms with new furniture and authentic artwork. A new playground has been established as well as gym/fitness facilities have received “touches” to meet the guest expectations.

The focus for 2020 will be consistency in guest services and products, costs optimization and systems developments, reputation management and driving sales aggressively. Covering all are areas, where everybody, no matter their roles neither titles, can positively contribute and make a difference.

Growth and success don't come automatically, but only by challenging ourselves, what we do and by continuously improving what we are and should be doing. Coral Sea Hotels is looking forward to an exciting year in 2020.



# HIGHLANDER HOTEL OPENS REFURBISHED CONFERENCE FACILITY



On the eve of the Steamships Board meeting in Mt Hagen the Chairman introduced the soon to be opened conference facility at Highlander Hotel. “We are excited to continue our plans into 2020 with the opening of this refreshed conference facility featuring upscale amenities, modern designs and a dedicated staff,” remarked Geoff Cundle.

This soft opening was witnessed by Sir Peter Ipatas, Steamships Board of Directors, Coral Sea Hotels Management, Mt. Hagen business community as well as various community leaders. The new facility offers meeting rooms for up to 300 guests with flexible solutions for various meeting and banquet requirements. The facility will offer AV capabilities with LCD projectors and screens combined with superior high quality image clarity. Functional seminars, birthdays, corporate dinners and wedding receptions can take place at the conference rooms.

The first phase of the conference centre began 12 November 2019. “We are looking forward to continuing our partnership



Above: Guests arrive for the soft opening of the Highlander Hotel Conference Facilities.

Left: Steamships Board Chairman, Geoff Cundle giving the opening remarks.

with our guests and opening the doors to the new facility. Our excellent location is a gateway to all businesses in the region and Highlander Hotel offers guests a variety of services including outdoor pool, relaxing guest rooms, restaurants and meeting rooms”, said Peter Liagaard Jensen, Group

General Manager of Coral Sea Hotels.

The new facility exemplifies Steamships commitment to investment and partnership in the region and Coral Sea Hotels are equally committed to building a meaningful and memorable experience for guests who chose to stay.

## "ARE TAXES IMPORTANT?"



**Maro Sani**  
– Group Tax Accountant

We often look forward to pay day! However, one thing in common, salary & wages earned by every individual are subject to tax. We wish we didn't pay so much tax when we look at our payslips. Sometimes we probably wonder – how is the tax calculated? And is it really necessary?

Our Steamships Group Tax Accountant, Maro Sani explains that, "taxes are an important agenda to the Government because it is their major source of income and it is an offence not to remit taxes." "As the Group Tax Accountant I have a team of four (4) and we basically provide support and advice to the Steamships Group on matters relating to tax compliances, as well as assisting with other tax related issues that divisions/subsidiaries may have with the Internal Revenue Commission (IRC). One of our major task for the Group is we calculate and prepare the Annual Corporate Income Tax Returns (CITR) for Steamships Group of Companies. We make sure we pay the correct tax to the government. We are also involved in the preparation of the Annual Statutory Accounts for the Group."

Sounds like hefty for four (4) people! Maro first joined Steamships in 2012 as an

Assistant Tax Accountant; early this year he was awarded the Senior Accountant Position and then, in July 2019 promoted to Group Tax Accountant.

"I am from Central and East Sepik," Maro introduces, "I grew up in Wewak (East Sepik Province) and when I had completed my secondary studies I applied to Jubilee Institute in 2006 to attain a Certificate in Accounting. During the course of my studies the Institute attained its recognition as a University so I stayed on to complete my undergraduate studies in 2009." "Within the three (3) years prior to me joining Steamships," Maro pauses, "I moved a lot, and my experience was limited. Then when I joined Steamships, it felt like I was 'thrown into the ocean,' having to deal with preparations of financial statements, different taxes and the impacts they would have on the company if not complied with. I found it quite complex to grasp at first – I mean I did the theory part of it but technically – it was a real challenge. Happy to say though, that after five years of doing it year in, year out, I can honestly say that those challenges are now lessons learned."

