



# insider

**ISSUE 42**  
THIRD QUARTER 2020

## INSIDE THIS ISSUE...

- | Message from the CEO
- | Becoming a Master of Time
- | Flashback to 2010
- | Raun Raun with iPi

...and much more



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# Message from the **CEO**



**Scott O'Reilly, OBE**  
Chief Executive Officer  
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## Welcome everyone to the Third Edition for 2020 of the iPi Group's Insider!

Last issue I bemoaned what was in reality only the beginnings of the Covid impacts and now this Quarter we are really seeing some of those manifest in ways that might perhaps not have been expected last quarter. Temperature checks every morning now a norm, masks becoming so, and a watchful eye on each update as released. Smaller business must already be suffering greatly and the informal sector with roadside markets being moved on even more so. Our thoughts are with everyone for a pragmatic approach, a safe response and a healthy outcome.

The Porgera Mine site remains closed and of course this affects us greatly. We are the largest contractor, and second largest employer behind the mine itself and so self evidently the impacts on us have been difficult. I've held as many of the team on board for as absolutely long

as I could however with no immediate end in sight to the impasse have started to reduce staffing levels and to take the financially responsible steps that need now to be taken.

To brighter news. Trent Scott, Director of Business Development kicks off with a round up of his Department through the Quarter. Trent reflects on how different we were all approaching opportunity just 12 months ago with multiple outdoors style opportunity for shows, expositions, challenges and social events and how this Quarter we have internalised a lot of the training, taking the opportunity to bring in house and in doors some of the events that might have otherwise seen us out and about. Even in the somewhat challenging times Trent and team have focused heavily on training, support and wellness. Next in the issue Peter Long, the Catering GM talks to the new normal and how his team have dealt with the issues faced through Covid times while still delivering exceptional service on the project sites. As is right and proper Peter pays homage to the efforts and dedication of his Porgera based Catering team members who have been let go through mine closure.



We include a flashback to the third quarter of 2010 when we were all in full swing LNG Project style, then the PNGDF team talk to their preparation of some 1,300 breakfasts for this year's Remembrance Day and we include a brain teaser for the problem solvers among you.

Next we share a healthy Bircher Muesli recipe and some tips on time management followed by some toolbox chatter from the guys in Transport. Rob Braunberger the Lae Workshop Manager continues the issue with some recycling tips and positive attitudes and then we tell the story of our brand and more particularly its trademarking in the quarter via our Group Financial Controller David Sneddon who worked with our Intellectual Property lawyers to complete the trademarking of our identifying names, logos and other materials; a total of 20 individual items all said.

Behind the scenes we share a couple of quick snaps of film crews at the Airvos Residential complex, POM office staff walking the hills behind Savannah Heights and to round off this Quarter we profile Agnes Were who has notched up 22 years of service in my HR Department, and even though she wants to get into the kitchens and cook along side the tradesman there, I'm sorry Agnes your HR skills are just too good and we can't let you into the mess kitchens!! Have a great read everyone, stay safe, stay positive.

...**Scott**

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# From the Business Development DESK...



**Trent Scott**  
Director - Business Development  
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These have certainly been some unprecedented times and I don't think any of us ever imagined that this would be playing out the way it has been if we were to travel back in time 12 months ago.

This feeling prompted me to do a quick trip down memory lane looking through our Q2 and Q3 insider issues for 2019 to see what was being reported 'back then', the activities that our teams were undertaking as a comparison to what is occurring now as we all navigate this Niupela Pasin.

What jumped out was the number of external events, The Va'a Canoe Challenge to help raise funds for the PNG South Pacific Games team, our boys from Mountain Property Holdings strutting their stuff at the Lae Flower and Garden show and iPi teams participating in the PwC Corporate Run Challenge, along with various externally run skills development and life-long learning initiatives undertaken by staff such as Financial Literacy Training, Quality & Assurance training, and First Aid just to name a few.

