

## Message from the CEO

Welcome everyone to Issue 11 of Insider, the edition which focuses on happenings around the iPi Group during the third quarter of 2012, and a lot has happened too! I completed my walk of the Kokoda track, and remain very proud of my participation as a member of the Westpac Spirit of Kokoda team. The physical challenge saw a few unwanted kilos initially disappear,



however I can report that regrettably, a couple of indulgent celebrations post walk saw them climb straight back on again! The team raised a very significant sum of money, over AUD\$350,000 for Mission Australia and the Save the Children PNG fund, and a formal cheque handover ceremony is scheduled for late November in Sydney.

It was an absolute honour to re-learn in a very physically real sense of some of the history of the track and to be a part of the team which raised such a large sum of funds for such worthy causes made the experience just that much more rewarding for me. In Business Development Peter Long gives his usual wrap up of progress during the Quarter, which has included a mobilisation for a further catering

contract at the SP Brewery in Lae; where we will be proud to deliver some service back to the organisation which has served so many of my employees over an extended timeframe! I attended as a guest of the Cairns Chamber of Commerce for the Mine Managers 2012 familiarisation tour during the Quarter, and listened as the Chamber and its delegates showcased some of the attributes of the Cairns region, following which we were whisked by helicopter to the Cairns Amateurs race day.

We have extended our sporting sponsorship from Rugby League in Porgera and the National League Competition, cricket in Lae and various smaller locally based sporting events to now include corporate sponsorship of the Cairns Taipans; the Cairns based entrant in the Australian National Basketball league. The sponsorship gives us a corporate box at the games resplendent with our advertising, which is in turn televised nationally and represents an example of our connection with the Queensland marketplace.

Callum McKinnon our Porgera Catering Manager writes about a Law and Order Forum we hosted at our hotel/lodge in Porgera and the opportunity to cater at a higher level. We use the lodge kitchen as a training facility for some of our local hires as they rotate through the PJV employment

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### IN THIS ISSUE

A Message from the CEO .....	1	The Luxury iPi on Airvos Apartments in Port Moresby .....	15
From the Group Business Development Desk .....	4	The iPi Group's Community Sponsorship Continues .....	16
Cairns Chamber of Commerce Mine Managers Famil 2012 .....	6	Human Resources Manager Travel to Tokoluma .....	18
iPi Group's 'insider' .....	7	iPi Catering is Awarded South Pacific Brewery Canteen Catering Contract in Lae .....	18
Kokoda WESTPAC Spirit .....	8	iPi Catering offers Employees English Literacy Training .....	19
VIP's Visit to iPi Mountain Lodge for the Law and Order Forum .....	9	Administration Ladies Take Fashion Commitment to a New High .....	20
Guest Trainers Visit Barrick - PJV Porgera and MCJV Komo .....	10	iPi Transport Undertakes Another ISO 9001-2008 Quality Assurance Audit .....	21
Bakery Training at Porgera .....	11	Our September 2012 Porgera Joint Venture Milestone .....	22
2012 Annual Porgera Barista Challenge .....	12		
Our MCVJ Komo Airport Project .....	13		

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## Message from the CEO continued ...

committee, (which committee checks the bloodline association with Porgera, upholding commitments to local employment) and also as a training facility for some of our chefs, and the opportunity to cater to official functions provides a fantastic opportunity for the chefs to showcase skill sets.

Our National Training Manager for Catering, Danny Ward writes of visits from Australia by our expat front of house trainer and our expat Asian cookery trainer at two of our sites; Porgera and Komo, during the quarter and details our move toward in-house production of targeted training videos for our staff. Danny also writes of the visit from Australia of our specialist bakery pastry chef trainer to the Porgera site, and following a successful tour of skills imparting we will be organising a return visit to train at some of our other sites.

Also in this edition and continuing the catering news is a brief on our annual Barista Challenge; our 4th such competition and this year witnessing some hot competition in the coffee stakes and a close win by Colin Lucas over Philip Isaac! We take our training responsibilities very seriously and every now and then the results are noticed, with Peter including a pleasant note of support from a visitor through our mess at Komo, and then we move away from the Catering updates and let you all know how the property division is going with an update on the 'iPi on Airvos' apartment complex development in Port Moresby.

We like to think we have a reasonably well developed corporate social spirit and where it is within our means to do so we actively support community based organisations, including sporting teams. Rugby League is a lifeblood sport around Porgera and we support local competition in various ways; and we include an article detailing our third now year of support for a representative team from Porgera to compete in the Cairns All Blacks league competition. The boys went quite well last year and are quietly confident of better results again this year! As we develop the Group we are structuring more Group wide roles and we include a story of our Human Resourcing functions where you may read of the visit to Tolokuma of our Group wide HR Manager, and then back on the training theme for Peter Aiyok, one of our Training Coordinators who writes about an English Literacy course we

ran for some of the shop floor employees. This course doubles over into our community support role too, as we partnered with the Porgera International Christian Academy to provide training and lend support to the functions of that particular organisation.

Next in the edition is a story from our ladies in Lae, who dressed up for the camera to celebrate the 37th year of Independence on 16th September, and then a story of how we also celebrated the return of our ISO Auditor to Lae to audit us for re-certification in our ISO 9001-2008 Quality Assurance standard.

Chris Seidel one of our seniors at Porgera relates the story of another celebration, that of our 17th year of service to the PJV, inclusive of some photos of the area from the original mine opening days.

Whether you receive this edition by email, post or are having a read in an airport lounge I trust you will enjoy it and enjoy your day, and feel free to contact me with any query or comment you may have.

Best regards,

**Scott**

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

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# From the Group Business Development Desk



Peter Long, Business Development Manager

## To each and all in our Group,

Welcome to our third quarter broadcast; the latest publication of the 'insider' newsletter. Of course and as always, we trust you enjoy the read and importantly, gain a greater insight into more of the goings-on in and around the iPi Group especially, during the past quarter.

And indeed, the past quarter has witnessed some exciting things happening on the ground. Please allow me to share just a few of the highlights which spring to mind. Perhaps and most importantly, I once again had the opportunity to spend time with a broad range of highly enthused Barrick PJV and iPi Group people in Porgera. My journey taken in July was mixed with the associated difficulties of traveling within Papua New Guinea during a National Election period. Normal passage is something that is set to one side however, I found the road trip both fascinating and rewarding. People's passion during the election process is quite something and sure, there are levels of excitement which do tend to boil over on occasions. We sadly witnessed some of this 'activity' in Porgera mid-July but fortunately, much if not most has settled post relevant announcements and the election outcomes.

