

INFOCUS

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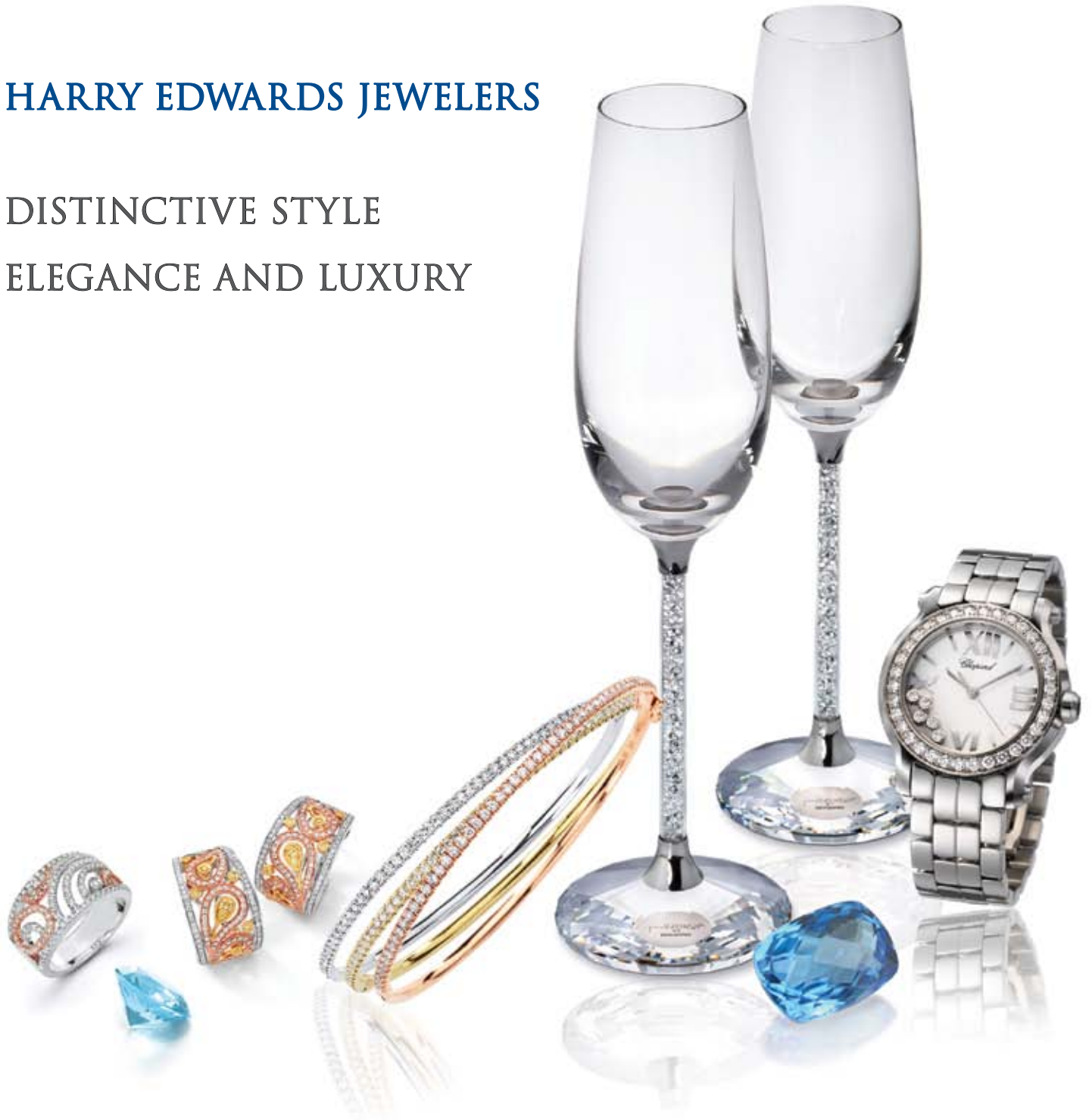
Tea Time Jazz 2013



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DELIVERING PERFECT NOTES

“**M**usic, Art, Heart at La Place Carenage, It’s Tea Time Jazz at La Place Carenage.” Yes indeed the St. Lucia Jazz Festival, rebranded as the St. Lucia Jazz and Arts Festival brings a certain atmosphere to the island. As the entity responsible for the management of Saint Lucia’s Ports of Entry, SLASPA plays a significant role in facilitating the many visitors who come to the island during this time. SLASPA has also gone beyond the quay by becoming involved in the on-island jazz experience as the presenting sponsor of one of the popular fringe events “Tea Time Jazz”. This event which in its 14th year received world recognition when SLASPA was the recipient of an “Award of Merit” for special events by the American Association of Port Authorities.

In this issue of SLASPA in Focus, we discuss the Port’s production of Tea Time Jazz 2013 among other topics. As you will see, we have made a few changes to the format to ensure that we provide you, our valued readers with the edifying information on the air and sea port Community. In this regard, we have introduced two new features. The first of the two is, “Facility Manager Focus”, where we profile the various Facility Managers who are responsible for the smooth operation of SLASPA’s facilities. In this issue we focus on Ms. Susanna

Isaac, Manager La Place Carenage, given her role in the coordination of Tea Time Jazz. The second new feature is “Department Focus” where we profile the role of several departments or sections within SLASPA and in this issue we focus on the very important Aeronautical Information Service unit of the Air Traffic Control Services division. As you will see, they perform an integral role at the Airports.

Thanks to the gracious support of our committed contributors, we will again present our regular features such as Staff Tracks, Cruise News, Customer Service Corner, Security Bulletin, Climate Change, Our Port Our Community and Maritime Log. In addition, our “How-to” is by a special guest contributor Dr. Gennie Isaac-Louisy who provides useful tips on protecting your skin during outdoor activities such as the Jazz and Arts Festival.

These are certainly exciting times at the Ports of Entry as we look forward to making that great first impression and delivering notes of excellent service.

See You at Tea Time Jazz 2013!!

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*Director of Marketing &
Product Development*

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PRESENTING TEA TIME JAZZ 2013



*Music for pulsating rhythms that will emanate from the mall, **Art** for authentic masterpieces that can be acquired at the various shops and **Heart** for the love of our sponsors and patrons who have supported us over the years*

Added to the official Calendar of Events of the St. Lucia Jazz and Arts Festival since 2001, Tea Time Jazz is a series of free concerts featuring primarily local performances and of course its signature complimentary tea, coffee and light snacks. This year, the management of La Place Carenage has once again embraced the theme, “Music, Art, Heart”.

In essence, Music for pulsating rhythms that will emanate from the mall, Art for authentic masterpieces that can be acquired at the various shops and Heart for the love of our sponsors and patrons who have supported us over the years. In addition, the Affordable Luxuries campaign will continue where the shops within the mall will present their usual in-store promotions.

As the presenting sponsor from inception, the Saint Lucia Air and Sea Ports Authority (SLASPA) continues to support Tea Time Jazz. The Management of La Place Carenage is appreciative of the many corporate sponsors such as LIME, M&C

Insurance Brokers Ltd, St. Lucia Electricity Services Ltd (LUCELEC), 1st National Bank, Bank of Nova Scotia and Joseph’s Shipping, as well as, collateral sponsors, Renwick & Co., Consolidated Foods Limited, Exel Sign, RJB Hotel Supplies, and OGM Communications Ltd. who continue to support the event.