With pandemic measures limiting gatherings to be less than 100 and social distancing measures to be practiced both at the workplace and in public many of these external activities we had hoped to participate in for 2020 have had to be cancelled or postponed indefinitely.

The last quarter has seen many of our staff at the various locations utilise this time to undertake in-house training, and soft skill development as well as reflecting on our own personal health and wellness and how this can contribute to a positive work life balance moving forward for the new normal.

One key initiative was the commencement of the Wellness Walking Group in POM who meet on Friday afternoons for a 4-5km walk which includes a challenging hike up to the top of the Savannah Heights hills between Hohola and Waigani.

Our Catering Q&A team has also been very active utilising this time preparing and commencing their training workshops for our Catering Teams within the PNGDF project and our Transport workshop and operations teams have also been undertaking extensive R&M activities on our fleet and utilising the availability of trucks in the yard before they head out on their next trips around Lae and along the Highlands Highway.

Whilst the situation has not been ideal, the iPi Group's proactive approach has really shone through, always looking for solutions and being innovative in our actions.

So whilst some may say we have to get used to doing things differently, it is re-assuring to both the iPi family and our valued clients that our commitment to quality services with our fundamental core activities and values being unchanged and our commitment to our people and our many valued clients across the country to offer a quality and reliable world class service still remains our priority as they too adapt the changes of the new normal within their own respective industries, workplaces and family environments.

The Business Development Unit has been actively engaging with both our current clients, some prospective new clients and on a positive note we have welcomed some new clients who have recognised iPi for our integrity Professionalism and innovation, and joined our growing list of valued clients.

The final touches to our 10 apartments at 'iPi on Ugava' were also finalised with the fitting of the lightbox sign and are now ready for prospective tenants to move in. We have received lots of positive feedback on these apartments from a number of organisations that visited our Open Haus event, saying the apartments offered a new level of quality accommodation for Port Moresby's urban lifestyle, with the added benefit of scenic views and safety.

If you follow us in our Social Media Pages (Facebook, Instagram and LinkedIn) thank you!, we have seen a steady growth in the number of people following our activities of late which has also included a small milestone of over 2,000 active followers (now 2,200+) on Facebook.

**Stay safe, keep smiling.... and do the right thing even when no one is looking!**

# iPi on Ugava



## Urban Lifestyle - Relaxing Views

A boutique complex consisting of ten spacious 2 bedroom, each with private ensuite apartments. Centrally located in Waigani's Diplomatic hub. Suiting both Professionals, and FIFO workers.

- Fully furnished with brown and white goods
- Swimming pool, BBQ and Entertaining facilities
- Open plan kitchen, dining and living with modern quality appliances
- Fully equipped laundry, office space and duel undercover parking bays
- 24/7 onsite Security and Back-up power
- Vision City Shopping Mall, Royal Papua Golf Club, Moresby Arts Theatre, Parliament Haus, National Museum, Port Moresby's Jacksons International Airport and more, all located within 5 minutes drive

**The iPi Group**

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# General Manager's THOUGHTS...



**Peter Long**  
General Manager iPi Catering  
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Hi everyone,

**In the last edition of the 'insider' I made mention of our shift across from the long held Hohola Head Office to that now of our new Office located within Stratos Towers; this opposite and overlooking Vision City in Port Moresby.**

Yes, absolutely settled in and remain most protective of our modern working environment. We have since now welcomed a number of Client representatives, supplier representatives, valued guests and quite a few visitors all of whom are most impressed with not only the layout but more the functionality of our premises. Indeed, all of us who work from the POM Office are very pleased with the room and space we are afforded.

Speaking of room – we are all now working in a regime known as the 'new normal'. Importantly iPi Catering has taken a lead in the manner in which we work; the routines and practices which now are a must to follow rigorously. Social distancing is of course key here together with regular hand washing and constant nose/mouth covering. We are governed by the Covid-19 protocols. I am overly proud of how quickly our staff have embraced the 'new normal' and the maturity behind each and every staff member's measured but highly relevant shift across to alternative personal safe work practices.