My Porgera mission was very much focused on our Transport business; PJV fuel and bulk cement deliveries and in doing so, I enjoyed the good fortune of working closely with a number of highly respected Barrick Supply Department operatives. I'd like to acknowledge the time, dedication and commitment Jason Watson (PJV Supply Superintendent), Bill Ryan (Supply), Fred Mark (Logistics), the Fuel Farm team, the Paste Plant fellows along with the many others I had daily interface with. I was welcomed warmly and treated to unfettered access to specific areas I had an embedded interest in. Many thanks are extended. Gentlemen, your hospitality and professionalism shone through. I trust our collective efforts are now being reflected soundly in both verifiable and positive change. Our iPi Transport team are doing their utmost to reward the PJV with higher than expected results.

As an aside, many of you know, I have now commenced my 18th year with iPi and the personal and professional pleasure I gain from working with such a diverse group of individuals is something somewhat difficult to describe.

Just as is the iPi Group of Companies, my roots too are equally embedded in Porgera; my first suite of Project Management

responsibilities were attached directly to the Porgera Joint Venture and having opportunity to return, work on the shop floor, reacquaint with old and trusted friends (both at the PJV and across our locally based business arms) is not only a pleasure but quite the honour. Indeed, Porgera offers me a sense of belonging; it is the hub and central core of our being, our structure and our commitment. The Porgera Joint Venture I recall when I first arrived back in 1995 was just about to conclude Stage 4B construction. We, at the time, managed the foodservice needs from Alipis 1, Alipis 2, Yoko 2, the National Meals kitchen facility, Suyan and importantly the Tipinini Camp. Further to the commencement, it was not long after we worked diligently on the Yoko kitchen transition and closed the Alipis 2 messing facility. Added to this complexity, we formally and in conjunction with Placer handed over to the Tipinini Landowners the Tipinini Camp. Providing management support services to the Porgera Camp and Janitorial Services Company and initial training ventures to the same brings back many memories. Our role went far beyond simply the provision and delivery of an enhanced foodservice and sharp camp administration oversight. Our pledge was to embed ourselves in the initial and ongoing Paiam township development and we achieved this through

- 1) the timely construction of our Warehousing Complex and
- 2) our involvement with Barclay Brothers in the building of the initial cluster of PJV houses in Paiam. The village scene was set. This was further mixed and blended with the responsibilities of the iPi Super Store, the service station and the hardware outlet in the Porgera station. We have significantly invested human resources, funding and sheer passion into the valley.

Proudly, it was Tony Doherty (PJV Dog Unit), his wife Julie, Trevor Blake (Catering Warehouse Manager) and I who moved across and resided over in Paiam. Yes, the Expat community at the time was best described as 'small' and only expanded with a Manager or two who worked for Bishop Brothers. I have occasionally flicked through some old notes on the adventure and again, many fond memories come flooding back. It is important that I acknowledge the welcome and protection we were all afforded whilst living in Paiam.

Our National neighbours shared with us much and whilst late on a Sunday afternoon were we flogged on the basketball court by young children at a game not familiar with them, they spared us no embarrassment nonetheless.

Still, things change; we all change. We all move on to hopefully bigger and better things in life. The iPi Group is continuing it

its endeavour to do just that. Stay still and one shrivels and dies? Careful and well-articulated planning is behind each and every business / commercial move and this under the watchful leadership of our CEO, Scott O'Reilly along with his visionary Porgeran Board of Directors. We have maintained and embraced our Porgeran based heritage / culture and not forgotten our 2,500 Porgeran Shareholders; not forgotten our local Porgeran employees who have accessed many years of diverse training (and moved across many levels of our business) and importantly, not forgotten the people of the Porgera Joint Venture; the very essence of our highly valued business base.

We are deeply and inherently proud of our community and commercial partnership with the Porgera Joint Venture; the lengthy history shared is both rich and complex whilst our combined and intertwined futures are exciting and mutually valued.

The motivational support lent by the Porgera Joint Venture by way of past and current commercial opportunity has unquestionably afforded the iPi Group; this on behalf of our Shareholders and all Stakeholders, the encouragement and the enthusiasm to progress to higher levels of business achievement. In doing so the iPi Group is now viewed across Papua New Guinea as a progressive, proactive, innovative organisation with business interests spanning great diversity and involvement.

Our extensive client base has been built upon the framework and structure of a renowned quality reputation and this importantly in the delivery of goods and services along with a recognised, trusted and loyal management team; the latter who collectively demonstrate continuous professionalism and commitment.

I have highlighted the core values we hold close in and with our long term partnership of the PJV in the Porgera valley however, this goes further because of. Proudly we service the Barrick Gold Corporation and always will yet but hold close to our business loyalties, InterOil Products Ltd, Niugini Oil Company, Esso Highlands Ltd-ExxonMobil, the MCJV, Red Sea Housing Construction, Petromin Tolukuma, Traverse Drilling, the Morobe Mining Joint Venture, Esso Drilling, the CBI-Clough Joint Venture, Agility Projects, Trukai Industries, SVS along with many other significant business houses.

Perhaps at this juncture, I'd like to welcome the South Pacific Brewery into our suite of highly prized Clients. We, iPi Catering

have just been successfully awarded the Catering Services Contract at the SPB Lae Facility and we are delighted in the opportunity afforded to us. The South Pacific Brewery Senior Management Team both in Port Moresby and Lae have been a pleasure to deal with at all times and at all levels. It is most comforting to learn of the values SPB hold in our professional abilities.

It is perhaps worth reminding everyone within the iPi Group of the significant level of investment we place in business innovation.

This is not limited to just being the first Transport Company to install

and launch the Master Systems GPS Fleet Tracking package in PNG or, being the only Transport Company in the South Pacific with full ISO 9001-2008 Quality Assurance Certification or, being the only large scale Catering Company to hold full ISO 9001-2008 Quality Assurance

Certification on 'all' our Project sites or, being the only Transport Company to have embedded third party and independent Highway Driver Trainers in-situ but it stretches to working in harmony with our Clients and addressing their individual and particular needs as needs change, alter or alternatively, positive refreshment is required.

Again you will notice the level of satisfaction I gain from my role in the iPi Group. I too value the private and public level of support I receive daily and this from all quarters of our business entities. Indeed, I am most proud of our achievements, I know we are always looking ahead and continuing on that pathway of self-improvement and, whilst challenging and often difficult, is not reason enough to stay static, stay stationary or stay satisfied ... I think you all, like me, are hungry for success.

As mentioned at the outset of my notes, please enjoy the read and never hesitate to let me know where we all could be doing bigger and better things.

In closing and wishing you all the very best, perhaps I can leave you with this thought ... some see the glass as half full, others see the glass as half empty ... I tend to see the glass as in need of topping up. Cheers everyone and see you soon. Stay safe, be safe and, with equal balance, value the iPi Group Brand ... we'll talk again soon.

**Peter Long, Business Development Manager**

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***Our extensive client base  
has been built upon the  
framework and structure of a  
renowned quality reputation...***

# Cairns Chamber of Commerce Mine Manager Famil 2012

September 7th and 8th saw a unique cluster of Australian and Papua New Guinea based Mine Managers and associated dignitaries assemble in Cairns for the 2012 Mine Managers Famil (and yes, the word 'famil' refers to a gathering of like people seeking a familiarisation of sorts, best put). Proudly Scott O'Reilly, CEO of the iPi Group was in attendance; this as a delegate for the event. Scott was accompanied by his wife Meilyn for both days.

