



INFOCUS

Quarterly Magazine of The Saint Lucia Air and Sea Ports Authority | DEC 2016

**SLASPA Gets
Social**

Year In Review

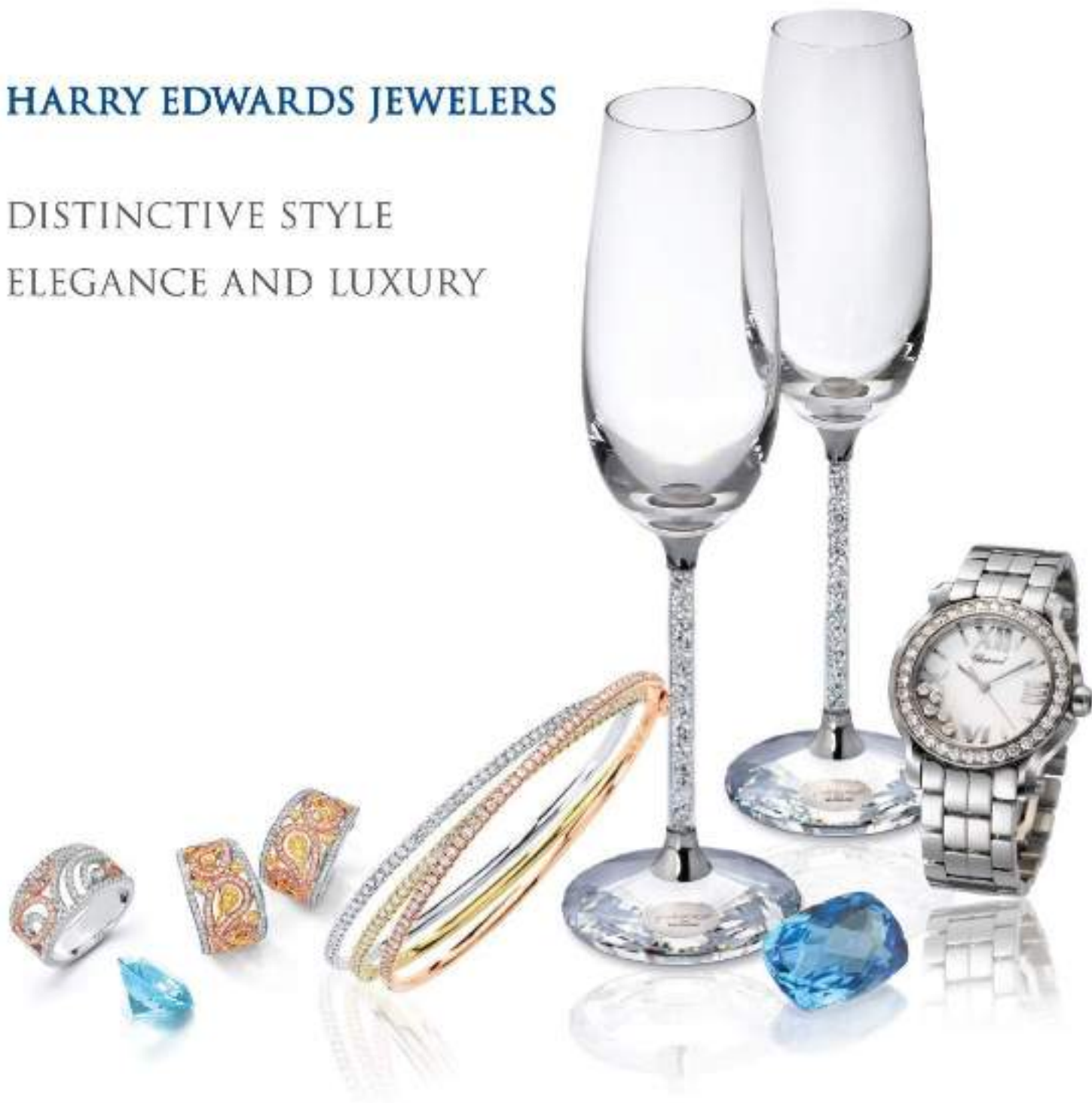
**Negative & Positive
Words In Customer
Service**

**Understanding
Healthy Food
Choices**

**Bringing The
Ships Home**

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Focus 2016...Everything is the Saint Lucia Air and Sea A). In 2016, the transformation has continued with needle like on technology, innovation, of the primary agencies leading social development it is of for us to retool and position n efficient and competitive and the logistics, travel/tourism and dustries.

continued vision through 2016 beyond is to align all our vities with our core pillars of:

- Customer service
- Sound Financial Management
- Leadership
- People Optimization
- Governance & Organizational Structure

I am really pleased to note the importance being placed by the public and private sector on the ease of doing business, and trade facilitation. At SLASPA we are aligned with this strategic focus and have completed several projects and piloted numerous initiatives aimed at supporting this mandate. Some of the major highlights for our organization in 2016 were the implementation of streamlined automated operations on the Castries port, implementation of an n Ship Registry, the successful ng of a Regional Maritime y Information Seminar and tablishment of protocols for opening of the airports after cies and disasters to name a o commemorate the Authority's in operation SLASPA launched dia platform in order to better with its stakeholders the c. During the year SLASPA g performances at the Castries the Hewanorra International. o saw a number of inaugural of the international cruise lines hing us a preferred port of call.

ood business, and at SLASPA

we believe, it is a prime object for us to be a responsible corporate citizen and give back in a tangible way to the people of Saint Lucia. As such, we have reviewed our Corporate Social Responsibility Policy to one which focuses on community enrichment through the support of social programs, youth development through education, sports and the arts, and community health safety and security. We do not view support of these activities as simply monetary donations but a core function of our strategic objective of national development.

Furthermore, our management team has continued to focus on the development of our number one asset, our people! Several training and professional development programs were instituted at all levels throughout the organization coupled with strong performance indicators and employee recognition and talent identification; aimed at maximizing productivity.

SLASPA is undoubtedly a major economic engine for Saint Lucia. In order for us to maintain this competitive advantage in this era of globalization and increasing pressure from regional counterparts; we must always strive to strike the balance between managing and integrating our core air and sea port operations with meeting the needs of our customers and stakeholders. With a steady approach to creating a positive atmosphere for employees and stakeholders, we are certain to build partnerships that will lead to long term profitability and sustainability for SLASPA's assets in the short, medium and long term. All this will ultimately strengthen Saint Lucia's role as a port city and an indispensable hub for international cargo, cruise, marine and airline services.

The business of transformation is never an easy one, however with the support of the Council, management team and staff, let us continue to work together to serve the stakeholders, government and people of Saint Lucia as we continue on our journey of continuous improvement.

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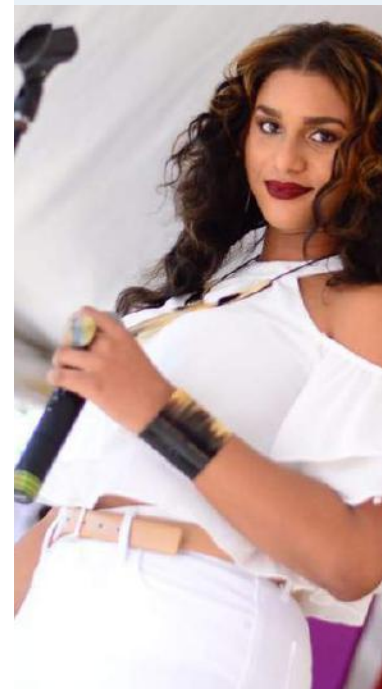
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Year In Review

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Meet Ms. Kaisher Von Whal— Internal Auditor

Interview done by: Joanna Duncan

Q&A

What is your role in the organization?

My responsibility would be to conduct independent reviews and appraisals of the policies and procedures, ensure compliance with relevant legislation and guide the operations of the authority. That would entail understanding the strategic direction of the company as well as their prioritized risk areas. Having understood those two components then, as a department we would create an audit plan which is done on a twelve month basis and reviewed at the start of each financial year.

What is the significance of your role?

It's really an independent body, so what you find is that you have a third line of defense more or less. Management would be responsible for identifying controls, implementing them, monitoring them to make sure that they're working effectively. One can get caught up in your day to day, so Internal Audit is there for you to go back and really comprehend new ways we could improve current policies, basically to get a better product.

If you could pursue another career, what would it be & why?

I think ultimately I can say I would want to go into something of my own. Alternatively, I'm not really sure, but I would probably get into marketing as it is another area that I am interested in.

How do you keep balance of work and family time?

Well, to be quite honest when you just start off it is a bit difficult. However as you go along you really get the art of time management the core thing here is really planning what your objectives are, planning around them and working with your department to ensure that they understand and establish realistic timelines. It is important to set realistic timelines because with stretched timelines nothing gets accomplished. It's really all about planning and getting to achieve what you want on both ends.

Are you religious? If so, what is your level of religiosity?

I grew up in a Catholic environment. I don't go to church very often however, I do accept the fact that there is a greater being and a higher energy. To me once I understand and appreciate that, that is the most relevant thing for me and my way of life.

What are your hobbies?

I play lawn tennis. I enjoy going to the beach and trying out new recipes. Basically I enjoy spending time with family and friends and relaxing.

Do you have any special talents?

I don't do it professionally but I have been trained as a massage therapist at the Health & Beauty Day Spa.

What are your interests?

I really like music. I can really appreciate the lyrics and the music behind it. So I'd say that I really get the message behind most songs.

What is your Favorite genre of music?

I enjoy pop and adult alternative rock.

Any positive or motivational words you would like to add?

I do a lot of meditation and there was one particular mantra that stuck with me. Basically stating that if your beliefs are limitless and ever evolving then your life can be as well. Just believe in yourself and the sky really is the limit.



Introducing Mrs. Tina Louison – Legal Officer

Interview done by: Ketura Antoine Pierre

Q&A

Tell us a little something about yourself?

I'd like to think of myself as very free spirited, I love life, I try not to take myself too seriously or life too seriously, I go with the flow. I am naturally a calm person and that has helped many aspects of my life.

