

INFOCUS

Quarterly Magazine of the Saint Lucia Air and Sea Ports Authority | Dec 2011

STRENGTHENING PORT SECURITY



**GEORGE F.L. CHARLES DISASTER
PREPAREDNESS PLANS TESTED**

**MEET SLASPA'S NEW PORT POLICE
MANAGEMENT TEAM**

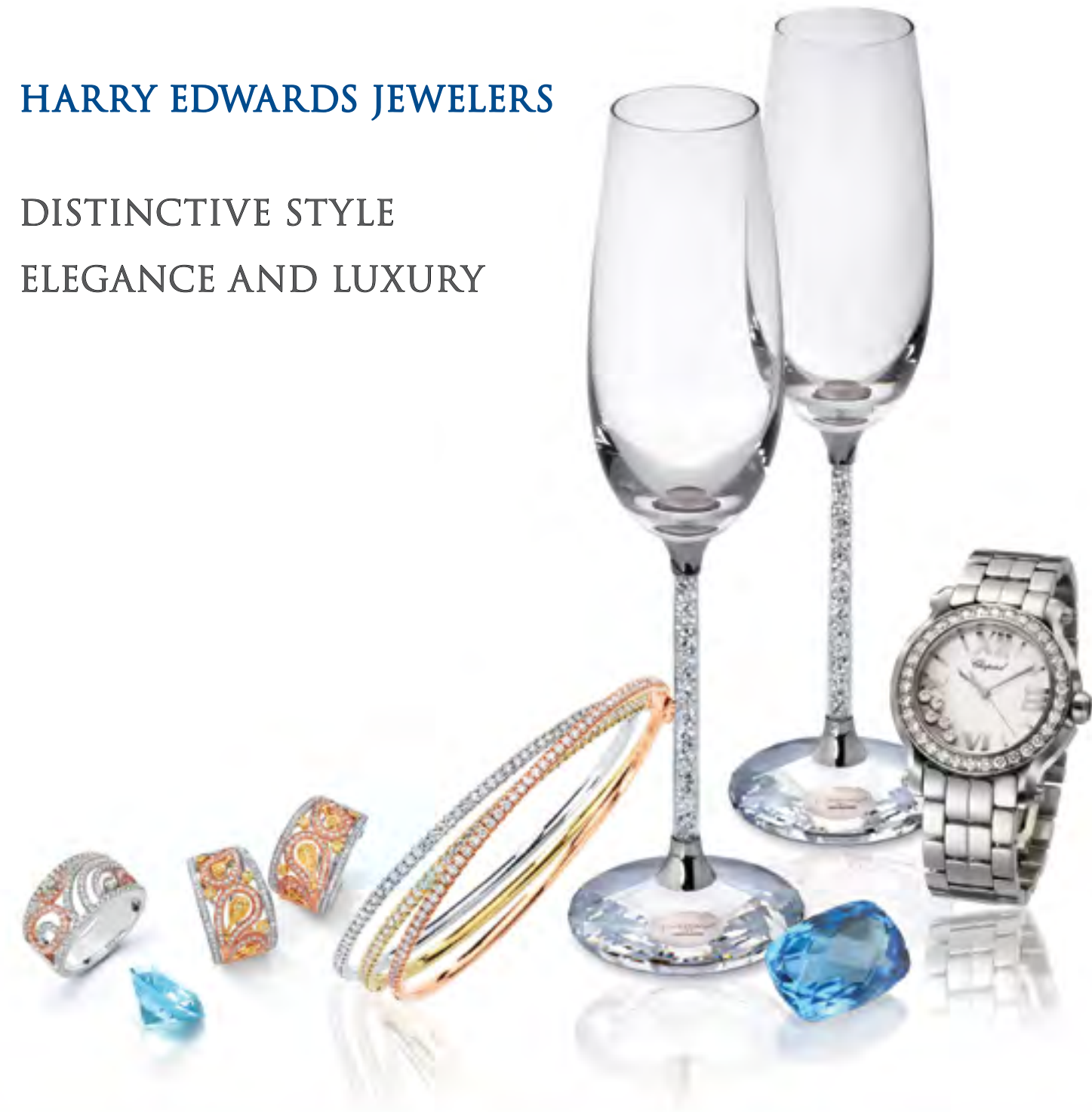
**YEAR IN
REVIEW**

**BOATING SAFETY ENCOURAGED WITH THE
COMMENCEMENT OF THE CRUISE SEASON**

**THE EMPLOYEE DEVELOPMENT & TRAINING SECTION PROVIDES
LEARNING TOOLS TO PARENTS**

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EDITING

Dona Regis - Director of Marketing & Product Development
Kiva Charles - Marketing Assistant
Fayola Ferdinand - Marketing Officer
Grace Herman - Research & Statistical Officer

PRODUCTION TEAM

Fayola Ferdinand
OGM Communications Ltd

PRODUCTION COORDINATOR

Fayola Ferdinand

DESIGN

OGM Communications Ltd

ADVERTISING/SALES

Fayola Ferdinand

LEAD CONTRIBUTOR

Fayola Ferdinand

OTHER CONTRIBUTORS

Dona Regis
Cuthbert Nathaniel - Internal Auditor
Grace Herman
Beverly Dulcie - Manager Employee Development
Ketura Pierre - Customer Service Representative
Kiva Charles - Marketing Assistant
Perl Tobias - Administrative Officer
Kennedy Francis - Chief of Port Police
David Maître - Deputy Chief of Port Police - Northern Division
Martin President - Deputy Chief of Port Police - Southern Division
Fintan Albert - Inspector, Port Police
Michael Placide - Inspector, Port Police
Drucilla Benoire - Sergeant, Port Police

Mariana Epiphane - Sergeant, Port Police
Fimbar Mitchel - Corporal, Port Police
Lurthier Alcee - Corporal, Port Police
Colombian Emeralds International
Claudius 'Peto' Francis

PHOTOGRAPHY

Fayola Ferdinand
Dona Regis
Allen Anderson - AA Photography
Chidi Tobias - Chief Engineer
All Biz Ltd.
Chris Huxley
Jason Mathurin
Colombian Emeralds International

DISTRIBUTION

Kiva Charles
Ketura Pierre



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Address all enquiries and advertising requests to
the Marketing and Research Department,
Saint Lucia Air and Sea Ports Authority,
P.O. Box 651, Manoel Street,
Castries, Saint Lucia.
Tel: (758) 457 6019; Fax: (758) 452 2062
Email: marketingdepartment@slaspa.com

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Fayola Ferdinand, Marketing Officer

Throughout the year, it has been our pleasure in the Marketing and Research Department to inform you our valued readers about what is going on at SLASPA. It is against this backdrop that I welcome you to the last edition of SLASPA In Focus for 2011.

This issue of SLASPA in Focus will take you through some of our major achievements for the year and introduce you to some new ones that occurred this quarter. Our cover story this quarter is the introduction of SLASPA's new Port Police Management team which came into effect in November of this year.

On the Airports side, we tested our disaster preparedness plans with the first ever land and sea combined simulation. Also, we celebrated with the world by honouring our Air Traffic Controllers for International Day of the Air Traffic Controller. Our Seaports, were just as busy enhancing boating safety with the start of the cruise season.

Our Retail Therapy section features a new tenant at La Place Carenage, Colombian Emeralds International which ties in nicely

Simple Gestures & Big Ideas in 2011

with our Customer Service Corner on making customers feel welcomed. In this issue, we have provided you with a pictorial spread of major activities at SLASPA for 2011 and also personally introduce you to the Port Police Senior Management team. Other Developments and Employee Developments focus on other activities SLASPA was part of and the training provided to many employees.

We have also brought back How To, which gives you tips on clearing your goods with ease at the ports this season. Want to wow your guests this Christmas with a delicious dessert? Well, back for this issue in light of the festive season is our Recipe section which provides you with a recipe for a scrumptious cake that will have your guests feeling contented. To wrap up this issue, we have Port Call in Rewind which was on location for all three months, Talking Numbers with the RNSO and Lyrical Speaking with a special poem on the Lighthouse that was submitted to our department by Claudius 'Peto' Francis, an avid listener of Port Call.

