

## Message from the CEO



James Hilton's passage from the book *The Lost Horizon*, "Conway alone submitted to a rich and growing enchantment. It was not so much any individual thing that attracted him as the gradual revelation of elegance, of modest and impeccable taste, of harmony so fragrant that it seemed to gratify the eye without arresting

it" encapsulates the demeanour of the iPi Group in the past Quarter.

It has been a time of improvement wherein standards started high and rose higher across a number of small however both individually and collectively important areas. As I write from the Port Moresby office I note my VoIP phone (free; voice over internet protocol, phone) has been commissioned and is working such that I am able to speak to my senior managers without incurring exorbitant phone charges; I note the dedicated Chris Dingi and his growing team of purchasing officers are placing orders on behalf of the catering projects around the country, all from his office here in Port Moresby, as the remote accounting access has now been configured.

I note that our IT section has been strengthened with the return of the delightful Sylvia Aihi a highly qualified IT support officer who left our employ a year or so ago to pursue personal goals only to realise we are an employer of choice and to be welcomed back into the fold. I notice that the HR department has also strengthened with three senior staff working from the office here. Similar examples of quiet, however, consistent and quite important achievement, are evidenced across the iPi Group this past Quarter.

In this past Quarter I formed a Group Human Resources and Quality Assurance and Training Committee; quite a mouthful, however, in straight forward terms it is a Committee formed from our Group HR team, our Group QA team and our Group Training team with the members meeting monthly and sharing ideas against a task list I wrote for them containing defined objectives, defined tasks, and measurable outcomes.

The committee has met three times now and has added to my initial listing and has begun the process of reviewing many of the documents from our suite of QA procedures, and other areas. Tangible results such as the production of a fresh new starters information package have begun to flow from the Committee's efforts.

*Continued overpage ...*

### IN THIS ISSUE

A Message from the CEO .....	1	Lae Workshop Activity .....	12
From the Group Business Development Desk .....	4	Ms Janet 'Right-Hand-Support' Wilson - Wonder Secretary! .....	13
Farewell Terry and Sandy Furphy .....	6	April HTA Qualifications .....	14
iPi Transport Leads the Way in Driver Training .....	7	Port Moresby Head Office .....	15
Highlands Highway Cartage Coordination .....	8	Senior Staff Development Culinary Tour .....	16
The iPi Group's Branding .....	9	A Highlands Highway Tour .....	18
Red Sea Housing, Green Hills, Baruni, Port Moresby .....	10	Out in the Real World of PNG .....	19
Our Warehousing Solutions .....	11		

# tailor-made logistics solutions

TRANSPORT | CATERING | WAREHOUSING



**The iPi Group's vertically integrated logistical operations are as varied as the needs of our many clients.**

- Specialist bulk fuels and dangerous goods transportation
- General dry freight and line haul transport
- Fully integrated Camp Management, Catering and Janitorial Services for the Mining and Petroleum industries
- Quality Assured Hospitality delivery across the broader industrial sectors
- Professional and innovative Management and Staff Training facilitation
- Warehousing and dry goods storage



**The iPi Group**

PO Box 795 Lae,  
Morobe Province, PNG

Ph: (+675) 475 1400

Fax: (+675) 475 1417

Email: [iPiGroup@iPiGroup.com.pg](mailto:iPiGroup@iPiGroup.com.pg)

[www.iPiGroup.com.pg](http://www.iPiGroup.com.pg)

## Message from the CEO continued ...

Our television advertisements were also refreshed this past Quarter; same corporate message with a subtle refinement to the content. Our own iPi Group branded 600ml water bottles were rolled out around the projects this past Quarter. This is an initiative worked jointly between ourselves and Laga Industries who filter the water to exacting standards and supply to us in packaging resplendent with our Corporate branding.

Our water product has been tested in the Exxon laboratories and was given the all clear to be placed in all our Exxon projects.

Growth to our staffing levels now sees us with over 600 employees in our catering business and well over 1,000 in total employees.

In this issue of Insider you will read of various matters of interest in and around the iPi Group; Terry Furphy our Group CFO and his wife Sandy who worked in our property holdings office have left us with Terry taking up a challenge with PNG Ports. The Furphy's leave the Group with our best of wishes. In concert with our recruitment agency partners I've been actively recruiting a replacement and hope to be able to make an announcement soon.

Our Driver Training initiatives are explained in detail by Greg Langley and Amos Yapo our QA and Compliance Manager in the Transport division explains what a fantastic job one of our leading ladies, Desi Ross, is doing in fleet coordination.

Our Group Business Development Manager Peter Long explains our approach to branding and has slotted in a photo of myself at Tieman Industries in Melbourne reviewing the manufacture of our latest four tanks. Chris Moroney provides a short review of happenings at the Red Sea Catering site at Baruni and our Portion 152 Port Moresby project.

Neil Cook, our Transport and Logistics Support Officer tells the story of how we developed our Erica Street Lae warehouse property. Daryl Diehl, my Workshop Manager in Lae, details a typical day in the life of an extremely busy workshop.

Ben Cumming, our Project Manager for the Red Sea Baruni Catering site gives plaudit to one of his dedicated staff members the wonder secretary Janet Wilson!

We then read about our ongoing commitment to training and specifically our relationship with the Hospitality Training Association whom we have enjoyed a close relationship with for quite some years. In this past Quarter, the HTA sent

two of their Trainers to continue our process of sponsoring Australian qualifications for iPi Catering staff; and we also have a story about the opening of our new office in Port Moresby. Danny Ward, our National Training Manager revels in telling us all about a 4 day culinary tour we sponsored in Australia for 3 of our Senior National Chefs and then back to Peter Long again who writes about some of the long term employees he caught up with while on a visit to Porgera.

Lots of stories this issue about our people and what an important asset our employees are. We enjoy a large number of assets in the iPi Group; our brand, our land, our buildings, our trucks even our secret recipes and our systems and procedures, of course our customer base, but more so our people. If we were to lose an asset from the list I've put here it's worth would be missed however if we were to lose our employees we would, be worthless.

We value our employees, our value comes from them. However as Winston Churchill said "success is never final" so on we move to the next quarter, the next set of challenges, the next set of solutions. Enjoy the read.

