

TOK STEAMIES

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 STEAMSHIPS



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Cover Photo:

Chelsea Romo, Graduating from the GDP after successfully completing her four years in the program.



Send us your stories and high resolution images for publication in Tok Steamies Newsletter by 23rd April 2021.

Your stories should be no more than 500 words.
Email: Enumoi@steamships.com.pg

MESSAGE FROM THE MANAGING DIRECTOR



“There has been plenty said about the COVID-19 Pandemic, and I won’t dwell on its 2020 impact here, except to say that the challenge brought out the best qualities in our people.”

Welcome to the first edition of Tok Steamies for 2021! I trust that you spent quality time with loved ones over the festive season after what was a truly challenging time last year.

There has been plenty said about the COVID-19 Pandemic, and I won’t dwell on its 2020 impact here, except to say that the challenge brought out the best qualities in our people. Thank you for your resilience and loyalty during an especially hard time. Our businesses toughed it out and you will see from each of the divisional updates, that despite being confronted with depressed conditions and

having to make some tough decisions, we performed admirably, and continue to plan positively for the future.

You will note from our stories in this edition that our focus is very much forward leaning. Already this year we have launched the new look @Beachside food and beverage precinct at Ela Beach, and Consort continues its rebuilding with a new two-year agreement with PNG Ports. Other pipeline projects and agreements will be announced as the year progresses. A part of that forward leaning focus is our people, and I do trust that you will also enjoy reading about some of our remarkable employees.

Challenges will continue this year but as our Chairman noted in his Christmas message, the past year has demonstrated beyond doubt that we have a strong team to take us into better times. Please continue to stay safe in these uncertain times and observe the simple protocol of keeping your distance, washing your hands, and wearing a mask.

I look forward to seeing as many of you as I can when I visit your places of work throughout the year.

Rupert Bray
Managing Director

JVPS NATIONAL PORTS AND TERMINALS

Steamships 11 Joint Venture Port Services businesses operate throughout the country including in the principal ports of Port Moresby, Lae, elsewhere on the mainland and on Bougainville, New Ireland, and New Britain.

Core port businesses offer a full range of stevedoring and handling facilities in the major ports. Equipped with specialist equipment, the businesses handle all types of containers, project cargo, break-bulk, RO-RO, LO-LO, bulk grain and cement. The stevedoring companies are joint ventures between Steamships and local landowner groups at the ports around the country. Each joint venture employs a local workforce and is structured so that there is a significant income for local communities.

Last year JVPS took over United Stevedoring Limited from Consort Shipping, consolidating all 11 stevedoring activities of Steamships' under the JVPS banner. As the country's largest professional stevedoring entity, JVPS ensures that these operations have an ongoing focus on safety, professionalism, standardisation, and financial discipline.

The focus is to improve customer service standards whilst

reducing costs. Updated technology has been deployed, including the introduction of live cargo updates into customers booking and inventory management systems, electronic payrolls and increased levels of surveillance using digital hardware. This focus on safety and governance, coupled with high levels of productivity and professionalism, continues to ensure that JVPS stands out from its competitors.

Individual companies performed to expectations except for Oro Bay and Palm Stevedoring in Alotau due mainly to the start-up of Bismark Maritime in those ports. Operations in Buka and Kieta ports saw a welcome recovery of volumes after a poor 2019.

The JV Hire company completed its second year of operations with improved results compared to previous reporting periods. The company engaged a new manager during first quarter 2020 and signed several long-term service contracts which stabilised revenues for the young business.

JVPS is the only group of stevedoring companies in PNG to be ISO accredited for Quality, Safety and Environment. The business continues to provide a seamless logistics solution for customers

in PNG in cooperation with the combined strengths of Swire Shipping, Consort Shipping and East West Transport.

Impacts of COVID-19 have been limited; JVPS companies fared reasonably well during the pandemic in 2020. Papua New Guinea is highly dependent on imports and the domestic shipping of basic goods which necessitates the continued use of ports no matter what the impacts of COVID-19 are. JVPS teams worked closely with Swire, Consort, and local authorities to develop "Contactless Stevedoring", producing a training film used to relay useful instructions to its eleven operations across PNG during times of travel restrictions. This consistent training message to all JVPS staff gave comfort to Government authorities that the industry was able to safely continue to move cargo from port to port.

Despite expectations for a flat economy in 2021 JVPS sees opportunity for growth. Its focus will continue to be on improving customer service, driving safety and professionalism with further deployment of new technology into operations.



JVPS heavy machinery at work at Motukea Wharf.

PACIFIC TOWING



Pactow tug Pacific Salvor.

Pacific Towing is Melanesia's market leader in the provision of a diverse range of marine services, enjoying a reputation for excellence and reliability across the region. The company is a full member of the International Salvage Union and the International Spill Control Organisation.

Core services of Pacific Towing include towage, moorage, salvage, commercial diving, and life rafts (sales and servicing). Other services include emergency response, video pipeline inspections, PLEM valve hook up and release, pollution prevention, oil spill response, and hull cleaning. Pacific Towing is also increasingly sought out for its capacity to design, engineer and implement customised project solutions.