As a one of newest members of Senior Management, tell me about your first few days or months at SLASPA.

My first few days here, required quite a bit of adjusting for me. Firstly the noise drove me crazy because I am used to working in quiet, but other than that I would say it was a steep learning curve because my background is in criminal justice.

How or when did you know your passion was for Law?

Honestly I still don't know if I would call Law my passion, I happened to fall into it. When I applied to university I had actually applied to do a degree in economics, but I was advised by a friend to try Law instead; so I took the advice. I was very good at it so I decided to stick with it. So I wouldn't say that it was always my passion per se.

What are the most challenging aspects of your job?

At SLASPA there are several projects going on at the same time and things move very quickly so it requires a lot of multi tasking and being able to prioritise. The most challenging thing therefore is being able to balance so many different things and provide legal advice to the various departments.

What are the most enjoyable aspects?

The working environment, the employees at SLASPA were very welcoming they are very pleasant, so for me having that conducive environment is very enjoyable.

As a woman in the Legal Profession, are there any challenges or triumphs that are noteworthy?

I would like to say there are lots of triumphs in the legal profession for women, there is a female Chief Justice, a female President of the Bar, a female Attorney General, so as women in the legal profession, there is much to be proud of.

What motivates you to keep striving for success?

I like learning, I enjoy learning new things, and keeping up with how the legal profession is evolving is what motivates me and keeps me going.

To young people aspiring to become Lawyers, what advice would you give?

It is not a quick way to get rich. Many believe that once you go into law you automatically get rich but that is not so. You have to continue working very hard. I also thought after university I would be able to relax and make money but Law requires a lot of research, a lot of reading the work never ends. Also because law changes, it is very dynamic you keep a finger on its pulse. You have to continue reading, learning and improving yourself.

Give us some information about the Legal Profession or your role as a Legal Officer that we may not know about?

What the average person may not know is that, studying in England you have to do qualifying sessions, your qualifying sessions can be residential weekends which essentially are an educational type of retreat, where guest speakers would be in attendance or your qualifying sessions could be done by way of attending dinners. So if you attend dinners for 12 times that would become part of your qualifying sessions. You cannot be called to the bar unless you do them.

Interesting, what aspect of attending dinners would qualify you to be a lawyer?

Because in England they take education, particularly continuing education very seriously, so there would always be an educational aspect to the dinners or retreat So yes you're at dinner, but there would always be a qualified professional there... a barrister or qualified solicitor. So you would always learn from their experiences and it is also an opportunity to network with your colleagues.

Which do you prefer reading from a tablet or a traditional book?

A tablet, I like technology.

What are your would you say is your passion / hobbies?

I would say exercising, I love to keep fit and it assists me with de-stressing.

Emotional Intelligence and Its Usefulness in the Workplace

Emotional Intelligence, also referred to as (EQ), is the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically. In other words, it is the ability to deal with everyday situations with a rational mind, in order to avoid unnecessary conflict. One, who is emotionally intelligent, is able to analyze their emotions as well of the emotions of others, following a strategic train of thought to handle a situation.

According to Daniel Goleman, IQ is not a particularly good predictor of achievement, that it is only one of many 'intelligences', and that emotional skills are statistically more important in life success, Emotional Intelligence was bound to be well-received. Daniel Goleman explained five components of emotional intelligence are used by individuals who are very emotionally intelligent. These components include self awareness, self regulation, internal motivation, empathy and social skills. All of the five components mentioned are very important when it comes to dealing with clients as well as coworkers within the work place.

Self awareness is very important where it pertains to interpersonal skills especially in the work place. Being self aware is being able to recognize and monitor moods and emotions and correctly labeling them. When one is self aware, he or she is able to recognize said mood and how that mood can affect others around you. For example one who is self aware would realize when they are in a bad mood, therefore

making sure that they do not to pass of their temper onto persons they come into contact with.

Self regulation is also an extremely integral part of emotional intelligence in the workforce. This is the ability to compose negative moods, in order to control your sense of judgment. This would in turn help you to adequately handle situations since self regulation heavily deals with the rule, "think before you act."

Internal motivation is the third component of Emotional intelligence. This involves having a drive and zeal when performing a task, completely excluding monetary and status reasons. Some of these reasons may be for internal growth, a curiosity in learning or just for the joy in performing a task. Persons who are internally motivated perform tasks with energy and drive and are usually optimistic even when said tasks do not go as planned.

Empathy is the ability to understand the emotions of others. In the work place, this is a critical attribute that one must possess in order to be successful. Learning to deal with the emotions of others and strategically tailoring a direct approach to dealing with different people and personalities. Everyone is not the same so it is important to understand the different emotions, as well as be able to empathize with those around you.

Having good social skills is a very integral component of emotional intelligence that is highly recommended in the work force. One of the greatest required attributes of employees is having great interpersonal skills. This is the ability to understand and interact with others whether it is verbal or nonverbal. Some characteristics of social skills include rapport building, network building and finding mutual understanding with others.

HERE ARE A FEW TIPS ON EXERCISING GOOD EMOTIONAL INTELLIGENCE

1. Be empathetic. Before speaking, consider how your words would affect the listener.
2. Motivate someone. It takes absolutely nothing away from you to say a kind word to someone. Granting your coworker words of praise or motivation on performing a task goes a long way and is proven to increase productivity in the workplace.
3. Be aware. If a coworker shows signs of sadness, it is alright to try to comfort them or to provide some sort of assistance.

Remember, an emotionally healthy work environment is a productive environment.

By: Joanna Duncan

Employee Development – Far Reaching Benefits

Recognizing the value of its Human Resources the Saint Lucia Air and Sea Ports Authority (SLASPA) has over the years invested heavily in employee development. SLASPA not only recognizes that investing in an employee can yield immense benefits but has taken great pride in demonstrating genuine interest in their employees.

Some of the training undertaken throughout 2016 was done by external agencies and in some cases overseas. In the year under review there was a thrust towards in-house training by senior employees who are subject matter experts in a particular field and have the requisite experience and capability to impart their knowledge. These employees received “Train the Trainer” training to enhance their training delivery methods to their trainees.

SO WHAT ARE THE BENEFITS OF EMPLOYEE TRAINING?

1. New skills and knowledge acquired, which in turn develops a sense of pride in the employee who feels appreciated.
2. Existing skills and knowledge is enhanced or updated, enabling employees to further improve proven strengths. This also allows the employee to be more cognizant of the latest developments in the organization.
3. Weaknesses/deficiencies are addressed or mechanisms put in place to compensate.
4. Improvement in confidence, capability and competence.
5. Employees feel supported and are able to execute their work.
6. Learning is progressed to practice in the workplace.
7. Learning is used to improve performance.
8. Learning is shared, enhancing team performance.
9. Wider impact on the organisation through performance improvement and the dissemination of information, ideas and networking.
10. Employee development helps an employee do a self assessment of their current strengths and weaknesses.
11. Employee development helps bridge the gap between current stage and future state.
12. Ongoing training in Customer Service equips employees with the requisite skills for dealing with difficult situations.
13. Employee development helps strengthen the relationship between employees. Employees who attend seminars, workshops and other training sessions tend to be better team players.

THE FOLLOWING IS A BRIEF SUMMARY OF THE TRAINING UNDERTAKEN IN THE YEAR 2016.

SUMMARY OF TRAINING COMPLETED FOR THE PERIOD: APRIL 2016 TO PRESENT (Table provided by Employee Development)

MONTH	TRAINING NAME	NO. OF PARTICIPANTS	LOCATION
APRIL	• Third NAM/CAR Air Navigation Working Group Meeting	• 1	• MEXICO CITY
	• Aviation Security Awareness Training	• 55 (49 EXTERNAL AND 6 INTERNAL)	• TRAINING ROOM HIA
	• 8th Port State Control Seminar and On The Job Training	• 1	• MARTINIQUE
	• Power Point Training	• 11	• TRAINING ROOM C/S
	• Tenders Training	• 14	• TRAINING Room C/s
	• O ECS Singapore Joint Programme Regional Workshop on Port Management & Operations in the O ECS	• 2 OPERATIONS STAFF	• St. Lucian by Rex Resorts, St. Lucia
	• Productivity Training	• 7 (HR AND ADMIN)	• CONFERENCE ROOM

	• Access Control & Screening Procedures	• 24 (PORT POLICE)	• TRAINING ROOM HIA
	• Customer Service Essentials Training Workshop	• 2 ()	• St. Lucia Hotel & Tourism Association, Hospitality Training Center, Rodney Heights
MAY	• Airside Safety Awareness Training	• 38 (38 EXTERNAL)	• TRAINING ROOM
	• PRODUCTIVITY TRAINING	• 7 (HR AND ADMIN)	• TRAINING ROOM
	• Feasibility Study for Waste Water Treatment Plant Outfall - Inspection of Waste Water Treatment Plants in Guadeloupe and Martinique	• 1	• MARTINIQUE AND GUADELOUPE
	• Orientation Workshop	• 19	• TRAINING ROOM
	• OECS Regional Symposium to develop a framework for the OECS Single Domestic Space	• 2	• ANTIGUA AND BARBUDA
JUNE	• Tenders Workshop	• 32 (BOARD MEMBERS, MANAGEMENT, ADMIN, IS, ENGINEERING, OPERATIONS, INTERNAL AUDIT)	• CONFERENCE ROOM
	• AIRSIDE SAFETY AWARENESS TRAINING	• 28 (21 EXTERNAL, 7 INTERNAL)	• TRAINING ROOM
	• CUSTOMER SERVICE REFRESHER	• 27 (INTERNAL)	• TRAINING ROOM
	• Basic Training In Food Safety	• 11 (INTERNAL – LOUNGE STAFF)	• TRAINING ROOM HIA
	• POWERPOINT TRAINING	• 6 (INTERNAL)	• TRAINING ROOM
	• MICROSOFT WORD TRAINING	• 6 (INTERNAL)	• TRAINING ROOM
JULY	• MICROSOFT WORD TRAINING	• 6 (INTERNAL – PORT POLICE)	• TRAINING ROOM
	• MICROSOFT EXCEL TRAINING	• 6 (5 PORT POLICE, 1 ADMIN)	• TRAINING ROOM
	• AIRSIDE SAFETY AWARENESS TRAINING	• 24 (24 EXTERNAL)	• TRAINING ROOM
	• Insider Threats Workshop	• 3 PORT POLICE	• ANTIGUA AND BARBUDA
	• Disciplinary Process Training	• 16 - INTERNAL	• TRAINING ROOM
	• KOICA-ICAO Joint Program on Airport Pavement Evaluation	• 1 ENGINEERING	• KOREA
	• Airside Safety Awareness and Radio Communication Training	• 12 (EXTERNAL)	• TRAINING ROOM HIA
	• AIRSIDE SAFETY AWARENESS TRAINING	• 27 (23 EXTERNAL, 4 INTERNAL)	• GFLC AIRPORT CONFERENCE