# Scott

**Scott O'Reilly, CEO iPi Group**

[Scott.OReilly@CEO.iPiGroup.com.pg](mailto:Scott.OReilly@CEO.iPiGroup.com.pg)



Lae workshop staff

# From the Group Business Development Desk



Peter Long, Business Development Manager

## To each and all in our Group,

Well indeed, a half year has already passed and I confess, it feels as if it is only just the start of the New Year. Time rolls on quickly it appears. But then again, when one is both busy and focused, the months and the seasons flow though without notice. A very warm welcome to this edition; the second 'insider' for 2011 and on behalf of

all in the Senior Management-Leadership Group, I trust you will enjoy the read.

I have thoroughly enjoyed the past few months. Not only have I had the pleasure of meeting, speaking to and socialising with many of our valued Client representatives across Papua New Guinea but importantly, I have had the good fortune of forming new business relationships along the way with a number of recently arrived potential Client Managers. It is highly apparent that the iPi Group's professional profile and respected business endeavours/achievements in country are being viewed from the outside as being exactly that; professional and highly respected. It offers me a wonderful platform to reinforce our values and the commercial integrity of our business entities and our people.

It is well worth mentioning to you that in speaking with our Client representatives on various sites, the common thread received through personal and direct feedback (and with many thanks I clearly state) is that the iPi Group is nothing less than serious in the attention and commitment we offer. Yes, there are times that issues out of our control affect or upset the smooth daily running of all things Catering-Camps-Janitorial Services, Transport-Long haul cartage-fuel deliveries and ancillary services supplied by our iPi Group business entities and whilst our Clients acknowledge those, there is the quiet nod of appreciation on our unbroken "can do-will do" approach. To our Site Managers, our Project Managers and our senior people across the Group collectively, thank you for displaying the proactive leadership and the innovative qualities we, from a Corporate perspective, pride ourselves in. Please do not think it goes unnoticed.

Interestingly enough, I had the good fortune of a drive from Mt Hagen through to my old stomping grounds; Porgera up in the Enga Province in the first part of May. It has been a time since I last stepped foot on the elevated territory of the PJV-Barrick Gold Mine and thought well, many new faces since I last roamed

the site and surely, I'll have to reintroduce myself.

To my amazement, not only were there still long term people in-situ; this PJV staff, iPi Catering and other contractor folks, my appearance was registered with smiles, glee and warmth. It was a comfortable but most humbling experience. I wallowed somewhat in the journey and, the re-acquaintance of old work mates and colleagues bought a rush of past stories and good times-history to the surface. I'm still smiling. My sincere thanks to all involved; this especially for the long nights of enlightening and most refreshing conversations. To all the PJV-Barrick Senior Management personal I had discussions with whilst on site, thank you for the time you set aside for me. I equally add that I appreciate immeasurably the cordial welcome by Callum McCollum and his Catering Team at Porgera. The folks at iPi's Office and at Mountain Lodge in Porgera were terrific, the staff at iPi Caterings' Paiam Warehouse fantastic and importantly, wonderful to catch up with our iPi Group Chairman Jolson and an iPi Group Director or two.

Going further, I enjoyed a few sessions with Dr Gossett at his Red Sea Housing Camp base, Baruni; the Doctor is decidedly pleased with our attention and service attention. I met with a number of Port Moresby based ExxonMobil Managers on a variety of topics and pleasing was the side feedback in relation to the professional execution of our works at the Dream Inn, POM. Our iPi Catering team under the stewardship of Jimmy Sarowa is nothing less than committed and it has been reinforced that service levels there have maintained the high standards set some 12 months ago. Congratulations Jimmy.

I met with our Petromin, Tolukuma Gold Mine (Site) Manager and in all respects there, our Catering and Camp Management endeavours are even keeled and steady. Consistency of professional approach is indeed the model up on site. To all on the cliff or ridge face of TGM, thank you most genuinely.

Whilst I could not make it to our MCJV Komo Airport site, I have had the opportunity of conversing with Dennis, Carlo, Marco and Jock. Obtaining a seat across to the site is at a premium given the ramp up of workers and applicable personnel moving into the Southern Highlands Project site. The Pioneer Camp is to capacity and the Main Camp is expanding daily. We wish the MCJV Project team and their sub contractors all the very best in this exciting expansion period.

Chris Moroney, General Manager, iPi Mountain Catering has every right to feel both chuffed and proud given the Project

achievements he personally has attained; these along with all that his professional Catering, Camp Management, Janitorial and Ancillary Services Teams across PNG have demonstrated and delivered. Chris, it is a pleasure working alongside you.

Our Transport arm is not showing any signs of slowing down. Working with Maso Mangape, General Manager, iPi Mountain Transport tends to get my heart beat escalating. Maso and his team of transport experts are applying a full throttle approach to lifting the PJV's fuel capacity, we have commenced the enhanced bulk cement haulage with innovative solutions and alternatives (a third new and dedicated Unit coming on line in the next month or so), we have introduced-installed-inducted Mr Bill Clift into our Mt Hagen Office and Bill's work is now total commitment and complete focus on a combined Barrick and InterOil logistics solution. Welcome Bill and we trust you have now settled into an exciting and rewarding position with us. There will not be a dull moment I can assure you.

InterOil, speaking of our Mt Hagen operation, is in full flight currently given the recommissioning of the old HPN Fuels Depot IPL acquired sometime back. Noting the extra fuel requirements of the ExxonMobil PNG LNG Project, the northern logistics route is coming under heavy and increasing pressure to add extra volumes to our already expanded services for InterOil. Greg Langley, Operations and Logistics Manager and his team are working decidedly closely with Daryl Diehl, Workshops Manager and his team ensuring both quality services and timely turnarounds of our Highlands Highway Bulk Fuel Haulage Fleet.

Headaches and pain it appears are just part and parcel of the job spec but getting the works done in a timely and safe manner are our priority.

All the best gents – your work it seems is never ending and unrelenting. All part of the professional challenge though.

It is comforting to know and pleasing to acknowledge that our transport services for British and American Tobacco-BAT is tracking swimmingly, our commitment to town deliveries in Lae and surrounding districts for Nuigini Oil Company-NOC is right on target and further, extraneous and periodic haulage requirements for the MCC Ramu Nickel Project, whilst slow and odd at times, is being completed in a timely manner. Well done transport folks; a job 'very' well done.