Pacific Towing is headquartered at its new and dedicated tug base and camp in Port Moresby. The majority of the company's

fleet and personnel are located at the base, together with accommodation, training venues, a commercial kitchen and dining facilities. The camp facilities are HACCP certified. Also located at its Port Moresby headquarters are fully equipped maintenance and engineering workshops, a commercial diving centre and team, a life raft sales and servicing station, as well as considerable emergency and spill response equipment.

The company operates a fleet of 25 vessels (15 tugs and 10 associated support vessels) and has fast responder salvage capability. Its capacity to respond and provide a range of salvage services is complemented via partnerships with organisations both within the Swire Group of companies such as Swire Pacific Offshore, as well as those external to it such as Perrott Salvage Pty Ltd.

Pacific Towing vessels are

located in five ports across PNG (Port Moresby, Lae, Rabaul, Kimbe and Madang). An additional tug dedicated to harbour towage services continues to be based in Honiara at the company's Solomon Islands operation. The company's expanding fleet has increased its towage service delivery capacity as well as its salvage capabilities.

Although primarily operating in PNG waters, Pacific Towing services broader Oceania and South East Asia. 2020 saw a company vessel and crew enter American waters for the first time with a tandem open ocean tow from Guam to Port Moresby. The significance of the towage project was twofold given that it occurred in the midst of the COVID-19 pandemic and during border closures.

Looking to the future and despite COVID-19's continued negative impact on the maritime industry and PNG economy, Pacific Towing remains well positioned throughout the Pacific Islands region. The company did not downsize in any way in 2020; jobs were not lost, assets were not sold, and capital expenditure continued. Pacific Towing's strategy remains unchanged from 2020 in terms of pursuing greater international expansion and claiming a larger share of opportunities presented by PNG's oil and gas sector. The 2020 recruitment of a multilingual International Operations Manager from South America, who has not only considerable salvage and towage experience but also oil and gas experience, will help maintain Pacific Towing's market leadership and facilitate its growth.

EAST WEST TRANSPORT

East West Transport is one of Papua New Guinea's largest multifaceted transport and logistics companies, with ISO accreditations for Environmental Management, Occupational Health & Safety and Quality.

Based in Port Moresby, EWT has operations in Lae, Kimbe, Rabaul, Madang, Wewak, Alotau, and Kavieng. The company has a fleet of prime movers, heavy and light trucks, forklifts and reach stackers ranging from 2.5 to 80 tons capacity. All equipment is supported by localised workshop facilities, safety teams and emergency response teams and vehicles.

EWT carries out a wide spectrum of transport related activities including bulk fuel, containerised and break-bulk cargo, and provides depot services such as equipment hire,

warehousing and bonded or un-bonded yard storage. EWT also offers a licensed customs cargo clearance service in Lae and Port Moresby with the ability to clear cargo in any location where EWT has a presence through EWT Lae Customs Services. EWT uses its close relationships with sister companies in shipping and stevedoring by offering specialised end-to-end logistics and project solutions for the commercial, mining, oil and gas sectors.

2020 was a tough year for EWT with the current COVID-19 pandemic affecting the country's economic growth and revenue contracting. However, in the intensely competitive transport and logistics market in PNG, EWT continued to maintain its current customer base through a continued focus on safety, professionalism, competitiveness, customer service and delivery

reliability. A new contract with Total delivering bulk fuel commenced in June 2020, which assisted the shortfalls felt in the slowdown of aviation fuel transport to Jacksons International Airport.

The EWT team contracted by 10% in 2020 and now has a team of 360, of whom 99% are Papua New Guineans. The company is proud of its investment in training and development of its workforce. The operational and commercial functions of EWT Lae was strengthened with a new National Operations Manager who joined in August 2020.

Despite the impact of COVID-19, modest growth is anticipated in 2021 from renewal of long-term contracts. Pressure on rates is expected to remain intense, but the focus of the EWT management team remains on business growth, competitive pricing & service.



EWT truck on the move.

CONSORT EXPRESS LINES



Bougainville Coast at berth at Tidal Basin Lae Port.

COVID-19 was the 2020 challenge for everyone. For Consort the challenge started in April 2020 when the Government initiated local lockdowns which had serious impacts on Consort's liner volumes. Local authorities interpreted lockdown regulations differently regarding ships operating at their ports.

Operations and trade were able to continue once appropriate safety measures were put in place by the industry, and the

safety of Consort crew remained of utmost importance throughout the year.

However, the Consort team pulled together and overall liner volume grew 10% over that of 2019. The fourth quarter was particularly strong for Consort with a revenue record of K46.6million, K2million higher than the previous record fourth quarter 2018.

In addition to scheduled liner services Consort provided spot and long-term project and

charter services to large mining customers and is well-positioned to do so again in 2021. Consort added additional value-add services to customers by providing packing and storage services out of its facility in Lae.