Maro attributes his success to his three mentors: Wei Leong Chew, Buddhika Nanayakkara and Jagipa N Tamarua. "Mr. Chew (Group Corporate Finance

Manager & Human Resource Manager – Administration) is the one who interviewed me when I applied to join Steamships and I worked under him for 2 years which I gained so much experience under his mentorship. Jagipa (Former Group Finance & Tax Manager) joined in 2014 and became my immediate boss. I worked under her for four and a half years and she taught me the technical part of taxation and statutory reporting – I can honestly say that she was a great mentor. Today, I report directly to Buddhika Nanayakkara (Steamships Corporate Finance Manager), he has taught me many things about being in a managerial role and how to bring out the best in your team. There are certain values that he portrays that I aim to adopt."

"I began my journey as an Accounts Payable," reflects Maro, "and today, I am the Group Tax Accountant for a renowned company in PNG. The things we do may seem small at first, but commitment and dedication is what makes a person grow over the years, much like a tree and its fruit. Do not take things personally while at work, but rather professionally and don't compare yourself with anyone in this world...if you do so, you are insulting yourself. Lastly, don't forget to pay your taxes," Maro chuckles.

## 21ST CENTURY CHALLENGES

**Alythea Siraba – Graduate Management Trainee**

Social media platforms are excellent tools for communication: we use Facebook to market our businesses and events, LinkedIn to meet prospects and build our professional networks and WhatsApp as a convenient tool for communication regardless of which part of the world you may be. However, a trending global issue tagged with social media is cyber bullying and online harassment – this raises the question: is Papua New Guinea facing this social issue as well?

First year Steamships Graduate Management Trainee, Alythea Siraba recently had her research paper titled, "*Cyber Bullying and Online Harassment among Facebook Users in Papua New Guinea*" published in the Divine Word University Research Journal, Vol. 30.

"Most of us share the opinion that cyber bullying is an issue in PNG, but there are no actual statistics to prove this," Alythea says, "that's why I began this study as my final year project in university to find out if cyber bullying was really an issue in PNG." "Social media is a broad topic and when you look at one of its sub-top-

ics, social networking sites, that in itself is a broad topic as well," she elaborates, "so I decided to narrow my study down to just one of the most popular social networking site in the world – Facebook."

The findings from Alythea's study confirm that cyber bullying is an issue in PNG and there are two key factors. The findings suggest online harassment and cyber bullying are evident among users however, many of them are unaware of it. Secondly, Facebook users have a weak understanding on the term cyber bullying and online harassment.

"Generalizing from my study, cyber bullying is an issue in PNG simply because it is a term not many people are familiar with," explains Alythea, "but I guess it's not really our fault because there is no definition to what it really is. You see, the problem with cyber bullying is that it's difficult to distinguish a joke between friends from saying something online that offends someone – parents may read something someone posted on their child's timeline and label it as cyber bullying but to the child, they'll probably take it as a joke and not be affected by it, and this is what makes it an issue for us as a nation – where to draw the line?"

Given the dilemma involved in addressing cyber bullying and online harassment, a key recommendation made by Alythea in her study is awareness around the topic so that people are able to familiarize themselves with the issue.

"I just joined Steamships this year," she says excitedly, "and one of the great things about our company is that we have a section on social media embedded into our STC Code of Conduct." "This states that as a company, we recognize the positive and negative impacts of the use of social media and we try to cover the loops so that it is used positively by each of us who are members of the Steamships Group of Companies."

Alythea completed her undergraduate studies in Papua New Guinea Studies & International Relations last year at Divine Word University and her study is one of the first on cyber bullying and online harassment in PNG. She acknowledges that there are limitations to her study and while her study answered her main research question - *is cyberbullying and online harassment an issue in PNG* – it also raises so many other questions as well.



In recognition of Steamships employees who have been with the company for more than 10 years...