I must move on now; there is opportunity to follow and business growth only just around the corner. Never forget, we still need your support individually and collectively. It is the team who achieves great things – strong leadership allows it to happen.

Finally, many thanks to all who submit photos, articles and presentations included in the 'insider'. Please, keep them coming. Remember that this Newsletter is our internal broadcast to all employees – share your stories, spread the news and have fun at your workplace.

Enjoy the read and stay safe, work safe, be safe.

**Peter Long, Business Development Manager**

Peter.Long@AD.iPiGroup.com.pg



Peter Long chatting to Chef Israel on the Red Sea Green Hills Baruni Project Site, Port Moresby

# Farewell Terry and Sandy Furphy

On the 13th of May, the iPi Transport Admin and Accounting team based at 10 Mile Lae had cause for a gathering; a get together to bid a fond farewell to both Terry and Sandy Furphy.

It is perhaps a sad moment when anyone leaves the iPi fold however we all highly acknowledge the injection of just shy of three years work, effort and dedication of both Terry and Sandy. Terry was our Group Financial Controller and as such held not only a very significant position within the iPi Group but was at the forefront of many initiatives, positive and proactive measures. Terry imparted a number of advanced Accounting measures and standards across the Group's business entities and was close to each of our individual business Financial Controllers. As one comment was heard during the speeches, "we could help but look up to Terry during his time with iPi" (this I think a sly and humorous remark given that Terry is some 6' 9" in the old measure ... we all looked up to Terry!) ... that bought a round a laughter from the crowd gathered at the farewell!

We all owe Terry a note of thanks; this given his work, his dedication and his expertise on all things 'Accounting'. Yes, Terry whilst a giant of a man was quiet, humble and effective. He offered his time in and around the Group openly, was always available, assisted us all in many areas that required external advice and guidance. Terry has left a quality legacy behind and further, has left systems and processes, procedures and standards of the highest calibre for our Accounting Staff to follow.

Thank you Terry for your friendship and your dedication, from all in the iPi Group.

Terry is off on an exciting venture in life; his new role is Director of Finance for the PNG Ports Corporation and we all wish him well. He'll be based in Port Moresby so he'll not be a stranger. No doubt, we'll catch you around and soon.

Sandy too, of course, is no stranger to the iPi Group; many of you would know that Sandy worked alongside the iPi Property Holdings staff at 10 Mile, Lae. Sandy, in her Management Consulting position, dedicated her time to assisting, advising and mentoring a great range of staff and job disciplines; these from Security, Maintenance, Flowers and Gardens, Administration, Accounting and even the Catering lads next door. Sandy was indeed a figure in and around 10 Mile. She revamped Porter's Coffee Shop, lead the charge on all things presentation; the continuous lawn mowing (made sure that happened), the day to day fix up of windows-doors-guttering-painting-repairs to our Guest House and so it goes on. Importantly though, Sandy also took charge of looking after our highly valued tenants at Erica Street; Agility Projects and Trukai Industries. She made sure that in times of earth tremors, ceiling tiles would be replaced as a matter of course!

We all became highly aware that nothing slipped past Sandy—she had a finger on many pulses. It is equally our pleasure to say thank you to Sandy for all her efforts and expertise. We wish Sandy all the very best in Port Moresby.

**Maso Mangape, General Manager iPi Transport**

Maso.Mangape@ALiPiGroup.com.pg



Terry and Sandy cutting their farewell cake



Maso Manape, GM iPi Transport measuring up to Terry



Sandy and Terry being presented with their farewell/thank you gifts from the Transport Admin and Accounting Staff



*iPi Transport's Lead Driver Trainer, Mr Nime Bomai*

## iPi Transport Leads the Way in Driver Training

Each of us in the iPi Group clearly know and understand the priority Senior Management places on education and training; this across all sectors of our business activities. What many may not be aware of is what happens on a daily basis in our iPi Transport arm. Allow me an opportunity to highlight just one story; a story which is both pleasing to read and one we may all learn from.

As a critical function in the Transport field, the actual piloting of a 48 tonne fully loaded rig up and down the Highlands Highway is not something that many people can do and further, do so effectively, with responsibility, with absolute safety and, with all compliance measures of journey management, fatigue control, speed control, managing the many changing road conditions and driving as it were, for all other users on the Highway as well. It takes a special talent, in fact many special talents.

Driver Training was indeed first highlighted and embraced by Daryl Diehl, iPi Transport, Workshop Manager many years ago. Daryl championed the need for a program of continuous driver training and education and in doing so, bought on board many internal supporters. Given Daryl's work we have had in place for some time now a systematic method/procedure of Driver Training and Assessment. Central to this training activity is a one Mr Nime Bomai; our Lead Driver Trainer.

Nime is a man on a mission....he has been given a central charter to oversee all new and or potential Highway Drivers, assess their skills and talents and further, upgrade and assess current Highway Drivers across all sectors of the Highland's Highway.

Nime observes local town drivers, drivers undertaking short haul journeys through from Lae to Nadzab as an example, longer and more progressive legs of Lae through to Goroka and Mount Hagen and then, the really high concentration stuff attached to the Mount Hagen to Porgera sector.

Given the range of truck types in our fleet, it takes serious effort and dedication to bring all drivers up to the standards and requirements set down by iPi Transport. Added to this, the vast majority of our cartage on the Highlands Highway is in bulk fuel haulage and dangerous goods and this of course, adds a new suite of strict criteria which all drivers must follow. Nime, in his role of Lead Driver Trainer carries the burden of front line dedication to impart his same professional qualities and traits he possesses through to all our highway drivers. Nime leads by example, is often seen at the wheel himself but importantly – never once seen without that wide and beaming smile. Nime, given that you are a long term and very loyal employee of iPi Transport; commenced way back in 2005, your years of experience and kilometres logged on the Highway is something we are all in awe of. Please, continue with your fine work.

Nime, thank you for all your dedication and application. Please do not think that your professional efforts and time along the highway with our drivers goes unnoticed.

**Greg Langley, Manager iPi Transport Fleet and Logistics**

Greg.Langley@AL.iPiGroup.com.pg

## iPi Transport

# Highlands Highway Cartage Coordination

Most people would initially suggest that the Transport and Trucking business is in the main, a man's world. At iPi Transport we say no – it is an equal employment opportunity for all and only the best suited, most qualified and experienced shall undertake critical roles in the organisation; this regardless of gender.