“In addition to it being a fantastic event, SLASPA also sees Tea Time Jazz as an excellent avenue for showcasing local talent,” says Ms. Dona Regis, Director of Marketing and Product Development. This year’s line-up consists of solely local musicians namely En Voice, formerly known as Phaze Band, Tricia Baptiste also known as Trish, The Derek Yard Project (DYP) and The Gospel Connection featuring Angelle, Godman, A.J. and Malana, backed by the band Higher Definition (see biographies on pages 6-8, 12).

The La Place Carenage Duty Free Shopping Mall Manager, Susanna Isaac, reminisces on past performances by the likes of Barbara Cadet, Ronald “Boo” Hinkson, Harvey Millar,

Diamond Steel Orchestra, Claudia Edwards and Vincent “Small” Lewis. “We feel a sense of pride, having opened this window of opportunity for many of our musically inclined local artistes.”

In addition to being the main sponsor of Tea Time Jazz, SLASPA also supports Jazz in the South. Proud to be part of the St. Lucia Jazz and Arts Festival in its entirety, SLASPA facilitates VIP Services for celebrities, international press and visitors to the event. Also, SLASPA provides equipment to assist with stage setup and aid local businesses with the showcasing of their products and local acts at La Place Carenage.

SLASPA continues to be actively involved in the island’s hosting of its Jazz and Arts Festival and pledges its support in the future. This year, Tea Time Jazz will be held on Wednesday 8th and Thursday 9th May, 2013 at La Place Carenage Duty Free Shopping Mall from 3:00 p.m.

Looking forward to seeing you there! ■

THE GOSPEL CONNECTION

FEATURING A.J., MALANA, GODMAN & ANGELLE, BACKED BY THE HIGHER DEFINITION BAND

Performing at Tea Time Jazz on Wednesday May 8th, 2013

ARNOLD 'AJ' JULES

Twenty-two year old Gospel rapper/songwriter Arnold Jules, aka A.J. was raised in Marchand, Castries and started rapping at the age of ten. According to him, he wrote his first worldly song at the age of sixteen and continued along that path.

At age eighteen his life drastically changed and from then on his lyrics evolved and he no longer wrote and sang for the world but for Jesus Christ his Saviour.

Since then A.J. is the most sought after Gospel Singer in St. Lucia and has been performing at Churches island wide for concerts and conventions. He has a special mission and connects with the youth in the society on many levels as he pours out the message of the Gospel in Rap.

Some of his most noted performances have been at Skinner Park in San Fernando, Trinidad 2012, The Resistance

Youth Concert 2012, The NCF Telethon 2012, The Lucian Men March Rally 2012, The Catholic Youth Convention at Beausejour Grounds in 2012 and The National Prophetic Youth Convention 2012 and most recently the launch of Arts reach at the National Cultural Center where he opened the programme. A.J. is the two time winner of the '20's' category of Youth Fest 2011 and 2012. He is known for his ever popular song 'Gospel Insanity'.

MALANA

Malana Raquel Stephen is known as Malana in the world of music. A St. Lucian, hailing from the community of Bexon was nurtured by her grandmother in the teachings of God from a very tender age. Although when young she was exposed to many activities, Malana has always paid particular interest to her studies and church choirs.

She rendered her first solo



Arnold 'AJ' Jules



Malana

at the age of seven at church with the Whitney Houston version of 'Jesus Loves Me' much to the astonishment of the congregation. This was just the beginning for her as she continued singing at church and joining church choirs including the National Youth Choir of which she is still a member. Malana has had great opportunities sharing the stage with her aunt Shirley Anne Cyril-Mayers as a back-up vocalist, which has allowed her to travel and perform in neighbouring Martinique. She has also graced the same stage with Donnie McClurkin, Mary Mary and Issac Blackman for St. Lucia Jazz 2008.

Since coming into her own as a solo artiste, she has been the lead vocalist with bands on the island namely Impak, Phase 1 and Mindset.

ANGELLE

St. Lucia born, Karen 'Angelle' Fannis-Vitalis is a Songstress/ Songwriter and Recording

Artiste, who has been singing from very young. As a young student at St. Joseph's Convent she took part in many talent competitions, performing dance, drama and also singing in the choir.

Angelle has been writing and recording her songs since 2006, and had her first album produced in October 2010 titled Fresh Fire with her hit singles 'Adonai' with a music video of the same title, 'Hosanna', 'I need You', and 'Rise Again'. Christmas of 2012 was a great time for her as she recorded a Zouk version of the famous cover tune 'Oh Holy Night' of which she also had a video created.

She has been gracing many a stage in St. Lucia and some of her outstanding performances have been at William Paul's annual Creole Gospel Concert in 2009, NCF Telethons 2011 and 2012. She also has ministered at the annual National Prophetic Youth



Angelle

Conventions 2009 - 2012. Angelle had the privilege to Minister at the Minor Basilica in Castries for the Independence Ecumenical Service for the Preschoolers in 2012. In April 2012 was one of the headliners of the Resistance Youth Concert where she shared the stage with Sherwin Gardner and Emrand Henry.

Angelle's material has been getting a great deal of airplay on television and radio and is fast becoming a household name locally and regionally as her music video airs with tremendous frequency on TEMPO.

GODMAN

Denver 'Godman' Pierre was born and raised at Water Works Road in Castries, St. Lucia.

This talented young man has been singing since kindergarten and by the age of 13 was playing drums with his then local church group. In 2003 he formed a duo named B & D Godmans with his buddy



Godman

Mathew Weeks. Together they built up quite a repertoire of songs and rapidly attracted quite a following.

After a few years, Godman evolved into a solo artiste although the duo continued to sing occasionally. He then discovered his love and passion for writing and penned and recorded his first song 'Praise Be Father' followed by 'I Need You' which was included on a compilation album titled 'The Project'. In 2011 he wrote and recorded 'Never Let You Go' which was also created into a music video which gave him much visibility as it got an amazing amount of air play. Soon after, he recorded his very well-known track called 'Changed' and the music video of the same title. This has made Godman a household name nationally.

HIGHER DEFINITION BAND

Higher Definition is a Gospel Band that has been in existence for the past three years and



Higher Definition Band

consists of nine multitalented young individuals.

This very committed and devoted group is unique as the members hail from six different churches across the island of varied denominations.

The talent of this band is insurmountable, as on any given day the singers and musicians interchangeably play each other's instruments as they are so gifted. There are also a couple of dancers in the group who, when not playing or singing, perform with their dance group.

Higher Definition has backed most of our well known Gospel Artistes on the island and is therefore very versatile in the genres of music that they play.

Some of their outstanding performances have been at the 'Do Something World Youth Concert' 2010 and 'Summer Download' 2011, where they shared the stage with regional Gospel Superstar DJ Nicolas

of Jamaica. Higher Definition was also featured on stage at The Resistance Youth Concert 2012 where they backed some of St. Lucia's best Gospel Artistes including Angelle, Schreffler Maxwell, Godman and Jackson and Malana, to name a few. They also shared the stage with Shem Meluce, internationally known Gospel Singer Sherwin Gardner of Trinidad and Emrand Henry of St. Lucia. The Gospel Segment of the NCF Telethon 2012 also featured Higher Definition. The band notably has its following, as they always play at the ISCCF's Youth Talent Vibes (YTV).

The band has been regularly booked over the years as they play a variety of weddings, church anniversaries and other private functions.

Higher Definition consists of youth going places! ■



EN'VOICE

*Performing at Tea Time Jazz
on Wednesday May 8th, 2013*

EN'Voice formerly Phaze Band was formed in 2007 and comprises of five (5) young, vibrant St. Lucian musicians, who have a passion for music. All members are professionals in their field as they have worked on some of the major cruise lines.