**Eddie Sonea**  
20 years,  
Pacific Palms Property  
Port Moresby



**Joyce Pilipa**  
10 years,  
Pacific Palms Property  
Port Moresby



**Leslie Anisi**  
13 years,  
Joint Venture Port  
Services  
Madang



**Clement Suonu**  
34 years,  
Consort Express Lines  
Lae



**Pia Marcus**  
27 years,  
Consort Express Lines  
Lae



**Helen Mazep**  
25 years,  
Consort Express Lines  
Lae



**Kila Godua**  
32 years,  
East West Transport  
Port Moresby



**Andrew Here**  
29 years,  
East West Transport  
Port Moresby



**Martha Foster**  
26 years,  
East West Transport  
Port Moresby



**Hoko Steven**  
22 years,  
Steamships  
Corporate Office  
Port Moresby



**Agnes Kairuku**  
18 years,  
xSteamships  
Corporate Office  
Port Moresby



**Cathy Aeka**  
13 years,  
Steamships  
Corporate Office  
Port Moresby



**Kendi Posu**  
14 years,  
Computer Services  
Division  
Port Moresby



**Helen Boas**  
21 years,  
Computer Services  
Division  
Port Moresby



**Papua Miamel**  
33 years,  
Huron Gulf Hotel,  
Lae



**Hedwick Alik**  
12 years,  
Pacific Towing,  
Lae



# HARBOURSIDE SOUTH IN BRIEF



Construction works on the quarter of a billion kina project have started!

After our contractor mobilised on site in September, test piles were installed in October and concrete test results were received in early November. This was a crucial test period with little construction work on site.

We had expected this, and it was a much needed window.

The contractor prepared the site with advertising on the gantries, installed their perimeter fence, and, together with assis-

tance from the Steamships Head Office, the official ground breaking of Harbourside South was orchestrated. In attendance were the Prime Minister, the NCDC Governor and Deputy Governor as well as several key senior Government Ministers, officials, General Managers and the media.

Acceptable test pile results were subsequently received from Monier's concrete testing facilities, enabling the contractor to start their boring and concrete pouring for the piles on the 25th November, 2019. This forms the first part of the building's

foundation where we are implementing a two-system method. One is the shallower Spread Footing System and the other is the deeper Piling System. The foundation system is scheduled for completion around Q1 2020 before the superstructure rises out of the ground. To get there, 103 piles will be cast and the spread footings will be laid. Until the next update, the Harbourside South Development Team would like to wish the Steamships family a pleasant and safe Christmas and New Year!

**By: Harbourside South Projects Team**

## FUN FACTS! KNOW YOUR BUILDING

### Foundation System

**Why is Harbourside South using two different piling systems?**  
It has to do with the rock profile underground not being consistent throughout the site. The bedrock changes elevation suddenly as though we have a sunken "cliff" below the site. So, where the rock layer is shallow, we can use (relatively) shallow footings i.e. a Spread Footing System. Then, in parts where the "cliff" falls off to 12-15 meters below grade, we will use piles to transfer the loads from the building onto the rock below.

**How many piles are we putting in the ground?**  
103 reinforced concrete piles.

### How deep is the deepest pile hole?

The deepest piles will go 32 meters deep. The total height of the building is almost 80 meters meaning that almost half of the building is already below the surface of the ground! There will be three piles that will be placed at 32 m deep.

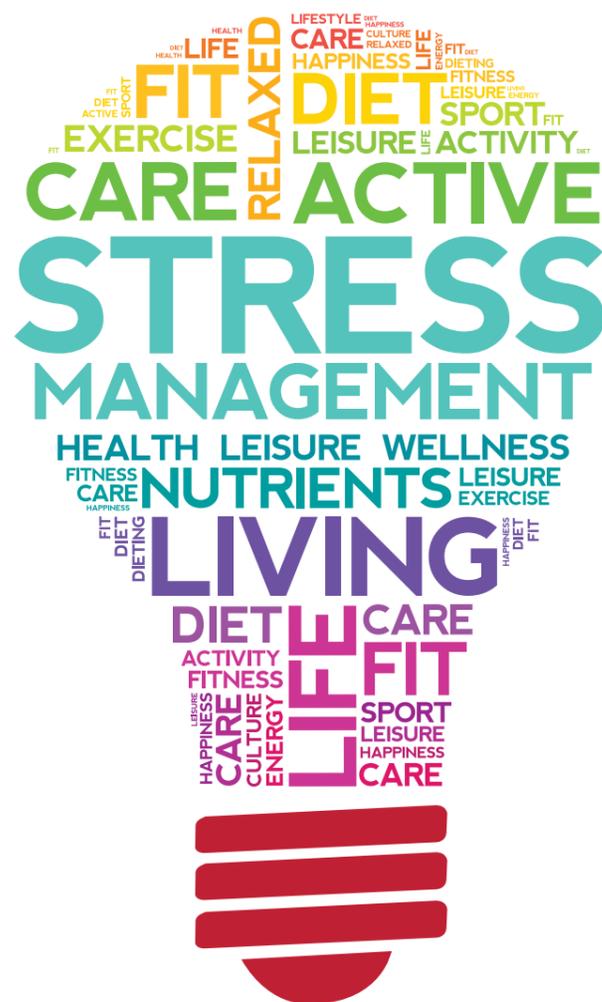
### How much concrete will be used in the piling stage?