Financial results in 2020 improved compared to 2019, as operating and cost efficiencies continued to be identified throughout the year alongside revenue improvements.

CORAL SEA HOTELS

2019 was a challenging year, but nothing compared to the challenges that played out in 2020. COVID-19 hit the hospitality industry very hard and Coral Sea Hotels saw revenues and activities drop.

COVID-19 unfortunately reduced operations of some Coral Sea hotels and their food and beverage outlets. Manpower was reduced, some employees lost jobs whilst others went on voluntary leave. Remaining employees worked harder and under more complicated circumstances to ensure the health and safety of guests and themselves.

HSSE continues to be the highest priority of Coral Sea Hotels, its employees, assets, and guests. In 2020 HSSE got a strong push resulting in no significant incidents and the group remaining LTI free for the second year in a row.

All hotels, managers and their teams have contributed

to a continuous focus on safety while preventive measures for COVID-19 were being introduced. Social distancing, enhanced hygiene and sanitation, temperature measuring, and access control placed extra pressure on everyone. Coral Sea hotels were fortunate to not experience severe health impacts from COVID-19 and many guests have used its hotels for their mandatory quarantine stays.

Another priority for Coral Sea Hotels in 2020 was a focus on the competencies and capabilities of existing and new employees.

A new Coral Sea Hotels website was launched in 2020 with features to broaden brand exposure to the market. This resulted in growth in online traffic and the use of smart devices. The Electronic Guest Satisfaction Survey continues to help the hotels understand and respond to guests' feedback.

All hotels experienced significant drops in revenue in 2020 and offsetting some of this decline was the use of the facilities for quarantine stays, especially in Port Moresby.

Development projects in 2020 included a new Enzo's outlet, collaboration with Port Moresby Nature Park, and opening of a new Café Bonjour in the Deloitte building in association with Total. There was a complete renovation of facilities at Ela Beach Hotel with the opening of the Salt Restaurant, bringing a flavour of Asia-Pacific cuisine. The nearby Beachside Bakery provides freshly baked bread and pastry products.

The focus for 2021 will be consistency in guest services and products, cost optimisation and systems development, reputation management and driving food & beverages sales aggressively.



Coral Seas Gateway Hotel.

PACIFIC PALMS PROPERTY



Pacific Palms Property – Harbourside East & West.

Despite the challenges that 2020 presented with the COVID-19 pandemic and the lack of major projects providing economic stimulus, it was a busy year for Pacific Palms.

The divisions' excellent safety performance continued with no lost time injuries recorded. There is a focus on the full integration and optimisation of the Risk Cloud software into the business. This brings leading edge technology for on-site data capture to effectively manage risk data. Pacific Palms is also looking forward to achieving ISO compliance for HSS&E, Environment and Quality by mid-2021.

The largest business risk remains fire, which could cause the loss of life or property, therefore the Pacific Palms dedicated Fire Risk team focuses solely on its mitigation with regular inspection of properties. The use of Risk Cloud and a newly purchased thermal imaging camera by the fire inspector and electrician improve the speed and accuracy of

all inspections. Comprehensive property checklists are now system based and a continuous audit schedule for 2021 will keep this team very busy throughout the year.

With 81 properties and 600 tenancies across the portfolio, mostly located in Port Moresby, occupancy and rental rates will

continue to be a challenge with significant competition across all residential, commercial, industrial, and retail categories. The impact of COVID-19 saw a number of residential tenants leaving PNG as companies repatriated staff. Upon request, PPP offered rent relief to select tenants and now in early 2021 Pacific Palms are seeing stability return to their portfolio with occupancy levels starting to recover.

In other centres such as Lae, Madang, Mt Hagen, Goroka, Wewak and Kokopo occupancy remained steady with some of the larger Lae and Mt Hagen properties currently being marketed. These centres tend not to see tenant changeover as much as Port Moresby, most being in long term leases. December 2020 saw the sale of the three Popondetta properties and the purchase of Burns Haus in Port Moresby, now named @345 reflecting the three allotments the property occupies.



Pacific Palms Property – Gordons Business Centre.



An artistic impression of @345 – formerly Burns Haus.



Harbourside South under construction.

The projects and development teams have been busy. Early in 2021, new conference facilities were completed at the Highlander Hotel in Mount Hagen, which now has the most modern conference facilities outside of Port Moresby. The redevelopment of the commercial and retail buildings in the Waigani Estate has provided significant fire safety improvements, an improved customer experience as well as a modern impression from the intersection on Waigani Drive and Wards Road.

Last quarter 2020 saw the completion of the Rainbow SNS expansion, providing CPL customers more space at their shopping centre near Gerehu. The Ela Beach Hotels' food and beverage facilities were transformed with four new outlets including a beachside bar and kitchen.

Other landmark milestones that will come occur in 2021 are the completion of the main structure and topping out of the Harbourside South project and the rejuvenation of the aged

Burns House into a modern commercial building that has been renamed @345. The Pacific Palms team are working on other exciting acquisitions and development opportunities in Port Moresby, Hagen and Lae, most significantly a new business park near in the growing industrial precinct near Motukea International wharf.