I trust that you will enjoy this final issue of SLASPA In Focus for 2011, and look forward to providing you with more stories on SLASPA in the future. I would like to thank our advertisers for coming onboard for another year and look forward to continuing our business relationship in

2012. SLASPA In Focus would not achieve the successes it has enjoyed without the many contributors, I therefore express my sincerest gratitude to you all.

Best Wishes for a Joyous Holiday Season and a Happy and Prosperous New Year.



Port Police Management Team

Strengthening Port Security New Management Structure

The Port Police Department comprised of 40 persons in the 1970's and has grown to over 160 persons to date. These officers are fully trained with powers of arrest and prosecution and are equipped to protect all of Saint Lucia's Ports of entry while meeting the challenges of port security in today's dynamic landscape. Complementing the staff is a modern Closed Circuit Television (CCTV) System that monitors activity at all of SLASPA's facilities on a 24-hour basis.

To strengthen the department, a new management structure was developed and came into effect in November, 2011. This new structure saw the promotion of two senior officers to the position of Deputy Chief of Port Police (DCOPP). Something new for SLASPA, there is now a DCOPP in Charge of the Southern Division and the other in Charge of the Northern Division. Prior to this, the Chief of Port Police was assisted by one Deputy Chief based in the Northern Division.

For the rank and file employees, this new management structure creates opportunities for upward mobility within the ranks. This

is evident by the fact that two Inspectors, Sergeants and Corporals were also promoted as a result of the promotion of the Deputies. In addition, a new position at the level of Inspector to manage Human Resource(HR) issues, training and discipline has been created. It is expected that once the position has been activated, with the necessary guidance and training provided, the officer will work in close collaboration with the HR Department to manage Port Police HR matters.

This new structure allows for a more responsive department as well as a more cohesive management team that can better respond to all issues that may arise. It also allows the Chief to focus more on control and policy direction of the force as well as implementation of discipline.

"The new mandate is designed to make the department more efficient and more effective in strengthening the operations of the department. I am very pleased with the new structure and look forward to working closely with my management team," said Mr. Kennedy Francis, Chief of Port Police. ■

**Read the teams profile on page 18*

“This new structure allows for a more responsive department as well a more cohesive management team that can better respond to all issues that may arise.”



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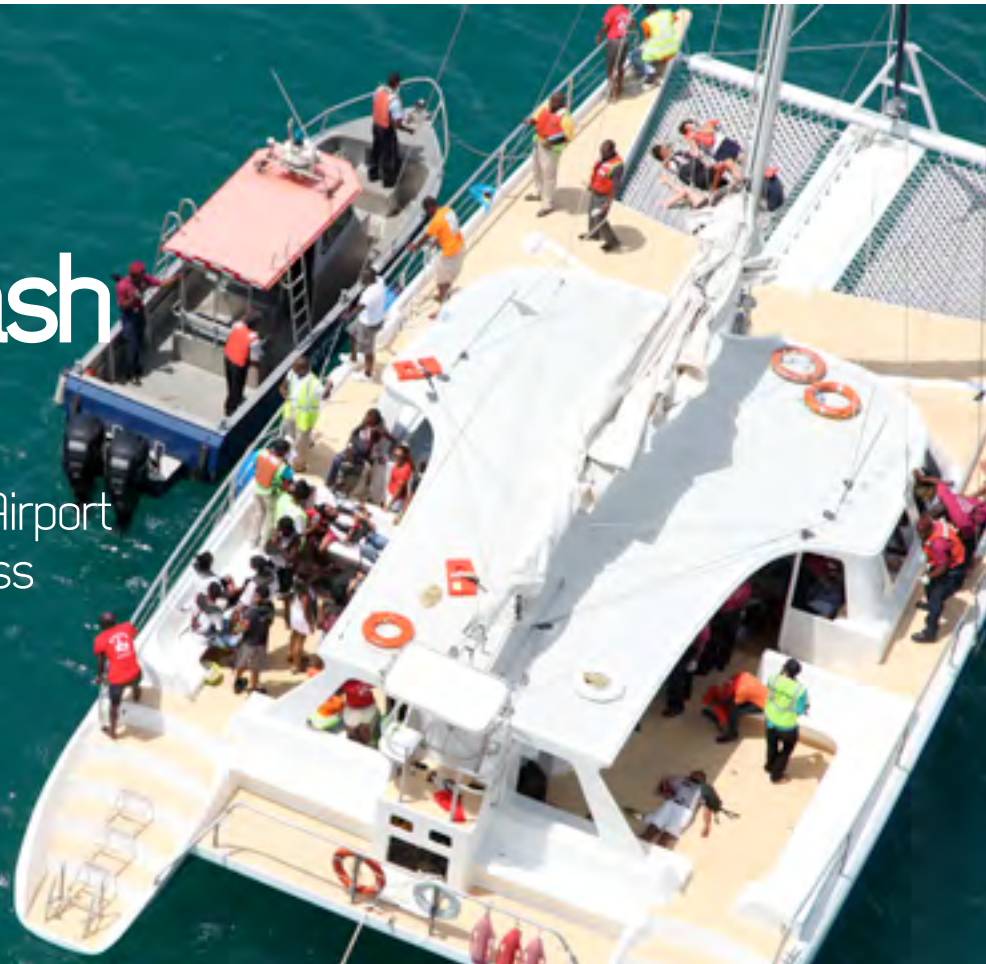
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Plane Crash at Sea?

George F.L. Charles Airport Disaster Preparedness Plans Tested

Port Police Responding to the Crash Site



Early this quarter, SLASPA through the George F. L. Charles Airport, Maritime and Port Police Divisions held a simulation emergency exercise - a plane crash at sea - to test the preparedness and response capabilities of the various response agencies, including the aforementioned.

This was the first time SLASPA has held a simulation at sea that tests the preparedness of both the Airports and Seaports at the same time. The simulation was held in collaboration with the Central Police Station, Traffic Department, Victoria Hospital, NEMO, Special Services Unit (SSU), Marine Unit and St. Lucia Fire Service to test the response capabilities of the SLASPA's personnel and other supporting agencies. The simulation provided SLASPA and the other response personnel with the opportunity to practice response skills and equipment, test all aspects of the

Security, Disaster Preparedness and Crisis Communication Plans and to test the Emergency/ Business Continuity Plan. The aim of this particular simulation was to ensure that SLASPA met the requirements of the International Ship and Port Facility Security Code (ISPS Code), International Air Transport Association (IATA) and the Eastern Caribbean Civil Aviation Authority (ECCAA) policies and regulations.

“The simulation provided SLASPA and the other response personnel with the opportunity to practice response skills and equipment, test all aspects of the Security, Disaster Preparedness and Crisis Communication Plans and to test the Emergency/ Business Continuity Plan.”



Victims Being Taken Care of by EMS



Air Traffic Controllers in the Tower

Celebrating International Day of the Air Traffic Controller

October 20th is recognized as International Day of the Air Traffic Controller (ATCO) worldwide. SLASPA celebrated along with the rest of the world with local Air Traffic Controllers. If you are uncertain of the role of an Air Traffic Controller, well, their role is to keep a safe, orderly and expeditious flow of air traffic and to prevent collisions between aircraft and any other object. The International Federation of Air Traffic Controllers Association (IFATCA), to which all ATCO's belong, was founded on October 20, 1961 and now has a membership consisting

of 133 member associations. IFATCA represents over 50,000 air traffic controllers worldwide. The job of the ATCO has seen the development and introduction of modern equipment, technology and systems that have helped improve efficiency and contributed to a reliable and safe Air Traffic Control (ATC) system. Air Traffic Controllers are critical to the operations at the Airports, and they make an invaluable contribution to the aviation industry. The St. Lucia Air Traffic Controllers Association Inc. (SLATCA), is the local chapter of the

International Federation of Air Traffic Controller Association. The Saint Lucia Air and Sea Ports Authority employs 28 air traffic controllers who together safely land over 30,000 aircraft annually.