Dealing with the Covid-19 imposters and because of the unknowns, fear and fright obviously surfaces – to be expected however our POM Office staff have listened to all Covid-19 related updates and 'town hall' sessions delivered - we hold these regularly – information (accurate and true) is what we table/share with

opportunity for open discussion and questions. If ever there was a model of integrity in embracing the 'new normal', our POM Office staff are it.

Given all I have just outlined I am extremely delighted to add that all Project Sites too (especially our POM based operations) have been offered the regular and timely Covid-19 updates. Again, our employee base have been proactive and in the main, very positive in adopting to the ever changing circumstances we face. Each and all have worked diligently to embrace the shift across to working in an environment of work space isolation best said. That practice has taken much focus and careful attention.

To every single iPi Catering employee; this where-ever you are stationed, thank you for making the change and thank you for showing the care and consideration for not only yourself, your fellow work colleagues but equally the people we serve three times daily. We are receiving wonderful feedback from our Clients stating openly how pleased and comforted they are given all that we display, given all we are doing by way of protecting one another.

Moving away from the Covid-19 issues, it is with much sadness that we are saying good-bye to a number of our (and in many cases) long term Catering employees who have been attached to the Porgera Joint Venture operations. As we have all read/seen in and across various media outlets, the PJV Mine has indeed shut-down and presently in a Care and Maintenance mode. This of course has led to many highly valued employees losing their jobs.

Heartbreaking stuff when our association with our crews go back so far, however there is hope and trust that potentially the 'smoke' will again soon start rising again on site.

On behalf of all who are part of the iPi Group family, we thank each employee leaving for their past efforts



and involvement in our PJV operation. You have done yourself and the iPi Group proud. We do trust the many valued years of employment has placed you in a position of being able to comfortably retire or in the alternate, use your

many highly tuned skills and specialist talents to secure other employment elsewhere.

The Porgera shutdown has indeed impacted our overall business however we have carefully and methodically shifted our focus across to many other opportunities. Together we will take on-board refreshed challenges and embrace change in the manner we always have. In the meantime, our presence in Porgera, whilst somewhat limited and certainly far lessened than that of when the mining operation was at full noise, remains highly important and very much protected. Our foodservice up there is still the envy of the mining industry across PNG. Our professionalism and dedication to task will never wain – it is the spirit of iPi Catering.

Our polished Papua New Guinea Defence Force hospitality is being delivered with conviction and enthusiasm. As one would imagine, with the current Covid-19 complexities the PNGDF has personnel moving across country and Base numbers are varying weekly. Whilst this is nothing new for us, it does throw up all manner of tricky nuances and it is here our Supply Team in the POM Office work closely with our Defence Project Management Team ensuring that there is always enough stock on the multiple sites to cope with any sudden troop movements in and out. Further to all this activity are various functions and specialist dinners. Yes, all this for the PNG Defence Force people but we also aid and assist the New Zealand and Australian Defence Cooperation staff with a number of similar requests. Stepping forward on another measure, we proudly help and support with ideas and planning, draft designs for (within the last quarter as an example) the new proposed Messing facility on the Manus Island Navy Base. Adding to the planning team is always a pleasure and our professional views, we are delighted to say, are most welcomed.

I'd like to table as part of my notes, the Remembrance Day Gunfire Breakfasts this year were simply the best ever delivered. I thought last year our Catering crews across all PNGDF bases hit the jackpot but nope, our staff outshone themselves this year. I was simply warmed with the many lovely emails, notes and calls I received thanking iPi Catering for such a memorable Gunfire Breakfast. Defence personnel across the board were exceptionally happy.

Again, I chose to thank our long term and supportive supplier base and this across every site we operate. Whether this be supply directly to each Project site or delivered across and into our Lae Warehouse for onwards transport, we highly value the sponsoring support we receive. I know I consistently utter this however our valued supplier based is an integral component of iPi Catering's success. This requires genuine acknowledgement and accordingly I table the same.