Pacific Palms continue to work on development projects aligned with the Steamships property development masterplan, focussing on precinct planning, commercial expansion, and property trading.

GOVERNOR PARKOP LAUNCHES THE NEW @ BEACHSIDE FOOD AND BEVERAGE PRECINCT

PNG's largest hotel chain, Coral Sea Hotels, announced the official opening of the @Beachside Precinct at the iconic Ela Beach Hotel. NCD Governor, Honourable Powes Parkop, officiated at the opening ceremony on Monday 15th February 2020.

Governor Parkop reminded the guests of his vision of building a smart and safe future city for investment, tourism, art and culture, and one in which to work, live and do business. He commended Coral Sea Hotels and Steamships for their continuous contribution to this vision.

Steamships Managing Director Rupert Bray said, "We share the Governor's vision of 'Amazing Port Moresby', as it complements our own project development aspirations for the nation's capital. The @Beachside Precinct is the latest of these developments and introduces a

fresh and contemporary social hub to the Ela Beach area. We're very excited for the residents of Port Moresby."

Refurbished at a cost of K5 million, the precinct is a single point destination that provides customers with a variety of choices to suit their budget. Busy commuters or families relaxing at the beach can pop into the Beachside Bakery to pick up a fresh cup of coffee and a pastry, or duck into Enzo's Express for a delicious pizza or other takeaway food. For those with more time, SALT offers all day dining, with a generous selection of cuisines, and for those who just want to chill, there is the relaxed atmosphere of the Beachside Bar.

As the operator of twenty-five restaurants and bars across the country, Coral Sea Hotels is excited about expanding its food and beverage footprint and

developing new dining and hospitality experiences.

Group General Manager Peter Jenson remarked, "@Beachside will transform the Ela Beach area from being just a pleasant recreational spot to a destination where families and friends bond over good food and drinks and enjoy the panoramic views of Ela Beach. We want to push the boundaries and bring out the adventurous streak in our customers, by introducing them to our signature dishes, which are a perfect fusion of local and international cuisine."

Ela Beach Hotel Resident Manager Florence Kunika, a second-generation Steamships employee, was invited to cut the ribbon at the precinct launch. Ms. Kunika is excited about the new venue and encouraged city residents to visit @Beachside to try the new menu.



Left to right: Governor Powes Parkop, Florence Kunika and Rupert Bray cutting the ribbon to officially open the @Beachside precinct.

CONSORT EXPRESS LINES SIGNS TWO-YEAR AGREEMENT WITH PNG PORTS CORPORATION



Consort Express Lines' vessel, Bougainville Coast, docked at the PNG Ports Corporation Lae facility.

Consort Express Lines has signed a two-year agreement with PNG Ports Corporation Limited, committing to use facilities for its scheduled liner services in all locations where PNG Ports operates.

"A partnership with PNG Ports Corporation makes sense with our shared focus on safety, security and long-term approach to PNG," says Consort Express Lines' General Manager Thomas Bellamy, "and while there are other reliable port operators in country there is no one else who maintains and manages port facilities country-wide."

Mr. Bellamy commented that shipping volumes have been impacted by the COVID-19, as had other PNG businesses, and noted that, "it is an additional bonus to be able to put domestic container volume carried by Consort through PNG Ports facilities at a time when revenues are under pressure".

PNG Port's Managing Director Fego Kiniafa said that PNG Ports was pleased to have entered the partnership with Consort Express Lines which will benefit all Papua New Guineans.

"I would like to thank Consort for its confidence in PNG Ports as a reputable State-owned enterprise and for sealing our association with them throughout the years with this agreement," Mr Kiniafa said.

"We are delighted to be part of the growth of Consort, as its parent company, Steamships Trading Company, has been a part of ours over many decades."

"PNG Ports is ready, we look forward to working more with Consort over the next two years as we strive to maintain the flow of goods to this nation, during the pandemic and beyond."

CORAL SEA HOTELS CONFIRM CONTINUED SUPPORT OF THE PAPUA NEW GUINEA OLYMPIC COMMITTEE

Coral Sea Hotels have continued their long-standing arrangement with the Papua New Guinea Olympic Committee, to provide accommodation and venue assistance to assist the Committee with its preparation of athletes for major sporting events.

According to Coral Sea Hotels Group General Manager, Peter Laigaard Jensen, the hotel group has been a long-term supporter of the sporting ambitions of PNG, through the support of

PNGOC. "We were there for the Pacific Games in 2015 as a major sponsor, and we have always welcomed sports officials and players at our establishments", commented Mr. Jensen. "Sport is an important part of community living in PNG, and our representatives bring much prestige and honour to the country" he continued. "If we can contribute to their preparation through the provision of high-quality hospitality, then

we are confident that they will be in the best position to do PNG proud".