“Air Traffic Controllers are critical to the operations at the Airports, and they make an invaluable contribution to the aviation industry.”

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Cruise NEWS



Port Castries: Ranked Among the Top Cruise Ports in the Southern Caribbean

By Dona Regis - Director of Marketing and Product Development

The year 2007 marked the beginning of major growth in Saint Lucia's cruise industry recording an impressive growth rate of 70% over the previous year. The Port has been able to sustain this growth each year surpassing the previous year's performance and in 2009, Port Castries welcomed almost 700,000 cruise passengers the highest number ever in the history of the Port.

Over the years SLASPA has made the necessary investments in berthing infrastructure and port-side facilities to ensure the safe and efficient facilitation of cruise vessels. Recognizing the growth potential of the cruise industry both regionally and globally, SLASPA, consistent with its Act developed a growth strategy as it relates to cruise port development. This strategy first allowed for an in-depth understanding of this sector and continuous research into industry trends to include market demands, vessel and passenger profiles, key industry drivers

among others. This also allowed SLASPA to form strategic alliances with key partners such as other cruise port operators both regionally and internationally, cruise line executives and international cruise based organisations.

Understanding the port is only the "front door" to the destination, SLASPA has also worked closely with other organizations such as the St. Lucia Tourist Board, Ministry of Tourism and Civil Aviation and private sector partners to implement effective marketing strategies to the cruise lines throughout the last few years. Saint Lucia has therefore become one of the best performing cruise destinations in the Caribbean and is currently ranked number one in the Southern Caribbean in terms of passenger arrivals.

For the 2011/12 cruise season however, SLASPA expects a decline of 8% in passenger arrivals when compared to last year's cruise season, however, still remaining

above the 600,000 cruise passenger mark. Despite this decline, Port Castries expects to see increased traffic from European based lines such as Costa Cruises, Aida Cruises and TUI Lines. The projected decline is largely as a result of the decrease in calls from several lines which include Princess, Celebrity and Cunard Lines. However, Port Castries continues to be a major cruise port within the Caribbean southern cruising block and has maintained calls from leading lines such as Carnival, Royal Caribbean, Princess, Disney Cruise Lines, P & O and Holland America along with luxury brands such as Silversea Cruises, Regent and Azamara.

This year, like previous years, SLASPA together with the various cruise ship agents worked together to prepare a cruise ship schedule which provides stakeholders with details on passenger arrivals for this season. The schedule can be downloaded free of charge on SLASPA's website at:

www.slaspa.com



Boating Safety Encouraged with the Commencement of the Cruise Season

The Division of Maritime Affairs is once again encouraging all Boat Owners and Captains to ensure that boating requirements are met under the Shipping Regulations as the cruise season commences.

Requirements under the Shipping Regulations are of three categories; firstly, commercial vessels plying for hire are mandated to carry a Safety Inspection Certificate issued by the Department of Maritime Affairs of SLASPA which has to be renewed annually to conform with the seaworthiness of the vessel. Secondly, pleasure vessels are also required to carry a Safety Inspection Certificate but will be inspected biennially, these requirements are mandatory under the shipping regulations. Thirdly, vessels that were issued Provisional Registration Certificates are also required to return this document to attain an official registry certificate. All vessels that have met safety requirements will be issued with a decal.

The Shipping Regulations was published early last year and were of four types: 1) the Shipping (Registration and Proprietary Interests in Ships) Regulations will ensure that

all Saint Lucian vessels are registered, thus having formal identification. 2) the Shipping (Fees) Regulations which are comparable to the International Maritime (IMO) fees guidelines and that of Regional countries; 3) the Shipping (Distress Signals and Prevention of Collisions) Regulations which brings into national law, the International Regulations for the Prevention of Collisions at Sea; 4) the Shipping (Safety and Pleasure Vessels) Regulations which standardizes safety among vessels seeking to operate without any commercial interest.

The Division of Maritime Affairs therefore urges seafarers to comply with the Shipping Regulations for safe and cleaner seas. ■

“The Division of Maritime Affairs therefore urges seafarers to comply with the Shipping Regulations for safe and cleaner seas.”



Customer Service Corner

Making Customers Feel Welcomed



Customers Being Welcome

It is a busy time of the year at the ports as we welcome many visitors and returning nationals to Saint Lucia. In addition, we serve many residents who will come to the port to clear and receive their cargo. It can also be a very stressful time as we try to serve all our customers and meet their varying needs. Therefore one of the first things we need to learn to do is to make our customers feel welcomed. So how do we do that? First remember that customers are not very different from visitors to your home. When you have invited persons to your home, you plan for their arrival beforehand. When they do arrive, you make them feel welcomed, call them by name, take care of their needs, thank them for coming and invite them back. It is a simple five-step process that is sure to make a great welcoming experience for customers.

THE FIVE-STEP PROCESS

Here are five simple steps to guide you:

1. Welcoming Customers

When a customer arrives at your service area and is expecting to be served, greet them immediately; do not wait until it is convenient for you. If you are occupied, acknowledge the person with a smile and some eye contact and indicate that you will be serving them shortly. This would let the customer know that he/she is not being ignored.

2. Using Customers' Names

Customers like the sound of their names, it makes them feel special. Once you know the customer's name, use it every time. If this is your first encounter with a customer you may not know his/her name, however, you may be in a position to view their name on something they hand to you e.g. identification cards, their passports, credit card, etc.

3. Taking Care of Customers' Needs

Customers come to your facility to have a need satisfied; ensure that you plan ahead to meet their needs, just as you would plan ahead if you were expecting a guest at your home.

4. Thanking Customers

Customers choose to do business with you. They should be thanked for doing so.

5. Inviting Customers Back

After you have welcomed your customers, taken care of their needs and thanked them for coming. The final step is to invite them back.

Colombian Emeralds International

Exquisite Quality, Exceptional Value



Staff of Colombian Emeralds International

August 29th, heralded the opening of Colombian Emeralds International's first store at La Place Carenage, but ninth island wide. Colombian Emeralds International is a proud member of the Dufry Group. In business since 1865, Dufry is a global travel retailer and publicly traded company, with operations in 42 countries and organised in six regions. To date they have extended their operations to more than 1,000 shops at airports, cruise liners, seaports, and other tourist sites.

Colombian Emeralds International - La Place Carenage, joins its sister stores in offering top quality jewellery and watches. In keeping with the Colombian Emeralds International reputation, shoppers can be assured that within each of the gemstones, whether emeralds, diamonds, sapphires or rubies, that the store carries, lies the color, clarity, cut and rarity to convey exactly the right sentiment for that special moment. The only thing left for shoppers to do, is discover that world for themselves.

This store boasts a staff compliment of five competent, vivacious and knowledgeable individuals dedicated to making anyone's shopping experience enjoyable and comfortable. Available at this store are many well-known international brands such as Di Modolo, Troll Beads, Michael Kors and Guess. The store also boasts an extensive offering of men's and women's rings, earrings, necklaces, pendants and bracelets.

Everyone is welcome to visit Colombian Emeralds International - La Place Carenage as they are committed to making your celebration as memorable as possible.