AUGUST	• PHOTOGRAPHY TRAINING	• 7 (6 – BDCC, 1-HR)	• TRAINING ROOM
	• ATC REFRESHER TRAINING	• 22 (AIRPORTS STAFF)	• TRAINING ROOM HIA
	• REGIONAL AND NATIONAL AIR NAVIGATION PERFORMANCE FRAMEWORK/AVIATION SYSTEM BLOCK UPGRADE (ASBU) IMPLEMENTATION WORKSHOP FOR THE NAM/CAR REGIONS	• 1 (AIRPORT STAFF)	• MEXICO CITY
	• KOICA-ICAO JOINT PROGRAM ON AIRPORT CONSTRUCTION AND OPERATION	• 1 (ENGINEERING STAFF)	• KOREA
	• CASE FILE MANAGEMENT WORKSHOP	• 2 – PORT POLICE	• POLICE TRAINING SCHOOL
	• PORT MANAGEMENT PROGRAMME	• 1 – SEAPORT STAFF	• SINGAPORE
	• AERODROME APPROACH DIPLOMA/COURSE	• 2 – AIRPORT STAFF	• TRINIDAD CIVIL AVIATION AUTHORITY, TRINIDAD
SEPTEMBER	• REMEDIAL MATHS	• 1 ADMIN STAFF	• SALCC
	• CCSLC MATHS AND ENGLISH	• 1 ADMIN STAFF	• NELU, ANGLICAN SCHOOL
	• CCSLC MATHS	• 1 SEAPORT STAFF	• NELU, ANGLICAN SCHOOL
	• FIRST WIMAC REGIONAL CONFERENCE: CHARTING THE COURSE FOR GENERATIONS OF WOMEN	• 1 – MARITIME	• GRAND CAYMAN
	• OPERATIONAL AUDITING: EVALUATING PROCUREMENT AND SOURCING	• 3 – AUDIT STAFF	• ONLINE
	• MICROSOFT EXCEL TRAINING	• 5 (4 PORT POLICE, 1 ADMIN)	• TRAINING ROOM
	• CAPACITY BUILDING ON PRIMARY CONTROL MANAGEMENT WORKSHOP	• 10 PORT POLICE STAFF	• POLICE TRAINING SCHOOL
	• CPD SEMINAR – INTERNATIONAL FINANCIAL REPORTING STANDARDS PROFESSIONAL DEVELOPMENT	• 2 ACCOUNTS STAFF	• BAY GARDENS BEACH RESORT & SPA
	• ICAO COMPETENCY BASED TRAINING (cbt) WORKSHOP FOR AIR TRAFFIC CONTROLLERS (ATCO) AND AIR TRAFFIC SAFETY ELECTRONICS PERSONNEL (ATSEP)	• 1 AIRPORTS STAFF	• MEXICO CITY
	• COMPTIA+ TRAINING	• 1 IS STAFF	• LIGHTSPARC
	• MARITIME SPECIAL DATA INFRASTRUCTURE WORKSHOP	• 1 MARITIME STAFF	• VERACRUZ, MEXICO
	• RIGGER TRAINING	• 2 SEAPORT STAFF	• CASTRIES SEAPORT
	• AIRSIDE SAFETY AWARENESS TRAINING	• 17 (4 SLASPA, 13 EXTERNAL)	• TRAINING ROOM

OCTOBER	• CUSTOMER SERVICE TRAINING	• 20 (8 SLASPA,12 EXTERNAL)	• GFLC AIRPORT CONFERENCE ROOM
	• DISCIPLINARY PROCESS TRAINING	• 16 INTERNAL	• TRAINING ROOM
	• ACCPAC TRAINING	• 12 ACCOUNTS STAFF	• TRAINING ROOM
	• ORIENTATION	• 11 INTERNAL	• TRAINING ROOM
	• JUNIOR CRIMINAL INVESTIGATION COURSE	• 1 PORT POLICE	• POLICE TRAINING SCHOOL
	• ACCPAC TRAINING	• 16 ACCOUNTS STAFF	• TRAINING ROOM
	• CUSTOMER SERVICE TRAINING	• 12 LOUNGE STAFF	• TRAINING ROOM HIA
NOVEMBER	• MISSION AND VISION MEETING/DISCUSSION	• 14 ADMIN STAFF	• TRAINING ROOM
	• GOVERNANCE ESSENTIALS FOR THE CORPORATE SECRETARY	• 1 – LEGAL OFFICER	• TORONTO CANADA
	• SUCCESSION PLANNING: DEVELOPING TALENT FROM WITHIN	• 1 – SENIOR MANAGER HR	• NEW YORK

SUMMARY OF EMPLOYEE WELLNESS ACTIVITIES COMPLETED FOR THE PERIOD: APRIL 2016 TO PRESENT (Table provided by Employee Development)

MONTH	ACTIVITY	NO. OF PARTICIPANTS	LOCATION
APRIL	• Mobile Clinic	• 12	• HEADQUARTERS
	• Launch of EWP at GFLC Airport	• 15	• GFLC
	• Talk on Leprosy	• 20	• HQ
	• Presentation on Online Programmes for Educational Advancement	• 12	• HQ
	• Mobile Clinic	• 13	• Port Vieux Fort
	• Mobile Clinic	• 12	• G.F.L.C. Airport
	• EWP Trivia - 6 tickets given away to staff for poolside jazz	•	•
MAY	• Gym Membership	• membership currently at 31 (as of Nov 2016)	• Staff Stationed at HIA and PVF
	• Presentation on Retirement Planning and Zika	• 22	• TRAINING ROOM HIA
	• Socacize Trial Class	• 12	• HQ
	• SOCACIZE CLASSES (EVERY MONDAY) • FITNESS CLASSES (TUES-THURS)	•	• HQ

JUNE	• Presentation on Nutrition and Health Eating	• 15	• HQ
	• Presentation on Nutrition and Health Eating	•	• HIA
	• Sneaker Day and Hula Hoop Competition	•	• HQ
	• mobile Clinic	•	• VIEUX FORT SEAPORT AND HIA
	• SOCACIZE CLASSES (EVERY MONDAY) • FITNESS CLASSES (TUES-THURS) • GYM MEMBERSHIP	•	• HQ • HQ • HIA
JULY	• SOCACIZE CLASSES (EVERY MONDAY)	•	• HQ
	• GYM MEMBERSHIP	•	• HIA
	• FITNESS CLASSES (TUES-THURS)	•	• HQ
AUGUST	• SOCACIZE CLASSES (EVERY MONDAY)	•	• HQ
	• FITNESS CLASSES (TUES-THURS)	•	• HQ
	• GYM MEMBERSHIP	• 31	• HIA
	• MAKE UP AND SKIN CARE PRESENTATION	• 20 PERSONS	• CANTEEN HQ
	• MOBILE CLINIC	•	• HQ
OCTOBER	• PINK FRIDAYS (EVERY FRIDAY IN OCTOBER)	•	• SLASPA WIDE
	• FRUIT FRIDAY	•	• SLASPA WIDE
	• Eye Health Presentation and Vision Testing	•	• SLASPA WIDE
	• Workplace Stress, Mental Health, Depression and Suicide Presentation	• 11	• CANTEEN HQ
	• SOCACIZE (EVERY MONDAY) • FITNESS CLASSES (TUES-THURS) • GYM MEMBERSHIP (HIA)	•	• HQ • HQ • HIA
NOVENMBER	• PRESENTATION ON BREAST HEALTH	• 11	• HQ

The Human Resource Department will continue in its efforts to ensure that staff are well equipped with the necessary skills to allow them to carry out their functions efficiently and effectively, with a focus on customer service, process improvement and the provision of key technical training.



By: Ketura Antoine Pierre



Music, Art, Heart

THE 19TH EDITION



Ready, Set, Go! And we're off to a great start as the Queen Elizabeth II Docks buzzed with music enthusiasts young and mature. Saint Lucians and visitors alike converged at La Place Carenage Duty Free Shopping Mall, the home of Tea Time Jazz to enjoy music, combined with a festive yet intimate environment where tea, coffee and a wide variety of snacks were served to patrons free of charge. The 19th Edition of the much anticipated Tea Time Jazz ran for two days, Wednesday, 4th & Thursday 5th May 2016, it was truly a melting pot of rhythm and soul, jazz, blues and pop from the talented local singers, songwriters and musicians.

Opening the set was the young and upcoming, beautiful Mayah Leonce, stage name "Aiyah" who received positive feedback for her outstanding performance. The crowd could not get enough of Michael Robinson, the young man of undeniable talent and

charm; captivated by his melodious voice, the mixed audience swayed to the musical renditions. The festival culminated on day two with Pantime Steel Orchestra, which demonstrated their skillful pan playing cementing that they are indeed the champions in their field. Closing the two day event was the Derick Yarde Project, who lived up to the expectations of the patrons as they grabbed the minds, hearts and souls of all those who have experienced their performances.

Our hostess, the ever exuberant, Ms. Marva Greenidge, kept the momentum; and had the patrons excitedly jumping up to the "ceiling". Well, in fact there was no limit as to how high to jump as the event for the first time was held outside the Mall on the docks. This euphoria was quite evident as the patrons embraced the new location, which allowed them to freely express themselves in dance and to sing along, as they

were now in a position to capture every artiste in their element with the new and improved stage location.