Amongst the attendees were:

- Mr Greg Walker, Mine General Manager, Barrick Gold Corporation, Porgera, PNG
- Mrs Carolyn Walker, Business Improvement Manager for Barrick Gold Corp, based Perth
- Mr Brian Corrie, Operations Manager Incitec Pivot Australia
- Mr David Cook, Mine Manager, Century Zinc
- Mr Max Esparon, Project Director, Wafi Golpu
- Mr Nigel Parker, MD and CEO at OTML, PNG
- Mr Ian Middleton, CEO, Ok Tedi Development Foundation, PNG
- Mr Mauricio Mora, Assets Manager, Paradise Phosphate
- Ms Jo Anne Scarini, GM for Rio Tinto Alcan, Weipa

Plus a host of VIP's, Cairns based Politicians, Senior Queensland State Public Servants, and Cairns Chamber of Commerce representatives along with an extensive breath of event sponsors.

The group were accommodated at the Cairns Hilton, dinner and cocktails on the first night with presentations by Cairns Chamber of Commerce and Advance Cairns representatives in the morning of the second day then a helicopter transfer to the races where we spent the afternoon in the Skytrans sponsored Chamber of Commerce marque with private catering included. Word was that all was very smart and wonderfully well organised. Post the race day events it was then back to the Hilton; a brilliant dinner together and a second night in the hotel before departure back to relevant work sites.

In speaking with Scott following the famil, he certainly was most proud to be both afforded the invitation along with being in the direct company of the business dignitaries each of who were representing their individual organisations with enthusiasm and professionalism.

## The Editor



Guests at the 2012 Mine Managers Famil

# iPi Group's 'Insider'

Avid readers of the 'insider', we are continuing to receive wonderful feedback on our publication and much of this is due to the efforts, the stories and the photos you send through. It is encouraging to all of us who work behind the scenes collating the material you forward; including all this is our pleasure.

However, we'll not stop there and just expect articles of note to stream in. No, we again encourage each of you to share with us your news and thoughts. As always, please use this passage as a gentle nudge to get you motivated enough to spend a moment or two and jot your idea down, send through your photos regardless of how professional you may or may not think them to be. Sure, I have had many an approach saying "Peter, I'm not sure my story would be worthy", or, I'm not sure anyone would be interested or, "I'm not sure my spelling and words would be alright?" Please be assured that we are here to equally help all of you in times of uncertainty. This is your publication and it is your voice we wish to hear so no matter what your thoughts are, they are important to us.

Please, do not be shy ... your news is our news and we enjoy spreading the same. This is an excellent medium for you to be heard. So, you may have a personal story to share, you may have seen something funny, you may have a safety message you wish to deliver, you may have a photo or two of friends-family-work colleagues-situations or strange things in general? Regardless, we are delighted to receive it all.

You'd be most surprised as to who reads our publication and further, never underestimate the volume of feedback we have sent through ... that in itself is interesting ... allow me to copy here one very pleasing email following the issue of our last publication. Many thanks Peter Shingles for the time you have taken to comment on the 'insider'.

Peter,

The iPi News....I think it's a great idea – great insight to your business, brings out how passionate you all are about what you're doing and shows the many activities that is happening within iPi.

Helps Suppliers and customers understand what you're trying to do and certainly can't be a bad advert to potential customers as well.

Thanks and Best Regards,

**Peter Shingles**  
**National Logistics and Distribution Manager**



So there you go. I am happy to share more with you but in saying so, it is your turn to flick us off your stories.

I look forward to receiving them all. Here is on final hint. Our next 'insider will be out just before Christmas. Dear me, that

should offer you may leads and or ideas for messages of good cheer. Cheers. Look forward to hearing from you soon.

**The Editor, C/O Peter Long**  
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## iPi Group

# Kokoda WESTPAC Spirit

I walked the Kokoda Track from the 26th August to the 3rd September as an invitee on the Westpac Spirit of Kokoda Trek team. On the trek were 8 quite senior executives of Westpac, inclusive the Chief Executive Westpac Institutional, the Regional General Manager for Pacific Banking, the GM of Pacific Banking and the MD of Large Corporates, together with some clients inclusive the CEO of McDonalds Australia, the CEO of iiNet, the Chairman of Bega Cheese, the MD of Greenhill Caliburn, the Chairman of Mission Australia, the PNG POM based boss of Hornibrooks; and me!

The concept of the trek was to walk the Kokoda track, pay homage to those men who went before us and specifically to coincide with the 70th Anniversary of the Battle of Isurava, and in doing so to raise funds in equal portion for Mission Australia and the Save the Children Fund of PNG.

As I write the team has raised AUD\$352,297 and with an undertaking by Westpac to match the amount raised internally by their own employees, which at the time of my checking was AUD\$92,543 out of the total – the ultimate amount to be handed over is going to be very very significant.

The iPi Group is proud to have contributed a small amount toward this quite grand total and proud to have donated along the trek including an amount toward the school fees of the porters who were so very vital to our journey.

Customs for the Australian based trekkers was an issue on arrival, with one in particular carrying 10kg of assorted little milky ways; mars bars; lolly snakes and oreo's! After dealing with that the Group assembled at the gateway, where Matt Lewis of Hornibrook, and I managed a few last training fluids (ie SP's).

In the morning we flew to Kokoda then walked to Isurava for some 6 hours including a very steep climb under the humidity belt and at around 35 degrees which nearly felled a few of us and had me scanning the skies for signs of a helicopter evacuation! I had not really trained too hard for the trek and although my head was in a great place it seemed my body might not hold up. I came good though, and the next day we arrived at the Isurava War memorial, conducted a very moving ceremony and listened to much of the history of the area from our extremely well informed torture mistress, I mean guide, Nikki George of PNG Trekking Adventures! After Isurava we

walked up, then down, then up, then for a change down, oh and then up some more; and no it wasn't undulating, it was steep up, steep down hard going with some mud, plenty of glucose tablets, some rain and some creek crossings thrown in for good measure! We encountered roped river crossings, ammo dumps in the middle of the jungle and passed quite a few fox holes. Most nights the camps were glorious, with clean fresh, though bracingly cold water to swim in before dinner and then off to sleep. Most days we would rise around 4.30am, and walk come dawn, arriving into camp late each afternoon.