Colombian Emeralds International at La Place Carenage

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Year IN REVIEW 2011



Crisis & Disaster Preparedness Tested (Bomb Threat on Cargo Ship; LPC Simulation)



Port of Palm Beach Visit SLASPA



Media Room Launched



SLASPA's GM Speaks to Junior Achievers



Celebrating International Day of the Air Traffic Controller



Saint Lucia's Ports Captures Communication Awards



SLASPA Sponsors Chamber Awards



Black Antz Jazz Combo at Tea Time Jazz



Intranet Launched



SLASPA Awards Five More Scholarships



Port Call Continues



Graduation Ceremony for Port Police



Port Education Campaign Launched



SLASPA Sponsors Junior Achievement



Enhancing Boating Awareness in the South of the Island



Customer Service Training for Port Police

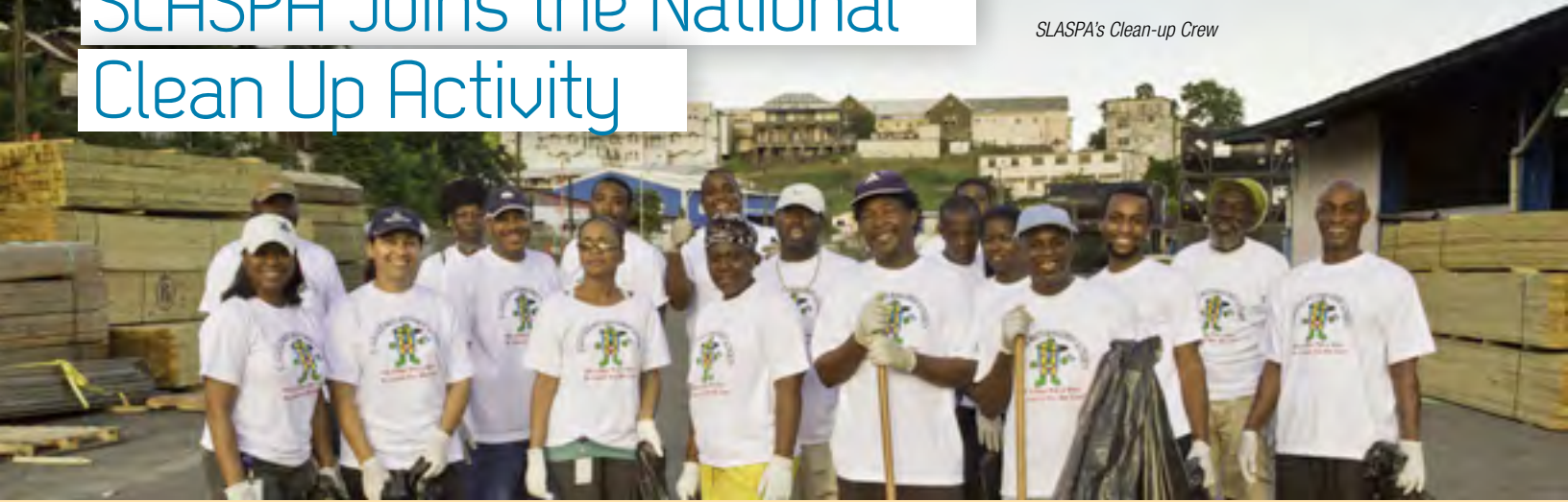


SLASPA's General Manager, Sean J. Matthew elected to serve on the AAPA Board

SLASPA Joins the National Clean Up Activity

OTHER DEVELOPMENTS

SLASPA's Clean-up Crew



SLASPA's employees from Vieux Fort and Castries took time out on November 06, 2011 to participate in a national clean up organized by the Solid Waste Management Authority (SLWMA).

Mrs. Nadia Alcide, Manager Employee Compensation, was the lead coordinator of the activity and rallied employees to participate in the general clean up where the focus was on SLASPA's ports and immediate environs.

The combined participation of employees at the Vieux Fort and Castries Ports was commended. By all accounts the activity was deemed successful. The SLASPA Team looks forward to greater support in the

EMPLOYEE DEVELOPMENTS

Close to 90 Employees Exposed to over 10 Training Sessions and Workshops this quarter

The Employee Development and Training Section provided training to 88 employees this quarter ranging from Basic Literacy to Effective Records Management, Innovations in Management Accounting and Control, Dangerous Goods Training, Budgetary Procedures, Network + Workshop and Indesign Conference. The training and workshops were held locally, regionally and internationally and some were even facilitated by local in-house trainers.

"At SLASPA, we engender a healthy learning environment and support that by providing training to as many employees as we can. Training is delivered in fields directly related to the employees tasks and we even offer those that would assist employees personally. This quarter, we facilitated a workshop for employees with children who received SLASPA scholarships that will aid them in providing better guidance to their kids. It is our mission to aid in the development of the human resource capital of SLASPA by providing diverse and worthwhile training opportunities to staff," said Ms. Beverly Dulcie, Manager Employee Development.



Beverly Dulcie, Manager Employee Development



Committing to the Youth of Saint Lucia

As part of the organisation's commitment to the youth of Saint Lucia, SLASPA participated in Global Entrepreneurship Week (GEW) in November. During the week of activities, the Marketing and Research Department joined a few local businesses in a showcase and exhibition at Sir Arthur Lewis Community College, whereby students were able learn about SLASPA and how the organisation assists local businesses and entrepreneurs. In addition, Cuthbert Nathaniel, Internal Auditor, was part of an esteemed panel that

delivered an address to students of the College on the "Impact of Entrepreneurship in Personal and Economic Development" speaking particularly about the Ports impact and assistance. "The discussion was quite intriguing as the experiences of each panelist were unique, however, the basic requirements to be a successful entrepreneur were all similar. It can therefore be agreed that to become an entrepreneur, one must be prepared to take the risk of enterprise and managing one's own business. One must be prepared to work many long and tasking hours

and make sacrifices in terms of lifestyle, financial adjustments, and time scheduling," said Mr. Cuthbert Nathaniel, Internal Auditor. The aim of the week long activities was to sensitize students, faculty and the general public of the existing opportunities and support services that are available for venture creation and sustainability within St. Lucia. One of the key attributes of GEW is to allow for entrepreneurs to network with mentors and investors and learn more about getting into business for themselves.

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Jason Mathurin,
Assistant Ship Surveyor

Jason Mathurin Assistant Ship Surveyor, Achieves Major Milestone

Jason Mathurin, Assistant Ship Surveyor within the Division of Maritime Affairs, was recently awarded a Diploma in Small Craft Surveying with Distinction from the prestigious School of Maritime Operations and Logistics within the Lloyds Maritime Academy. With the awarding of this Diploma, Mr. Mathurin is one of few St. Lucians with the accreditation and skill set in Small Craft Surveying.

Mr. Mathurin completed two specialist modules, one in Small Commercial Craft which was also awarded a Distinction and the other in Fishing Vessels which was awarded a Merit. The one year course was focused on Small Craft Structures Constructions, Survey and Repair, Small Craft Engineering, Reports, Communication and Information Technology, Occupational Health and Safety amongst other topics.

“The course was designed to provide all of us with an in-depth understanding of the maritime sector, develop our analysis skills, written communication, autonomy and the

ability to learn. The course was also offered in a way that allowed me to meet my career objectives whilst working full-time,” Mr. Mathurin said in a brief interview.

Mr. Mathurin also holds a Boat Masters License, a Coxswain Certificate, Basic Seamanship Certificate and is a co-facilitator of the in-house Boat Masters’ License program at SLASPA. ■

“ With the awarding of this Diploma, Mr. Mathurin is one of few St. Lucians with the accreditation and skill set in Small Craft Surveying.”



Gradaunts with some of SLASPA's Senior Management Team at Ceremony



Port Police in the South Graduate with Certificates in Customer Service Excellence

A graduation ceremony was held for over 60 Port Police Officers who participated in a series of specialized training sessions in customer service in August and September 2011. Facilitated by SLASPA's in-house customer service trainer, Ms. Dona Regis, Director of Marketing and Product Development, the training was delivered to Officers based at the Hewanorra International Airport and the Vieux Fort Seaport.