Highlight – Ms Desi Ross. Yep, Desi takes charge of the daily and the long term scheduling of the iPi Transport Fleet ex 10 Mile Lae and in doing so, coordinates the transport needs of our highly valued Clients.

Desi works closely with all sectors of our transport teams; her internal customers (as she puts it) and they are our Workshop Manager and his staff, our Operations Manager and staff along with drivers, our QA Manager, our Safety Coordinator, our Accounting staff and of course, importantly, our General Manager. Desi has a vast number of people to string together. Getting it right is testing, time consuming and somewhat stressful at times, admits Desi.

Having slotted all internal measures in place, Desi then schedules the needs of our external customers; the PJV-Porgera bound Fuel and Bulk Cement, IPL fuel-local (Lae)-Goroka-Mt Hagen, MCC Ramu Nickel, Nuigini Oil Company, British and American

Tobacco, MCJV Hidden Valley and the like – all prioritised and planned.

Desi relates to business; she has not only a deep understanding but a commitment to see that all flows through smoothly.

Desi is strong willed and determined and few people actually understand the demands on her time, the lengths she goes to in having all facets of the business tied or bought together as one.

As Desi puts it:

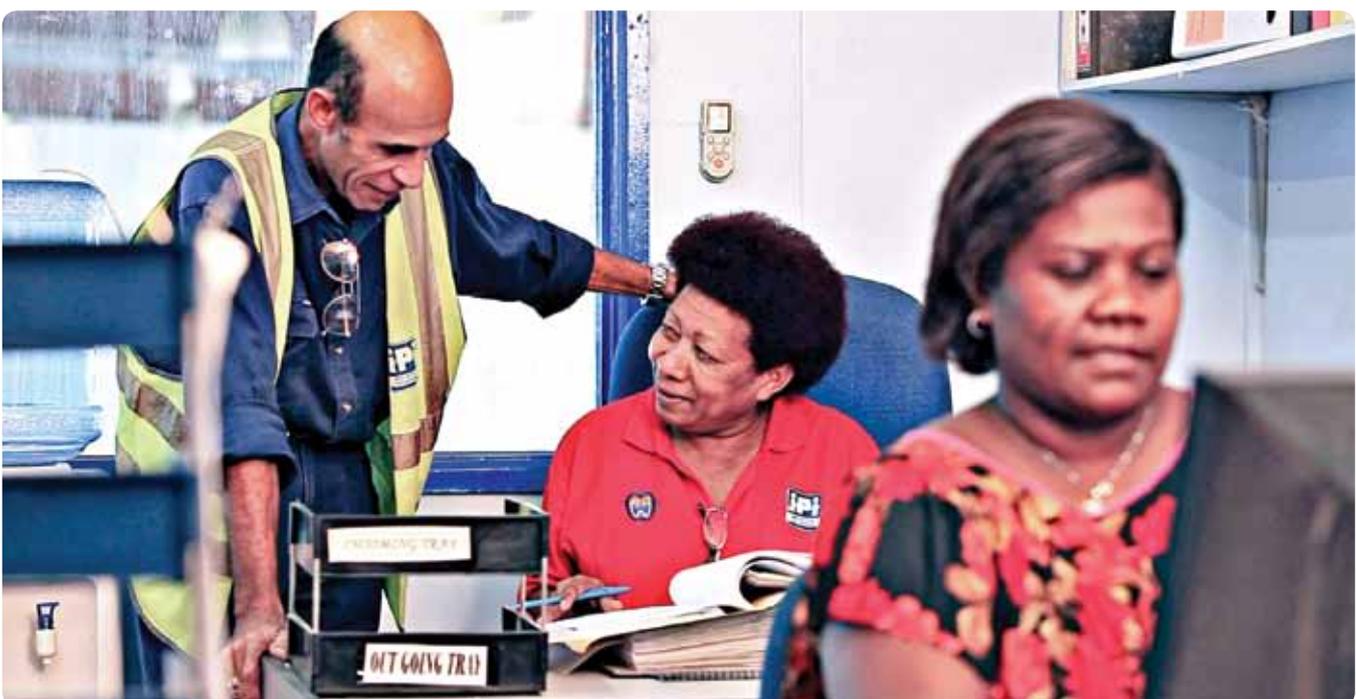
“Trying to capture all issues and priorities is tough; if I was a man, I would most likely have lost all my hair now, either through worry or simply pulling it out myself but putting the laughter to one side.”

Desi understands that she is dealing daily with people and managing individuals has its challenges. “Only a woman could do that,” she says under her breath!

Great job Desi – you are a terrific role model for other women who also, and equally, wish to succeed.

**Amos Yapo, iPi Transport Manager Quality Assurance & Compliance**

Amos.Yapo@AL.iPiGroup.com.pg



*Desi Ross laying out instructions to Neil Cook with Anita Rochus on the right (iPi Transport)*

# The iPi Group's Branding

Each of us in the iPi Group has journeyed a long way over the years. Our businesses have steadily grown from strength to strength; we have bought on board many new and highly valued Clients but never to the detriment of any of our long term existing Clients. I for one am very proud of that achievement and my acknowledgement goes out to our collective teams of dedicated achievers. Regardless, I remain always curious as to how others see our organisation; the iPi Group of Companies and in saying so, I am always on the lookout, always have an ear to the ground as to what is being said both publically and privately around the country. Feedback both positive and not so allows us to understand the commercial environment in which we operate.

Here is something for all our 'Insider' readers – very recently, Scott O'Reilly, CEO of the iPi Group, worked closely with our advertising people; this on a range of issues but importantly on a refreshed approach to our long running and very successful TV advertisements. The launch of the new EMTV Ads occurred only a month or so ago and the reaction has been simply and positively overwhelming. I am constantly being given a gentle tap on the shoulder, or a quiet wink and a nod when the Ad is being played in proximity and whilst that is pleasing to receive, I am equally getting phone calls and email communications saying how professional we are as a Group.