Our Tea Time Jazz theme "Music, Art, Heart" -assuredly offered not only the musical titillation but also sensory and visual stimulation through the arts. Spoken Word by Saint Lucian born Yahah, who resides in New York, and the art exhibits from the crème de la crème, Ken Lawrence, Nicole Edgecombe, Chester Williams and other renowned local artists added a new and refreshing dimension to this year's festival. In addition, patrons had the opportunity to visit the duty free shops to shop or enjoy drinks and dinner at the restaurants while enjoying the live music in the background.

The 2016 edition of the Tea Time Jazz Festival, was presented by the Saint Lucia Air and Sea Ports Authority (SLASPA), and was supported by main



sponsors Digicel, St. Lucia Electricity Services Limited, Agostini Insurance Brokers, 1st National Bank, Bank of Nova Scotia, along with other Collateral sponsors. The felicitous artistes truly delivered and Tea Time Jazz was the buzz word for the weeks following the island's Jazz Festival. Don't miss the 20th Edition!

Situated in Castries, La Place Carenage is an air-conditioned, Duty Free Shopping Mall. Selling Authentic Designer labels, Name Brand goods, dazzling jewellery and local Arts and Crafts including Artworks by local painters and sculptors, heady local liquors and fragrant island spices, linens, crystal, perfumes, just to name a few are yours for the picking.

By: Susanna Issac



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TALKING NUMBERS

REVIEW OF SLASPA'S PERFORMANCE FOR 2016 - JANUARY TO DECEMBER 2016

Airports

The Hewanorra International Airport (HIA) during the annual year 2016 is expected to record approximately 16,106 aircraft movements landing and departing at the facility. The airport also expects to accommodate close to 775,200 passengers embarking and disembarking. Cargo throughput at the airport is estimated to arrive at 2,124,446 kilograms landed and loaded during the period.

The George F.L. Charles Airport (GFLC) during the year under review is expected to handle 17,460 aircraft movements carrying an estimated 230,612 passengers. Cargo throughput (landed and loaded) at GFLC is projected to be 1,073,871 kilograms.

Cargo

Port Castries during the year is expected to facilitate a total container throughput (landed and loaded) of 36,228 TEUS.

Cruise

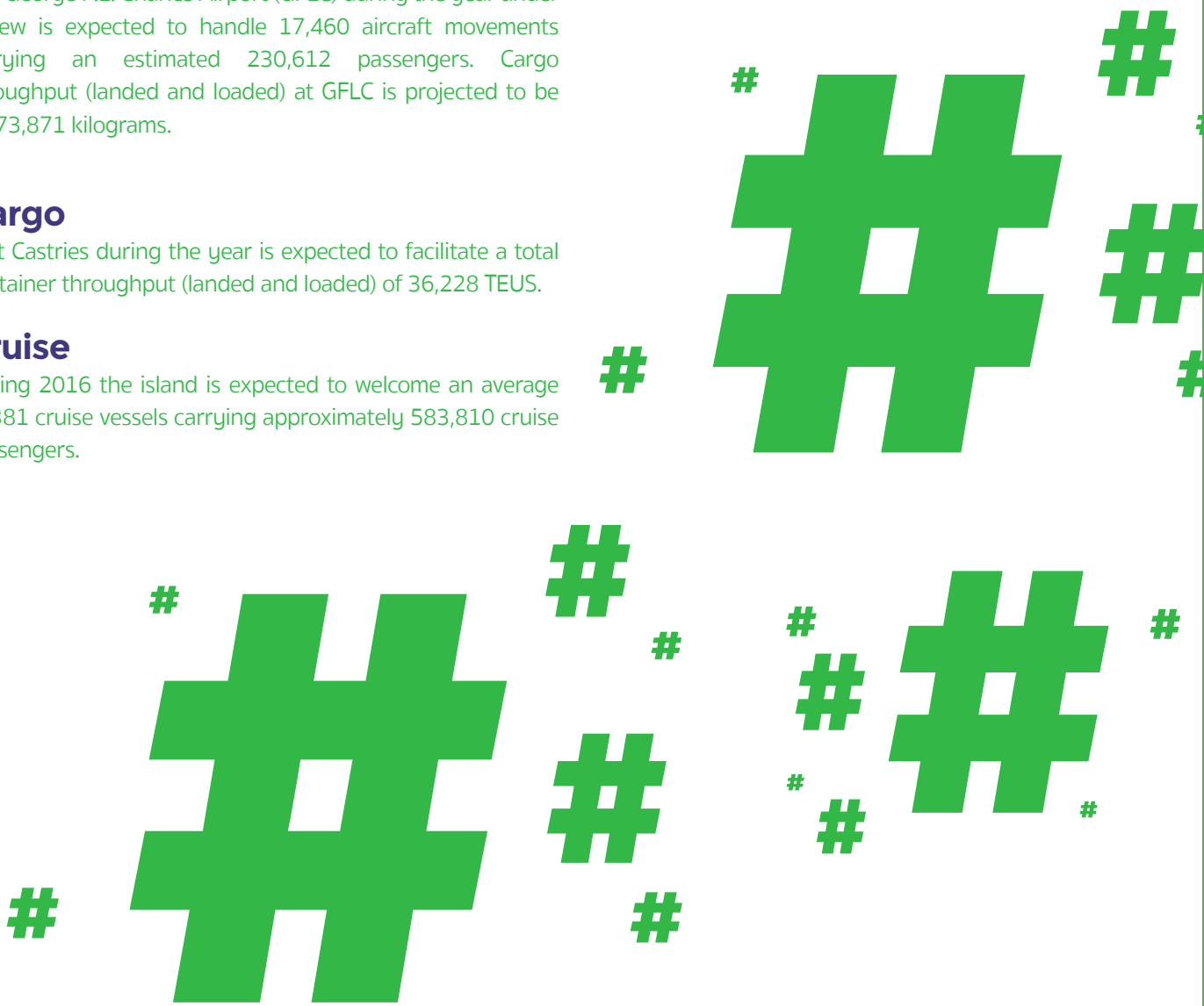
During 2016 the island is expected to welcome an average of 381 cruise vessels carrying approximately 583,810 cruise passengers.

Ferry







The Ferry Terminal at Port Castries is expected to record approximately 201 ferry calls and 57,514 arriving and departing passengers during the year under review.

Yachting

Rodney Bay Marina is expected to facilitate a total 6,333 yacht calls and the Marigot Bay Marina 1,636 yacht calls.



Performance At A Glance

	HIA PASSENGERS 775,200
	GFLC PASSENGERS 230,612
	CRUISE PASSENGERS 583,810
	FERRY PASSENGERS 44,022
	YACHT CALLS 7,969
	CONTAINER THROUGHPUT 36,228



What is a Ship's Husband?

A ship husband is an agent employed by the ship-owner responsible for providing maintenance, repair and supplies for a ship in port.

By: Grace Herman



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the hallway, ... o pleased to ... e that their ... store, Crazy ... Beach Shack, ... s recently ... o p e n e d ... to great ... reviews!

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Diamonds International introduces us to Hamilton's 120 year history – from its beginnings in Lancaster in the United States to Biel, Switzerland's watchmaking capital. Having appeared in countless Hollywood blockbusters, Hamilton has created a tradition of integrating its signature styles with epic storylines ranging from Stanley Kubrick's futuristic 2001: A Space Odyssey to action stand-outs Die Hard and the Men In Black trilogy. Hamilton became the official watch of TWA, Eastern, United and Northwest in the 1930s. Today, the brand is partner to a variety of international aviation events and has Nicolas Ivanoff, the leading French aerobatic pilot as its ambassador.

Harry Edwards Jewelers invites you to come shop their new Pandora Holiday Collection. Charms start at US\$25.00/EC\$67.50 duty free. You can combine your personal choice of Pandora charms and wear them on a Pandora sterling silver 14k gold leather or textile bracelet to create an impression that is uniquely you. Pandora



also carries a range of necklaces and pendants of a great variety of materials and designs. Rings and earrings add to the collection with beautiful gemstones and head-turning hoops. Now available are Pandora signature St. Lucia Piton and Flag charms.

The sister stores of **Duty Free Caribbean** and **Colombian Emeralds International** have attractive prices to reach any pocket. At **Duty Free Caribbean**, Hugo Boss Hugo 75ml, Paco by Paco Rabanne, Moschino I Love Love and Tommy Girl - 100ml fragrances go for EC\$79.83 duty free or EC\$108.14 duty paid. **Colombian Emeralds International** offer Alex and Ani – Bracelet of the Month at EC\$75.00 duty free or EC\$116.92 duty paid and 14 ct Gemstone studs special at EC\$264.33 duty free or EC\$431.41 duty paid.

Now that you are finished shopping, we invite you to relax at either of our two restaurants which offer scenic views of Port Castries. With the purchase of a large meal, **Shawama Restaurant** offers a free local juice while **Chef Robby** at

Caribbean Pirates invites you to savour a three course meal for EC\$35.00 plus tax. Meal includes a soup of the day or salad, main course, chicken or fish prepared to your specifications and for dessert ice cream or coconut cake.

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By: Marva Greenidge



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NEGATIVE & POSITIVE WORDS IN CUSTOMER SERVICE

Do you know the use of the right words in customer service can either make or break your interaction with a customer? There are certain words that you must never say to a customer as they can aggravate a situation. Choosing powerful and correct words can make all the difference. Here are a few examples of things you should never say to a customer.

1. **“Sorry that’s the policy,”** Instead say **“Sorry this is the policy but I can offer this alternative.”** This is a polite way of saying you are not in a position to do otherwise but still willing to do something.
2. **“Do you need anything?,”** Instead with a warm smile say the powerful words **“Hi, How are you? How may I help you today?,”** These words will immediately make your customer feel comfortable.
3. **“You’re the first person to complain about this,”** instead say with genuine interest, **“Really this is interesting, can you provide some more information.”** When a customer complains about something he or she is doing you a favour. Most customers will see or notice a problem and just walk away without saying anything,

they may complain to others about your service and can ruin your business’s reputation.