Delivering the feature address to participants, Mr. Sean Matthew, General Manager/CEO said, “As a Port Police Officer, you are most often one of the first or last persons that travellers and other customers come into contact with at the Seaports and Airports. While your role is first and foremost the protection of the nation’s Airports and Seaports, you also have a duty to provide excellent service to customers. Since you are often, their first point of contact, you also

serve to provide the first impression of the Port Police Department and the organisation as a whole. It is for this reason that strengthening your customer service skills is seen by SLASPA as another major role that you, our valuable Port Police Officers are required to fulfill. I encourage you to embrace and utilize the ideas and techniques presented to you as we become a more service oriented organisation.”

Other officials in attendance included Mr. Ben Emmanuel - Senior Director Corporate Services & Administration, Mr. Kennedy Francis - Chief of Port Police, Ms. Beverly Dulcie - Manager Employee Development, Ms. Dona Regis, Director of Marketing & Product Development, Mr. Peter Jean - Director of Airports, Mr. Teddy Matthew - Airport Manager, Hewanorra International Airport and Mr. Chidi Tobias, Chief Engineer. ■



Jeremy Dixon, Best Overall Student and Dona Regis, Facilitator



Kennedy Francis
CHIEF OF PORT POLICE



Chief Kennedy Francis is the first Port Police Officer to have risen through the ranks to take on the job of Chief of Port Police. Mr. Francis joined SLASPA in 1984 as a recruit Constable and completed his initial police training at the Police Training Academy in 1985.

His first tour of duty was at Hewanorra International Airport (HIA) where in 1989, he was promoted to the rank of Corporal. Between 1992 and 1999 he was seconded to the La Toc Police Academy where he served as an Instructor. Upon completion of his attachment, he returned to HIA where he was subsequently promoted to the rank of Sergeant. In 2001, he assumed command of the Southern Division and was responsible for managing security at both the air and sea ports.

Mr. Francis holds a Diploma in Security Management and a Postgraduate Diploma in Police Leadership and Management with the University of Leicester. Over the past 22 years, Chief Francis has received extensive training both locally and overseas in Aviation and Maritime Security Management, Airport Security Program Development, Aviation and Maritime Security Train the Trainer, Instructor Development, Port Safety and Security and Seaport Anti-Terrorism training.

With the implementation of the ISPS code in 2004, Mr. Francis was instrumental in the development of port security plans for official ports of entry in Saint Lucia, an Airport Security Program

for HIA, assisted in the development of the National Civil Aviation Security Program and the draft National Screener Certification program. For the first ICAO Universal Security Audit of Saint Lucia, Mr. Francis served as the Technical Liaison Officer as well as assisted in the development of Saint Lucia's Action Plan.

Mr. Francis has served as Chief of Port Police for the last five years, where he is responsible for managing all of SLASPA's security systems. He is also the Chairman of SLASPA's Disaster Management Committee where he is responsible for Disaster Management, Coordination, Planning and Response.



David Maître
DEPUTY CHIEF OF PORT POLICE
Northern Division

Mr. David Maître joined the SLASPA team in 1986 as a recruit and has moved up the ranks during his tenure at SLASPA. From Constable to Corporal, then Sergeant to Inspector, Mr. Maître now holds the post of Deputy Chief of Port Police - Northern Division (DCOPP-N). Prior to joining SLASPA, Mr. Maître was a teacher at the Corinth Junior Secondary School and also was an Instructor at the Police Training Academy, which formed a solid foundation to his policing career.

As DCOPP-N, Mr. Maître is responsible for ensuring security procedures and policies are adhered to, assisting in the formulation of policies that will maintain and enhance security of our ports, and the administration of the Port Police Department to name a few.

Since joining SLASPA Mr. Maître has received specialized training in Aviation and Maritime Security Management, Crisis Management, Quality Control - Aviation Security, Introduction to ISPS Code, Instructor Development/Train the Trainer, Programme Development/ Training and Anti-Terrorism in Maritime Security. He has also been instrumental in the development of the Port Police draft standing orders and is a founding member of the Port Police Welfare Association, where he wrote the constitution for the association.

Mr. Maître has contributed significantly to the development of civil aviation and seaport regulations and has also been involved in developing the in-house training programs for Port Police from Port Police Recruits to Senior level officers.

Mr. Fintan Albert joined SLASPA on July 12th, 1986 and was attached to Castries Seaport. In April 1996, Mr. Albert was confirmed in the rank of Corporal and transferred to Hewanorra International Airport. In September of that same year, he was transferred to Castries Seaport and George F.L. Charles Airport. 2001 saw Mr. Albert become an Instructor on attachment to the Police Training Academy in addition to holding the post of Acting Sergeant at SLASPA, until he was confirmed in the position in August of 2003. In 2007, he was appointed as the Chief Instructor at the Police Training Academy for the year and was promoted to Acting Inspector until he was confirmed in this position in November 2011.

Mr. Albert has received training in Instructor Development Skills as well as Port Facility Security (PSFO), International Ship Port Facility Security (ISPS) Certification training, Aviation Security Management and much more. Mr. Albert has also completed

a Diploma in Management from the Sir Arthur Lewis Community College (SALCC) and successfully completed many other courses including Station Supervision Management, Aviation and Maritime Security, Port Security / Port Facility Security Officer, Basic Criminal Investigation, Prosecution Procedures, Supervisory Management, Airport Security Management and Hazardous Material Technician, Human Resource Management and Organisational Behaviour. Mr. Albert also attended the first International School of Airport and Seaport Security in New Jersey for four weeks where obtained a Certificate in Airport and Seaport Security.

He has been involved in the development and instruction of modules and programs for both Police and Port Police Recruits and was very instrumental in the development and instruction of the sanitization for the implementation of the ISPS Code. He believes that discipline is one of the key factors to success, and that one needs

to prepare for opportunities, because if you fail to prepare the opportunities will pass you by.



Fintan Albert
INSPECTOR



Martin President
DEPUTY CHIEF OF PORT POLICE
Southern Division

Mr. Martin President enlisted in the Port Police Department on January 20th 1986. Upon Graduation from the Police Training School, he captured three of the seven prizes up for grabs which were Best Recruit and Baton of Honors, Best at all Practical and Military Subjects and Best Pistol Shot. He was first deployed to Vieux Fort Seaport on July 3rd 1986, where he realized he had a passion for the Court, and an unrestrained desire to become a Court Prosecutor, and spent most of his spare time at the Magistrate's Court.

Mr. President's performance in that arena, eventually rewarded him with a transfer to Hewanorra International Airport, where he was promoted to the rank of Corporal in 1992 and captured the Port Police Employee of the Year Award for the Southern Division, in the year 1998. In September of 2000, he was promoted to act in the rank of Sergeant and was confirmed in the rank in February 2001 where he became the first person to assume the Position of Sergeant in charge of Prosecution and Investigations in the Southern Division - a self-made Prosecutor without conventional Prosecution Training, but well versed in the areas of compilation, preservation and delivery of evidence.

On April 1st 2007 he was confirmed in the rank of Inspector after acting in the position for a year. In 2011, he acted in the rank of Chief of Port Police and Deputy Chief of Port Police (DCOPP) and was confirmed in the rank of Deputy Chief of Port Police - Southern Division (DCOPP-S) on November 1st, 2011. This promotion makes him the first officer to assume the rank of DCOPP-S in the Department and one of few officers who have had the benefit of operating at a supervisory level, at

every station in the Department.

Mr. President is also a trained instructor, and has been involved in the internal training of the Port Police and other Security outfits.

In the area of self-development, he studied at the Sir Arthur Lewis Community College and obtained passes in the following areas: Business Law, Organisational Behaviour, Human Resource Management, Computer Applications, Micro Economics, Communication Studies I and II and Principles of Management.

He has also been afforded training and obtained certificates in a number of disciplines including: Hostage Negotiation, Aviation Security Management, ISPS, Aviation Security Instructors and Essential Instructors Course, Program Development Course, Supervisory Management Techniques, Major Case Management, Creating Winners In the Workplace, Correcting and Controlling Absenteeism, Supervisory Customer Service Training, Dangerous Goods, Drug Interdiction, Law Enforcement Pistol and Shotgun Training and Crisis Management Training to name a few.