Our Branding efforts are not going unnoticed but equally, whilst there are issues in our daily works sometimes out of our control, we are being seen as a provider of quality goods and services and, across all sectors of our businesses. I'm delighted that we have that equal combination of absolute and instant recognition

of our 'Brand' coupled with a long history of experience and reinforced as overly willing, proactive operators.

I'm sure that you too are often reminded of who you work for by outsiders? Be proud of our Company and be proud of the personalised efforts you inject. Be equally aware that you also carry responsibility; a responsibility to maintain the highest of service and ethical standards, the highest of respect for those around you and the highest of safety related compliance.

The photo of just some of the iPi Transport Fleet is a classic example of what we represent – the iPi Group. The message is indeed carried along the Highlands Highway each and every day and is highly visible and most recognisable don't you think?



*Some of the iPi Transport Fleet heading out early in the morning*

iPi ... on the move.

**Peter Long, Business Development Manager**

Peter.Long@AD.iPiGroup.com.pg

Hi everyone,

Some good news to share. I've been in Melbourne the past few days (June) dealing with suppliers in our transport business including Tieman Industries who manufacture our fuel tankers for us, and more recently, have built our specialist cement tanks.

Here I am at one of the Tieman factories with Daryl Diehl from Workshops on one side and Colin Tieman on the other. The demountable tanks in the background are all ours – our latest batch of purpose built equipment.

**Scott O'Reilly, CEO iPi Group**

Scott.OReilly@CEO.iPiGroup.com.pg





*Elu Were and his team at the Red Sea Housing, Baruni, Port Moresby Camp*

## iPi Catering

# Red Sea Housing, Green Hills, Baruni, Port Moresby

It is all happening and at great pace at Dr Gossett’s Green Hills Baruni Site; the Red Sea Housing Construction Camp – heading the charge down in Port Moresby are Ben Cummin and Daryl Royal along with their team of dedicated and progressive caterers and housekeepers all of who are combining to continue in that winning and collective way.

During one of his work related visits to Port Moresby; this in mid June, I had the pleasure of taking Peter Long out to Baruni to reacquaint him with an old and dear Client colleague of the iPi Group, Dr Gossett and whilst we went through all the site related issues at hand and at the time contractual style, it was terrific to have also a moment of social chat with Dr Gossett and his team along with Peter present.

It is very comforting to report to all the readers of the ‘insider’ that the Catering and related Camp activities on site are being managed with diligent care and attention. Dr Gossett is a true professional and a gentleman who knows exactly what he wants.

What we find most comforting is that Dr Gossett is delighted to work alongside us; this to make relevant changes, to slightly alter processes, to readjust if necessary any site works and do so in a manner that directly benefits the commercial interests of both the

Client and Contractor alike. I think he has quietly read our Policy on ‘Partnering’.

From the Camp numbers perspective, it appears that very soon the resident capacity will peak and whilst breakfasts and dinners in the messes are busy to say the least, watching the care and attention along with the sheer speed in the preparation and service of the take-out lunches is impressive. Our Kitchen staff have a solid handle on the volumes required and large they are however it is great to acknowledge the professional concentration and care-attention being placed on safe food handling, safe food transport and safe food storage.

I have submitted a photo of Elu Were and a small cluster of his team in full flight during a training session on the service issues relating to the prep and service of the high volume (hot) day worker lunches delivered to the Portion 152 ExxonMobil work sites – there is a team who relish total job satisfaction. Indeed, the iPi Catering team is proud of the achievements attained for Red Sea Housing.

**Chris Moroney, iPi Catering General Manager**

Chris.Moroney@AD.iPiGroup.com.pg

## iPi Group

# Our Warehousing Solutions

### Dear Readers,

It has only just come to my attention that there are a number of our people who had or have no idea that the iPi Group was heavily into Warehousing and storage solutions. I wish to rectify that gap in your knowledge and as such, please allow me to offer you some clarity and understanding.

Yes, it took me a while to really comprehend the diversity and depth of the iPi Group. I understood, like most, that transport and catering were two of our prime business activities yet coming from the lean of working down at Erica St in Lae for all the years I had there; this with Morobe Customs and Cartage, I saw firsthand the development of the land we hold. Scott O'Reilly, under his leadership and management, has taken the property from a simple, perhaps humble Container lay-down operation-facility to that of a fully fledged Warehousing complex now comprising of three significant buildings one of which (leased by Trukai Industries) is the largest single span building in PNG. Trukai also have the lease on the warehouse that was once occupied long term by Best Buy and the remaining facility was designed and constructed according to the specific wishes of Agility. Agility, like Trukai remains a long term and trusted tenant.

Further and as part of our continuous upgrade of facilities, we have commenced the on-going and staged revamp of the surface and road access areas at Erica Street. Ready-Mix are often down grading and levelling the surface area given the

heavy traffic volumes experienced. We have completed the lengthy concrete section running up and beside the larger Trukai warehouse; this to allow better drainage and dispersment of rain fall-storm water. Scott has investigated other alternatives for surface smoothness and overall protection with an outcome and solution soon to be delivered.

Current Lae based Warehousing is becoming a problem given the overall shortage especially noting the new ventures and mining activities happening within close proximity of Lae. I am pleased to say that we, the iPi Group, is most pleased to look again at any request from potential Clients for additional warehousing either in Lae or at 10 Mile. It is terrific to know that we are happy to work alongside Clients and offer them a complete design and construct opportunity.

So there you go ... if you were not quite sure what we do down at Erica Street, you now know. Oh, we also have as a highly valued tenant, the Container Lady; TradeCorp International have their Lae Office, yes, in a bright yellow container down beside the MTL Office just inside the front entry of the Erica Street property ... how good is that?

Well, that is my news ...

**Neil Cook, iPi Transport Logistics Support**

Neil.Cook@AL.iPiGroup.com.pg



Local Lae town deliveries adjacent to iPi Group's Erica Street Warehouse; Trukai Industries is one of our highly valued tenants



*iPi Transport, Lae base*

## iPi Transport Lae Workshop Activity

It is with a keen interest that a number of people within the Group have started to enquire about exactly what the Lae based iPi Transport workshop teams do each day.

Suddenly, it has dawned on many that the trucks seen cycling up and down the Highlands Highway, in and out and around Lae, around Goroka and Mt Hagen not to mention up in Porgera and along that section of road require ongoing and regular service and attention.