Close to 3100m<sup>3</sup> of wet concrete will be poured as piles! That is equivalent to 620 5000L Tuffa Tanks!

### When can we expect to see the building rise out of the ground?

The start of the superstructure works is expected to commence between March and April

# STRESS MANAGEMENT



Corporate Head Office recently had a Health and Awareness session on Stress Management that was facilitated by Dr. Uma Ambi. The subject is important not only for our staff wellbeing, but also as information on how those that are experiencing stress or other related mental health issues can seek help.

Dr. Ambi is a physiatrist who has made many appearances promoting and creating awareness on mental health in Papua New Guinea.

Everyone who has ever held a job has, at some point, felt the pressure of work-related stress. Any job can have stressful elements, even if you love what you do. Stress can damage an employees' health and the business performance.

*How do I cope with stress?*

## 1. Develop healthy responses.

Instead of attempting to fight stress with fast food or alcohol. Do your best to make healthy choices when you feel the tension rise. Exercise is a great stress-buster however, in general any form of physical activities is beneficial. Also make time for hobbies and favourite activities. Getting enough good-quality sleep is also important for effective stress management. Build healthy sleep habits by limiting your caffeine intake late in the day and minimizing stimulating activities, such as computer and television use, at night.

## 2. Establish boundaries.

In today's digital world, it's easy to feel pressure to be available 24 hours a day. Establish some work-life boundaries for yourself. That might mean making a rule not to check email from home in the evening, or not answering the phone during dinner. Although people have different preferences when it comes to how much they blend their work and home life, creating some clear boundaries between these realms can reduce the potential for work-life conflict and the stress that goes with it.

## 3. Get some support

Accepting help from trusted friends and family members can improve your ability to manage stress. If you continue to feel overwhelmed by work stress, you may want to talk to a psychologist, who can help you better manage stress and change unhealthy behaviour. You should also consider talking to your supervisor – the purpose of this isn't to lay a list of complaints, but to come up with an effective plan for managing stress so that you can perform at your best on the job.

Sources: <https://www.apa.org/helpcenter/work-stress>  
<https://www.smallbizgnius.net/by-the-numbersworkplace-stress-statistic/>

# CREATING A SAFE SPACE

What is Family Sexual Violence? This is the first question I asked when starting of the two day FSV workshop that I conducted in Lae recently. The usual response I got to this question would be, its abuse that happens in the family or its violence. One interesting response was, 'it's the destruction of what was created by God during creation'. Just from this question's response, I realised the importance of increasing the awareness on FSV. When we talk about FSV, we relate to all forms of violence and not just the obvious physical abuse. There are many others that take place without us knowing about it, and because we don't know, we think its okay to do to others aswell. Here is a list of all forms of abuse that can hurt a person:

## Types of Abuse

- 1. Verbal Abuse:** Degrading remarks, Using words to instil fear, Yelling/swearing, etc
- 2. Sexual Abuse:** Being forceful, threatening or coercive, Physically attaching body part, Preventing the use of birth control/safe sex practices, etc
- 3. Intimidation:** Using facial expressions and gestures to cause fear destroying possessions, threatening to call social service/immigration agencies, making threats involving children, etc.
- 4. Psychological Abuse:** Playing mind games, exploiting immigra-

tion status sexual orientation & disabilities, Minimising concerns, ignoring feelings, placing blame