4. **“That’s not my job or my department,”** instead redirect the customer politely to the correct department ask the customer whether they do not mind being transferred or say, **“I know who can help you with this, may I transfer you to a department who will have more information and will be better able to assist you”.**
5. **“Listen to Me!,”** Instead calmly say to the customer **“Let me explain,”** If you are dealing with an angry customer the last thing he or she will want to do is listen, therefore let the customer vent then explain.
6. **“Calm Down!,”** Telling an angry customer to calm down is like throwing fuel into a fire, this may be hard as you may be angry too but be receptive and listen to the customer vent. They will eventually calm down particularly when you are receptive and willing to listen.
7. **“Okay Sir” or “Yes Ma’am”,** Instead use the customer’s name, people love the sound of their names.
8. **“There’s nothing that I can do,”** Instead say **“Whilst I can’t do that this is what I can do.”** Your customer will be very appreciative of the fact that although you may not be able to do exactly what he or she wants, you are still willing to help.
9. **“No problem,”** Although we say it all the time we really shouldn’t. Instead just say **“You’re welcome.”** your interaction with a customer is never a problem, and therefore we should avoid using those words.
10. **“Yeah? Or Yes?,”** To get the attention of a customer who has been waiting for you, it gives the customer the impression that you feel bothered or that they are an interruption. Instead use the powerful phrase **“How may I help you?,”** It is welcoming and gives the customer a sense of warmth and friendliness.

By: Ketura Antoine Pierre

DELIVERING CUSTOMER SERVICE TRAINING

At the Saint Lucia Air and Sea Ports Authority, we strive to deliver excellent customer service.

Various surveys have highlighted specific areas which require improved service delivery to include customer service training. Guided by this, we have developed and delivered a series of Customer Service Training for both our employees and external partners who work within the port environment.

The following provides a pictorial of training conducted from 2010 to 2016.



2010

Dona Regis, Director of Marketing and Product Development, delivering training to Internal and External Customers.



2011



2016

Marketing Specialist – Commercial Development, Marva Greenidge, CCSP, conducting training at the facility's Training Room.



By: Marva Greenidge

Bringing The Ships Home



Q&A

What is the role of the Marine Department?

The role of the Marine Department is to provide pilotage duties which include navigating the ships into and from the various ports of entry; to maintain all navigational aids in and around various ports of call; and provide maritime advice to any department within SLASPA, or externally, if requested.

Tell us something interesting about that?

One of the things persons may find interesting is the fact that pilots usually have to board the vessel using a Pilot's Ladder, and they have to do so whilst the vessel is moving, regardless of the weather conditions.

How long has SLASPA had a Marine Department?

SLASPA has had a Marine Department from inception in 1983, when the name of the company was the Saint. Lucia

Port Authority.

How many Marine Pilots are there?

There are five Marine Pilots apart from the Chief Pilot, to provide service to the various ports of entry in Saint Lucia. One Pilot serves the Vieux-fort port and the other four are stationed in Castries, since it is a much busier port.

How has the role of the Marine Department changed over the years?

The department and its Marine Pilots have had to adapt with the development of the ports over the past six decades. During the 50s there were steamships, diesel ships in the 70s and now to our current gas turbine engines. The art of Piloting has also developed from the age of rowed boats and dependence on winds and tides, to the use of tugs. Bow and stern thrusters also assist berthing with the use of other modern navigational systems; however, certain elements are inescapable, including knowledge

of how to match technology with the natural elements at play in the various ports of call.

How has technology and innovation impacted your role and responsibility over the years?

I have had the good fortune of attending the simulation training and research (STAR) centre in Florida, where I underwent numerous exercises in order to master the necessary pilotage maneuvers.

In the next Five years how do you see the role of the Marine Department changing?

No department's role is static. Its role will have to evolve by having the pilots acquire the relevant training that is available internationally. In a nutshell, if we do not acquire that knowledge, we will be left behind. In this department, it is all about flowing with the tide and everything will be fine.



Interview conducted by: Joanna Duncan

The Nucleus of The Port

The Operations Department can be described as the nucleus of Port Castries and its business is all about moving containers and cargo in and out of the country.

Within the Department is a wealth of experience in cargo handling, which has propelled Port of Castries regionally as one of the safest and most efficient. This outlook towards continuous improvement has undoubtedly contributed to Port Castries obtaining several industry awards over the years.

The team in the Operations Department is charged with the responsibility of meeting the varied needs of the respective stakeholders with a focus on efficiency and customer centricity. Such needs include but are not limited to; the assignment of berths to vessels, loading and unloading vessels, destuffing and warehousing of cargo, facilitating vessel and

passenger activity at the Ferry Terminal, and delivery of containers to the public.

Daily meetings chaired by the Operations Department are held with key persons from the Marine division, Shipping Agents and Port Police. At these meetings following matters discussed:

- The nature of the of operation
- Berthing arrangements required
- Staff concerns
- Special handling requirements
- Incidents and accidents

The cargo at the facility is managed by the software system UNITRACK, which essentially automates the cargo operations of the Authority. Recent technology infrastructural upgrades have allowed this information managed by Operations to filter through to the Authority's external stakeholders seamlessly, thus reducing waiting time for paperwork and constant telephone usage for enquiries. Data produced by the department can be accessed via SLASPA's website for use by Shipping Agents in real time, at any time.

The Operations Department recently undertook a review of its key processes, in an effort to streamline activities, automate and improve the level of value added services to customers. This initiative will thrust the Department into a modernized cargo management; and its successful implementation will ultimately improve vessel and yard turn around times and increase levels of customer satisfaction due to the real time nature of operational activities.

By: Leslie Sutherland




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Rodney Bay, Gros Islet Branch
Tel: 758-452-8805

6 WM Peter Blvd Box 301, Castries Branch
Tel: 758-456-2100

E-Mail: bns.stlucia@scotiabank.com
Website: stlucia.scotiabank.com



> departmental focus

/* profile on slaspa's
information systems
department /*

The Information Systems Department is a small department headed by Grace Parkinson – Director of Information Systems and has a very competent and highly talented five member technical team comprising: Alvin Jn Baptiste – Network Administrator, Uranus Jn Baptiste – IS Officer Application Support, Jarvin Leon – IS Officer Web Support and Shamar Forde – IT Help Desk Assistant.

The department's mission is to provide leadership and management for the development and implementation of information technology initiatives that are aligned to SLASPA's business objectives. Internal and external customer focus is a high priority for the department and the team maintains an efficiently run IT operation that is recognized for its responsiveness and effectiveness of the IT solutions it provides and supports. In a nutshell this very small team of five provides effective management and technical

support to 245 network users who utilize 23 computer applications/systems spread over 14 departments/sections at 9 office locations and also maintains a wide area network linking all offices with voice and data connectivity. How is this possible? The answer is simple – *strong decisive leadership, strong work ethics, commitment and dedication, plenty motivation and exceptional technical capabilities.*

In April 2016, the Director of Information Systems being aware of the physical space constraints of the department and the overall need to reduce operating cost embarked upon a strategic move and found a creative way to increase the technical team from three to four. The decision was taken to discontinue the secretarial support to the department and instead replace that function with a technical support function. Ms.

Shamar Forde who was employed with the Authority as a temporary officer assigned to the digitization project for the last three years assumed the role of IT Officer Help Desk Assistant in the IS Department from April 2016. The decision was a good one and Ms. Forde who continues to receive technical hands-on training has made a smooth transition into the help desk role. She will soon be pursuing the relevant IT certification to fully support her as the IT Officer – Help Desk Support.

The IS Department has evolved over the years from solely technical support and now focuses on some development work as well. One area of focus is on the use of Open Source Software which is known for its stability and costs savings and the three senior IS officers are all skilled in the use of this software. This team is highly motivated and has shown initiative and drive to acquire technical knowledge

and remain current with technology through online self-taught tutorials thereby saving SLASPA thousands of dollars in training expenditure.

In 2013, SLASPA received an award of excellence from the American Association of Port Authorities (AAPA) for its Intranet – iAccess. This Intranet continues to serve as SLASPA's corporate dashboard where staff can have access to timely electronic information at the click of a button. iAccess was designed and developed in-house by the IS Department.

This small IS team of five has clearly gone above and beyond in ensuring that the Authority's IT resources are in fact providing value to the organization and we wish them continue success in supporting SLASPA's vision.



By: Grace Parkinson

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Understanding Healthy Food Choices

By: Dr. Carla Segovia, B.Sc, ND



Naturopathic medicine is the drug-free approach to good health. Natural medicines and therapies are used to support and stimulate the body so that it can

function normally as nature intended. In fact, everyone has this built-in ability to heal oneself from illness and injury. When was the last time you cut yourself and it didn't heal on its own? Or the last bump or bruise that didn't get better? That's because the body was made to fix problems on its own. How well your body can do this job depends on many factors, the two main ones being heredity and environment.

Heredity involves the qualities that you get from your parents and their parents and so on, and is coded in your DNA; this is basically set at birth. However, there is growing new research in the science of genetics called "Epigenetics" that studies how environmental factors can influence the actual genetic expression coded in your genes. That is, even though you have a particular genetic blueprint,

there may be ways of affecting how certain genes can be turned on or turned off, thereby influencing the actual expression of the blueprint. So you can optimize your genetic potential through the decisions you make in your environment; that is, you can be the best you can be, by making healthy choices in life. Such things as the quality of your diet, activity, sleep, work, stress, healthcare, toxic environmental exposures, etc. all add up to quite a bit of control that you can take. Poor choices can result in 'roadblocks' to your body's normal processes. By removing these blocks with natural methods your body has a great ability to heal itself and that is the role of Naturopathic medicine.