Each day included highly memorable stops, like medical rock where the wounded received help along the track, or Myola lakes where the biscuit bombers dropped supplies, or brigade hill, or the summit of Mt Bellamy or how I'd taken a small collapsible fishing outfit with me and after I gave up trying one of the porters managed 3 trout with it and I got to eat one as the donator of the rod! A real highlight for me was Naduri Village where we met one of the last remaining fuzzy wuzzy angels,

### *Each day included highly memorable stops ...*

a very moving experience made better when one of the Westpac ladies proffered a picture of her father, who had fought in the Lae / Salamaua campaign and was

lighting a smoke for one of the PNG Carriers of the day in the photo she had.

Whether memories are faded with age or not the current day fuzzy wuzzy angel was certain that he recognised the man in the photo and many tears flowed with that memory and an emotional shared experience. Along the track we donated various items, including medical supplies, soccer uniforms, school supplies and money, and we were richly rewarded with the smiles of the children, and the singing of the church choirs.

To misquote and expand on one of the memorials we passed; the track is a shrine that honours all diggers and the fuzzy wuzzy angels, it is where memories are fostered and where they might be triggered again in the future, and while we walked it we remembered how a step was a triumph and how victory was so hard won'.

I'm very grateful for the opportunity to have participated in the trek and highly recommend it to others that may be considering it.

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

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The set up

## iPi Catering

# VIP's Visit to iPi Mountain Lodge for the Law and Order Forum

On Monday September 3 the Porgera Joint Venture hosted a gathering of some 80 dignitaries for a Law and Order Forum; this held at the iPi Mountain Lodge, Porgera.

Mine General Manager, Mr Greg Walker was part of a very special group of interested stakeholders which included the Honourable Peter Ipatas, Governor of the Enga Province, the Honourable Nixon Mangape, the newly elected Local Member along with local presentation of the Police Force personal, members of the Porgera Allied Workers Union, personal from the Paiam Hospital, the local council, PJV Community Affairs representatives and many other interested and concerned parties ... quite a fair and balanced community representation.

The aim of the session was to discuss and table all concerns and solutions, listen to all interested parties and gather all material required to assist in quality outcomes; all this relating to the recent period of social unrest and community disharmony in and around the local Porgera area.

At the conclusion of the forum, lunch was served by the iPi Catering team.

Our sincere thanks go to Dominic Ken and his catering team at iPi Mountain Lodge for the professionalism and dedication demonstrated in the quality foodservice service presented. The modest Lodge dining room was immaculately set up and, done so in the Porgera Joint Venture black and gold colours.

We equally extend our genuine thanks and gratitude to the professional efforts of the Catering Teams located at both the Alipis 2 and Suyan messes and this for the quality production support lent to the Lodge team.

A special mention must be made of Daniel Clark. Daniel produced a Lunch Menu of incredible flair and flavour combinations inclusive of dishes such as Slow Roasted Rib Fillet with Béarnaise Sauce and Mushroomed Potato Mash, Lobster in Curry Scented Tomato Sauce served with Avocado Rice and the most divine Chicken Parmigana variant I have tasted in much a long time.

Lipu Yangukali, PJV Communities Relations Regional Superintendent thanked the iPi Catering Team for their contribution to the forum, which especially in this case, provided the perfect conclusion to the day's events.

Opportunities to provide levels of service such as the above allows iPi Catering staff the platform to showcase high end catering skills and culinary techniques not always possible in our daily meal service to the resident mine worker population. It also reminds us very vividly and clearly of the high standards we are capable of delivering.

**Callum McKinnon, Project Manager iPi Catering, Porgera**

## iPi Catering

# Guest Trainers Visit Barrick – PJV Porgera and MCJV Komo



Andrew Fuller addressing iPi Catering Staff



The new dishes



Steven Ling and Chris Bee

iPi Catering's commitment to ongoing employee-staff training took yet again a leading example of 'in the field' opportunity this July. We were fortunate enough to secure visits to both iPi Catering Porgera and iPi Catering Komo by our long time training partners Mr Andrew Fuller and Mr Steven Ling.

Andrew is iPi Catering's Customer Service Expert specialising in the training aspects of Food & Beverage Service, Front Office and Housekeeping while Steven is our specialist in Asian Cookery. Steven has been instrumental in the success of our 'in' dining room Noodle Bars attached to the PJV Porgera mine site messing facilities.

Andrew toured both the Porgera based operations and the Komo Project facilities and this with the aim of assisting in the ongoing development of our Customer Service areas primarily with a focus on Food & Beverage service, Coffee – Espresso production and importantly, Telephone techniques. Andrew equally worked with our Housekeeping staff at iPi Mountain Lodge and over at the MCJV Komo Airfield Project; this to further improve and polish our Housekeeping services and associated attention to detail.

Steven spent eight days at Porgera at both the Alipis 2 and Suyan Camps again to specifically up-skill our highly talented Chefs especially and more so, our lead Chefs who directly operate the Noodle Bars located above.

As part of his Training regime, Steven introduced some new speciality dishes which are now inclusive on our Menus.

These are not limited to the examples listed:

- Beef & Black Bean
- Malaysian Curry Chicken
- Stir Fried King Prawns in Chilli Sauce
- Squid in Garlic Sauce

While on site both guests trainers participated in a series of video sessions with these to be used in the planned production of iPi Catering in-house Training Videos. The videos have been designed, written-scripted and produced to support and enhance our site based Training Programs. Having easy and uncomplicated access to the self-paced and self-learning components / modules will offer some of our employees an opportunity to digest information at a speed they are comfortable with. We believe these videos will be a terrific learning tool especially having faces of trainers they know sharing information and demonstrating skills and knowledge they hold in their fields of expertise.

The Porgera Training tour concluded with a VIP function being held and this where Porgera Joint Venture 'guests' were invited to sample the new dishes being trialled for our Noodle Bar Menu. They were treated to an array of cocktail finger foods produced by the Alipis 2 iPi Catering team lead by Catering Manager Colin Minto.

Guests were entertained by the Annual Porgera Joint Venture mess based Barista Challenge, a Competition run each year to allow our up and coming Coffee Baristas to showcase their abilities, but more on that later.

The utilisation of Guest Trainers allows iPi Catering to introduce and or reinforce skills, knowledge and attitudes critical to our ability to remain Papua New Guinea's premier caterer.

**Danny Ward, iPi Catering National Training Manager**

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## iPi Catering

# Bakery Training at Porgera



*Chef Mark McMillan with iPi Catering Bakery Team*



*Freshly baked bread*

In August of this year we excitedly welcomed the long awaited visit to Papua New Guinea of a Specialist Baker-Pastry Trainer, Chef Mark McMillan.

Chef Mark was previous a Training partner of the Hospitality Training Association and I have had the pleasure of knowing Chef Mark and working with him in various kitchens for in excess of twenty years. In fact, Chef Mark was my Head Chef when I was an Apprentice (and a tough cookie he was too, if you'll pardon the pun)! Readers of the 'insider' may recall Chef Mark's name from an edition mentioning the same in one of the 2011's Newsletters. Chef Mark was one of the trainers delivering the specialty Bread Course to the members of iPi's Culinary development tour in Brisbane last year.