- 5. Isolation:** Limiting contact with family/family/work, Restricting access to transportation, Monitoring communication, etc
- 6. Physical Abuse:** Hitting, choking, burning and using other weapons to hurt someone. Forcing the victim to abuse alcohol/drugs.
- 7. Using Privilege:** Always calming to be right, giving commands, using religion, culture & gender roles to improve authority, etc.
- 8. Financial Abuse:** Controlling all decisions about or access to money, taking money or property from the victim, exposing the victim to debt, interfering with choices about work and education, creating economic dependency, etc

It is essential that we have more advocates on this issue. The involvement of various individuals from multiple departments was significant throughout this workshop. We know that this topic isn't just a management issue, we all can have an impact on how to go about assisting victims and survivors. An environment that helps people feel comfortable to talk about FSV is an environment that contributes to business growth and filters into the community for peace.

By: **Julienne Angoman**



Families gathering for moral support to the men

*The Steamships Family Fun Day in Lae* brought together the whole STC Lae community on Saturday 30 November at the Scrum Oval. The fun filled day had over 1,400 people including employees and their families from Pacific Palms Property, Coral Sea Hotels, JV Ports, Consort, East West Transport and Swire. The annual event had something for everyone, including bouncy castles, fun treats which included ice cream and candy floss, music, games and a BBQ.

On hand to help out on the day were Steamships Managing Director Michael Scantlebury and Chief Operating Officer Rupert Bray, who received good support from the General Managers of Consort and East West, along with senior staff members.

"We consider the Lae family fun day program to be an important event on our calendar. It's just reward for our hard working employees on this side of the country, and provides a great opportunity for fun interaction between management, staff, and their families", remarked Michael Scantlebury.

The planning committee had been working on the event and programme for the past two months according to Alythea Siraba from STC Corporate, who thanked the 10 volunteers from the Lae based companies for their assistance and contribution to a very enjoyable day.

The event was coordinated by The Right Connections, with supporting contributions from Colgate-Palmolive PNG Ltd, Ramu Agri, Theodist, Paradise Foods, Coca-Cola Amital, and Guard Dog Security.



Children at the event, excited for the tug of war



Consort Management team ready to take on East West in tug of war



Eager children patiently waiting in line for cotton candy



Volunteers helping out with Family Day preparations



Rupert Bray (Steamships COO) distributing helium balloons at the Fun Day



Children racing to the finishing line in the three-legged race



Above left: Distribution of Colgate Bright Smiles, Bright Future Kits Above Right: Women gathering for the tug of war



Above: East West Transport (Lae) teams up with Puma in a combined Road Safety Awareness Workshop hosted December 10 at EWT Lae. RIGHT: Over 20 volunteers from Grand Papua Hotel and Ela Beach Hotel partnered with NCD in a clean-a-ton at Ela Beach as part of their monthly community engagement program.



Representatives from all divisions within the Steamships Group of companies after the Bel Isi 'End Violence Against Women' Walk in Port Moresby.



Divisional HR teams after a one day HR and Payroll Pronto workshop at Grand Papua Hotel, Port Moresby.



Mary-Ann Hill, Deborah Onga and Arthur Burnand attended the presentation of Department of Lands & Physical Planning's Strata Title Legislation on 12th November. Steamships and Pacific Palms Property were invited to share their consultative input with the agencies responsible for implementing and administering this new strata title legislation.

The new legislation will be a significant change to title ownership of land, townhouses, apartments and mixed use developments and is targeted to go through Parliament in the first quarter of 2020. The strata title bill will create opportunities for property developers and leasing and management companies. It is something Steamships and Pacific Palms Property will keep a close eye on so watch this space!

## PACIFIC PALMS PROPERTY SUPPORT NCDC URBAN PLANNING AWARENESS WORKSHOP

PPP Projects Team

Pacific Palms Property (PPP) were proud supporters of the 2019 NCDC Urban Planning Awareness Workshop at Gateway Hotel held on November 15.

The annual event was focused this year on the new Port Moresby Urban Development Plan which was out for public consultation. The Urban Development Plan is the document that describes how NCDC would like Port Moresby to grow over the next ten years.