Your environment refers to your lifestyle, diet, habits and choices made on a daily basis. When we consider food and what we eat, it can mean different things to different people. As a basic instinct, people eat to satisfy the feeling of hunger. However, eating habits are also attributed to emotions such as coping with stress, social activities and habit. If we consider the function of eating from a holistic

point of view, you will appreciate the important role of food as nourishing your body with all of the components it needs to be able to operate optimally. Apart from the obvious calories for energy, which can be derived from carbohydrates, fats and proteins, healthy food should also provide vitamins, minerals, trace elements, essential fatty acids, fiber, enzymes, etc. These all play an important daily function of keeping your body running smoothly. Your metabolism, digestion, immune response, circulation, energy, stress coping mechanisms, hormonal balance, memory, sleep, repair, regeneration, etc. all depend on the intricate balance of nutrients from your food.

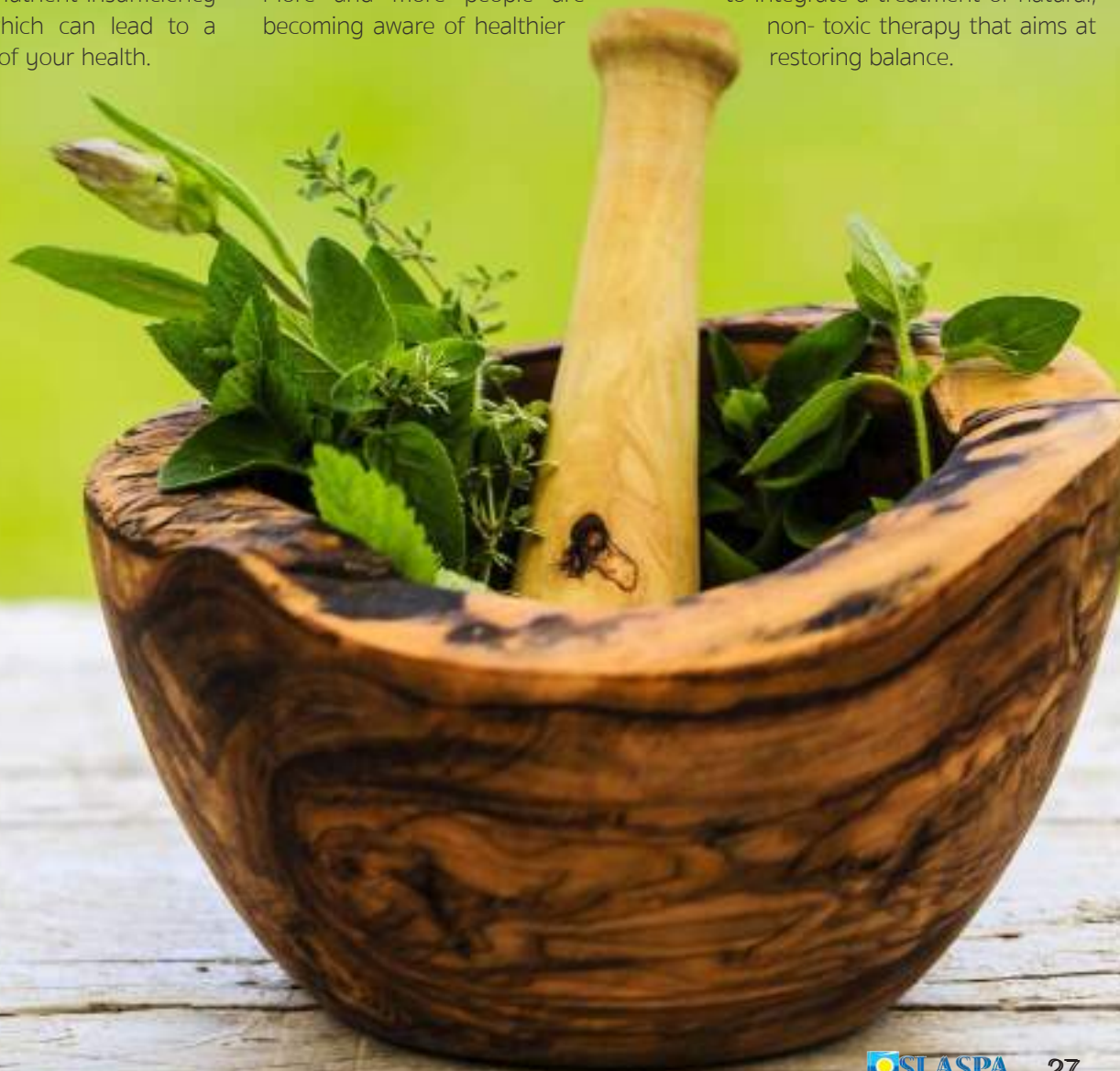
When a diet is focused on highly processed foods, much of the nourishing components of food may be damaged or removed, leaving you with what is commonly referred to as "empty calories". While these foods will provide calories for energy and a feeling of being full, they may be nutritionally imbalanced and can result in stress on the body.

Wholefoods, which include natural, fresh, raw, and / or minimally processed foods come pre-packaged by nature to include nutrient components and co-factors necessary for that food to be properly digested and processed. When you include these in your diet, you help ensure that you are providing your body with optimal nutrients, and you also reduce the stress that nutritionally imbalanced foods may cause. **For example, refined white flour, white sugar and alcohol will cause blood glucose levels to spike quickly putting stress on the pancreas.** These will also lack some of the B vitamins and minerals, which forces your body to give up some of its own stores of these nutrients. Over a period of time, this can lead to nutrient insufficiency / deficiencies, which can lead to a downward spiral of your health.

So the next time you are going to eat something, take a moment to consider your options. How often or how much have you eaten of a particular food or drink? Will it help enhance your health or burden it? Practice moderation and mindful eating with choices that will positively benefit you in the long run. Eat more fresh foods like fruits, salads and vegetables. Choose wholegrain products over refined white flour products. Snack on raw nuts and seeds. Cut back on sweets and sugary drinks. It is said that what you do 80% of the time is what counts. So, if you follow this guideline, then the other 20% gives you the flexibility and peace of mind to indulge occasionally.

More and more people are becoming aware of healthier

lifestyle choices and the positive effects that they can have on their health. Doctors of Naturopathic Medicine, as primary healthcare professionals, form an important role in this pursuit of good health. With standardized training involving a minimum of seven years: three years pre-medical studies at a university and four years at a recognized college of Naturopathic Medicine, Naturopaths are skilled in offering natural therapies such as clinical nutrition, botanical (herbal) medicine, homeopathic medicine, acupuncture, physical therapies such as spinal manipulation and therapeutic massage, and lifestyle counseling. The goal is to understand the body's signs and symptoms as underlying causes of dysfunction and to integrate a treatment of natural, non-toxic therapy that aims at restoring balance.



Benefits of Living a Holistic



Lifestyle

What is trending now, wellness! Everyone is being influenced one way or another by wellness, but what is it really?

Wellness is defined as; a lifelong process that at any given time produces a positive state of personal well being; of feeling good about yourself; of optimal physical, psychological, and social functioning and the control and minimization of both internal and external risk factors for both diseases and negative health conditions. Wellness is a process. It implies a way of life. It involves the integration of mind, body and spirit. It begins with acceptance of self, and the consciousness that everything you do affects your mind, body and spirit.

The benefits of living a lifestyle of wellness as follows:

1. Decreased absenteeism from work
2. Increased energy levels and productivity at work
3. Decreased recovery time from illness and injury
4. Constant supply of the body with nutrients
5. Improved awareness of personal needs and the ways to meet them
6. Expands and develops intellectual abilities
7. Increase the ability to communicate emotions to others
8. Increases the ability to cope with stress and resist depression
9. Improves the cardio respiratory system

10. Increases muscle tone, strength flexibility and endurance
11. Improves physical appearance
12. Promotes self confidence

There are generally seven components of wellness that one must consider to be holistically well. These are Spiritual, Social, Physical, Emotional, Intellectual, Occupational and Environmental.

Spiritual Wellness - is a very personal matter as spirituality or spiritualism means different things to different individuals however it involves the values and beliefs that provide a purpose for our lives. Many consider it to be the search for meaning and purpose in human existence.

Social Wellness - is the ability to develop and maintain healthy and intimate relationships with others and to have respect for and tolerance for those with different opinions. One of the ways one can achieve social wellness is by volunteering, becoming actively involved in group and organizations.

Physical Wellness - involves the ability to carry out daily tasks, develop cardio-respiratory and muscular fitness, and a health body fat level, and avoiding substance abuse. In general it involves all aspects that are necessary to keep you in tip top shape.

Emotional Wellness - Being emotionally well is the capability to control stress and to express your emotions appropriately and comfortably. The ability to recognize and accept feelings and not be overcome and defeated by setbacks and failures.

Intellectual Wellness - the ability to learn and use information that is available effectively. It also involves striving for continued growth and development, learning to deal with new challenges. It means responding to the abilities that one has been given and being responsible for the knowledge one has been given, many times we know what we should do but do not act upon that knowledge.

Intellectual Wellness - is operating at it optimum when a person realises that they are the master of their own fate and recognise that they can

change the course of their life for the better.

Occupational Wellness - is the ability to achieve a balance between one's work activities and leisure time. It is maintaining a positive attitude toward work, school and career, as your attitude will determine how successful you are and will affect your occupational performance. Striving for occupational wellness adds focus to life and allows one to find satisfaction in life through work.

Environmental Wellness - is the ability to live in harmony with the environment and promote environmentally healthy measures that improve the standard of living and quality of life. It is being aware of the limits of the Earth's natural resources and respecting them.

We may not be "well" in all of the above aspects but now that you have more knowledge on wellness you have the power to take the necessary steps to make improvements and become more holistically well.



By: Ketura Antoine Pierre

TOP 10 MOST NUTRITIOUS FOODS ●

By: Joanna Duncan



AVOCADOS

Though most prefer to view this food as a vegetable, it is in fact one of the most special fruits up to date. Most of the fruits we consume consist primarily of carbohydrates; however the avocado is rich in healthy fats. This fruit is rich in several nutrients such as Vitamins E, K, C and B6, as well as Potassium and Folate.