In responding to Mr. Jensen, the Secretary General of PNGOC, Auvita Rapilla, thanked Coral Seas Hotels for their long and continued support of sport in PNG. "We are grateful for the invaluable support from Coral Sea Hotels, a partnership that has grown over the years for our mutual benefit."



Left to right: The Secretary General of PNGOC Auvita Rapilla, Coral Sea Hotel Group General Manager, Peter Laigaard Jensen and Corporate Manager for PNGOC Ian Lelekek, at the agreement renewal announcement at Coral Sea Hotel

ANITA MAKAP – JOURNEY OF EXPERIENCE



Anita Makap – Joint Venture Port Services (JVPS) Port Accountant.

Everyone has their fair share of challenges and successes in this journey we call life. Anita Makap, a former Graduate Accountant for Steamships, shares her personal and professional experiences thus far.

From Western Highlands, Anita has been working with Steamships for six years now, from a Graduate Accountant to a permanent employee. By her lively personality, one could not tell if Anita ever had a dull day in her life. However, as her story began to unfold, we discovered that it was indeed, as Anita puts it, “A journey of experience”.

Anita had a tough schooling experience from primary studies all the way through to her secondary and tertiary years. “Tough” in the sense that Anita couldn’t meet much of her personal needs as a young girl. She brought local foodstuffs to school as lunch. She would be given two kina daily by her parents for bus

fare, and nothing more. Anita often asked her parent, “Why two kina every day? I have needs.” But every time she’d be met with the same response; “You have food and shelter, your bus fare is provided, and your school fees are paid. You don’t need much”, her parents would justify. But that didn’t stop Anita and she started to become a young entrepreneur, selling candies in school to meet her personal needs.

During secondary studies she had to work during weekends and holidays at her uncle’s motel and her father’s farm until Anita got accepted to the PNG University of Technology at Lae in 2012. There she was met with similar predicament, but she upped her entrepreneurship game and went from selling flex, noodles and drinks in her dorm. Her small-scale business helped her financially through university to cater for her needs. “I always appreciate those experiences; even if they seem petty, they were the greatest part of my journey that brought the best out of me to be independent, strong and persistent.” Anita didn’t want to work for her wantoks (relatives) or run around the streets looking for a job. Anita affirmed, “No, I wanted to go out there as a real woman and get a real job!”

Anita applied for the Steamships Graduate Development Program (GDP) and through her determination, she successfully secured a spot for herself in 2016, describing the screening, assessment, and interview requirements of the GDP as one of the most grueling process.

During the four-year course of the GDP, Anita got rotated to different STC divisions as

a Graduate Accountant. Her first rotation was with the finance team of Consort Express Limited in Lae. Her second rotation was to Steamships Corporate Head Office under the management of Steamships Group Finance Manager, Buddhika Nanayakkara. Then she was rotated to Pacific Palms Property in her third year and Coral Sea Hotels in her final year. Regarding the GDP Anita recalled that, “It was a journey of experiences I’ll never forget. Amazing in its own way, frightening at times and challenging but indeed rewarding. I’m so thankful this program developed me to be where I am now.”

When asked about some of her highlights working in Steamships, Anita gleefully but humbly replied that completing her CPA, an opportunity provided by STC, in the span of just three years while in the GDP was a dream come true. She doubled two courses in a semester and even failed a course twice. But her disposition to keep pushing forward compelled her to finish her CPA with flying colors.

Now at JVPS, Anita is a Port Accountant, managing the accounting functions of three JVPS ports. She excitedly stated, “When I came here five months earlier, I felt I just wanted to stay here for the rest of my life.” Anita is keen for her new journey, she ended saying, “I think I found my place.”

JENETH OLE – DETERMINATION IS KEY TO SUCCESS

Jeneth Ole, from Ialibu in Southern Highlands Province is Steamships Insurance Claims Officer. After completing her Diploma in Business Accounting at the Goroka Technical College in 2016, her first job was with Steamships, starting on the 7th August 2017.

On starting, Jeneth worked under the then Steamships Insurance Manager, Mark Samuel. During her three years with Steamships, Jeneth has moved up the ranks from being an Insurance Trainee to an Insurance Claims Officer. Insurance is a busy area on some days and when asked if there have been any challenges in her work, Jeneth replied, “Oh yes, lots of them.”

Since she had no formal job before, when Jeneth joined Steamships, all normal office practice, whys and whos were totally new to her. Emails were an unfamiliar communication means and to top that off, Jeneth had difficulty speaking English. “We were village kids, so I didn’t know how to speak English well and when working with Mark Samuel, I hardly ever talked”, Jeneth recalled. On one occasion, while talking to Mark Samuel, she recalls unknowingly speaking in her language.

An early work experience for Jeneth was when she was tasked to register all claims while her manager was on annual leave. Coming from an accounting background, Jeneth had no idea what “claims” were or what it meant in terms of insurance.



Jeneth Ole – Steamships Insurance Claims Officer.