As Pacific Palms Property explores and create new development opportunities for the Steamships Group, this document is essential in guiding these developments.

"One of our key objectives this year was to continue to develop our relationship with NCDC. We consider it a success that we were able to show our support for this event", said Mr. Gumbaketi, Projects Coordinator.

The event was a success with attendees from all sectors of the development industry attending the event.

Feedback on the draft Urban Development Plan was submitted on November 21st 2019.



Pacific Palms Property sponsor 2019 NCDC Urban Planning Workshop. Left-Right: Ms Vanessa Kagena, Mr Peter Rahe, Mr Hansley Gumbaketi, Ms Kemo Pepena-Guise, Ms Amanda Binoka, Mr Lou Pipi

## SUPPORTING DIGITAL LEARNING



Gary Dobson, General Manager, EWT (far right), Junas Samson, Deputy Principal of Secondary School (middle), Doris Ika, Human Resource Manager, EWT (left) and Gerehu Secondary School students (front).

East West Transport (EWT) recently donated 19 retired computers to Gerehu Secondary School on November 4th, 2019.

In a school of 2,300 students, the donated computers now improves the student-computer ratio in the IT Classes to one student to one computer. This donation was made by General Manager East West Transport, Gary Dobson to the Deputy Principal, Mrs. Junas Samson. Also present from EastWest to witness this occasion was EastWest Finance and Administration Manager, Joe Enriquez and HR Manager Doris Ika. "The school built a new IT Laboratory to facilitate the students with computing class and have been seeking for donations. This donation by East West Transport has come in just at the right time," says Mrs Samson, Deputy Principal for Gerehu Secondary. The Gerehu Secondary School aims to promote early exposure to computer skills at the secondary school level which will gradually build on their future career.

Similar donations were made to Tokarara Secondary School and Badihagwa Secondary School this year, each school receiving ten (10) computers each. Prior to the donations to Badihagawa Secondary and Tokarara Secondary the student-computer ratio was five (5) is to one (1) and three (3) is to one (1) respectively. Ten (10) computers were donated to each school.

"We believe that investment in education is vital towards development of PNG's future workers and possibly EWT's next generation of employees. Will continue to support schools through the donation of computers under our community engagement program," says Gary Dobson, General Manager East West Transport."

East West Transport recognizes the importance of digital learning in the 21st century and will continue its donation of computers to schools within the National Capital District.

## "HOW DO YOU USUALLY SPEND CHRISTMAS"

We asked some of our team members from around the country how they like to celebrate Christmas...

**Eugene Zebulon,**  
HSSE Officer, Oro Port Services:

"So most times the morning part of Christmas is usually spent at the Church while on occasion Christmas Eve is spent working on a vessel which brings along food for the holiday period."

**Annette Isimel,**  
HR & Admin Officer, New Britain Shipping:

"For me, Christmas is a time of Celebration and Giving. The only time of the year where we get to joyfully spend time with our loved ones in the most special way."

**Joy Sauni,**  
Graduate Management Trainee, Steamships Head Office

"The festive season is the time to relax with friends and family and to reflect on the year and prepare oneself for the challenges that the New Year will bring."

**Scholley Tunim,**  
IT Support Analyst, East West Transport, Port Moresby

"At home we usually attend Church Mass in the morning, then we'd prepare our traditional food "tamatama" for a family meal. This year I plan on going back home to the Autonomous Region of Bougainville to share those moments again with my family and make new memories and to enjoy the beauty of nature, I'm mostly looking forward to the peace outside the city and if I have time, harvesting cocoa beans from my family's plantation."

**Roland Tiki,**  
EWT/NBS Officer Administrator,

"Christmas to me now is a time to evaluate myself based on 8 R's: reflect, recap, reconcile, regroup, reorganize, re-evaluate bad life choices, revoke bad influences and reboot. I spend my Christmas tying up loose ends, mending broken relationships, focusing on areas on improvement in my health, checking on my family and their wellbeing, being grateful and appreciative of the year, plan for the new year and thank God for all that he has done for me."