EGGS

Often known as “nature’s multivitamin” is a nutriment that most of us are used to as it is quite popular. Most people consume eggs daily and enjoy this good source of protein boiled, fried, scrambled and some even like theirs raw. This food is also one of the key ingredients in some of the best dishes such as cakes, quiches and pies. Apart from its delicious attribute, it is also an essential source of nutrients. Some of these are iron, good fats, proteins (containing all 9 essential amino acids) and vitamins A, B12, B2 and B5.



DARK CHOCOLATE

Dark chocolate usually viewed as a scrumptious treat, creative cake topper or just a satisfying beverage, is compact with rich nutrients. No need to watch your weight when indulging in this delicious snack, dark chocolate contains what is known as “healthy fats”. According to the American Chemical Society’s Journal of Agricultural and Food Chemistry this sweet treat is good for decreasing blood pressure as well as decreasing body fat. Although it cuts food cravings and leaves a feeling of satisfaction, we should be conscious of the amount of chocolate we digest. Some of the nutrients contained in dark chocolate are Calcium, Iron, Omega-3 and Omega-6 fatty acids, Vitamins A, C, D, E, K and protein.



LENTILS

This pea and pocket friendly food adds as a good side serving for most of our dishes especially in the Caribbean. Not only does lentils serve a tasty addition to the plate it is also rich in nutrients. Some of these include protein and dietary fiber along with iron and and folate.



APPLES

Apples, the second most consumed fruit is also on the list of most healthy foods. Often used in classic desserts like apple pie and apple on a stick, this fruit doesn’t only serve as a mouth watering snack but a healthy nutriment as well. They are rich in Vitamin A, Vitamin C, Potassium, Iron, Calcium, and Fiber and contain no fats or cholesterol. As the old saying goes “An apple a day keeps the doctor away.” Eating an apple or two a day has been scientifically proven to lower your risk of heart related issues. The health benefits don’t end here, it has also been found that apples contain non-digestible compounds that aid with weight loss as well.





LEMONS

This tiny citrus fruit often added as a garnish on beverages, added to green tea or used as the satisfying main ingredient of lemonade is not only flavor packed but highly nutritious as well. This tiny fruit serves for over 100% of your daily citrus intake and also aids the fight against cancer. It is found that citrus flavonoids found in lemons may help decrease the growth of cancer cells in the body and act as an anti-inflammatory. It is rich in Vitamin C, protein, carbohydrates and fiber.



ALMONDS

Almond, another food that can be used as a garnish or a cake topping is also packed with lots of nutrients. One of the ways this classified nut can be use in terms of keeping fit is that it serves as a substitute for snacks. When you feeling like snacking, grab a bag of almonds. This is a good way of cutting back on unhealthy snacking, and in return maintaining your body weight. You will be shedding pounds easily this way. Some of the rich nutrients found in almonds are vitamin E, manganese, biotin, and copper. Almonds are also a good source of magnesium, molybdenum, Vitamin B2 (riboflavin), and phosphorus.



BROCCOLI

Dark chocolate usually viewed as a scrumptious treat, creative cake topper or just a satisfying beverage, is compact with rich nutrients. No need to watch your weight when indulging in this delicious snack, dark chocolate contains what is known as “healthy fats”. According to the American Chemical Society’s Journal of Agricultural and Food Chemistry this sweet treat is good for decreasing blood pressure as well as decreasing body fat. Although it cuts food cravings and leaves a feeling of satisfaction, we should be conscious of the amount of chocolate we digest. Some of the nutrients contained in dark chocolate are Calcium, Iron, Omega-3 and Omega-6 fatty acids, Vitamins A, C, D, E, K and protein.



KALE

This vegetable is often regarded for its nutritious attributes. Kale, often used in healthy salads or as a garnish for meals is one of the world’s most nutritious foods to date. It is not only rich in cancer fighting antioxidants but contains nutrients that would help you glow! It is the world’s top source of vitamin A which helps the skin look well and the eyes stay healthy. It is rich in essential fibers that help our heart and contains vitamin C as well. This power packed vegetable also aids in the strengthening of the immune system.



SALMON

Most common in the North Atlantic and Pacific Ocean, this fish is known globally for its highly nutritious background. It is known for aiding in the extension of one’s lifespan, as well as avoiding heart attacks and fighting cancer. This fish is high in Omega 3 and contains other nutrients as well. Some of these nutrients include Vitamins B3, B5, B6, B12 and D, as well as Phosphorous, Potassium, Iodine, Selenium and Biotin.



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 **SLASPA**
SAINT LUCIA AIR AND SEA PORTS AUTHORITY

SORREL DRINK RECIPE

INGREDIENTS

- 2 pound(s) sorrel
- 1 ounce ginger
- 1 piece dried orange peel
- 6 whole cloves
- 12 cup(s) boiling water
- 2 cup(s) sugar
- 1/4 cup(s) white rum (optional)
- 1 cup red wine (optional)
- A few grains of rice

SORREL DRINK DIRECTIONS

Wash sorrel, crush or grate ginger. Place sorrel, ginger, orange peel and cloves in a stainless steel container. Pour on boiling water, cover and leave to infuse for 24 hours. Strain, add sugar, rum and red wine and mix well. Pour into bottles adding a few grains of rice to each bottle.

NOTE

Allow to remain for at least one day. Serve chilled.

DIFFICULTY

Super easy

PREPARATION TIME

15 minutes.





**CARIBBEAN RUM
& FRUIT CAKE
RECIPE**



The Caribbean Rum & Fruit Cake is famous in Saint Lucia, and the Caribbean Community by extension every household must have at least one fruit cake. Compared to other cakes, this cake has quite a lot of alcohol and is made by soaking fruits in alcohol for some time from one week to up to a year. It is moist, dark in colour and has a slight burnt sugar taste. It also has spices like cloves, cinnamon and nutmeg. If you are looking for an interesting twist on a fruitcake, look no further.

INGREDIENTS FOR PRE-SOAKING:

1. 1-¾ cups almonds/desired nuts (optional)
2. 1-¾ cups cherries
3. 1-¾ cups currants
4. 1-½ cups raisins
5. 1-¾ cups prunes
6. ¾ cups orange peel
7. 1-½ cups dark/White Rum
8. 1-½ cups Port Wine/ Cherry wine/Cake wine

PRE-SOAKING PROCEDURE:

Chop the almonds roughly. Also chop the fruits into smaller bits if they are

whole or to desired size. Place all the dried ingredients in a bowl and pour in the alcohol. Mix well to soak fruits and nuts in the alcohol, place in an air-tight container and seal. Keep container in a cool dark place. Do not keep it in the fridge. Stir mixture every once in awhile so fruits and nuts are evenly coated with the alcohol.

INGREDIENTS FOR MIXING & BAKING:

1. 2 cups grams unsalted/salted Butter
2. 2 cups brown sugar
3. 5/6 large eggs
4. 2 teaspoons Pure Vanilla Extract
5. ¼ cup browning or (¾ burnt sugar syrup if you decide to make your own)
6. 3 cups all-purpose flour
7. 2 teaspoons salt
8. 1 tablespoon baking powder
9. ½ teaspoon grated nutmeg
10. ½ teaspoon cinnamon powder
11. ½ teaspoon ground cloves

METHOD:

1. Preheat oven to 300 degrees.
2. Grease and line the sides and bottoms of two 8 inch spring form cake pans. Pans with detachable bottoms can also be used. TIP: Parchment paper should extend at least an inch above the cake pan. This will prevent the cakes from browning too much.
3. In a large bowl, mix the flour, baking powder salt and spices together.
4. In a bowl of a standard mixer

fitted with the paddle attachment, cream butter and sugar together until light and fluffy. About 5 minutes.

5. Add eggs one at a time, beating after each addition. Scrape sides and bottom of bowl as needed. Add the vanilla extract and beat in.
6. Add all flour mixture to batter and mix to combine.
7. Next, add the soaked fruits along with whatever alcohol is left in the bowl.
8. Finally add the burnt sugar syrup and mix to combine. Do yourself a favour: taste the batter. It's one of the best things you will ever taste.
9. Divide batter evenly between cake pans and bake in preheated oven for 2-1/2 hours or until a toothpick inserted in the middle comes out clean.
10. Take cakes out of oven and allow for cooling. Let it cool completely before unmolding.

NOTES:

1. Fruits and nuts should be soaked for at least a week. It can be soaked for up to a year. The longer you soak them, the more they will soak up the alcohol.
2. After incorporating the flour try not to over beat, you can opt to use a wooden spoon or spatula from this point forward and fold in additional ingredients.
3. 2- 8 inch pans can be substituted for one 10 inch pan.
4. This cake does not require aging. The taste and texture however improves with age.



By: Louise Nicholas



THE PREVENTIVE

& MARINE UNITS

By: Sgt. Camillus Alexander

Recently the Port Police Department added two units which were deemed important to enhance its operational efficiency. The units are the Preventive and the Marine Units. Sergeant Camillus Alexander, the Sergeant with responsibility for Administration gives us a description of the units and how they seek to serve the Saint Lucia Air and Sea Ports Authority.

The Port Police Department has been proven to be one of the most dynamic departments within SLASPA as such it provides numerous challenges and opportunities to the officers who serve therein. A Port Police Officer starts off his or her career as a recruit with much expectation. During his or her initial training at the Police Training Academy one is introduced to the basics of Police and Port Operations, drills, Teamwork and Team building, Customer Relations, Investigation Skills, Court Procedures, Effective Report Writing, Conflict Resolution, Weapons Training, Self-defence, First Aid and Swimming and Life Saving, ISPS, ICAO, just to mention a few.

An officer who embraces this initial training and puts it into practice in his day to day activities on the job will excel and meet the expectations of the department and by extension SLASPA. The Port Police operates

at both airports, the George F.L. Charles and the Hewanorra International Airport as well as at the seaports, Port Castries and Port Vieux-Fort.

Within the Port Police Department there are a number of areas where an Officer can excel. Two of these units are the Port Police Preventive and Marine Unit. The Preventive Unit is a unit made up of thirteen officers led by an Administrative Sergeant, Corporal and eleven constables. The Administrative Sergeant reports to the Inspector in charge of the Castries Seaport. This department is responsible for investigations, background checks, cash escorts, imported vehicles, de-stuffing, the Ferry Terminal and La Place Carenage. The unit works along-side the shifts to ensure the smooth operations and actives on the port.