So, to play it safe, she registered all the documents in the insurance office. Whilst doing that, Jeneth came across a folder tucked away in a cabinet which, on opening, she saw documents titled with sub-headings such as claim number, system reference and other relevant titles and excitedly exclaimed, “Oh, so this is what claims are!” She then went to work registering the claims as quickly as she could.

Jeneth’s first assignment in insurance was managing all the worker’s compensation claims in 2017. Then from 2018 – 2019, she was entrusted the responsibility of managing employee’s medical insurance as well. Her strong Christian background reassures her that after every struggle, there is always something worthwhile in the end.

A highlight for Jeneth was the various levels of communication with different people she deals with. She mentioned, “I give

information to HR, Finance and even Administration. I am like a middleman here.” Jeneth also stressed the importance of sometimes being understanding with employees when dealing with their claims. “Most times when sorting out claims, I have to put myself in the employee’s shoes, as a Papua New Guinean, to understand their background.”

Insurance has changed Jeneth’s perspective outside of work too. She highlighted that every time she comes across an unregistered vehicle, she says, “They should register their car to cover their insurance. I don’t want their cars to bump into mine without insurance.”

Jeneth is still interested in her work in insurance and looks forward to becoming better at what she does. She says, “Insurance, when I look closely at it, has an impact on almost everything.”

PEOPLE DEVELOPMENT IS KEY AT CORAL SEA HOTELS

The future growth of Coral Sea Hotel's business will focus on its people, the main factor that will drive improvement in the years ahead. Developing a diversified hotel portfolio in PNG requires competent people with skills and capabilities that will enrich their lives, resulting a better guest experience ensuring that they come back to a Coral Seas hotel.

- 1) Kitemong Salaiau - Sales Managers (Head Office)
- 2) Noble Jack - Training Coordinator (Head Office)
- 3) Theresa Paru - Front Office Manager (Gateway Hotel)
- 4) Daniel Gauwa - Sous Chef (Grand Papua)
- 5) James Kurua - Assistant Food & Beverage Manager (Gateway Hotel)
- 6) Joyce Enos - Group HR Manager

March Training Courses

Dates	Course	Provider
8-9	MS Word Level 1	MLC
15-16		
29-30	Fundamentals of Communication	Inforcomm

April Training Courses

Dates	Course	Provider
15-16	MS Word Level 1	MLC
19-20		

Five participants, all middle managers with key talents within the business were selected from various operational roles to participate in the 2020 Steamships Front Line Leaders Development Program.



Left to Right: CSH Group General Manager Peter Jensen, Kitemong Salaiau, Theresa Paru, Daniel Gauwa, Noble Jack and Joyce Enos.

LAWRENCE IS THE FACE OF NIKANA PORT



Lawrence Tane at the Nikana Port.

Nikana Stevedores Ltd (NSL) is one of the 10 stevedoring locations managed by JV Port Services in Keita, a small port which sees a minimum of two vessels per month.

The NSL team runs a well-managed operation that incorporates safety in all areas such as mandatory wearing of PPE, speed limit

adherence, safe operational work practice and BAC testing. Their performance was commended by Steamships managing director, Rupert Bray, during his port visit in January. "NSL staff are clearly a solid team and the feel of the place is of one with high team spirit and efficient working mechanics."

Leading the team was

Lawrence Tane, who at the time was relieving the Port Manager. He is a proactive young man who demonstrated outstanding capabilities in port management and ensuring safety requirements were understood and adhered to by the port team.

STEAMSHIPS SUPPORTS THREE NURSING GRADUATES

“I am privileged to be given the opportunity by Steamships under their scholarship program and look forward to serving the community”

Sixty-two registered nurses graduated and received their diplomas on Wednesday 9th December 2020 at the Lae School of Nursing.

Amongst the 2020 graduands were Matilda Kedek, Loreensia Angis and Kumono Cliff, all recipients of Steamships scholarship funding through the Australia Awards PNG program. The sponsorship is aimed at supporting well trained personnel to deliver access to quality health care in the country.

Steamships PR and Sustainability Coordinator, Misika Rea, was there to witness the graduation of the three Steamships sponsored students.

Misika noted that, “Health is a vital component of Steamships

annual community engagement sponsorship, and we are proud to be involved in the country’s national health strategy which aims to deliver access to quality health care in Papua New Guinea”.

Company sponsorship is aimed at supporting well trained personnel who can deliver access to quality health care in the country. According to student representative Tom Peter, this was the largest number of graduates since the program’s inception despite the impact of COVID-19.

At a time when there is an increased need for more medical workers, the collaboration between Steamships and Australia Awards scheme to sponsor nursing students is vital. It is understood that the final months of their course was a challenge because of disruptions to the normal classroom programs because of COVID-19.

According to the school’s Acting Deputy Principal Mrs Pauline Bomara, nurses play a vital role and that this had been clearly shown around the world during the current pandemic.



Left to Right: Loreensia Angis, Kumono Cliff & Matilda Kedek graduating from the Lae School of Nursing.

Amongst the dignitaries present to witness the ceremony were Dr Kipas Binga, Chief Executive Officer of Morobe Provincial Health Authority, and the Health Secretary for National Department of Health, Dr. Osborne Liko who gave the keynote addresses.