I'd also wish to say that even during these troubled and unsettling times our training regime and commitment to the same remains fixed and firm. Terrific results are being returned and I am delighted to see the level of participation. Nanai, our National Training Manager most proudly leapt into my office only a week or two ago to show me our latest Cookery Apprentice's Certificates...wow, another three fully qualified Cooks – how good is that!!!

Finally but certainly not understated, I wish to thank Henry Bayagau for his dedication, focus and involvement in the recent and successful external Quality Assurance 9001-2015 (external) Audits. Henry's drive and professionalism is a credit to him but his work equally reflects upon all of us who manage the daily stewardship of our QA program. All fine to suggest that this is Henry's baby yet his leadership draws in all managers and generally staff across all levels of iPi Catering. His enthusiasm for absolute perfection is catching – the very thing we want and wish for all our staff to contract!!!

Great stuff Henry – great stuff Nanai – great stuff and congratulations to all.

Again, always happy to pencil out a note or two for the 'insider' and I do trust my update is of value.

Other than that, business across our Catering base is as always, flat out – the way it ought to be hey?

Delighted to restate my long standing mantra..."work safe and play safe"

**Cheers and we shall talk soon...stay clear of the 'big sik'.**

# FLASHBACK

to Q3, 2010

## ExxonMobil PNG social club and family fun day in Port Moresby

On Sunday the 29th of August, iPi Catering was in full presence at Port Moresby, resplendent in polished uniforms and safety apparel and all this to present and serve a VIP BBQ for some 270 members of the ExxonMobil PNG Social Club and their extended family members - some 500 very special people to serve lunch to.

Whilst it was a very social and informal day, a day of relaxing and gathering together out of work hours and away from the hustle and bustle of PNG LNG Project pressures, our professional and highly responsive catering team was on the job. The planning and preparation for such an event

takes considerable concentration and management. Carlo and his band of dedicated caterers put the final touches on the midday BBQ, all this after the careful and selective Menu planning, discussions with the ExxonMobil SC representatives, supplier meetings, truck hire, BBQ purchases, special equipment access and staff mobilisation.

The day commenced with MC Mike Davillier welcoming the Essa Highlands Managing Director Mr Peter Graham and the EOM Social Club President Maui Alaluku and all members, family and friends. A few important speeches and announcements were delivered and then the activities commenced with great excitement. There were kid's games, face painting, sporting events, swimming pool activities and many interesting-informative safety displays and demonstrations.

We clearly understand and embrace the ExxonMobil Culture of worker and project safety as being paramount. Even on social occasions, safety is blended into the events of the day. A water safety demonstration was viewed by many, a fire extinguisher demo impressed viewers, a "sink those germs" bean bag game was actively participated in, a hand washing booth was right there for all to work; even a sunscreen and hand sanitiser station was present and indeed used by all.



The Buka Bamboo Band's performance was a real treat.

The iPi Catering team presented a marvellous and innovative display-spread of well prepared, food safe and succulently cooked BBQ food. Juicy steaks, great sausages, stunning chicken alternatives and seafood were cooked perfectly. We believe that not a single person went hungry given the many choices on offer.

It has been a pleasure catering to the very specific needs of the ExxonMobil PNG Social Club members and families; great people, great food, great day and a safe journey all round.

Best of all, working alongside ExxonMobil as a business partner allows

the iPi Group to equally share in the social aspects of the LNG Project Development in country.

Our new iPi Catering Operations Support Manager, Paul Wilkie, been with our organisation now only for a few short weeks, commented on how well the planning and preparation went for the event. Paul is certainly impressed with the team approach, the 'can do' attitude, the concentration and processes ensuring safe food delivery through all levels of the staging. Paul made specific attention in speaking personally to a wide cross section of the guests attending the function and all responses praised the efforts and professionalism of the catering enterprise present. Paul said it was indeed both important but touching to receive feedback and communication so warmly delivered.