His skills in the areas of Bakery / Pastry are second to none and this combined with a passion for creating quality products and maintaining a cost effective kitchen environment, makes him a highly valuable addition to our team of External Training Providers.

Some of the speciality goods produced during Chef Marks visit were:

- A full and complex range of specialty breads plus
- Biscuits and many of
- Cakes & Gâteaux
- Puddings

- Slices
- Old favourites such as Pies & Sausage Rolls
- Quiches
- Pavlovas and meringue based sweet-dessert products
- Choux based products such as éclair and profiteroles

Six lucky participants from our bakery section were fortunate to have spent ten days with this pastry master. They were:

- Luther Pelege
- Simon Tamba
- Waija Tapilo
- Meiwe Neme
- Joe Esaro
- Benjamin Jackson

The ultimate goal of this Course is to ramp up overall improvement to the level of absolute quality customer satisfaction; after a hard day's work we recognise that a sweet treat at the end of the meal is often one of the key's to truly satisfying our customers.

Thanks again to Chef Mark for accepting the challenge of helping us to make iPi Catering's Bakery and Pastry products some of the finest in the land; we look forward with baited breath, anticipation and overly keen taste buds to your next visit.

**Danny Ward, iPi Catering National Training Manager**

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Collin in action



The judges



The contestants

## iPi Catering

# 2012 Annual Porgera Barista Challenge

On July 10 of this year we celebrated the fourth Annual Porgera Barista Challenge and again the competition was held at Alipis 2 Dining Hall, Porgera Joint Venture Mine site.

Keen contestants from both the Alipis and Suyan messes competed for the honour of being heralded this year's Porgera Champion Barista.

The competition was held in conjunction with a VIP luncheon attended by guests from the Porgera Joint Venture, Barrick Gold Corporation.

Yes, six contestants battled it out by demonstrating their individual range of skills and knowledge required to produce and serve espresso coffee. Included in all this practical work was equally the theory knowledge of coffee bean varieties and styles of coffee along with, where required, please produce three styles of coffee; a flat white, a Cappuccino and a Long Black. The contestants were also judged on wastage and the "X factor" - (their personal presentation, point of difference, innovation and customer service technique).

Contestants on the day were Junior Barista's;

- Phillip Isaac

- Lawrence Alo
- Collin Lucas
- Bruce Kapi
- James Timo
- John Lamo

And the results were as follows:

**Winner** Collin Lucas – big congratulations

**1st runner up** Phillip Isaac – brilliant effort

**2nd runner up** Lawrence Alo – and a job well done

Prizes included a DVD player, a rechargeable spot light and a pair of binoculars plus all contestants received a copy of the iPi Cookbook ... signed by Danny Ward we hear. Ahhhh, a collector edition no less!

A very special thanks go to our judges:

Dr Ame – PJV

Mr Andrew Fuller – Guest Trainer

Marcus Martin – (past) Porgera Barista Champion

**Callum McKinnon, iPi Catering Project Manager, Porgera**

## iPi Catering

# Our MCJV Komo Airport Project

### Dear readers of the 'insider',

You are very much aware that we pride ourselves in our work efforts, our attention to detail and our application to the provision of the very best of Catering standards. Our Projects are more than often positioned in out of the way locations, logistics opportunities are challenging and the working environment throws up all manner of difficulties. Accordingly, we are renowned for getting in there, rolling up the shirt sleeves where required (or allowable), dipping the shoulder and putting in the hard yards and this across all levels of our business activities. Of course, our delivery of service especially in the catering and hospitality fields are viewed and judged three times a day, each and every day by all who experience or partake in our dining room service.

Yep, regardless of the hurdles laid before us, I am proud to acknowledge the sterling efforts of our remote located catering teams-crews; they do a terrific job and whilst we internally understand and applaud the commitment to service excellence, there will always be a vast gap between a genuine complaint and that of a sincere thank you. The former is one we handle with

professionalism and positiveness. The latter comment or feedback is a very much nice-to-have. It provides a warm and comforting smile knowing that we have touched someone in their busy and pressing day ... especially when one goes to the trouble and effort of putting their feedback in writing. Fortunately, iPi Catering is the recipient of many nice-to-have notes, letters, emails, and general verbal comment.

I was fortunate to have received the below email from Mr Mark Jackson, a gentleman with International SOS, the Medical specialists who provide the associated support services across all the ExxonMobil PNG LNG EPC Projects. Mark understands PNG well and has a deep empathy for the difficulties Catering Teams face daily ... I thought sharing his feedback with you is most deserved.

Thanks Mark for taking the time to share your 'thank you' with us. To the iPi Catering team based on the MCJV Komo Project ... a job well done. See, people do notice your efforts.

### Peter Long, Business Development Manager

Peter.Long@AD.iPiGroup.com.pg

**From:** Mark JACKSON  
**Sent:** Friday, July 27, 2012 7:12 PM  
**To:** Peter Long  
**Subject:** My thoughts and many thanks to MCJV Komo iPi Catering Team

Hi there Peter

I would like to pass on my comments regarding a recent superb lunch I had at the main mess facility attached to the MCJV Komo Airport Project. I have spent the past eight weeks eating-dining in every one of the ExxonMobil EPC Projects messing facilities excluding the CJJV. The food and the service at Komo provided by iPi Catering was excellent. I can only imagine delivering a Ramadan special to boot and as well as the numbers are growing steadily; it is a tough challenge. Knowing the Catering-Foodservice Industry as well as I do sincere thanks for a great experience. iPi's delivery of excellent service must be a comfort to the MCJV workforce. The catering standard offered rates at a level some other camps have yet to glimpse.

International SOS, a contractor like you, feedback is essential so please pass on my sincere thanks to the iPi Catering team.

Best regards,

**Mark Jackson**  
Group Senior Manager Special Projects  
International SOS,  
Level 4, 32-34,  
Mahuhu Cres.  
(P.O.Box 105-783)  
Auckland,  
New Zealand

The email sent from Mark Jackson

## iPi Group

# The Luxury iPi on Airvos Apartments in Port Moresby

**News from the editor's desk:** In line and in keeping with our promises; these to your enquiries and emails on how all is tracking with the iPi on Airvos Apartment development in Port Moresby, we are delighted to share with our readers an update on the events thus far.

So, going on from the previous quarter's information, steady progress is still being made and importantly maintained. Sure, the assorted pictures tell quite the story however coupled with all of this is the support remarks from Bill Sweet, Managing Director, Digara Construction Services who says, "the iPi on Airvos Apartment Complex is singularly one of the most challenging tasks we have embarked upon" and in saying the same, Bill comments that "it is equally one of the most rewarding too given the nature of the building, the project site and the engineering oddities".

There is much structural - form work, rebar /mesh and concrete pouring still going on and whilst the foundation works are of course highly critical, the forward planning process is also happening and this in conjunction with the site based project activity. Bill says it is quite the balance in having all come together and as one. The construction of Airvos is rather unique; it doesn't follow normal convention and is full of building innovation. The technologies involved are quite different however Bill says that he is most delighted with the project timeline adherence and in general, how things are tracking at present.