Dr Binga emphasised the importance of training and emphasised that this was a priority of the Morobe Provincial Authority. Dr. Osborne also echoed the importance of quality health care access in Morobe and elsewhere in Papua New Guinea.

Corporate representatives included Lyn Bae, Scholarship Program Manager, Australian High Commission and Misika Rea of Steamships. Australian High Commission representative Lyn Bae commended the school and Steamships for student support in 2020.

“I am privileged to be given the opportunity by Steamships under their scholarship program and look forward to serving the community,” said graduate Matilda Kedek.

SALT RESTAURANT HOSTS SALVO’S CHRISTMAS APPEAL DINNER

Steamships Trading Company came to the assistance of the Salvation Army by hosting a fundraising Christmas dinner at the Ela Beach Hotel’s new restaurant, SALT, on Wednesday 9th December 2020.

Their annual Christmas Appeal was sponsored by Steamships that year and was aimed at raising funds towards supporting various programs provided by Salvation Army. In a year that has been hard hit by COVID-19 and weakening support of financiers, this is seen as a corporate blessing.

According to Colonel Garth Niemand of Salvation Army, “Insufficient funds coupled with the current pandemic has driven the need for additional support for our programs. Steamships has been a terrific supporter for a number of decades, and we are again really appreciative of their support on this occasion.”

The three-course dinner provided an opportunity for Salvation Army representatives to talk about their programs and make an appeal to the business community for support. The event included the sale of raffle tickets and prizes donated by Coral Sea Hotels, SP Brewery, Monier, and other prominent businesses.

Apart from sponsoring the dinner, Steamships supports the Salvation Army’s community work through the House of Hope, a safe house and learning centre for various programs located near



John Raga (left) speaking to guests at the dinner. John is the Public Relations Coordinator for the Salvos.

Ela Beach. Steamships property division Pacific Palms Property oversees the maintenance of this facility.

“It has been a challenging year for our business but despite the current economic situation, we are happy to support the Salvation Army. We are a foundation sponsor of the annual Red Shield Appeal as well as supporting the operation of the House of Hope. Each year we not only fund programs but continue to increase awareness of and support of projects which have an impact in Papua New Guinea”, remarked Rupert Bray, Steamships Managing Director.

Steamships is a member of the Salvation Army Advisory Board and has long supported fundraising activities including the Red Shield Appeal Golf Tournament events hosted at Coral Sea Hotel properties in Port Moresby.

Proceeds of the fundraising appeal will go towards supporting the work provided by the Salvation Army around the country.

“Health is a vital component of Steamships annual community engagement sponsorship, and we are proud to be involved in the country’s national health strategy which aims to deliver access to quality health care in Papua New Guinea”

KAUGERE SEIF HAUS RECEIVES MUCH NEEDED FUNDING

Steamships is partnering with the Kaugere Meri Seif Haus to assist it expand services to women and children affected by domestic violence.

Steamships Chief Executive Officer Rupert Bray said, "Steamships is keenly aware of the need in the community for safe and welcoming accommodation for women and children fleeing domestic violence."

Steamships donated two containers to more than double the Kaugere Meri Seif Haus' capacity, delivered by East West Transport.

"These containers will be re-fitted to provide two more bedrooms and allow the office in the existing Haus to be converted into a third. This will provide five bedrooms overall, a big improvement from the existing facilities."

The Kaugere Meri Seif Haus is managed by the Foursquare Living Light Gospel Church to provide temporary shelter to victims of violence in the Moresby South electorate of the National Capital District.

"Unfortunately, we have a very high demand for accommodation at the Seif Haus," said Mrs. Angesula Jogamup, a gender and

women's empowerment expert and is also on the management committee.

"We thank Steamships for this important donation. We will use funds provided to us by NCDC to fit out these containers to make safe, modern accommodation for the families who stay with us."

"Through this donation, we will be able to support more women and children in our community."

Mrs. Jogamup thanked Mr. Bray and Steamships and said the new accommodation will be named the Steamships Dormitories.



East West Transport bringing in one of the containers which will be transformed into bedrooms and storage as an extension of the Seif Haus.



Left to right: Henny Taurakava, Christophilda Kaboi, Joshua Kauken and Matthew Porre with one of the nine newly installed bins in Kimbe Town.



Left to right: Eunice Tuwe receiving her prize from GM, Neil Papenfus after coming in third in a swimming competition organised by Pactow. The initiative is aimed at focusing on a healthy lifestyle and exercise.



Mea Gavera of JV Port Services monitors fleet movement to ensure safety and efficiency. Mea uses the Optical Recognition Camera (ORC) to ensure smooth running of operations.



Staff attending the company's Code of Conduct refresher. The Code and Conduct are rules and policies that safe guard employees as well as Steamships.



Margaret Tiriman joining the rest of STC staff for the MD's virtual townhall.



Consort's Steven Kipu spent Christmas day on board Niugini Coast.