Michael Placide
INSPECTOR

Mr. Michael Placide joined the Port Police Constabulary in December, 1987. Following initial Police Training at Police Training School, he was assigned to the Southern Division, which comprises the Vieux Fort Seaport and the Hewanorra International Airport. Promoted to the rank of Corporal in 1999, Mr. Placide was charged with field supervision at the Hewanorra International Airport. In 2000, he was appointed Acting Sergeant in charge of the Vieux Fort Seaport and in 2002, was promoted to Sergeant. He was transferred to the Hewanorra International Airport

in 2004, with responsibility as lead investigator, prosecutor and assistant to the Divisional Officer. His first stint in the rank of Acting Inspector was in 2007 and was later confirmed as Inspector in November, 2011.

While being employed at SLASPA, he has acquired a wealth of experience on the job and received training in a range of areas, both locally and regionally. These areas include and are not limited to: Basic Criminal Investigations Course; Port Security and Customer Care; Court Prosecutors Course, Regional Police Training Centre, Barbados and was the first Port Police Officer in the region to have participated in such a course at that institution; Port Facility Security Officer (PFSO) Certification Course; Mass Event Management Course; TSA's Train the Trainers Course; ICAO's Aviation Security National Inspector's Certification Course; Law Enforcement Pistol and Shotgun Training and most recently Airport Certification Course in Antigua. Mr. Placide has also benefited from other in-house training in areas such as Supervisory Development, Performance Management and Appraisal Systems, Occupational Health and Safety and Customer Service. The

training received has sharpened his skills, level of efficiency, productivity and professionalism on the job.

Mr. Placide is also an instructor who delivers in-house training on policing subjects as well as Aviation and Maritime Security, to officers of varying ranks within the Department. He has also assisted with projects and special assignments such as Port Security Assessments, development of Standard Operating Procedures (SOPs) and Port Security Plans. His assignments which also include investigations, have given him ample opportunity to interface with the Northern Ports. In 2004 he was part of a three-member Committee who developed the ISPS Code, Port Facility Security Plan for Port Vieux Fort and in 2009, headed a six-member Audit Committee mandated to conduct a Port Security Assessment for Port Vieux Fort, Castries Seaport and Pointe Seraphine Cruise Ship Facility. He this year headed a Team commissioned to conduct a Security Inspection Exercise at the two airports, which examined the implementation of security measures and procedures, specific to Passenger and Cabin Baggage Security and Hold Baggage Security.

Mr. Lurth Alcee, started his career as a police at the Castries City Constabulary in 1998. After he tendered his resignation as a Special Police Constable, he became a member of the Port Police Department in December 2001 and immediately proceeded to the Police Training Academy where he was subject to twenty six weeks of rigorous training. After graduation in July 2002, he was placed at the Castries Seaport.

Mr. Alcee, having been a Port Police for close to ten years has worked in various units that make up the Port Police Department including Shift Duties, Marine Unit and the Preventive Unit. He served in the capacity of Acting

Corporal for a number of years in the different units, and was confirmed as a Corporal on November 3rd, 2011.

As a Port Police, Mr. Alcee has been exposed to the field of investigation and attended many courses and workshops both locally and regionally, including, Supervisors Development Training, Sub- regional workshop on Cruise ship facility in Grenada, Immigration Training, Basic Seamanship, Advance Coxswain and Boat Masters course, Basic Investigation and Prosecution Procedures, Assuring Attendance, Correcting and Controlling Absenteeism, Aviation and Maritime Operation, Solid and Hazardous Waste Management and Disaster Preparedness.



Lurth Alcee
CORPORAL



Fimbar Mitchel
CORPORAL

Mr. Fimbar Mitchel has been a Port Police Officer with SLASPA for twenty-one years, having joined the department in November of 1990. In

1993, he underwent formal police training at the Police Training School, La Toc, St. Lucia. During his tenure with the Port Police Department, he has been exposed to both airport and seaport security duties. As a Constable, he served for close to five consecutive years at the Vieux Fort Seaport and most of his career life as a Port Police Officer, has been at the Hewanorra International Airport. Mr. Mitchel first acted in the rank of Corporal in 2002 and since then has acted in that capacity, until his promotion in 2011.

During his service with the Port Police Department, he has been trained in a number of areas including, Basic Airport Security with ICAO; Mass Causality

Management with Pan American Health Organization (PAHO); Station Supervision Training at Police Training School; Basic First Aid; IMO ISPS Code Awareness; Customer Service Training and Refresher Training; In-house Training in Charge and Court Procedures; Automatic External Defibrillator Training; Firearms Training and Refresher Training and In-house Training in Radio Communications.

Mr. Mitchel credits the training received with improving his level of confidence on the job and allowing him to be better prepared to face the many challenges ahead, particularly in this growing aviation and maritime security environment.



Drucilla Benoie
SERGEANT

Mrs. Drucilla Benoie joined the Port Police Department on the 1st of July 1983. She was the first woman to join the department and one of four that SLASPA sent to the Police Training School, two female and two male officers. At training school she was

awarded 'Best all round Woman Police Constable (WPC)', and also competed in a drilling competition with three other male officers. Mrs. Benoie is the only officer at SLASPA amongst the four officers who enrolled in the training school with her in 1983.

After five years in the department Mrs. Benoie was promoted to Corporal stationed at Castries Seaport. In November 2011, Mrs. Benoie was promoted from Corporal to Sergeant and is currently posted at the Castries Seaport.

In 2006, she enrolled at the Sir Arthur Lewis Community College, Criminal Justice Program and graduated in 2010 with an Associate's Degree in Criminal Justice. While working at SLASPA, Mrs. Benoie has been exposed to training in a number of fields including International Maritime Organisation (IMO) National Security Workshop, IMO National Seminar

Workshop on Maritime Security, Port Security Awareness and Best Practices Training, Aviation Security Course, Port Security Training and Customer Care Workshop for Regional Ports, International Civil Aviation Organization (ICAO) Pre-boarding Screening Workshop and a training workshop on promoting alternative to custodial punishment for non-violent drug offender in the Commonwealth Caribbean with the Caribbean Drug Abuse Research Institute.

Mrs. Benoie is currently, pursuing a course in sign language, and her impetus for doing this was being on duty at the Airport and was unable to effectively communicate with a group of hearing impaired students from Barbados. By being able to communicate with all passengers, Mrs. Benoie will be able to carry out SLASPA's mandate of excellent customer service at all times.

Ms. Mariana Epiphane has been employed with SLASPA for almost twenty five years beginning her tenure at Castries Seaport in December 1986 for a period of one year. In 1987, Ms. Epiphane was transferred to Hewanorra International Airport and then transferred to Vieux Fort Seaport. In 1992 she was promoted to the rank of Corporal and became the first female Corporal ever to be stationed in the Southern Division. In 1999, she first acted in the rank of Sergeant and was also the first female to serve in that capacity in the Southern Division.

From 1999 to 2011, she acted in the rank of Sergeant on fourteen occasions, and in November 2011, was confirmed in the rank of Sergeant and also the first female ever to attain this rank in the Southern Division. Ms. Epiphane credits her success to her unwavering faith, support and encouragement received from the then Inspector

President, Sergeants, Corporals and her Supervisees.

During her tenure at SLASPA, she has been faced with a few challenges. Consequently, she accepts each challenge with a determination to improve and achieve better results in the interest of SLASPA and the members of the public she serves.

She has been afforded the following training opportunities while at SLASPA Instruction for Supervisory Personnel, Post Security - OAS, Habits of Highly Effective People, Station Supervision, Border Enforcement Training - U.S Customs & Border Protection, Basics of Criminal Investigation and Prosecution Procedures, National Quality Control Programme Workshop, Maintaining a Highly Productive staff through Motivation, Supervisory Development Training, Dangerous Goods Training Workshop and Customer Service Training.