Perhaps it is because the iPi Group's newsletter, the 'insider' has in itself generated an interest; a curiosity in people, a willingness to learn more about how an operation of a fleet of some 50 plus trucks, tankers and ancillary equipment manages to stay afloat.

Having received the enquiries and questions via a number of sources, I am most happy to expand on what our team endeavours to achieve each and every day.

Are you ready? Let's start ...

Take a look at the photo; a beautiful shot of two of the fleet easing their way out of the workshop area. Yep, they look spanking and they are indeed ready for the long journey up the Highlands Highway. Let us assume for the moment that the truck-prime mover drive tanks are fuelled, drivers are well rested and ready, the bulk fuel on board the tankers is to capacity and all safety checks and measures have been done; pre start style. What brings the rigs to this point? Well, a number of highly skilled people, heaps of equipment, specific tooling, strict maintenance criteria, manufacturers specifications on service requirements and repairs, a range of expensive and associated spare parts along with replacement bits and finally, an exhaustive

list of processes, procedures, check lists and manuals. Let's not forget the safety compliances too – all which must be adhered to.

I suppose there are parallels to that of servicing a family car but in this case, all our work is bent towards heavy diesel mechanics, complex fuel systems, extensive wiring looms, heavy chassis and suspension configurations and of course, smart technology such as GPS transponders, radio communications, engine performance downloads and computerised servicing and systems requirements. Nope, a mechanic simply cannot start the servicing journey and complete the same him or herself. It takes a team of specialist technicians, diesel mechanics, auto electricians, supervisors, tyre experts, welders, spare parts people and computer specialists. So much so, our processes and procedures follow the same or like principles as aircraft technicians in the course of their work. There are standard but extensive and detailed checklists at each point of repair, service or change out of parts. Paperwork is critical and documentation essential.

Sure, we can only service the trucks and do so in a timely manner (and without compromise) as the trucks roll back in from their previous journey. Yes, the pressure mounts as Operations require trucks on the ready line; this directly from the pressures and stress they gain from Clients who all have their own priorities for future deliveries.

It is a juggle...we work closely with our spare parts people who work closely with manufacturer's specifications and determinations. We work closely with engine specifications and only repair and or service in line with guidelines laid out. Our work is indeed an exact and precise process; our staff all highly trained and at the ready.

## **iPi Transport** **Lae Workshop Activity** *continued ...*

As you may have gathered, it is a seven day a week operation and our workload is generally spread over a 14 to 15 work day; this spilt in shifts. We all recognise that in fact, we are not too far off the mark of a full coverage 24 hours a day. There are peaks and troughs in our workload however and in the main, the tasks are constant, never ending and unrelenting. Interesting enough, all I have covered here is just the issues relating to the Prime Movers and Rigid trucks; Kenworth's, Western Star's, Hino's, Foden's and an assortment of others tossed in the mix. I have not touched upon the bulk fuel tankers, the demountable fuel tankers and, the flat bed and step deck trailers. I have not touched any further than mentioning the spare parts shop and no have I mentioned the 'rebuild facility' and the activities based or

centred there on engines, gear boxes and differential rebuilds.

Perhaps if you will allow me, I may highlight these as separate articles for the 'insider' and submit those stories later.

Thank you all for the questions; indeed it is unique operation looking after the mechanical needs of our fleet. You may be surprised as to how many people are attached to this section of the iPi Groups Transport arm – have a guess?

I hope all this helps.

**Daryl Diehl, iPi Transport Workshop Manager**

Daryl.Diehl@AL.iPiGroup.com.pg

## **iPi Catering**

# **Ms Janet 'Right-Hand-Support' Wilson – Wonder Secretary!**

It offers me great pleasure to have the opportunity to jot down a few notes of sincere thanks and this to a most dedicated employee. I especially acknowledge her professional efforts and her magnificent flexibility.

I refer to a long term iPi Catering employee, Ms Janet Wilson. Janet has now spent years with us; firstly up at Tolukuma as the right hand and trusted secretary of Dennis Sparks; this from day one but it gets better. Speaking of flexibility, our Janet slots her hand in most successfully on such job roles as general and all round go getter, site accountant, payroll clerk, stand-in telephonist, typist, complier of all things site reporting, collating of records, man-day numbers, casual meal counts, accommodation monitor, housekeeping supervisor, roster lady and, meeting minute taker – these are just some of what Janet gets involved in.

Janet is now well entrenched at our Red Sea Baruni site with Ben and Daryl and believe it or not, she is up to exactly the same things. We cannot keep her still. Professionally, Janet shines with her application to task and her commitment to all things involving site records.

Janet carries the respect of all staff/all employees no matter what their individual job role or daily tasks are. She somehow is always available, appears without notice, has a finger on the pulse of the site, understands the heartbeat of an operation and equally receives terrific Client feedback as more than often, Janet is the face of iPi Catering when our front line Managers are out on the Project grounds.

Our Janet has wonderful control and a magnificent sense of being able to balance and with perspective, all employee issues and more than often, has solved problems before anyone is even aware that a problem exists. She is the hallmark of the true 'quiet achiever'. What she perhaps doesn't know is how much we notice – and this time, to all who read 'insider'.

**Ben Cumming, iPi Catering Manager, Baruni Project**

Ben.Cumming@AD.iPiGroup.com.pg



*Janet Wilson, Red Sea Housing, Baruni Camp, POM*

**iPi Catering**

# April HTA Qualifications

In April two trainers from the Hospitality Training Association visited iPi in order to continue their Australian Qualification program for iPi Catering staff.

Andrew Fuller, Front of House trainer, who delivers Food and Beverage, Camp Management and Janitorial Services, visited Porgera and Baruni, along with Chef David Husbands who delivers cookery visited Porgera. The qualification program commenced in August 2006 and so far has seen a total of 14 staff reach Certificate II level and 36 staff reach Certificate I.

The main aim of Chef David Husbands visit was to familiarise himself with the program and iPi operations in regard to cookery so he could fully appreciate the level of quality and service.

Chef David is quoted as saying,

“I am impressed by the volume of food produced and the quality of both the food and the service provided in such a remote location.”

The program will be ongoing, with the focus being on not just seeing these candidates continue on to Certificate 2 and 3,

but also enrolling new staff to begin the qualification process which not only strengthens the skills, knowledge and attitude of our staff, but provides iPi the necessary expertise to continue to compete and succeed in the market place.

