



July 2012

PORT AUTHORITY WELCOMES NEW LINE MINISTER



Minister Sharma is greeted by GM/CEO, Colin Lucas, while Deputy Chairman, Suresh Ganagpersad looks on at left.

The Board, Management and Staff of the Port Authority of Trinidad and Tobago welcome the new line minister, Honourable Chandresh Sharma, Minister of Transport. Mr. Sharma served as the Minister of Local Government from May 2010 to 22nd June 2012 before assuming his new portfolio. He is the second longest serving Member of Parliament, having been elected the MP for Fyzabad in 1991, and is no stranger to his new ministry having served as Parliamentary Secretary in the Ministry of Works and Transport from October 1999 to December 2000.

Minister Sharma paid a visit to the port on Wednesday 18th July. The executive management made a comprehensive presentation on port matters in the Board room. This was followed by a tour of the PPOS terminal.

STS CRANE CERTIFIED AND BACK IN SERVICE

After being out of service for seven months, Ship to Shore Crane #001 returned to operational service on 2012 July 06. The crane was certified by Factory Inspectorate (OSH) Inspector, Aldwyn Lequay, after completing performance testing.



Employees at work on the STS Crane

Improvements to the crane's electrical and safety systems were executed by the Port's engineers and technical staff, along with engineers from Avtron Industrial Automation of the United States of America. Further and more comprehensive upgrades are scheduled for this crane in 2013, in order to improve the overall reliability and performance speeds.

Meanwhile STS #002 is scheduled to undergo control system modification in the near future, in order to improve safety efficiency. Personnel involved in the improvement exercise included: Darren Shareef (Electrical Engineer), Sheldon Smith (Electrical Engineer), Russel Paul (Technician), Akino Edward (Electrician A), Ayinde Aki Bua (Electrician A), Clifford Mohammed and Barry Adjohda.

FAREWELL RECEPTION HELD FOR ELVA STEWART

On July 6th the Port Authority bade farewell to Elva Stewart-Toussaint at a function held at the Cruise Ship Complex. The special function was held by her colleagues from the HR department, where Elva spent most of her tenure at the port.



Elva Stewart-Toussaint and husband, Thomas Toussaint (left), enjoy the special evening honouring her years of service

Elva joined the Authority in 1969 as a Clerk/Typist in the then Personnel Department, and retired on July 1st 2012, in the position of Human Resources Officer. Elva was instrumental in computing benefits for all employees who passed through the Port over the past 30 plus years. She was noted for her personal humanitarian touch that was often required when dealing with persons who lost their loved ones, and offering helpful tips to employees proceeding on Pre-Retirement leave.



Elva shares the spotlight with the team from the HR Department

The ambiance was one 'fit for a Queen' as employees from several departments came together to celebrate this milestone. Entertainment for the evening was provided by Derwin Vallie, Alister Saunders and Blossom Flemming who serenaded her. Sade Chance expressed her gratitude in dance, while members of the HR Department paid tribute in a

skit which depicted the many moods of Elva in the workplace, with Candice Coar doing a great impersonation.

Port's General Manager/CEO, Colin Lucas recalled his many experiences working with Elva while Mr. Victor Quintin, Manager Container Terminal, gave a good account of her role as a member of the Board of the Port Credit Union. He also shared some insight into her early romance with her husband, Thomas Toussaint, Manager at the Ferry Terminal in Port of Spain.

FRONT LINE CUSTOMER SERVICE TRAINING



The group of employees who attended the workshop

Some 50 front line employees, selected from throughout the organization, attended a two-day training course held in June. The course, entitled 'Delivering Quality Customer Service', was designed to equip front line customer service employees with the necessary 'tools' to meet and address the rising demands and expectations of customers.

The company conducting the programme was ODYSSEY CONSULTinc Limited, whose methodology and approach to customer service is based on the premise that adults learn best 'by doing'. The workshop, therefore, utilized a blended approach of teaching and interactive activity. Participants engaged in role playing, feedback opportunities, group discussions and group task activities. This approach no doubt maintained interest, generated excitement and focused on exploring critical concepts and constructs about customer service.

SPECIAL FUNCTION FOR RETIREES OF 2011

On Saturday 21st July, an appreciation dinner was held for persons who retired from the Port Authority in 2011. Among the 44 retirees being honoured were former General Manager/CEO, Christopher Mendez, Paul Joseph, Assistant Security Superintendent; and Camile Hypolite-Ferdinand, Executive Manager Finance and Administration. There were also two retirees, Neville Hall and Keith Seon, who each worked for almost 50 years at the port. Altogether, the 44 retirees gave a total of 1422 years of service.



GM/CEO, Colin Lucas, strikes a pose with the group of happy retirees

Colin Lucas, GM/CEO, gave the welcome remarks, thanking the retirees for their many years of service. In his address, Acting Chairman, Suresh Gangapersad, encouraged the retirees to actively find a way to enjoy their retirement. Other Board members present included: Nirmala Harrylal, Dorant Jack and Patricia Herry.



The two longest serving retirees, Neville Hall (4th from left), and Keith Seon (3rd from right), take time for a photo shoot with, from left: Former GM/CEO, Christopher Mendez; GM/CEO Colin Lucas; Commissioners Patricia Herry and Nirmala Harrylal; Ag. Chairman Suresh Gangapersad; and Commissioner Dorant Jack

Retirees were presented with a certificate of appreciation and a cheque. There was also a photo booth where each retiree

had their portrait taken, and then was presented with an individual photo memento of the evening. There was a back in times theme for the evening - and after the formalities, the toast to the retirees, and a sumptuous buffet dinner – the fun activities began.



During a 'remember when' segment, PR Assistant, Theresa Marquis, had the guests recounting their memories of years past on the port. Then the evening ended with dancing, to the music of the 70's and more.



Retiree Oswald Duke and wife enjoy dancing (background), while Ingrid Vialva and her son, Brandon, also show their dance moves (foreground)



PR Events Team(R) and PR Manager (3rd right), pose with ushers (L), Commissioner Herry (L) and Ag. Chairman Suresh Gangapersad