The band is versed in all genres of music such as Neo Soul, Jazzy Blues, Pop, R & B, Disco and Reggae, just to name a few. The members aim to please as they never fail to connect with their audiences

and make their performance a fun filled experience.

The members of the band are Denzil Leon - Drummer, Aneshar Antoine - Lead Vocalist, Telvin John - Vocalist, Nicky Pamphile - Bass Guitarist and Davon St. Juste - Keyboardist.

EN'Voice offers musical entertainment for weddings, parties, guests at various hotels on island, and many other forums including cocktails and special events ■



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SAINT LUCIA JAZZ & ARTS FESTIVAL

SAINT LUCIA JAZZ IS NOW SAINT LUCIA JAZZ & ARTS FESTIVAL

*Submitted by
John Emmanuel
Public Relations Manager,
Saint Lucia Tourist Board*

After 21 years of trendsetting the Caribbean festival product, Saint Lucia inaugurates the next chapter in the life of what was formerly Saint Lucia Jazz with a rebranded and redefined festival product that offers its patrons a full immersion into things culturally and creatively Saint Lucian.

'Saint Lucia Jazz and Arts Festival' serves up many 'firsts' in addition to the already generous menu of free and paid venues, chart topping music and the most iconic legends in jazz and contemporary music to have populated the latter twentieth century.

At year 22, Saint Lucia Jazz & Arts Festival spans a full 13 days and upwards of fifteen venues featuring some of the best live performances

spiced with the celebration of Saint Lucian Arts, culture and cuisine. The rationale is to exploit the opportunities to be derived from the hosting of a prestigious and stellar festival, with the island's burgeoning creative industries sector.

This creative sector component is defined by a literary and performing arts renaissance; a vibrant music performance and production sector; award winning gourmet Chefs; and the consistent celebration of heritage through diverse genres of dance, song, language, fashion, fine arts. Saint Lucia, as the artistic mecca of the Eastern Caribbean Economic Union is well able to define a new and differentiated cultural component of an already unmatched touristic destination.

With a pulsing vibe evident across the stretch of north to south and the expanse of east to west The Saint Lucia

Jazz and Arts Festival will comprise over fifty (51) artistes performing against some of the best backdrop locales this side of the hemisphere, from the signature Atlantic Ocean backdrop of the Pigeon Island National Landmark, to quaint and rustic village settings like Fond D'or Heritage Park in Dennery; Rudy John Beach Park in Laborie; and the tranquil Port Castries waterfront setting of the Duty Free Shopping venues of Pointe Seraphine and La Place Carenage. The 2013 Jazz and Arts Festival will also see the much awaited return of the popular 'Jazz on the Square' in the heart of the capital city Castries and a return to the picturesque open-air venue of Balenbouche Estate in the South.

In addition to great music events, will be street parties, live late night improv at the Rodney Bay village, and the new

addition 'piece de resistance' - an international fashion event which will remain a permanent feature of the Festival. 'Hot' Couture is gunning for top ranking on the international fashion calendar, as a showcase for both established and rising stars in design.

Saint Lucia Jazz & Arts Festival opens on April 30 at the 'people's auditorium' - the Mindoo Phillip Park - to an all-star Caribbean Soca, Dancehall & Steelpan line up. The 2013 festival which is presented by the Saint Lucia Tourist Board and is supported by Platinum sponsor Digicel along with other Gold, Bronze and Collateral sponsors, culminates on the traditional Mother's Day, May 12 ■

For more information on the full lineup for Saint Lucia Jazz & Arts Festival 2013 along with show dates, venues and ticket sales, log onto www.stluciajazz.org.

THE MALL IS ALIVE WITH THE SOUNDS OF MUSIC



By Marva Greenidge
Marketing Specialist,
Commercial Development

Take advantage of Affordable Luxuries at Jazzy Prices.

Jazz is in the air and the Management and tenants of La Place Carenage Duty Free Shopping Mall, invite you to take advantage of “Affordable Luxuries” at jazzy prices.

Duty Free Caribbean

and the natural environment, cultures and everyday living.

Harry Edwards Jewelers has fantastic specials in time for Jazz and Mothers’ Day, on Pandora jewellery charm and gift sets. Additional 20%

spirits. From inception, Bvlgari has become a leader in the world of fine jewellery, taking its place alongside Cartier and Tiffany as one of the three master jewellers of the world.

Lastly, after all your shopping has been completed, the newest tenant, Shawama Restaurant and Bar invites you to discover the finest in local and international cuisine. They boast of using the healthiest, natural ingredients which compliment their tasty dishes. Enjoy the waterfront view in air conditioned comfort, great ambiance and service at affordable prices.



La Place Carenage Duty Free Shopping Mall.

invites you to view their collection of Bijoux Terner watches, earrings, necklaces, bracelets, pashminas, belts, scarves and bags at US\$10.00 duty free; while their sister store, Colombian Emeralds International offers in-store specials on Troll Beads. They invite you to tell your story, as each Troll Bead has its own little history, taking its inspiration from mythology, astrology, fairy tales, earth

discounts can be had on Larimar jewellery and 10% on Swarovski, Fossil, Michael Kors brands and Guess watches.

Diamonds International offers 5% discount on the Bvlgari line. Founded in Rome as a jewellery shop by the Greek silversmith Sotiro Bvlgari in 1884, Bvlgari has progressively established itself as an emblem of Italian excellence characterised by creativity, innovation and pioneering

Doors open at 9:00 am, Monday to Saturday and on Sundays and Public Holidays whenever there is a vessel berthed at La Place Carenage. For more information, please give us a call at 457-6110.

Remember these special prices and discounts remain while stocks last and duty free rules apply.

Visit us at La Place Carenage for great Jazz savings and “Affordable Luxuries” ■

This sweet adventure facilitated by The Saint Lucia Air and Sea Ports Authority



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The island's retail industry gains access to global markets through our air and sea ports. Our proactive innovation keeps goods following through our ports, giving our residents the ability to enjoy savory treats from around the globe.

P- Personal
R- Responsibility
I- In
D- Delivering
E- Excellent Service



EFFECTIVE COMMUNICATION

MAKING “NO” SOUND PALATABLE

During the almost two-week long Jazz Festival, there will be an increased number of persons coming to St. Lucia resulting in a potential boost in activity at your place of work. Many patrons will be focused on enjoying the sweet sounds of Jazz while socialising with old and new friends and as a service provider you may come into contact with several jazz lovers. Naturally you will want to ensure that your service will enhance their experience and make a great impression. However, there will be times when you may have to say the word “no” to such persons. How then can you make “no” sound palatable and not take away from your customer’s experience?

First, it is important to understand that customers never want to hear the word “no”. Therefore, when you begin communicating with the word “no”, the customer often does not hear the rest of your message. However, it is equally important to enforce company policy. You will create a balance between the two. The following is a step by step process on how you can create this balance and make a great impression on your customers.

STEP 1

Show Empathy

Making an empathetic statement is sometimes difficult especially if it is felt that the customer should know the rules. You may become frustrated at having to explain to the customer. An empathetic statement simply acknowledges how the customer feels in a given situation. In the absence of empathy, your directions may sound judgmental.

STEP 2

Apologise

Many service providers jeer at the thought of apologising to a patron especially when they have done nothing wrong. It is important to distinguish between an apology for an inconvenience caused and an apology that implies that you have done something wrong. You should never apologise for doing your job; however, the apology should be for the frustration or for the inconvenience.