Wellie Toulogu of Consort took a few minutes out to pose for Tok Steamies.



Left to right: Seini Fisi'Hoi, Chelsea Romo and Rupert Bray at the graduation of Chelsea's Graduate Development Program. Chelsea joins JV Port Services after completing her four-year program. Congratulations Chelsea!



Left to right: Helen Narko, Dona Lumbia, Moilip Abagapi, Florence Sauci and Sabin Ken share a photo with the nurses on duty at the Lae Angau General Hospital. Consort Finance team in Lae made a visit to the Angau Hospital as part of their ongoing support for improved health and access to better health facilities in Morobe. The visit also brought a Christmas cheer to the staff and patients.



Steamships celebrated Chinese New Year at the Asia Aromas.



Meet our 2020 & 2021 Graduate Trainee Managers. Left to right: Samantha Longai, Beverly Tungal, Hagara Wariupa.



Consort's HSSE Manager Walter Daniel (Far left) and HR Manager Cletus Yendetuo (2nd from left) present the 2021 HSSE Targets to the Technical Services Division (TSD) in Lae.



Our CFS (Container Freight Station) Team in Lae come together for a photo after a presentation from the HSSE and HR Managers.

PACIFIC TOWING TUG SAVES 14 LIVES AT SEA



Operations Manager, Gerard Kasnari, says that the 14 passengers rescued by the Pacific Towing tug were “lucky to be alive” and that “safety vigilance must improve in order to prevent similar incidents in the future.”

Fourteen people are lucky to be alive after drifting for two days in a banana boat before being found by a Pacific Towing tug crew in the early hours of Thursday 4 February. Crew of the tug ‘Yomba’ came across the drifting vessel at and its passengers 36 nautical miles north east of Madang and 15 nautical miles south east of Bagabag Island. All fourteen passengers were taken on board, given food, hot showers, and most importantly safe passage to Madang.

Captain Kari Motu and his crew of seven were on their way to a project for a client at Simberi Island in New Ireland when they came across the banana boat. Captain Motu immediately notified Pacific Towing’s

headquarters in Port Moresby and the tug was then redirected back to Madang with the banana boat in tow.

Operations Manager, Gerard Kasnari, who coordinated the emergency rescue and liaised with the Search and Rescue division of the National Maritime Safety Authority reported that the fourteen men saved by the Yomba and its crew were exceptionally lucky to be alive.

“Their engine had failed and they’d already been drifting for two days – I’m not sure how much longer they would have lasted,” he said, “These kinds of marine safety incidents happen far too often in our waters – engines fail, boats are overloaded, lifejackets

aren’t used, petrol runs out, some operators are even drunk. People need to be far more vigilant.”

“The National Maritime Safety Authority has excellent resources and safety advice on its website and invests in important marine safety education. We all need to follow their advice and maritime rules if we want to stay safe on the water.”

Having safely delivered the fourteen lucky survivors to the authorities in Madang the Yomba and its crew headed straight back out to sea en route once again to Simberi Island.

To learn more about safety at sea, including small craft safety: www.nmsa.gov.pg

CONSORT EXPRESS LINES – HSSE RISK ASSESSMENT REVIEWS BEGIN

The Technical Services Department undertook a Risk Register Review recently. The session was facilitated by the HSSE Team – Walter Daniel & Natalie Nakon, along with departmental manager Gibson Malasawa and other supervisors.

A Risk Register contains operational activity risks and includes a listing of all activities performed by the department. During the assessment, the team identified a

total of 34 operational activities six Extreme Risk, six High Risk and twenty-two Medium Risk activities.

Facilitated by the HSSE team, the Risk Assessment Review Program was implemented to help line departments identify actual and potential hazards pertaining to their operational activities to ensure controls can be implemented to mitigate risks

associated with these.

Risk Assessment Reviews will be conducted on a six-monthly basis. A similar assessment has been completed for the Container Freight Services Department; other line departments will follow in the coming months.

Consort Express Lines are committed to working towards a safer working environment for all staff.



HSSE Manager Walter Daniel (first from left) and Gibson Malasawa (center) conduct a Risk Register Review with the Technical Services Department team.



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

Bel isi PNG Case Management Centre

(Operated by Femili PNG)
 Phone: 7055 4401
 Open: 9am to 4pm weekdays Services:
 Case Management

Safe House Referral

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

Badili Police Station

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

Boroko Police Station & FSVU (National FSVU Office)

Okari Street, Boroko

Boroko Police 24 hour phone line

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

Gerehu 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: 8am to 4pm 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 is 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.



WASH YOUR HANDS

KEEP YOUR DISTANCE

1.5M

WEAR A MASK

**IF YOU HAVE
A FEVER, COUGH AND DIFFICULTY
BREATHING SEE A DOCTOR IMMEDIATELY**

Stay at home, do **NOT** attend work,
seek medical attention immediately
and call in advance
if possible.

**HELP STOP THE SPREAD
OF COVID-19**

We don't just do business in PNG. It's our home.