The various training acquired, has allowed Ms. Epiphane to enhance her skills and techniques and to deliver outstanding performance. Paramount, is imparting the knowledge acquired at the various training to her supervisees.



Mariana Epiphane
SERGEANT

SLASPA Launches GEM Awards for Port Police Officers

As part of SLASPA's thrust to become a more customer oriented organisation, a Customer Service Awards program for Port Police Officers was launched. The GEM Awards - G=Genuine; E=Enthusiastic; M=Motivated - is SLASPA's first customer service awards program and will be piloted amongst Port Police Officers of the Southern Division.

It will recognize Officers who actively perform and reflect all five customer service attributes of being: COURTEOUS, HELPFUL, ACCESSIBLE, RESPONSIVE, and KNOWLEDGEABLE; officers who are well versed and also have the ability to enforce airport/ seaport rules and regulations without alienating customers. The program will officially commence in January 2012 and Port Police Officers and members of the Port community will be invited to nominate Port Police Officers who have exemplified exceptional customer service attributes during the preceding quarter.



What is Climate Change?.... Climate Change Made Simple



Parents at the Training Session

The Employee Development Training Unit Provides Learning Tools to Parents

In September 2011, Ms. Beverly Dulcie, Manager Employee Development made a commitment to parents of SLASPA's scholarship holders to provide them with tools that will enable them to assist their children who have just entered secondary school. The first of these sessions was held on October 18th, 2011 in SLASPA's Conference room and was facilitated by Mrs. Lea St. Helen-Phulgence, guidance counselor at the Saint Joseph's Convent, who provided timely tips to the parents.

Overall, the objective of these sessions is to assist parents in understanding their child's behaviour and to assist them with improvement of the child's grades. This session focused on a few key areas including transition skills, time tabling, study skills, learning styles, goal setting, time management, communication independence, responsibility, confidence and self-esteem.

Overall, parents were grateful for this opportunity to learn techniques that would assist in improving the performance of their child.

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According to the United Nations Framework Convention on Climate Change (UNFCCC):

“*Climate Change*” means a change of climate which is attributed directly or indirectly to human activity that alters the composition of the global atmosphere and which is in addition to natural climate variability observed over comparable time period”.

Climate Change is therefore simply a long-term shift in average climate.

Global Warming and Climate Change are caused by the emission of gases called **Greenhouse Gases (GHGs)**. But, what are GHGs and why are they so called? Many of you should be familiar with the greenhouses used in agriculture for obtaining optimal conditions for plant growth in an unfavourable natural environment. On a sunny day, the temperature is high in a greenhouse. This is because the glass in the greenhouse not only allows the sunlight in, but also traps the heat from the sun.

Interestingly, some gases act similar to the glass of a greenhouse and trap the sun's heat in the atmosphere. The trapping of the sun's heat is called the greenhouse effect. The gases with heat trapping properties are called greenhouse gases. These gases occur naturally in the atmosphere in specific concentrations and without them, the Earth would be too cold for life as we know it.

GHGs include:

- **Carbon dioxide**, which is one of the primary GHGs in the atmosphere, can be emitted by vehicles, wood fires, etc.
- **Methane**, which is another GHG in the atmosphere, originates from landfills, agriculture, livestock, etc.
- **Nitrous oxide** is a GHG that is naturally produced by oceans and lightning strikes, and also from industry.
- **Chlorofluorocarbons (CFCs)** are a group of man-made substances containing chlorine, fluorine and carbon.
- **Hydro fluorocarbons (HFCs)** are man-made chemicals, many of which have been developed as alternatives to ozone-depleting substances for industrial, commercial, and consumer products, primarily refrigeration.

While GHGs are found naturally in the atmosphere in specific concentrations, if the concentrations of these gases are too high, the natural balance of gases in the atmosphere is disturbed. When this happens, the atmosphere can no longer regulate the Earth's temperature as before. If concentrations of GHGs in the atmosphere become too high, then too much of the sun's heat is trapped, causing the Earth to get warmer. This Global Warming leads to Climate Change. Who is Responsible for causing Climate Change?

Small island states combined, contribute a fraction of 1% to global GHG emissions. Industrialized countries historically are responsible for the emission of GHGs. In recent years, it has been observed that

large, industrializing nations (China, India, and Brazil) are now contributing significantly to Global Climate Change. China is the largest emitter of GHGs since 2007.

Why should all be concerned?

Climate Change has significant implications, many of them negative, for the planet. It is now widely considered to be the most significant environmental and sustainable development challenge facing mankind today. Small Island Developing States are among those expected to be most severely affected.

Climate Change has implications for, among others, agriculture/food security, including fisheries; tourism; water resource management; settlement and infrastructure, including ports; marine and terrestrial biodiversity; health sector; and financial resources.

Stay tuned as the mystery of Climate Change is unraveled in subsequent issues of SLASPA InFocus.

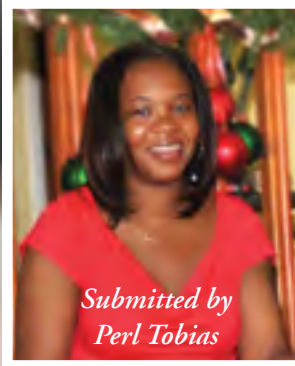


ABOUT THE AUTHOR

Cuthbert Nathoniel
Internal Auditor

Cuthbert Nathoniel holds a BSc. Degree in Accounting (Honours) from the University of the West Indies. He is also a Chartered Accountant with over 15 years experience in both the Public and Private Sectors.

RED VELVET CAKE WITH CREAM CHEESE FROSTING



Submitted by
Perl Tobias

Ingredients:

- Vegetable oil for the pans
- 2 1/2 cups flour
- 1 1/2 cups sugar
- 1 teaspoon baking soda
- 1 teaspoon salt
- 2 teaspoon cocoa powder
- 1 cup / 8 oz butter
- 1 cup buttermilk, at room temperature
- 2 large eggs, at room temperature
- 2 tablespoons red food coloring (1 ounce)
- 1 teaspoon white distilled vinegar
- 1 teaspoon vanilla extract
- Cream Cheese Frosting, recipe follows
- Crushed pecans, for garnish

Directions:

Preheat the oven to 350 degrees F. Lightly oil and flour 3 (9 by 1 1/2-inch round) cake pans. In a large bowl sift together the flour, sugar, baking soda, salt, and cocoa powder. In another large bowl, whisk together the oil, buttermilk, eggs, food coloring, vinegar, and vanilla. Using a mixer, mix the dry ingredients into the wet ingredients until just combined and a smooth batter is formed. Divide the cake batter evenly among the prepared cake. Place the pans in the oven evenly spaced apart. Bake until toothpick inserted in the center of the cakes comes out clean, about 30 minutes.

Remove the cakes from the oven. One at a time, invert the cakes onto a plate and let cool completely. Frost the cake. Place 1 layer, rounded-side down, in the middle of a cake stand. Using a palette knife or spatula spread some of the cream cheese frosting over the top of the cake. (Spread enough frosting to make a 1/4 to 1/2-inch layer.) Carefully set another layer on top, rounded-side down, and repeat. Top with the remaining layer and cover the entire cake with the remaining frosting. Sprinkle the top with the pecans

CREAM CHEESE FROSTING

Ingredients:

- 1 pound cream cheese, softened
- 4 cups sifted confectioners' sugar
- 2 sticks unsalted butter (1 cup), softened
- 1 teaspoon vanilla extract

Directions:

In a mixer, mix the cream cheese, sugar, and butter on low speed until incorporated. Increase the speed to high, and mix until light and fluffy, about 5 minutes. Reduce the speed of the mixer to low. Add the vanilla, raise the speed to high and mix briefly until fluffy (scrape down the bowl occasionally). Store in the refrigerator until somewhat stiff, before using. May be stored in the refrigerator for 3 days.