STEP 3

Set Limitations

After expressing empathy, you should state that the action in question is prohibited. Avoid using the word “but” as it mitigates the apology making it meaningless. Instead, link statements with the word “and” or separate the two concepts all together. The next step is to offer an alternative.

STEP 4

Offer Alternatives

After setting the limitation, where possible, offer an alternative. An alternative can be a suggestion that makes customers feel as if the service provider is truly concerned about the issue.

STEP 5

Discuss Policy

It is easy for you to simply tell customers that the company policy is the obstacle to getting what they want. Quoting regulations or restrictions is guaranteed to annoy customers and it has the tendency to cause people to feel like they are being scolded. This in turn provokes childlike behaviour. The goal in customer service is to avoid a parent-child interaction and encourage adult communication.

You should avoid discussing policy unless it’s the only way to explain the situation. Even in these cases, you should lead into the policy rather than leading with it.

After learning these techniques, you should adapt them to your own personality. It is not a good idea to give apologies like a machine. It is patronising and can make customers even angrier. You must therefore create responses that are natural to you.

Have a wonderful Jazz Festival ■



By: *Dona Regis*
Director of Marketing and Product Development / Certified Customer Service Trainer



TRISH

Soulful, delectable yet strong and talented, are a few of the words that can be used to describe this dynamic ball of fire named Tricia 'Trish' Baptiste. Born on April 29th 1987, Trish began exercising her vocal styling in her teens at Leon Hess Secondary School, and has since then been developing her craft with style and precision.

From 'Baby Girl Trish' to 'Trish', she has invaded local and regional airways hit after hit - with 12 singles circulating on radio, including 'One Kiss' featuring Kris Bailey and Kayo (who is now signed to EMI Records) - Produced by Francis

'Leebo' De Lima of St. Lucia. The single gained immense popularity and airplay due to its international musical appeal and showed Trish's versatility and vocal prowess - showing the world that no music genre is too much for her to handle.

Her performance career of eight years spans appearances in a number of shows and concerts including: Jazz on the Square, Jazz in the South, Jazz on the Beach, Main Stage Jazz (all in St. Lucia); Youthfest St. Lucia (3 Years), Spice Festival (St. Kitts), Carriacou Festival (Grenadines) and the National Day Show in Martinique ■

Trish and DYP perform at Tea Time Jazz on Thursday May 9th



DEREK YARDE PROJECT

The Derek Yarde Project "DYP" is a young band comprising of three of St. Lucia's notorious and multi-talented musicians, coming together for the sole purpose of creating, entertaining and performing music at its best. Though small in size their performances are spectacular by comparison.

Lead by Mr. Derek "Puba" Yarde on Keyboards, Lead Vocals, and Programming, followed by Mr. Daniel "Slaque" Edmonds on Bass and Lead Vocals, and to round

it off Mr. Thygeson "Penn" Joseph on Drums, Vocals and Programming. DYP has managed to grab the minds, hearts and souls of all those who have experienced their performances.

With influences ranging from the Burning Flames to Kassav to the great Bob Marley, they have managed to use a little inspiration from each of these artists to create a sound of their own unlike any other. So from St. Lucia to you and yours with love, we present to you, The Derek Yarde Project ■

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FERRY COMPLEX

CAUGHT IN THE ACT



By Miquella Louisy,
Marketing Intern

Caught in the Act is a segment in SLASPA in Focus which highlights employees who were caught performing their duties exceptionally well. In the last issue Corporal 99 Lucretia Alexander was featured. This issue features Port Police Officers WPC 116 Jacintha Annibaffa and WPC 150 Chanda Mombelly who were recognised by the French Embassy, for their assistance to a French national.

During the month of February 2013, WPC 116 and WPC 150 were approached by French national, seeking directions to the Ferry

Terminal, where he sought permission to overnight and was refused in accordance with safety and security compliance. The French native had been homeless and hungry for the past two days and was squatting in the Old SLBGA Building. Touched by the situation, the two officers sought financial assistance from the French Embassy and members of the public. They then escorted the French national to L'Express Des Iles office to purchase a ticket to Martinique. Despite being offered compensation by the French Embassy for their assistance, the Officers refused to accept and insisted their deeds were done in good faith.

In a letter written to the Chief of Port Police, Mr. Kennedy Francis, the French Embassy stated, "The Consular Section, the department with responsibility for French nationals at the French Embassy in Castries, Saint

Lucia, would like to express our deepest appreciation to the Saint Lucia Air and Sea Port Authorities, particularly to the following officers; WPC 116 - Jacintha Annibaffa and WPC 150 - Chanda Mombelly for the assistance they gave to the French national from Martinique who encountered some difficulties during his stay on the island."

In a brief interview with the officers, they went ahead to express their gratitude towards SLASPA and the Embassy. "We would like to thank SLASPA for providing the relevant tools and training necessary to perform our job effectively and efficiently. Also, we are sincerely grateful to have been recognised by the French Embassy for our gestures of kindness to the French national. It is a rewarding feeling to be commended for excellent customer service delivery," said the Officers ■



WPC 116 - Jacintha Annibaffa and WPC 150 - Chanda Mombelly

"We would like to thank SLASPA for providing the relevant tools and training necessary to perform our job effectively and efficiently."

DEPARTMENTAL FOCUS: AERONAUTICAL INFORMATION SERVICE (AIS)

When most people think of Air Traffic Services (ATS), little thought is given to the entire network of activities that involve the safe landing and departing of aircraft. Between Saint Lucia's two airports, approximately 33,000 aircraft movements (landing and departing) are facilitated each year. Integral to this facilitation, is the Aeronautical

Information Service (AIS) Office. Ironically, it is one of the least known yet vital roles within the International Civil Aviation Industry.

At SLASPA, there are a total of eight dedicated employees within this important unit who provide vital Aeronautical information to the Control Tower/Air Traffic Controllers. Their primary function is to facilitate

the processing of Flight Plans, PIBs (Pre Flight Information Briefing) for pilots, NOTAMS (Notice to Airmen), and other related ATS messages. As part of an International Aeronautical Network, the AIS receives and disseminates information to pilots/ATC on hazards, disruptions of services/facilities and changes, at airports or along air routes that affect aviation safety.



At SLASPA, there are a total of eight dedicated employees within this important unit who provide vital Aeronautical information to the Control Tower/Air Traffic Controllers.

To explain it simply, all the aircraft bringing in tourists, returning nationals, friends and family to Saint Lucia, are facilitated through the work of this unit. These eight employees therefore contribute positively to Saint Lucia's economic and social development.

Another very important aspect of their job is to collect aeronautical related fees

for all non-scheduled and general aviation operators at both airports. The unit is also responsible for entering critical data such as aircraft movements, passenger movement, cargo and mail into SLASPA's statistical database. This information is used for the purpose of revenue collection and strategic planning for the organisation and other industry

partners.

As part of the efforts to build the capacity within the unit, Mr. Errol Cherubin, Senior Air Traffic Controller, conducted training sessions in the final quarter of 2012 and in January to February 2013 the staff received additional training and new equipment which will enhance their job functions and augment

techniques and equipment currently being utilized. Look out for more information on the ATS employee training and its benefit to the unit and SLASPA in the next issue of SLASPA In Focus.

The Management of SLASPA recognises the work of the AIS office and congratulates the staff on their recent accomplishments ■



Donan Jn Baptiste, AIS Officer and Annatalia Charles, AIS Clerk
Equipment & Charts used by the AIS Team



SECURITY BULLETIN!