Police Constable #187 Shervaughn Jallim said "The Preventative unit is the back bone of the Port Police Department. Since joining the unit I am now equipped with the knowledge, skill and experience needed to further execute my duties as a Port Police Constable. This unit has exposed me to background Checks, Investigations, effective Report Writing and Court Procedures to name a few. I am honoured and proud to be a member

of this elite team because today I am a more productive, efficient and well rounded officer.

The Port Police Marine Unit is an extension of the Preventive unit responsible for patrolling by boat and maintaining law and order in the ports and bays for which SLASPA is responsible. The unit comprises competent and highly trained Coxswains and crew men who operate the vessel. This unit manages an additional seaside level of security to the ports.

Police Constable #129 Christopher Biscette said, "The Marine unit has helped me develop in many ways. It has helped me in the area of Maritime Law, recognizing the importance of life at sea and the importance of the Cruise Ship Sector of the country. Most importantly it has helped assist me in operating the Port Police Vessel which is more difficult than handling a vehicle on land."

These are a few areas highlighted and with the continued dedication and commitment of the Port Police Department to SLASPA and as new developments are presented we the Port Police will always rise to meet these challenges and opportunities as this has always been the nature of the Port Police Department.



The Saint Lucia Air and Sea Ports Authority (SLASPA) joined many other modern ports on June 07, 2016 who have chosen to take full advantage of the benefits of Social Media.

Social Media has become a force that cannot be ignored and we exist in an era where social media creates a platform for viral videos and photos. Mediums such as Facebook, Twitter, Instagram and You Tube allow corporate entities such as SLASPA to develop relationships and communicate in “real-time” with users who utilise these channels. As such, SLASPA intends to use these platforms to raise awareness of SLASPA’s activities, community outreach, opportunities, innovations, infrastructural developments and how the port adds to the development of the economy to name a few. We hope to target a wide audience which would allow for there to be an “instant” or frequent interface between the audience and SLASPA.

Some of the benefits of using social media include:

1. Social media increases brand awareness and reach with little to no budget;
2. Social media expands an organisation’s target audience and broaden their reach;
3. Social media allows a company to receive instant feedback from its stakeholders and customers’ perspective;
4. Improves market intelligence and allows a company to get ahead of its competitors with social media;
5. Social media can help increase website traffic and search ranking;
6. Social media allows the company to share content easier and faster;
7. Create meaningful relationships with customers through social media.

SLASPA plans to use its Social media and Digital channels to inform the general public of announcements, interesting facts and local events.

Critical to our social media roll out is the administration of a Social media policy which will guide staff on the acceptable use of Social media channels. The details of the policy will be communicated to all levels of SLASPA staff in the immediate future.

For further information please feel free to contact the Business Development and Corporate Communications Department at 457-6109.



Saint Lucia Implements an Open Ship Registry

The Saint Lucia Air and Sea Ports Authority (SLASPA) after a thorough review of the Shipping Amendment Act is pleased to announce that Saint Lucia has taken the decision to implement an Open Ship Registry. An open ship registry allows companies or persons from another country to register their vessels under that nation's flag. Registering a ship gives nationality to the ship and similar to nationality allows the ship to travel internationally wherever that country's citizens are authorized to travel and thus are bound by the country's laws. Every vessel that wants to travel internationally and cross international borders must be registered.

The Director of Maritime Affairs, Mr. Christopher Alexander explained that "The process has not been an easy one and though the decision has been made to implement the open ship

registry, changes have to be made to our current legislation to ensure that the full benefits of the open ship registry are realized."

The island is expected to gain several benefits from the implementation of an open ship registry. These are and not limited to employment of seafarers, increased revenue from taxes and fees, provision of legal services and expansion and growth of maritime services. Additionally, apart from the obvious economic benefits an increase in the quantum of ships registered will result in Saint Lucia having greater prominence and representation internationally particularly at meetings of the International Maritime Organization (IMO).

There are other regulations which are currently being reviewed and exciting changes are expected in the near

future which will benefit the maritime sector and Saint Lucians alike.

For more information, contact Mr. Christopher Alexander, Director of Maritime Affairs at the Division of Maritime Affairs at 457-6151, email us at communications@slaspa.com or go our website at www.slaspa.com and visit the Media Room under Press Releases.



SLASPA Facilitates Regional Maritime Safety Information Seminar

Castries, Thursday August 18, 2016 - The Saint Lucia Air and Sea Ports Authority (SLASPA) Division of Maritime Affairs in collaboration with the International Hydrographic Organization (IHO) and MESO American & Caribbean Sea Hydrographic Commission (MACHC) Capacity Building Work Programme conducted a Regional Maritime Safety Information (MSI) Training Seminar from August 16th to 18th August, 2016.

The intensive three day training program was designed to provide practical guidance for those persons who are involved with the drafting of radio navigational warnings or with the issuance of Maritime Safety Information for the high seas under the Global Maritime Distress and Safety System (GMDSS). Simply put, Maritime Safety Information consists of navigational and meteorological warnings, search and rescue information and other urgent safety-related information.

During the course participants improved and gained knowledge of the World-Wide Navigational Warning Service and general Maritime Safety Information and engaged in practical exercises to demonstrate their proficiency in the subject areas including charting. The course was facilitated by two international resource persons Bill Van-Den-Bergh of the United Kingdom Hydrographic Office and Christopher Janus retired Commander in the US Navy Reserve.

Twenty four (24) participants from eighteen (18) Caribbean, Central and South America countries participated in the seminar.

Mr. Christopher Alexander, Director of the Maritime Division explained that "This seminar indicates internationally that Saint Lucia and the participating nations now have expertise to issue out maritime safety information warnings in keeping with the obligations of international conventions which they are party to."

SLASPA was happy to collaborate with the international agencies in holding this regional seminar and it is expected that participants will apply the knowledge and skills acquired to improve maritime safety information in their countries as initial feedback from participants were positive and encouraging.

Mr. Janus at the closing ceremony stated that, "the foundation has been established and participants on returning to their respective countries are expected not only to train others but also to establish a centralized place to collect time critical information and disseminate it to the appropriate authorities to allow vessels to be informed which would enable them to navigate safely.

Should you require additional information, please contact the Business Development and Corporate Communications Department at 457-6109 or email communicationsdepartment@slaspa.com or visit our website at www.slaspa.com for further information.



SLASPA Signs Protocol for Opening of Airports for Special Flight Operations

The Saint Lucia Air and Sea Ports Authority (SLASPA), the Immigration Department and the Customs and Excise Department on Wednesday, November 30th, 2016 signed the Protocol for the re-opening of airports for special flight operations for airports in Saint Lucia. This is a significant achievement as the George F.L. Charles and Hewanorra International Airports do not operate on a 24 hour basis. However, the International Civil Aviation Organization (ICAO) has designated aircrafts in emergency, hospital aircrafts, aircrafts involved in Search and Rescue Operations and

Government designated flights must be given priority to operate.

SLASPA together with officials from the Customs and Immigration Departments established the protocol to deal with the reopening of the airports once closed. Mr. Lambert Remy, Head of Airports indicated that “the signing of this document is a significant milestone because it establishes exact procedures to be followed if it becomes necessary to open the airport for special flights. The document also identifies the personnel to be contacted if necessary. Moreover, these officers

will be available when called upon.”

At the brief ceremony which was held in SLASPA's Conference Room representatives from each agency signed the document indicating concurrence with the established protocol. The protocol will be circulated to various stakeholders to ensure that they understand the process which must be adhered to in opening for airports after closing times.

For more information please contact the Airports Division at extensions 457-6116 or 457-6117.



SLASPA Seaports to Implement Streamlined Automated Operations

The Saint Lucia Air and Sea Ports Authority implemented an innovative, automated system for processing, tallying, reconciling and releasing cargo at the Castries Seaport. Working closely with the Customs and Excise Department and other industry stakeholders, SLASPA conducted a process mapping exercise of the existing seaport operations to identify new areas where automation could add value.

As a result, the existing Cargo Management System – Unitrack will be upgraded to accommodate a web based application that will provide real-time updates of cargo operations using mobile computer devices over SLASPA's secure wireless network. The specific objective of this effort is to enhance overall efficiency by streamlining all procedures while expediting all aspects involved in facilitating cargo at the Castries Seaport.

During his address, Director of

Seaports Mr. Adrian Hilaire stated, "We are confident that with this new approach and investment in people, processes and technology, all seaport stakeholders and the business community will benefit from greater efficiency which will result ultimately in cost savings to the final consumer." The new system is expected to be fully implemented by the end of July 2016.

The rationale for the implementation of the new system was twofold:

1. To reengineer and automate some manual seaport operational processes to ensure that the entire cargo management process is fully computerized in order to create greater operational efficiency at the Seaport, thereby contributing to value creation for our customers and stakeholders and;

2. To improve Saint Lucia's "Ease of Doing Business" ranking.

The "Ease of Doing Business" ranking is an index developed by the World Bank that considers a wide range of factors that impacts or enhances the ability to conduct business in any given country. Over the last year SLASPA has actively participated in the "Ease of Doing Business" initiative by the Government of Saint Lucia and has implemented technological solutions at the Seaport that have had a positive impact on the seaport community. Saint Lucia is currently ranked 77th in the world out of the 189 countries. Whilst there are many factors which may affect this ranking, SLASPA is confident that its efforts at achieving those internal efficiencies will no doubt contribute to improving Saint Lucia's ranking as it relates to the ease of doing business.

Year in Review

SLASPA'S
SCHOLARSHIP
PROGRAM 2016



PORT POLICE OFFICERS
GIVE BACK



PORT POLICE RECIEVES NEW
RECRUITS



KONINGSDAM 'S
INAUGURAL CALL

JOUNEN KWEYOL
2016



EMPLOYEE
WELLNESS -TIPS
AND TRICKS OF
MAKE UP AND SKIN
CARE SEMINAR



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PINK FRIDAY





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