**Stirling effort team ... Congratulations and thank you to Carlo and his dedicated caterers.**

## Remembrance Day



Remembrance Day is celebrated in PNG on July 23 as on this date in 1942 soldiers from the PNG infantry battalion supported Allied Forces in attacking a forward party of Japanese troops at Awala in the Kokoda region. This was an historic landmark in the country's history as it was the first time PNG soldiers had engaged in battle on native soil. This memorial day is intended to remember the members of the PNG armed forces who died on duty in the first world war, the second world war, and subsequent peacekeeping and law and order engagements within PNG and abroad.

Gunfire Breakfast was the name given to the breakfast taken by soldiers prior to a morning battle. During World War One Bully Beef was served with coffee laced with rum. This would've been prepared and eaten cold as any fires and smoke would've given their position away to the enemy. With bayonets fixed, ready to face some of the worst experiences they could imagine rum acted as a form of 'liquid courage' and to 'liven the senses.'

The breakfast has since evolved into a hot meal like Bacon, Sausages, Saute Potato's, Baked Beans, Fried Eggs, Bread, Fruit Platters and of course coffee and rum. Remembrance Day was celebrated with a Gunfire Breakfast at Murray Barracks, Taurama Barracks, Igam Barracks, Moem Barracks HMPNGS Tarangau and FOB Vanimo.

The turnout was lower than previous years due to the Covid-19 threat and the need to social distance but these important traditions were still safely upheld and our iPi staff all 'stood to' to prepare and serve over 1300 breakfasts after the dawn parade for PNGDF soldiers, invited guests and their families.

**Lest we forget.**

# BRAIN TEASERS

1. **Forwards I am heavy. Backwards I am not. What am I?**
2. **What belongs only to you yet is used more by others than by yourself?**
3. **When is your uncle's sister not your aunt?**
4. **What number comes next in the following sequence? 2 4 8 10 20 \_**
5. **What is black when you get it, red when you use it and white when you are all through with it?**
6. **A man pushes his car to a hotel and tells its owner that he is bankrupt. Why**
7. **In British Columbia, you cannot take a picture of a man with a wooden leg. Why not?**
8. **What makes more as you take them?**

See answers on page 17.



# GOOD NEWS STORIES...

## Always a welcome invitation

Hello readers the 'insider' here...

On behalf of the team can I please pass on our sincere thank you for all the contributions to this edition of the iPi Group's 'Insider' magazine.

Your stories and your photos are always embraced, and a reminder whilst we do our best to include the photos sent through it is far better that we receive high resolution shots as this does improve the overall look and quality of our publication.

Keep in mind that the iPi Group's 'insider' is your broadcast medium and we highly encourage you to use it. It is your message board and it is a wonderful means of highlighting to all in and associated with the iPi Group the things that are happening around you, your workplace, your community, your province, and your sporting interests and successes as way of example.

We warmly welcome your participation in the publication, and wish to see your happy snaps, hear about your suggestions, your achievements, or your favourite fashion tips...

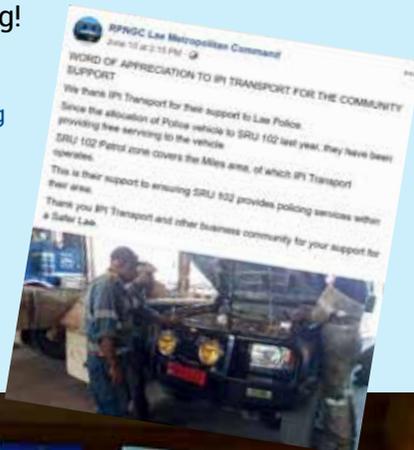
**Keep smiling and happy writing!**

...the 'insider'

BusinessDevelopment@iPiGroup.com.pg

**BELOW:** iPi INSIDER IN PX LOUNGES | Now you can grab hold of a copy of the iPi 'insider' magazine in selected Air Niugini lounges. Available in Port Moresby, Lae, Mt Hagen and Rabaul.