FACILITATING THE SAINT LUCIA JAZZ & ARTS FESTIVAL AT THE PORTS OF ENTRY



*Martin President,
Deputy Chief of Port Police -
Southern Division*

The Saint Lucia Air and Sea Ports Authority (SLASPA), through the Port Police Department, is delighted to be associated with the St. Lucia Jazz and Arts Festival, in a fashion that has supported the festival's development. By collaborating with other institutions, we ensure that artistes and other individuals associated with the event have a safe, smooth and comfortable arrival to the Helen of the West Indies.

The Port Police Department extends an early invitation to the organisers of the festival, to utilise our assistance, to ensure a safe and seamless airport experience. Information such as

- your guest's name;
- flight information;
- liaison or protocol personnel information;

- picture identification need to be submitted to SLASPA's Marketing and Research Department via email (marketingdepartment@slaspa.com) for permission to access restricted areas.

If a vehicle is being used, vehicular information such as

- insurance papers and
- the particulars of the individual's Driver's License

are also required to access restricted areas. It is mandatory that the individual(s) are escorted by our Port Police Vehicle, when driving through these restricted areas.

Also take into consideration, our partnering with the Customs and Excise and Immigration Departments. Therefore, it is imperative that

our partners are also provided with the relevant information, so they too can facilitate the necessary processes.

The early arrival of your liaison or protocol personnel is critical to facilitate the issuance of Temporary Access Badges for both persons and vehicles, as well as the arrangement of last minute details, regarding an Action Plan, if necessary. Temporary Access Badges are issued by Security and must be returned to Security at the end of the day for which they were issued and will be reissued on subsequent days, if required again.

With the above being in place, the Port Police will step in and allow trained and professional personnel to make the visitor's arrival experience a memorable one ■

FACILITY MANAGER 'FOCUS'



Susanna Isaac, Manager
La Place Carenage

Facility Manager Focus is a new series being introduced to this magazine which highlights facility managers of the various facilities and provides a brief insight into their roles and functions at SLASPA and also little known facts about the Manager.

This first issue is on Ms. Susanna Isaac, Manager La Place Carenage Duty Free Shopping Mall.

WHO?

Susanna Isaac

WHERE?

La Place Carenage Duty Free Shopping Mall

WHAT DOES SHE DO?

Susanna provides support services to tenants (E.g. Engineering, Maintenance, Sanitary Upkeep and assists with coordination of marketing promotions/events); She works closely with the Director of Marketing and Product Development and Marketing Specialist-Commercial Development to develop/synchronize Marketing Initiatives; Ensure the provision of a perfect ambience and shopping experience at La Place Carenage, through Cultural Entertainment such as Local Folk Band Performances and Local artistes of various genres;

Activities relevant to Christmas, local holidays and festivals are also organised by the Mall Manager; Maintain level of service and upkeep standards in sync with SLASPA's corporate image.

WHAT IS THE HIGHLIGHT OF HER JOB THIS MONTH?

Ms. Isaac is the driving force behind the annual Tea Time Jazz held at La Place Carenage. She is responsible mainly for seeking sponsorship, selecting artistes and coordinating the entire event, along with the assistance of the Marketing Team.

WHAT YOU MAY FIND INTERESTING?

Choir Director, Singer and Songwriter are a few of the titles held by Ms. Isaac who is a music enthusiastic with an eclectic taste in music. Very

passionate about the art, she is deeply involved in many musically relevant activities within her Church community and extends her talents to the SLASPA Community.

WHAT YOU MAY NOT KNOW?

Susanna is a vegetarian and enjoys experimenting in the kitchen, trying new and delicious recipes.

WHAT'S NEXT ON THE AGENDA?

After Tea Time Jazz, Susanna will be preparing for the upcoming cruise season, which begins in October and facilitating an on-going shopping tour to La Place Carenage which originates from various hotels ■

SAINT LUCIA IN TOP 50 CRUISE PORTS IN THE WORLD



Port Castries

Port Castries has been ranked number 25 in the world in the Autumn 2012 Cruise Insight The Global Cruise Market Magazine's "World's Top 50 Cruise Ports of Call" for 2011. Port Castries which welcomes an average of 600,000 passengers and over 300 cruise vessels a year is no stranger to receiving such accolades. Recently, Port

Castries was awarded with the 2012 Porthole Editor-In-Chief Award for "Best Caribbean Port" from Porthole Cruise Magazine. The top three spots went to Nassau, Cozumel and Civitavecchia, with neighbouring islands Barbados, Antigua and St. Kitts ranking 31, 32 & 33 respectively ■

PORT PRIDE LAUNCHED IN CASTRIES

The Port Police Officers in the northern division kicked off the Customer Service Training program "Port Pride" which was launched in Vieux Fort in 2011. Twenty-four officers completed the first section of a three part training program facilitated by Ms. Dona Regis, Director of Marketing and Product Development and organized by the Employee Development & Training Unit. Port Pride (Personal Responsibility for Delivering Excellence) is part of SLASPA's company

wide service culture plan which seeks to provide employees with customized customer service skills to effectively serve air and sea port customers. The benefits of the program are already being realized at the Hewanorra International Airport where the Port Police received high ratings in the last customer service survey conducted at the airport. "After working with the Vieux Fort based Port Police officers I have been looking forward to commencing the program for the Castries

based Officers, I am extremely proud of the Vieux Fort based Officers and wish to commend the management of the Port Police Department for their commitment to improving service delivery at the Airports and Seaports" said Dona Regis Director of Marketing and Product Development. Port Pride continues with the Castries Port Police Officers during the Months of May and June, 2013. For more information on Port Pride, please contact the Marketing and Research Department ■



SLASPA EMPLOYEES RECEIVE PUBLIC SERVICE MEDALS

Mr. Theodore Kennedy Francis, Chief of Port Police and Sergeant Vincent Curtis Cyril, Shift Supervisor were recognized for dedication to the service and consistent contribution to the development of the Port Police Department at SLASPA

over an extensive period of time. The two gentlemen were presented with Public Service Long Service Medals at St. Lucia's 34th Independence Awards Investiture Ceremony held at the Governor General's Residence, Morne Fortune, Castries, on February 24th, 2013 ■



(L-R) Mr. Theodore Kennedy Francis, Chief of Port Police and Sergeant Vincent Curtis Cyril, Shift Supervisor



Port Police Officers in the Northern Division at Port Pride Customer Service Training

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JAZZ IN THE SOUTH, A TRUE CELEBRATION OF CARIBBEAN JAZZ



Fatoumata Diawara, headline act at Jazz in the South

SLASPA was the first sponsor of Jazz in the South, and the organisation has supported the festival consistently every year since 1997, and it is once again this year elated to be associated with the festival.

In 1997, the small village of Laborie hosted the first concert of what quickly became Jazz in the South, a component of the Saint Lucia Jazz & Arts Festival that is dedicated primarily to Caribbean and Creole Jazz. This concert, which happened at the invitation of Labowi Promotions, a local community organisation, was made possible through the support of the Saint Lucia Tourist Board and of a single sponsor, the Saint Lucia Air and Sea Ports Authority. SLASPA was the first sponsor of Jazz in the South, and the organisation has supported the festival consistently every year since 1997, and it is once again this year elated to be associated with the festival.

SLASPA is keen to remain associated with Jazz in the South, because it is a community-based project, an instrument to encourage economic activity and business opportunities in host communities. SLASPA also supports Jazz in the South because this is a pan-Caribbean cultural project with the ambition to promote Caribbean music and musicians, including those residing in the diaspora of Europe and North America, by exposing their work and giving them opportunities to meet, collaborate and create.