Congratulations to the following staff on achieving the next level of qualification Certificate I Hospitality (Kitchen Operations):

- Mark Mindi**
- Kumbin Kulalin**
- Piuny Embaly**
- Buka Kiru**
- Micheal Aipolo**
- Simon Yai**
- Aipend Kole**
- Tobias Bore**
- Lopi Piwasa**

Certificate II Hospitality (Kitchen Operations):

- Luke Yai**
- Kanda Ipapu**
- Martin Peapo**
- Peter Aiyok**



*Chef David Husbands with Sampson Elias*



*Paul Tom impresses the judges*



*Winner Paul Tom in action*



*Competition participants*



*Certificate holders*



Port Moresby



New Century 21 Building housing iPi Catering office – just prior to completion, Port Moresby



Building complete with iPi Catering in

## iPi Catering

# Port Moresby Head Office

Further to the article in our Q1 'insider'; this on iPi Catering setting the pace and tone of progress down in our Nation's Capital, Port Moresby, we are pleased to provide you all with the very latest from the hub.

Chris Moroney and his team have settled in. That is not to suggest all laid back and rested but more in full flight on future work and opportunity given the well appointed, well configured and well optioned Office set-up. We have half of the first floor, Aus Aid as our direct neighbour and all this in the Century 21 Building, Hohola.

It is a centre of great activity with highly skilled reception and ancillary staff at hand, Accounting functions and support (Julie Sema, iPi Catering's Financial Controller principally Officed there now), HR Manager-Ms Brigitta Pondros located and Officed, MC Purchasing-Chris Dingi there, Operations Support-Paul Wilkie and, all under the stewardship, leadership and tutelage of General Manager-Chris Moroney.

Chris is delighted with the 'centre of business' enterprise; having a high end Conference Room available along with comfortable and distinguished visiting Consultant Offices certainly makes

life somewhat easier. Already our Client feedback is highly encouraging and this from two points of view 1) easy access to and with all at iPi Catering and 2) they find the surroundings and atmosphere comfortable, friendly and warm.

The advantage we obtain by having a centrally located facility-Office Complex (especially where it is) is that we can offer immediate and responsive Client information, have available to them applicable communications access and further a place for them to work from if needs be in times of 'from out of town' visitation. The flexibility of our floor plan lends itself to a unique working environment; safe, comfortable and inviting. I don't think though that we will ever wrestle the corner Office from our CEO – he has that one locked away and for good reason we all suggest.

The photos say it all – great signage, easy place to find and a terrific place to work from. No wonder the iPi Group is still the employer of choice!

### **Brigitta Pondros, iPi Catering HR Manager**

Brigitta.Pondros@AD.iPiGroup.com.pg

# Senior Staff Development Culinary Tour



Imindi Wai, Peter Tombe and James Kopai enjoying the sights along Brisbane River



Baking with Mark McMillan

In April, three senior staff from iPi Catering visited Brisbane in Australia to undertake a 4-day culinary tour. The guests were Imindi Wai, James Kopai and Peter Tombe hosted by National Training Manager Danny Ward. The tour was designed to enhance the skills of our staff in key areas and provide experience for them in different styles of cuisine, culture, service and operation.

**Day 1:** Straight off the plane and into their uniforms, iPi staff spent the day in a 9-hour bread making class with Chef Mark McMillan (our training partner) at the Hospitality Training Association (HTA) college in Fortitude Valley.

During the course the breads produced included Traditional Baguette, Boutique Breads, Sour Dough, Turkish Pide, White Bread Loaf, Hot Cross Bun and Chelsea Bun. Production was of an extremely high standard and the end result was honestly some of the best looking and tasting bread I have encountered.

**Day 2:** The tour group was met at Sunnybank Markets by two guest trainers, Chef Steven Ling – our regular Noodle Bar trainer, and Andrew Fuller – our HTA Food & Beverage trainer. They took the group on a tour of Asian markets, looking at ingredients, new products and service styles, then culminating in a lunch at



Asian tour with Chef Steven Ling and Andrew Fuller



Korean BBQ with Chefs Ji-yeon Lee and Daniel Lynam



Formal dinner at Summit Restaurant in Mt Coo-tha



Touring the beaches with Chef Craig Griffin



Twin Towns tour with Chef Kim Chilcotte

Shangri-La Chinese Restaurant where we were treated to the huge array of dishes common to the style of Yum Cha – cuisine traditionally served at lunch, and made up of many small dishes.

Following lunch we visited Brisbane City, the Botanical Gardens and then made our way up to the Summit Restaurant at Mt Coo-tha for a formal dinner and a view of the city by night.

**Day 3:** Early on Saturday morning, we loaded up the car and drove south to Coolangatta, just over the New South Wales border, where we were treated to a buffet breakfast then taken on a behind-the-scenes tour of Twin Towns Club & Resort by Food & Beverage Manager Chef Kim Chilcotte, Former Australian Culinary Olympic team member and Chief Judge for the Australian Culinary Federation, Gold Coast.

On the tour Chef Kim explained the workings of a large hotel, the synchronicity developed within multiple outlet venues, the principles of the hygiene system used, the receipt and storage processes and showed the group some recent innovations in products and catering service/technology.

After the tour we met Chef Craig Griffin, a south coast local, who showed us his version of coastal life, explained the gold coast dining scene and tourist market and shared some of his favourite beachside spots with us.

**Day 4:** At some point in every trip, there has to be some shopping, so we visited Garden City Shopping Centre to get those ever important souvenirs and essential gifts to take home for the wife!

While at Garden City, we visited Chef Daniel Lynam in his kitchens at Gilhooleys Irish Pub for a lunch of Australian pub-style cuisine, and of course, a glass of Brisbane's famous XXXX Bitter beer! After a furious shopping session, we travelled into the city for a tour of the South bank restaurant precinct and a ride on the Brisbane River on the famous CityCat ferry.

For dinner that night we were met by Chef Ji-Yeon Lee, who took us to Red & Grill Korean restaurant for an experience in Korean BBQ Cuisine, a spicy and full flavoured food that is actually cooked at the table by the guest.