It has been noted but well worth a mention again, the interest in iPi on Airvos has us all surprised and by that we suggest 'delighted'. It appears that all 23 Apartments are being viewed as highly desirable and this in so many ways ... dare we mention the location, the extraordinary views-vista, the ultra-modern appearance, the superb internal fit-out plans, the living amenities, the security and of course, the luxury?

Indeed, iPi on Airvos is a development we are proud of. So, again you have asked and again we happily offer you an update ... stay tuned for more.

### The Editor



## The iPi Group's Community Sponsorship Continues



*The Porgera Nuggets team who took part in the 2012 Cairns All Blacks Festival*

As many of you would imagine, there is not really a day goes past without a request for a Corporate donation, perhaps some sponsorship or even products-goods in kind being asked for and in the main, all requests are judged and evaluated on their individual merits. Of course, the iPi Group cannot meet all requests and do so positively however, our Board of Directors, our CEO and our divisional General Managers actively support many Charities and NGO's, sporting teams, community groups and on occasions, individuals who have shown and demonstrated inspiration and determination.

One of our prized Groups and a continuing recipient of iPi Sponsorship is of course the Porgera Nuggets Rugby Team ... and aren't they doing well-we hope they will and wish them all the very best. We could not help but be proud to see and read in a recent Barrick-Porgera Joint Venture publication, Porgera Positive, the below article. Thank you Barrick for the inclusion of this article in your excellent publication. We acknowledge the article being written by Mr Stanjoe Tero.

### **Porgera Nuggets ready for Cairns**

The Porgera Nuggets rugby league team is preparing to take part in their second All Blacks Sporting Carnival in Cairns on October 26-28.

Training for the international event started two months ago and selection of a team is yet to be made. Officials are planning on taking an 18-man team with three officials.

Volunteer organiser Stanjoe Tero said the Nuggets were aware of what to expect in this competition having already entered the Highlands Zone Trials and Coca Cola Ipatas Cup.

iPi will again be the main sponsor for the team and Porgera PJV has also come in to support with a donation of K25,000 and will be meeting travel costs. The carnival is mainly for indigenous communities: aboriginals, Torres Strait and Thursday Islanders to showcase their rugby talents. It's aimed at improving football skills in indigenous communities.

Stanjoe Tero said the event is big deal for the Nuggets as it is the only international team outside Australia invited to take part.

The carnival provides opportunities for players and the Porgera local league to directly expose their talents to North Queensland clubs scouting for talent during the carnival.

The carnival is an annual event and has been running for over a decade. The Nuggets first competed in 2010.

Forty plus teams are competing this year. The format will include an under-18's, open women and open men's. Teams come from as far as Brisbane, Rock-hampton, Mackay and

## The carnival provides opportunities for players and the Porgera local league to directly expose their talents...

Townsville. Porgera will be the only international team participating in the men's open category.

Given the large number of teams taking part this year, the prize money for the carnival is expected to be more than AU\$50,000.

In their first trip in 2010, the Nuggets were accepted by tribal elders and other indigenous communities and initiated into clans. This year, the Nuggets will be playing under the Gunganyi tribe and clan, who are joint traditional landowners of Yarrabah and Cairns City.

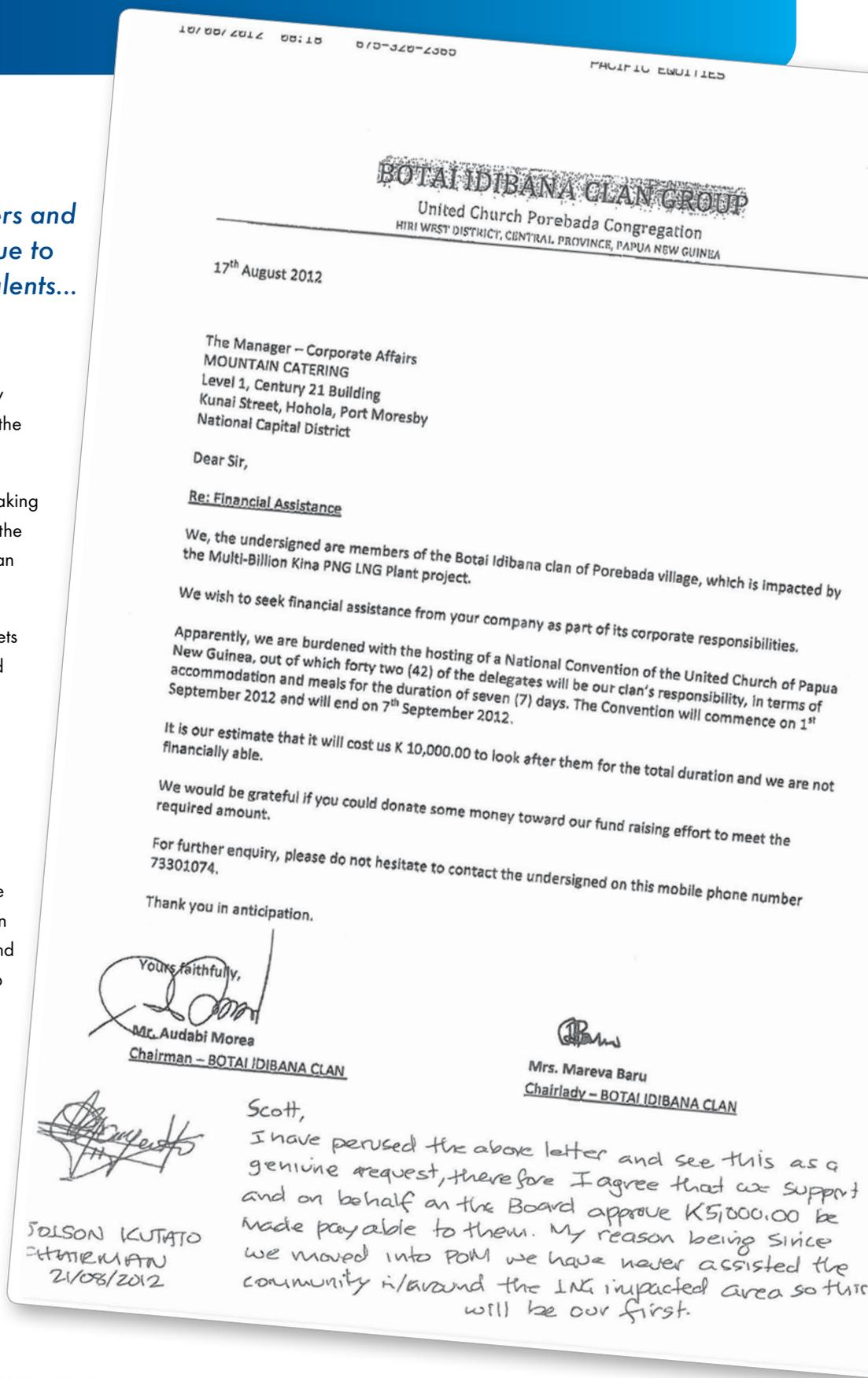
Meanwhile, the local rugby league competition in Porgera has been on hold due to the general election and officials anticipate to get it back up and running when all the election hype has settled.