This year, Jazz in the South concerts will take place at four different venues, including a return to the magical Balenbouche Estate in Choiseul on Sunday 5th May, a major free concert at the Rudy John Beach Park in Laborie on Wednesday 1st May, and an evening show on the lawns of the Coconut Bay Beach Resort & Spa in Vieux Fort on Friday

3rd May. In addition, Jazz in the South will for the first time include a concert in Castries, at the National Cultural Centre, on Thursday 2nd May, as the organisers have seen the opportunity to bring some of the Festival's exciting Creole jazz acts to the north of the island.

Jazz in the South 2013 will once again bring to its audiences performers from various parts of the Caribbean, the Creole world and the West Indian diaspora, with Pedrito Martinez from Cuba; Meddy Gerville from the island of Réunion; the Queen of Zouk Tanya Saint Val from Guadeloupe; Emerson Nurse, Fourth World, JUSTUS, Shomari Maxwell and Carl Gustave from Saint Lucia; multi-award winner Dennis Rollins from the UK; and the Eric Ildefonse Quartet from Martinique. The Festival will also invite a guest from Africa, with Malian diva Fatoumata Diawara headlining the concert on 1st May.

Jazz in the South offers unique concerts, but it is also committed to providing educational opportunities for amateur and professional musicians, by organising workshops and master classes, and by facilitating original productions and collaborations. In 2013, Jazz in the South will thus be the platform for an encounter between two exciting groups, the School of Music's Manmay-la Di Way project and the Laborie Pan Project, and it will support the production of blending jazz, popular theatre and the spoken word to convey messages on climate change.

More information available at: www.jazzinthesouth.org ■

CERTIFIED CRANE OPERATION TRAINER, EMERGENCY MANAGEMENT STUDIES & PORT MANAGEMENT OPERATIONS COURSE



Greta Ermay, Head of Shipping and Dona Regis, reviewing one of SLASPA's publications

STAFF EXCHANGE PROGRAM IN GEAR - SHIPPING & MARKETING

Always thinking of innovative ways to develop SLASPA's human capital, Ms. Beverly Dulcie, Manager Employee Development, in 2012 developed and launched a Staff Exchange Programme which is geared at allowing employees from one department learn and understand the operations of other departments within the organisation.

In February, 2013 Ms. Greta Ermay, Head of the Shipping, enrolled in the programme where she spent two days in the Marketing and Research Department. The Management and Staff of the department were very eager to host Ms. Ermay. After sitting with Director of Marketing and Product

Development, Ms. Dona Regis, who provided an overview of the department, the rest of the marketing team exposed her to many areas of the department which included Research and Statistics, Corporate Communications, Market and Commercial development, the Management of La Place Carenage, SLASPA's Airports and Ferry Terminal advertising programme, facilitation of Customer Service Training and the general administrative of the department.

When asked to comment on her experience, Ms Ermay responded, "It revealed the diversity of functions to maintain good customer relations, to market the Port and St. Lucia as a Cruise Destination." ■

It revealed the diversity of functions to maintain good customer relations, to market the Port and St. Lucia as a Cruise Destination

With Employee Development as a priority for the Saint Lucia Air and Sea Ports Authority (SLASPA), the Employee Development and Training Unit headed by Ms. Beverly Dulcie, Manager of Employee Development, is always very hard at work. Since January 2013 training was facilitated in the areas of Crane Operation where Mr. Jerome Modeste of the Operations department completed a train the trainer course at Free Port Bahamas resulting in two certified trainers within this department.

Mr. Johnson Phillip, Port Police Officer, participated in an internship through Broward University, Florida, USA in Emergency Management

Studies. Ms. Grace Herman attended a Port Management and Operations Course which provided an insight into PSA Corporation experience in change management, operations and administration systems at PSA Singapore. Ms. Herman and Mr. Phillip will be featured in the next issue of SLASPA in Focus where they will discuss their training in relation to their current jobs and how they intend to impart their knowledge to the rest of the SLASPA family.

The administrative professionals were not to be left out as they were trained in Power Point and office professionalism, Plans are afoot for training in Microsoft Excel and other similar office tools ■



HOW TO: PROTECT YOUR SKIN DURING THE JAZZ & ARTS FESTIVAL

For this edition of “How to” we have a guest writer, Dr. Gennie Isaac-Louisy, District Medical Officer - Region 8, who has provided us with some great tips on how to protect your skin during the Jazz Festival activities and other times our skin may be exposed to the rays of the sun.

- **Cover Up** - One of the best things you can do is cover up. The sun’s rays are most intense between 10 a.m. and 4 p.m. Stay indoors during this time if possible. If you must be outdoors, cover up and wear sunscreen. The Skin

Cancer Foundation says that hats and clothing made of dark, tightly woven materials absorb ultraviolet light better than cotton fabrics in lighter shades. Dry fabrics offer more protection than wet ones.

- **Spread On Sunscreen** - The Centers for Disease Control and Prevention, recommend wearing sunscreen with a Sun Protection Factor (SPF) of at least 115. Be sure to spread it on thick enough. Applying a thin coat of sunscreen can reduce the effectiveness of the product by as much as 50%. Waterproof sunscreen is most suitable if you

- will be swimming.
- **Apply Sunscreen Early & Often** - Apply sunscreen 20 to 30 minutes before exposure to allow the skin to absorb it. Reapply every 2 hours or more frequently if you are sweating or getting wet. If you have fair skin, you may even want to start applying sunscreen from the night before.
- **Lip Balm** - The sun can burn the sensitive skin on your lips, just as easily as the rest of your body. Use a lip balm with an SPF of at least 15 and reapply often.
- **Protect Your Ears**-The Skin Cancer Foundation says 80% of skin cancers occur on the head, neck and hands. Therefore, wearing a hat made of a tightly woven fabric such as canvas, rather than one of straw is recommended. Also use Sunscreen with an SPF of 15.
- **Nose & Feet** - Protruding horizontal surfaces like the nose, present special sun protection problems. Apply sunscreen with an SPF of at least 15, let it soak in for a few minutes and then for maximum protection, apply zinc oxide paste. If you are going to be shoeless, the same level of protection should be applied to the tops of your feet as well.
 - **Avoid Sunbathing** - There is no such thing as

a “healthy tan”. While sunbathing is a no-no for everyone, it is an especially bad idea for fair-skinned people. If you refuse to give up sunbathing, let your skin gradually build up melanin to provide some protection. Tanning oils are never recommended.

- **Do Not Let The Weather Fool You** - On cool, cloudy or rainy days, you can still get burnt, because ultraviolet light can penetrate cloud cover. Take precautions even when the sun is not shining and do not forget to use sunglasses to protect your eyes as well.
- **Medication** - Some antibiotics and antihypertensive drugs, such as tetracycline and diuretics can make your skin extra sensitive to sun exposure and increase the risk of sunburn. Some herbal medicines such as St. John’s Wort, have a similar effect. Talk to your doctor or pharmacist about this possibility if you are taking any medication.

As you can see, protecting your skin from sunburn is not only to avoid discomfort. Too much sun exposure can contribute to dry, wrinkly skin, uneven skin tone and worst of all, skin cancer. Unfortunately, there are no home remedies to cure damage from sunburn, so always take the proper precautions when exposed to the sun ■



Dr. Gennie Isaac-Louisy graduated from University of Medical Sciences, Havana Cuba in 2008. She is currently the District Medical Officer - Region 8 with the Ministry of Health, Wellness, Human Services and Gender Relations.