In conclusion, the trip was successful. Tired, but much more knowledgeable, we all returned to work to our various kitchens. The desired effect will now be to provide a flow through of the new skills, knowledge and attitude that the staffs have acquired and that these new attributes will help to provide improved quality and service to iPi clients.

**Danny Ward, iPi Catering National Training Manager**  
 Danny.Ward@AD.iPiGroup.com.pg

# A Highlands Highway Tour

I mentioned in my opening address that I had the pleasure of driving, once again, the Highland's Highway from Mount Hagen through to Porgera; this back in May. Whilst the drive itself is nothing less than majestic with terrain and views seen nowhere else in PNG and all this coupled with a unique contrast of weather conditions (to boot), it is sometimes difficult concentrate on what the real purpose of the journey is all about.

Still, often the fun is all in the getting there. Throw to destination; Porgera. Yep, wonderful to have the opportunity to wander back into the region which first bought me to Papua New Guinea some 16 years ago. The trip did have its objectives and I think in hindsight I achieved them all plus some. Besides the pleasure of catching up with many Barrick-PJV Client representatives on site which in itself opened up a number of lengthy sessions of storytelling of 'the old days', the personal highlights to me were many and varied. Allow me a moment to share some of those with you ...

All too often we forget the faces, forget the names and forget the very people who had an influence in what we do, how we do it and importantly, why. Perhaps not 'forget' altogether (as that is unfair) but place the past to one side and we move on.

Stepping back on the Mine Site, wandering through the iPi Head Office, staying at the Mountain Lodge, having a meal or two at Suyan and Alipis 2, talking to the people at the National Meals Kitchen, driving through to the Paiam Warehouse and spending moments in and around the main Admin Centre saw a flood of old friends and acquaintances coming out of the woodwork.

I thought better to share with the readers of the 'insider' a few treasured photos of mine and these just a very brief selection of folks I met and spoke to whilst up there. I make a very special mention of Mr Angai Papo. Angai is our longest serving iPi

Group employee and works of course, in the Security ranks in and around the iPi Head Office at Porgera. I took the time to talk with Angai along with Jolson Kutato, Chairman of the iPi Group Board. Jolson and Angai are long lost, well bonded and trusted wontoks.

Going a little further, I was well looked after by Angai and his team of Security troops and as such, I thought it only fitting that they be acknowledged in the 'insider' too.

Thanks fella's for keeping a watch on my back although I don't think the personalised attention deserved anything other than many handshakes and allow me to please wander off?

I have added a special photo of Koronu and Minapi – two old hands based at iPi Catering's Paiam Warehouse. Being greeted by these gentlemen meant a lot to me as it has been years since I have seen either of them. They are classified as fixtures out there. Koronu extremely quiet but always emotional and Minapi quite the opposite I think you would all agree.

Finally, during my times on the Mine Site and a moment or two set aside for a brilliant Alipis Coffee, I could not help but capture the day shift crew enjoying a break in their morning work – yes, in the car park and all cheers it seems. Great to see the lads happy and not angry and looking for a war to attend! All great people, all happy, all still most content in working for the iPi Groups Catering Team. Top job lads.

My apologies for not being able to add more pictures but perhaps in the next edition of the 'insider' I could submit more of the people at the Head Office, the Warehouse, the Suyan mess, the NMK and others inclusive of our dedicated Office and Accounting staff. All this, not to mention the iPi Transport folks at Porgera, the Mountain Lodge staff and the bus operators. Please don't think that you are forgotten.



Mr Angai Papo, iPi Group's longest serving employee



The Porgera office security team



Koronu, Peter and Minapi



*The porgera Alipis 2 kitchen crew photo opportunity while on a break*

It is well worth the mention and special acknowledgement of the iPi Catering teams collectively working in Porgera and all based on the Barrick-PJV site/s – we still hold an unenviable Safety Record and one which is unparalleled. On behalf of the Senior Management and Leadership Team of the iPi Group, congratulation to the Catering staff – you have achieved great things and your Safety Milestones are an industry benchmark.

Be very proud of what you have sought to reach and attain.  
Champion effort all round.

Better leave it all at this ... but, there is more. Stay tuned.

**Peter Long, Business Development Manager**

Peter.Long@AD.iPiGroup.com.pg

## iPi Catering

# Out in the Real World of PNG

It is true, not all our Catering teams are located out in the field; this in the beautiful extremities and rural sectors of Papua New Guinea and as such, not all get to soak up the local culture and experience first-hand, the real and true nature of PNG.

Yes, some of us are indeed City and Office bound for most of our time, however, there are occasions where Chris Moroney and Peter Long team up, slip on the collar and out they wander – here is a snap shot taken by me just prior to Chris and Peter hitting Jackson's Airport for yet another journey out and into the depths of the Southern Highlands region (right). Notice that even our management team tool up in the very latest insect repellent infused clothing; of course it is a stunning look but when in Rome ... (do as the Romans do).

Seriously, the iPi Group is acutely aware of the need for appropriate and applicable attire, PPE and associated dress codes on all sites. We comply and are delighted to do so.

A good note to end on ... if you are issued as part of your 'job employment conditions of entry' etc with safety equipment, PPE, uniforms and/or general safety footwear, hard hats, glasses and the like – please, not only wear it all times but make sure you take care of the issues. You look after the quality and upkeep of the items and importantly allow no-one else to 'borrow' the same. This gear is expensive but is designed for your safety; it has a specific application, purpose and intent – use it always and accordingly.

**Mike Hallam, iPi Group IT Consultant**



*Chris Moroney, GM iPi Catering with Peter Long, Business Development Manager iPi Group*

## **The iPi Group**

PO Box 795 Lae, Morobe Province, PNG  
Ph: **(+675) 475 1400** Fax: **(+675) 475 1417**  
E: **iPiGroup@iPiGroup.com.pg**

---

iPi Ari Investments

iPi Australia

iPi Builders

iPi Catering

iPi MCC LSL

iPi Morobe Customs and Cartage

iPi Mountain Fuel Freighters

iPi Mountain Lodge

iPi Property Holdings

iPi Pacific Rim Meats

iPi Pacific Rim Logistics

iPi Stores

iPi Transport

Ipili Porgera Investments

---

[www.iPiGroup.com.pg](http://www.iPiGroup.com.pg)