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HOW TO

How To Clear Your Barrels with Ease

Are you receiving a barrel from family or friends this Christmas season? With Christmas around the corner, you might be wondering “How do I get my goods expeditiously from the port?” Well, you can always have a broker clear your goods for you, but if you want to be part of the experience, we hope the tips below aid you when you come to the port to pick up your goods.

Here is a CHECKLIST of what you will need for clearing your goods...

From your Shipping or Cargo Agent

- Bill of Lading
- Out of Charge Note
- Entry Form or Bill of Sight

Gaining access to the Port

- National Identification Card
- Passport
- Drivers License
- Documents listed above from your Shipping or Cargo Agent

You will also need transportation

- Driver's Name
- Vehicle Number

Please...

- Follow all instructions given by the Port and Customs personnel
- No more than two persons are allowed on the Port compound per transaction

And just in case...

- Bring an extra bag or storage container for spillover of goods

Options

- Note that you have the option of using your broker to clear your goods

Please follow these General rules when visiting the port:



- Please retain your numbered SLASPA ticket, until you have completed your transaction and have exited the port.
- Only two (2) persons per transaction will be granted access into the port compound.
- Children under 12 years old are prohibited.
- Please observe all signs and instructions on the port compound.
- The port is a very busy area; please remember to exercise due caution.
- Please remain within the authorized customer designated areas of Cargo Shed 6.
- Please ensure the security of your goods and personal effects at all times.
- The Port Police reserves the right to search anyone entering or leaving the port compound.
- SLASPA and Customs reserve the right to change the processes and procedures as deemed necessary.
- SLASPA wants to ensure the secure delivery of your goods to you, so please exercise patience and understanding during this process.

Port Call In Rewind

Port Call, SLASPA's very own live Talk show on RSL's the Agenda with David Samuels and Co-hosted by Dona Regis of SLASPA was held at three different locations, commemorating the topics being discussed.

Our October edition of Port Call was held on October 27th, 2011 on the pier at Pointe Seraphine with the majestic Carnival Victory in the background setting the scene for the topic of discussion which was “The start of the Cruise Season”. Guests included Elenor Rae; Director of Revenue - Cox & Co. Ltd., Lenora Desir; Leisure Travel Specialist - Carib Travel and Giovanni St. Omer; Manager Duty Free Pointe Seraphine.

November's Port Call was held at the bustling George F. L. Charles Airport and was on the dynamic Air Traffic Controllers. Guests on this show were Agatha Felicien, Assistant Airport Manager - George F. L. Charles Airport; Len Leonce, Air Traffic Controller III - Hewanorra International Airport and Amy Charles, Air Traffic Controller III -George F. L. Charles Airport.

The final edition of Port Call for 2011 was held at La Place Carenage on December 7th, overlooking the scenic harbour and focused on Christmas specials at La Place. Guests included Sophia Frank from Remani Ltd, Fadi Lioun from Veltronics H. S. S. (St. Lucia) Ltd., Latoya Hobaichan and Benny King from Columbian Emeralds International and Susanna Isaac, Manager La Place Carenage. There was also a surprise visit from Mary Polius, Manager of Radio St. Lucia who wanted to get in on the action.

October Port Call broadcasted from the pier of Pointe Seraphine



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OTHER FEATURES



Talking Numbers with the RNSO

Review of SLASPA's Performance for the Quarter October to December

By Grace Herman, Research and Statistical Officer(RNSO)

Airports

During the quarter October to December 2011 the Hewanorra International Airport (HIA) is expected to record approximately 3,238 aircraft movements landing and departing at the facility. The airport also expects to accommodate close to 127,045 passengers embarking and disembarking. Cargo throughput at the airport is estimated to arrive at 451,068 kilograms landed and loaded during the period.

The George F.L. Charles Airport (GFLC) during the quarter under review is expected to handle 5,782 aircraft movements carrying an estimated 54,868 passengers. Cargo throughput (landed and loaded) at GFLC is projected to be 337,805 kilograms.

Cargo

Container throughput at Port Castries during the final quarter in 2011 is expected to be 8,223 TEUS and break-bulk throughput is estimated at 25,036 tons.

Cruise

The start of the fourth quarter marks the beginning of the cruise season in St Lucia. During the quarter cruise calls at Port Castries is estimated at 113 which is expected to carry approximately 184,977 passengers.

Ferry

The Ferry Terminal at Port Castries is expected to record 34 ferry calls and 11,713 passengers during the quarter under review.

Yachting

The Rodney Bay Marina during the months October to December is expected to facilitate 1,391 yacht calls while the Marigot Bay Marina is expected to facilitate 282 yacht calls.

What is Throughput?

Throughput is the total volume of incoming and outgoing business.

Estimated Performance at a Glance

HIA Passengers	127,045
GFLC Passengers	54,868
Cruise Passengers	184,977
Ferry Passengers	11,713
Yacht calls at Rodney Bay & Marigot Bay Marinas	1,673
Container Throughput(TEUS)	8,223

LYRICALLY SPEAKING

A Tribute to Vigie Lighthouse
by Claudius 'Peto' Francis
August 1973

Ode to the Lighthouse

Oh, huge, flickering, man-made legate
On that rueful mountain lea.
Far across the rolling landscape,
Unobserved by the community.
Today as life rolls on in comfort,
In gleaning our Nation's mem-ories,
I can see that your helping hand
laboured with light to make this land
free.

Around your haunts are many deep
caverns,
That were dug out by the sea.
Even the solid walls which form you,
Are weathered daily by the winds from
the sea
And the walls that were built for your
protection,
Ah, cracked, bent, mossy and free.
But with all of these distractions
You do your task so cheerfully.

And your walls are decked with portraits,
Of those mariners, pilgrims and soldiers,
Who fought the wars determined though
in fate,
And with wounds were drawn to the dust.
And their cries linger on, their fears
vanished,
Their bent knees of thankful animation,
The chains of giggling engines, strewn in
the waves

And the mossy, purple-clad petals of
mourning
All basked in the sunshine of sweet
memories,
Of your faithful, enduring service to the
land.
Now life rolls on with grandeur and
freedom
History diluted with affluence and ease
Told like legends in glass boxes, with
dying zeal.
The memories of these potentates who
marshalled
And bugled and fought, with ardent skill.
Hushed as the guns, though for a
moment,
Constant the storms and whirlwinds,
ships sail-
Line's last quota in the sun.

Flicker on, oh legate, make your warnings
clear.
Like an eight-eight rhythmic symphony.
Loom into the dark, bring travellers
safely home.
Ere your walls erode and crumble
And your light goes out or grow dim,
For your service will be prized, even its
when
Vagaries of nature and storm clouds over
Pilgrimage cease!
And we gather safely on that shore.

What Makes Christmas Season Special To You?

*Christmas Day is particularly special for me,
as it is my daughter's birthday; as a result
every Christmas since she was born has been
memorable.*

Andrea Lisberth Charles
Operations Manager, Transport & Handling

*There is no time like the festive season; I
usually spend it with friends and family. My
most memorable year will have to be 1984.
It was the first Christmas I ventured from the
north anywhere south of Castries!*

Francis Black
Port Police Constable #38, SLASPA

*My holidays are usually spent on baking an
assortment of cakes including fruit cakes on
Christmas Eve. I also bake plaited bread and
love cooking on Christmas morning, but for
me the time spent with family where we usually
exchange gifts makes it particularly special.*

Vanessa Gelila Peter
Port Police Contable # 155, SLASPA

*Due to the nature of my job, I sometimes have
to work on Christmas Day, but whilst on the
job there is great camaraderie and we make
time for fun after work. My most memorable
year was the year the M/V Rita was in port until
early Christmas morning.*

*After the operation was completed the master
invited our ops team on board to celebrate with
the crew. What a celebration it was! There was
lots of food and drinks! The vessel was ahead
of schedule and was allowed to stay at berth
all day, much to the delight of its crew and our
staff, we partied all day!*

Earle Gaston Modeste
Shipping Agent, Tropical Shipping



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to the Port Community and
the People of Saint Lucia