By Cuthbert Nathaniel
Internal Auditor

GLOBAL CLIMATE CHANGE AND SAINT LUCIA JAZZ

Saint Lucia Jazz has, in 2013, been re-dubbed the 'Saint Lucia Jazz & Arts Festival' and is expected to showcase not only international and regional artistes like R. Kelly, Akon, the Jacksons, David Rudder, and the O'Jays, but also a number of local artistes such as Ronald Boo Hinkson, Harvey Millar, Carl Gustave and 4th World, to name a few.

A major concern for organisers and patrons alike is the weather during the festival. Although it takes place during what has historically been the dry season (Kawem), the island is currently experiencing a drought and Jazz 2013 may possibly be very dry. That was the experience in the drought year of 2010. However, 2005 and 2009 were uncharacteristically wet and one year, jazz was virtually rained out. In 2009, Amy Winehouse performed at the main stage at Pigeon Island Park although the park was all rained out two days prior. It therefore affected patrons' ability to traverse the Park during the show at the Main Stage and, overall, created a generally uncomfortable situation.

The underlying reason for the unpredictability of the elements is an increase in weather variability as a result of climate change. We have been

witnessing this over the last several years and must realise that it has implications, not just for Jazz, but for cricket and other open-air events.

In 2004, in the middle of the dry season, several One Day Internationals (ODIs) between England and the West Indies were rained out, or otherwise severely affected by rain. Of course, that is the same year that Baby Face Edmonds was scheduled to perform as the main act for Jazz but, due to rain and muddy conditions, was unable to take the stage. This was most disappointing for patrons who had battled the weather and muddy conditions to be at the Pigeon Island Park.

Climate Change is also bringing higher temperatures. This means that we must prepare accordingly for open events by, for example, wearing appropriate clothing and UV protection lotions. It also means that more care must be taken in managing and protecting venues during dry periods. By way of example, bush fires are not unknown at Pigeon Island during the dry season.

Usually, we think that Global Climate Change is for scientists and we do not stop to think of the number of ways that it can affect us, including its interference with our social lives. Indeed, people enjoy sitting in the sun, tanning

and basking in the Caribbean warmth while they immerse themselves in the musical renditions at the various Jazz venues. However, if the climate keeps changing and the cold months in temperate countries become warmer while our jazz festival gets rained out, it surely has economic, social and political implications for our island.

CARBON FOOTPRINT

A carbon footprint is the measure of the environmental impact of a particular individual or organisation's lifestyle or operation, measured in units of carbon dioxide. As per earlier editions of this magazine, we are familiar with the fact that carbon-dioxide is one greenhouse gas that contributes to global warming and climate change. As such a carbon footprint is an estimate of the total climate impact of an activity.

Saint Lucia and other Small Island Developing States (SIDS) together account for less than 1% of global greenhouse gas emissions, but are the economies most prone to the consequences of Global Climate Change. Saint Lucia is highly dependent on tourism for its economic development and is considered one of the most expensive destinations from its major tourism markets. This is further compounded by

ever-increasing fares from these markets.

The cost of flying from Britain has already soared in recent years, following sharp increases in the Air Passenger Duty (APD) which was introduced in 1994. APD on long haul flights has increased from £20 to £85 per person in economy class, and is set to rise again in April 2013. This can affect visitor arrivals throughout the year and more so for the Jazz Festival, thus impacting negatively the revenue that is generated from tourism. It can therefore be surmised that the direction of countries to reduce their carbon footprint will result in flying long distances to countries like ours becoming less attractive.

CONCLUSION

Jazz 2013 and future Jazz Festivals will continue to be a prominent way to continue to promote Saint Lucia and the tourism product. However, we can do much during those events to adapt to Climate Change.

Indeed, given that we are experiencing drought conditions presently, let us do our utmost to conserve water,

Enjoy the Jazz Festival and continue to do your part in combating Global Climate Change ■

Iyanola

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TRAVEL COMPANIONS ENTER FREE

IYANOLA EXECUTIVE LOUNGE, HEWANORRA INTERNATIONAL AIRPORT “CREATING THE PERFECT DEPARTING EXPERIENCE”

Each year, the Iyanola Executive Lounge provides a wonderful departing experience for persons visiting Saint Lucia for the Jazz and Arts Festival.



Guests enjoying the Iyanola Executive Lounge, Hewanorra International Airport

The Saint Lucia Air and Sea Ports Authority (SLASPA) not only focuses on making the right first impression but ensuring that a lasting impression is made.

While the organisation strives to provide excellent service at the entire Airport, the Iyanola Executive Lounge (IEL), situated on the top floor in the Departure Lounge is certainly an oasis within the facility where passengers

can enjoy a fully pampered experience before boarding.

Each year, the IEL provides a wonderful departing experience for persons visiting Saint Lucia for the Jazz and Arts Festival. From artistes to organisers and patrons alike, the service experts at IEL ensure that an indelible imprint is left in the minds of all visitors, after Saint Lucia hosts the Caribbean’s #1 Jazz and Arts Festival ■

We have the formula.

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Cruise NEWS



Port Castries

DISNEY MAGIC LISTS ST. LUCIA AS A PORT OF CALL IN 2014

Disney Magic will bring approximately 10,800 passengers to our shores in 2014. The decision to include Port Castries on Disney's Cruise itinerary tells of the remarkably improved level of efficiency and reliance offered by Port Castries

En route for Port Castries in 2014, is one of the Disney Cruise Line's four cruising vessels, Disney Magic. Subsequent to the decision to Home Port in San Juan, Puerto Rico, the Cruise Line has included Port Castries, Saint Lucia as a port of call on four of its 7-Day Southern Caribbean voyages. Also included on Disney Magic's itinerary for its Southern-Caribbean Cruises are the neighbouring Caribbean islands of St. Kitts, Grenada, Antigua and Barbados. The expeditions are currently scheduled to depart from San Juan, Puerto Rico on September 20th and 27th, as well as, October 4th and 11th.

In addition to accommodating 2,700 passengers, the ship hosts a

compliment of 950 cast and crew members, who have been known for their exuberant and hospitable personalities. The 964 foot long and 106 foot wide ship boasts 11 expansive decks and has a gross tonnage of 83,000.

Breath-taking décor does not justify the immaculate furniture, art and other collectables used to beautify the ship's interior. Considered a "Modern Classic", built in Fincantieri Shipyards, Italy, Disney Magic was designed to embody glamour and beauty from the "Golden Age" of ocean travelling.

Adorned with modern luxuries, cutting-edge technology and state-of-the-art comforts, that make cruising so pleasurable, Disney Magic is known internationally as one of

the most admired cruise liners.

"We anticipate that Disney Magic will bring approximately 10,800 passengers to our shores in 2014. The decision to include Port Castries on Disney's Cruise itinerary tells of the remarkably improved level of efficiency and reliance offered by Port Castries," said Ms. Dona Regis, Director of Marketing and Product Development.

For the upcoming Cruise Season 2013/2014, Port Castries is expected to record a 16% increase in cruise passengers and 3% increase in cruise calls, anticipating approximately 600,000 passengers next season. This increase can potentially create avenues for increased revenue amongst businesses related to the Tourism Industry ■

This is what
**Shopping
Should
feel like.**



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MARITIME LOG



ENJOYING LOCAL BOATRIDES WITH BOATING SAFETY AWARENESS



*By Christopher Alexander,
Director of Maritime Affairs*

With the impending Annual Jazz festival 2013 and the expected increases in boating events along our coastal waters, the Maritime Affairs (SLASPA) has taken the opportunity and initiative to reiterate the safety aspects of boat rides. The following Safety considerations have been formulated to bring awareness whilst having a relaxing and fun filled national past time.