**Joshua Kauken,**  
Logistics Officer, Consort Express Lines, Kimbe

"Out here in the provinces, after a hard long year at work - for me the Christmas period is best spent with family at home."

**Darren Eri,**  
Cargo Planner, Consort Express Lines, Lae

"There are four key factors when it comes to celebrating this festive season: it involves family, decorating a Christmas tree, singing carols and sharing gifts with friends and family. It may sound simple, but each year always has precious memories attached to it."

**Patlyn Wamp,**  
Reservations Clerk, Highlander Hotel, Mt. Hagen

"I am fortunate to be employed in my home province so the Christmas period is the time where my immediate family and extended family come together. The festive season usually begins with a dedication service in the Church and a very big feast to conclude."



### Sweet Kaukau Pie

#### Ingredients:

- 12 small to medium carrot or orange kaukau
- 1 cup butter melted
- 5 eggs, beaten
- 1 can evaporated milk
- 1 cup white sugar, or to taste
- 1 tablespoon plain flour
- 1 teaspoon vanilla extract or vanilla bean
- 1/2 teaspoon ground nutmeg
- 1/2 cinnamon ground
- 1/2 teaspoon baking powder
- 1/2 teaspoon lemon juice
- 3 pie shells (puff pastry blind baked if cannot purchase)

#### Method:

Place kaukau in oven for 1 hour at 160°C or until tender softer the better, rest for ten minutes,

Preheat oven to 220° C

Once kaukau is cool enough peel ASAP and mash in a bowl.

Mix butter and eggs together in a bowl until smooth; stir into mashed kaukau. Mix milk, sugar, flour, vanilla extract, nutmeg, baking powder, and lemon juice into sweet potato mixture; pour into the 3 pie shells.

Bake in the preheated oven for 10 minutes. Lower oven temperature to 175 degrees C and continue to bake until a toothpick inserted in the center of a pie comes out clean, about 40 minutes more. Cool pies for 15 to 30 minutes before refrigerating to cool completely, 1 to 2 hours.

**Notes:** kaukau can be boiled if you do not have an oven to baked them



**Port Moresby General Hospital**

Emergency Department  
Open: 24 Hours 7 days a week Services: **URGENT** medical treatment

**Family Support Centre (FSC),**

Port Moresby General Hospital, 3 Mile  
Phone: 324 8246

Open: 8am to 4pm weekdays Services: Five essential services

**Belisi PNG Case Management Centre (Operated by Femili PNG)**

Phone: 7055 4401  
Open: 9am to 4pm weekdays Services: Case Management,

**Safe House Referral**

1-Tok Kaunselin Helpim Lain  
Phone: 7150 8000 Open: 7am to 7pm 7 days Services: Counselling

**Badili Police Station**

Scratchley Road Badili  
(near Badili Stop and Shop) Services: FSVU, General Policing

**Boroko Police Station & FSVU (National FSVU Office)**

Okari Street, Boroko  
Phone: 324 4331 or 324 4329

**Gordons Police Station and FSVU**

Cobon Street, Gordons (near the corner of Cobon Street and Geauta Drive, opposite KPT Group Head Office

**Hohola Police Station and FSVU**

Near Big Rooster, Hohola

**Waigani Police Station and FSVU**

Near the corner of Waigani Drive and Mokokaha Road, Waigani

**6 Mile Police Station and FSVU**

Gerehu Drive, Gerehu (opposite Gerehu High School, near G-mart)

**St. John Ambulance**

Ambulance Emergency: 111 or 7111 1234

**Kaugere 4 Square Clinic**

Living Light Health Services  
Phone: 7076 2340

Open: 8am to 4pm weekdays Services: Five essential services

**Koki Clinic**

Salvation Army  
Phone: 7463 6818

Open: 8 am to 4 pm weekdays Services: Five essential services

# 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](mailto: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](mailto: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.



Season's Greetings  
 from  
 STEAMSHIPS TRADING COMPANY



**Wishing you all a very Merry Christmas and a Happy and Prosperous New Year!**

A special "thank you" from all of us at Steamships and our Divisions to all of our Christmas Stars who are working over the festive season.

Our people remain our most important asset...