Further to the good news on the Porgera Nuggets, the iPi Group has recently donated K5,000 toward the cost of accommodation and food requirements associated with hosting the National Convention of the United Church of Papua New Guinea. Some 42 delegates are expected to attend inclusive of Porgeran and Engan women.

The Convention is viewed as a highly desirable and deserved cause and importantly, iPi Group Chairman, Mr Jolson Kutato, stated that he is, on behalf of the iPi Board, delighted to support ongoing and significant charity donations as this underpins the value the iPi Group places on its business and social participation and more so directly into the areas and communities we have exposure in. The iPi Group has a social obligation and one where as best we can, we will meet at all opportunities.

Many thanks Jolson,

**The Editor**



## iPi Catering Human Resources Manager Travel to Tolukuma

iPi Catering would indeed like to recognise and warmly welcome our newly acquired highly charged, highly enthusiastic and an extremely well qualified practitioner of HR, Ms Tessie Tai Tsido. We trust you enjoy the iPi journey and your new found career path with us Tessie. It is great to have you aboard.

Tessie is based in our Port Moresby Office yet the requirement for travel is not limited to only but a few selected personnel. Yes, Tessie has already been on the move. Only recently Tessie had the good fortune of being a special guest on our Petromin Tolukuma Gold Mine site. Tessie was hosted by me and was afforded all the splendour Tolukuma offers; a beautiful location up in the Central Province.



The catering staff at Tolukuma

Tessie visited us to primarily speak collectively and then individually to our Catering staff. She wanted to make sure that all staff members felt as if they were part of the large iPi family but in doing so, allocated much time to speaking privately to our people. She addressed a few but important outstanding and related issues, Tessie was well received by all and her visit and time spent was indeed most appreciated.

Tessie, you are welcome back any time. Our dedicated staff looks forward to seeing you again soon. Thank you for the time you have devoted to us all. Catch you soon.

**Ross Stormont, iPi Catering Quality Assurance Manager**

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## iPi Catering

# iPi Catering is Awarded South Pacific Brewery Canteen Catering Contract in Lae



Wonder if you recognise the above Logo? Indeed, it is that of the South Pacific Brewery and accordingly, I am proud to announce that iPi Catering is now, as of the 21st of Sept, partnering the South Pacific Brewery at their Lae facility ... yes, we are about to provide SPB an enhanced iPi Catering renowned quality catering service for their staff canteen and this across three shifts per day seven days per week.

We offer our professional thanks and acknowledgement to Stan Joyce, GM, SPB, Kuri Yuwai, Brewery Manager (Lae), Jenny Jenkins, Administration Manager, SPB (Lae) along with her Catering Committee together with Edmund Tapo, Purchasing Manager, SPB (POM) and Jerry Atahu, Human Resources Manager, SPB (POM) each and all of whom have diligently worked with us in the build-lead up to a successful and mutually agreed Contract sign off.

iPi Catering is delighted to welcome the South Pacific Brewery to our stable of highly valued Clients. It is both our wish and aim that iPi Catering's professionalism and enthusiastic approach to all things customer service will be now entrenched in the Lae based canteen services. The applicable and polished foodservice delivery attached to the same will be unquestionably enjoyed by all SPB staff and employees alike.

Thank you SPB ... we eagerly look forward to providing your dedicated and highly motivated workforce with that same level of warm and generous hospitality SPB is so renowned for.

Should we now say ... cheers?

**Chris Moroney, General Manager, iPi Catering**

Chris.Moroney@AD.iPiGroup.com.pg

## iPi Catering

# iPi Catering Offers Employees English Literacy Training

A world famous comedian once uttered that selecting words and using them is one thing but getting them in the correct order is rather important too? The English language is a difficult one to learn, understand and use so, to help and assist our shop floor employees, iPi Catering embarked upon a quest of delivering English literacy training for our catering staff in Porgera. Whilst the need for such was identified some time ago sourcing a quality training provider was not a simple matter and nor was it an easy task.

Thus, the iPi Catering Training Department embarked on a program to source both a training provider and a location to deliver this important communication tool. Equally the Training Department identified and selected a number of key staff members to whom the training could be offered.

Yep, we suffered a few false starts and a couple of dead ends as sometimes piloting these programs witness however with some tenacity and patience, the program is now up and running and is in full swing.

The Program has been organised under the stewardship of Peter Aiyok, iPi Catering's Training Coordinator. The Program has been ongoing now since late March 2011 and this in conjunction with our Training Partner, the Porgera International Christian Academy.

Flexibility in Training delivery is important given the hours of work and shift complications of our employees so it was decided that the best alternative for Training sessions to be held would be during the mid-shift changes; this to allow selected staff to be released from their culinary duties. All classes are

conducted at the Alipis 2 Haus Win and this very much with the kind and generous support of the Porgera Joint Venture who equally see the benefit of our Training endeavours.

The Course takes the form of a 'Phonics' program; a system or process of learning English which focuses on the use of the 'sounds' of the words in the English language and builds upon speaking, written and comprehension skills from there. We have moved away from the more traditional methods of learning English based on grammar; an approach more suited to the style of adult learner.

Some of our regular participants are:

**Yanjol Yako**

**Maso Eno**

**Kapi Yuku**

**James Moses**

**Chris Bee**

**Kumbin Kulalin**

**Jack Kuipe**

**Tipin Kipu**

**Bui Ipane**

**Marcus Martin**

Encouragement is extended from iPi Catering Management to each of the participants in the Program. The mastery of language and holding sound communication skills are seen at iPi as integral to overall career development and enhancement; more so in the common but complex application of Quality Assurance requirements across our business and isn't that a necessity in today's activities?

Remember – the opportunity is there for the more you learn, the more you can potentially earn!

**Peter Aiyok, iPi Catering Training Coordinator**



**iPi Transport**

# Administration (Lae) Ladies Take Fashion Commitment to a New High

Many celebrations were held across the country marking Papua New Guinea's 37th Independence Day, Sept 16th of course and all during the associated long weekend gazetted to mark the special and proud occasion. We have witnessed some brilliant cultural activities along the way. The weekend was certainly something very unique to visitors and tourists alike.

But none more so out there than our team of dedicated iPi Transport Administration ladies all based at 10 Mile, Lae. Yes indeed, our team of fashionista's dolled themselves up to mark the milestone and gee, do they look the part?

None us have a clue of where they found the time to accessorise themselves and then, collectively group for one very special pose in front of the camera however, we are all glad they did.