ALL EXCURSIONS MUST BE AUTHORIZED BY SLASPA

COMMUNICATIONS- (VHF):- INFORM AUTHORITIES

All vessels departing on boat rides MUST notify the Lighthouse of the number of passengers and crew on board. The Estimated Time of Arrival (ETA) back to port must also be given to the lighthouse keeper. The master must ensure the numbers given are accurate to ensure accountability.

When a vessel will be delayed or has been, the master should alert the lighthouse keeper; who will then inform the relevant authorities including the PMU if necessary.

VHF PROTOCOL – SHOW COURTESY

The Master is responsible to ensure that the Music is Turned Off when transmitting messages to the lighthouse and upon entering and exiting the ports of entry or various bays. Persons ashore should be given due consideration

SECURITY: - PASSENGERS MUST BE ACCOUNTED

The Master is responsible for ensuring that a passenger head count is carried out prior to departure from a port and upon return. In the case of vessels at anchorage (Anse Cochon/Soufriere) area; after raising the anchor to ensure that all passengers and crew are accounted for.

ANCHOR WATCH/ SWIMMERS – DOMAIN AWARENESS

Upon anchoring the vessel, the master Must ensure there is a crew member designated to conduct Anchor Watch to ensure the vessel is not drifting or dragging its anchor. The crew should also be on the lookout for swimmers/bathers in the water.

SAFETY EQUIPMENT – PFD'S CONSIDERATION

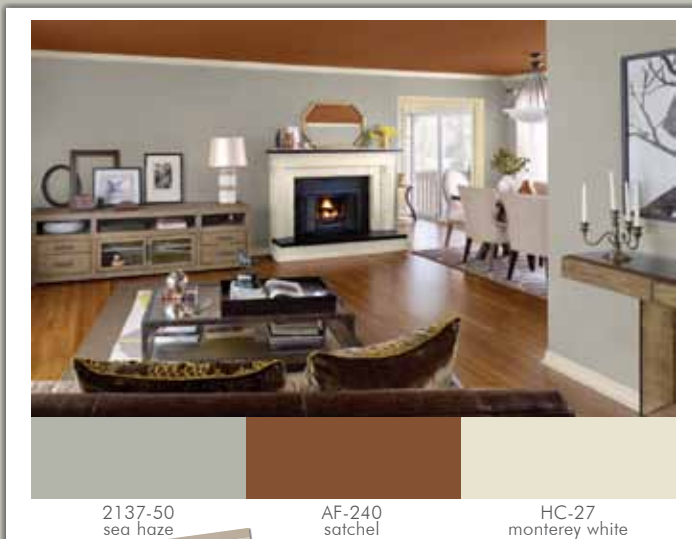
All Personal Flotation Device (PFD'S)/Life Jackets; must be equipped with Lights (reflective tape as a temporary measure) and whistles to enhance recoverability of persons from the water in cases of emergency. The name of the vessel should be clearly marked on the PJD.

PFD DEMONSTRATIONS- KNOW WHERE YOUR PFD'S ARE LOCATED

Boat captains are reminded prior to the vessel's departure, to conduct a Safety BRIEFING and DEMONSTRATION for passengers on donning a Life Jacket. The various location(s) of the PFD's are to be pointed out and must be easily accessible at all times.

Enjoy a jazz filled cruise along Saint Lucia's pristine coastline with the knowledge that the vessel has met our strict safety inspection regime ■

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TALKING NUMBERS WITH THE RNSO

Review of SLASPA's Performance for the Quarter: January - March 2013



*By Grace Herman,
Research and Statistical
Officer(RNSO)*

AIRPORTS

During the first quarter of 2013 the George F.L. Charles Airport (GFLC) facilitated 5,445 aircraft movements landing and departing the airport. GFLC also handled 50,454 embarking and disembarking passengers as well as 314,632 kilograms of cargo throughput landed and loaded. The Hewanorra International Airport (HIA) during the quarter recorded 4,222 aircraft movements carrying 167,029 passengers (embarking and disembarking). Cargo throughput (landed and loaded) at HIA was 480,678 kilograms during the quarter.

CARGO

During the quarter under review Port Castries handled a total container throughput (landed and loaded) of 7,304 TEUS.

CRUISE

St. Lucia during the quarter under review welcomed 177 cruise vessels carrying 262,009 cruise passengers.

FERRY

The Ferry Terminal at Port Castries facilitated 33 ferry vessel calls and 11,071 passengers during the first quarter of 2013.

YACHTING

Rodney Bay Marina during January to March 2013 facilitated 2,046 while the Marigot Bay Marina facilitated 642 yacht calls.

PERFORMANCE AT A GLANCE	
HIA Passengers	167,029
GFLC Passengers	50,454
Cruise Passengers	262,009
Ferry Passengers	11,071
Yacht calls at Rodney Bay & Marigot Bay Marinas	2,688
Container Throughput (TEUS)	7,304

WHAT IS A VESSEL BEING ALONGSIDE MEAN?

Alongside describes the position of a vessel that is docked at a pier in contrast to situation when a vessel is on anchorage. In the latter case, as described previously, a ship must embark or disembark passengers via tender.

BOARDING PASS

Many travel bags look similar. We recommend that you place identification tags with your name, address and phone number on all of your baggage, including your laptop computer bags and strollers. In addition for added protection, you can place an identification tag inside your baggage as well.

PORT PASS

When visiting the port, International Occupational Health and Safety Standards must be observed at all times this includes the wearing of safety hats, reflective vests, safety goggles, safety footwear and gloves. Customers using the port for a one time basis for instance clearing personal effects are exempt from this rule.

Tea Time Jazz Jingle

*By: Susanna Isaac,
Manager La Place Carenage*

*Now it's Tea Time Jazz
at La Place Carenage,
Gospel Connection Angele,
Malana, A.J. Godman;
fun filled experience
with young and vibrant En'Voice;
Music, Art and Heart
at La Place Carenage;
It is Tea Time Jazz
at La Place Carenage;
hear the melodious voice of Trish;
multitalented musicians
Derek Yard Project;
See You at La Place
8th and 9th of May!*

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JAZZ IN THE SOUTH 2013 MAY 1 2 3 4 & 5

LABOWI PROMOTIONS CARIBBEAN FESTIVAL XVII EDITION



ANDY NARELL
FESTIVAL PATRON

1 MAY • FREE
RUDY JOHN
BEACH PARK
LABORIE • 2PM

2 MAY • 55\$
CULTURAL
CENTER
CASTRIES • 7PM

3 MAY • 55\$
COCONUT BAY
RESORT & SPA
VIEUX FORT • 7PM

5 MAY • 80\$
BALENBOUCHE
ESTATE
CHOISEUL • 2PM

LABORIE STEEL PAN + MANMAY-LA DI WAY
SHOMARI MAXWELL QUINTET
4TH WORLD MEETS CARL GUSTAVE
INA IRIE BLUES & REGGAE VIBE
FATOUMATA DIAWARA

A JAZZ CONVERSATION
ON CLIMATE CHANGE
EMERSON NURSE QUARTET
MEDDY GERVILLE TRIO

A JAZZ CONVERSATION
ON CLIMATE CHANGE
DENNIS ROLLINS VELOCITY TRIO
GRAND BATON

JUSTUS • ERIC ILDEFONSE
THE PEDRO MARTINEZ GROUP FEATURING
ARIACNE TRUJILLO
TANYA SAINT VAL FEATURING
JEAN-CHRISTOPHE MAILLARD

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