Ladies, from all of us within the iPi family, a job well done. This is a terrific effort and one which would have cost quite a few kina to put together. Perhaps in time, you may open your own fashion house and with your very own fashion label. Could well be a winner. Could we suggest a competition to name the new line of clothing and accessories?

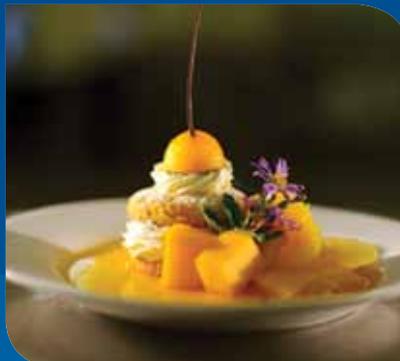
Lovely stuff ladies and again, thank you for making such a wonderful effort.

**The Editor**



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## iPi Transport

# iPi Transport Undertakes Another ISO 9001-2008 Quality Assurance Audit

During the course of August (6th to the 9th), the iPi Transport Senior Management Team in concert with Scott Vidler (Lead Auditor) and Craig Conley (Team Auditor) both from Compliance Australia Certification Services (CACS) hosted a Recertification ISO 9001-2008 Quality Assurance Audit; this at our Central Transport Hub in Lae, Papua New Guinea.

Three days of intensive reviews of our Transport systems, processes and procedures were undertaken which then saw, post the final close out meeting, a final Report being received from CACS. Our task before us is to now professionally and positively react and respond to the Report.

Our first agenda item is to review the August 2012 QA Audit and from there and secondly, review the Action Plan Matrix. Critical to this process of review is the participation of Maso Mangape, GM (MT), David Sneddon, GFO, Rauka Ovia HR (MT), Greg Langley Logistics (MT), Daryl Diehl, Maintenance, (MT) and myself.

Many within the iPi Group have and rightly so, little understanding of the workings behind QA Certification and the ongoing retention of that industry qualification. It is both complex and stringent and this more the ongoing testing and verification process aimed at upholding and, as mentioned, retention-reissue of the Certification. Of course, the iPi Group is highly protective of our QA status; proudly so and accordingly, these Audits and subsequent review meetings take time, effort, concentration, endeavour and commitment from and by all participants.

Quick, accurate and timely reaction is required in the process of recertification. If there are highlighted non-conformances either minor or major and these are not actioned and rectified-corrected within very tight timeframes, recertification may not be granted or approved. Thus, the review process is championed

by myself however distinct and specific tasks are handed over to Departmental Managers for their action and correction. It is once again a team effort; a combined all in response.

I am delighted to suggest that most of the action plans and associated close-out dates have been agreed by all parties-people-the full QA Committee however some will require further corrective action. It has been agreed that we will target the 21st of October as the date we will formally respond back to CACS and this at the latest. In the meantime, Departmental Managers are in the process of closing out all outstanding NCR's as noted from our previous Audit and these I will collate and manage. NCR's from the current Audit Report will be equally handled and managed by me yet I will work in conjunction with the relevant Department Manager and assist them to achieve timely close out status.

On behalf of the iPi Transport Management Team, I thank the CACS Auditors, Scott and Craig for their time, their expertise, their clarity in Reporting and for their professionalism. It is comforting working alongside sharp and involved people who not only know their job function and responsibilities clearly but importantly too, they deeply understand the complexities of our business too.

Indeed, lots of hard work still ahead but looking forward to clearing the pathway as we journey down the ISO 9001-2008 Quality Assurance Recertification process.

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

*The iPi Group is highly protective of our QA status; proudly so and accordingly.*



**ipi Group**

# Our September 2012 Porgera Joint Venture Milestone

There still remains a resounding and important historical date and this specifically relating to the Porgera Joint Venture and interestingly enough, from all the old Catering hands in Porgera. That date is September 23, 1995.

As we cross over the same in 2012, I am reminded of the stories, the laughs, the good and difficult times, the people past and present along with where we have come from to where we are now today. Many treasured memories I have but nowhere near the volume others within the Group hold.

Please, readers of the 'insider', allow me as a relatively new comer but back into the fold and family of the iPi Group recently, to congratulate one and all for reaching 17 continuous and brilliant years of proud history and service to the Porgera Joint Venture.

I'm prompted to pen an article because of but more so given the recent discovery (in the bottom draw of an old past archive unit), a number of folders holding many photos ... all marked 'Peter Long' and all capturing much of the activity in the various mess facilities across and beyond the PJV mine site. Many of the faces I do not recognise but there are plenty of the 'old hands' referred to above who are fortunately still with us ... that shows longevity and dedication and equally applied to both PNG Nationals and Expatriates. Really interesting stuff in this collection of dog eared photos; I even found an original Sept 23, 1995 badge which back then, was attached to the 'day one' commemorative jackets handed out to all employees. How good is that?

It is interesting and pleasing to note in a recent 'Porgera Positive' the acknowledgement of people such as John Gillman and Jim Dempster (to name only but two); these guys along with the now few PNG Nationals who were on site as of 1990. Their combined history and contributions to the PJV are well recognised and having worked alongside them a number of years ago and again now, I think that as Caterers, we too have proudly travelled quite the journey with the PJV. Fortunately there still remains a core crew of Porgera people who hold closely the memories of the Mine's history; its development and its people. I have read thoroughly the recently released PJV Coffee Table Book (terrific publication) and I now fully understand why (although we all cravenly have a private chuckle behind his back) Peter Long carries this book

around with him collecting in the same, signatures, notes and written comments from past and current people of the Mine. We understand that Peter is quite guarded with his collection of written mementos. One day, he may in fact share it with all of us. Sadly I'm told, Peter will never have the full library; the full collection. The custodian of that key is firmly held with Mr Chris Trainor so Peter suggests. None of us have argument with that comment.

We share a common bond with the people of Porgera and how have we seen the change over the years to the Porgera Station, the general roadside activity, the Paiam township expansion and importantly the influx of population to the area? It is interesting too that much of our work is beyond the mine site boundaries, beyond the SML and very much into the community at large. Whether this be over at Paiam or at the iPi Mountain Lodge or perhaps even up and along the old original Porgera airstrip itself given the market and social meeting points dotted through and along there, so much has changed and so much has altered. Regardless, we are deeply part of it and quite rightly, stand proud of the iPi Group's achievements both locally in and around Porgera and, beyond. Barrick, we are here to continue the journey with you and indeed, we all look forward to our Catering 20 year milestone. It will be cause for vibrant and colourful community celebration.

**Chris Seidel, iPi Catering, Relief Project Manager**



*The recreation hall at Yoko 1*



*Mount Wari Wari*



*Yoko 1 camp*



*Porgera Station*



*Porgera Local Government Council Offices*



*Yoko 1 camp and Porgera Station*

## **The iPi Group**

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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

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