**RIGHT:** iPi TRANSPORT ASSISTS LAE POLICE | A snapshot of the Royal Papua New Guinea Constabulary Lae Metropolitan Command Facebook page extending their word of thanks to the team at iPi Transport for always stepping in to provide free servicing to their vehicles.



## Recipe for Success: Bircher Muesli

**Daniel Clark**

Catering Manager – Porgera Joint Venture  
iPi Catering



**Delicious, healthy muesli you can make the night before. 15 minutes to prepare and ready for breakfast.**

### Ingredients

**1 gala apple, unpeeled, quartered, core removed**

**1 cup (90g) rolled oats**

**½ cup (125ml) apple juice**

**½ cup (130g) fat-free natural yoghurt, plus extra to serve**

**1 pinch Ground Cinnamon**

**¼ cup (25g) flaked almonds**

**¼ cup (30g) walnuts**

**2 tablespoons pumpkin seeds**

**Blueberries or strawberries, to serve**

### Method

**Step 1:** Coarsely grate the apple. Mix the grated apple, rolled oats, apple juice, yoghurt and cinnamon in a bowl until well combined. Cover and place in the fridge for 1 hour or overnight.

**Step 2:** Combine the flaked almonds, walnuts and pumpkin seeds in a small bowl.

**Step 3:** Stir half the nut mixture through the muesli with ½ cup of yoghurt if the muesli has been soaking overnight. (If the muesli has been soaking for 1 hour, add a little extra yoghurt only as desired. Top with the remaining nut mixture and blueberries or strawberries serve.

**Serves 2**

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## iPi Catering

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iPi catering is one of the largest volume, industrial caterer and camp service providers in the Asia Pacific region, providing extensive food service operations to the PNG mining, resource and service sectors.

Whether your requirements are for a remote 50 person fly camp, or a 2000 strong multi facility mine site base - no matter what the location or how extreme the conditions, iPi Catering can deliver!

iPi catering successfully balances variety and taste with nutrition, consistency, reliability, food safety and value for money.

All meals are prepared with the best ingredients using the latest food handling procedures and safeguards.

Logistical support in terms of supply chain, storage and administrative assistance, all serve to promote exceptional solutions for all our valued client and partners.



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# Becoming a MASTER OF TIME

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By Mark Heerema

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If you want to become an individual who maximises every second, versus one who spends time on an unlimited budget, there are four simple actions you'll want to take.

## Train your brain

If there is one point that you take from this over any other it is this: maximising time must be a mindset before it will ever become a habit. I can't count how many people I have heard say, "I want to be better with my time!" But, I can count just how many people have been able to do it. What is the difference between the two?

MINDSET first, habit second. Most people try and create the habit of being more efficient with their time before they have convinced themselves as to why.

## Implement a system

The best definition of the word "system" in this context is: "organisational habits". A system is the habits you have developed with how you organise your day and everything involved in it. You see, having a "system" forces you to do things consistently. When we do things consistently, we develop a pattern of behaviour, and that pattern increases our efficiency, which makes us faster. In other words:

**Consistency = pattern = efficiency = accomplishing more in less time**

The second reason why you want a strong "system" is to help guide your decision-making. It's crazy how many arrows we have flying at us in a day. How do you choose what to do? What do we give our attention to and what do we let go?

An effective "system" will help solve that problem because your "system" works as a filter and a holding tank.

It aids in helping clarify what is important and what can wait. What is truly urgent and what is not.

A "system" will save yourself, time, energy and money!

There's a quote I see in many of the offices I visit which states, "Lack of planning on your part does not constitute an emergency on my part."

It's perplexing to me when I work with individuals who are stressed because of their own creations!

## Expect some bumps

How you spend your time is a series of behavioural habits and priorities, so even the greatest of intentions won't put you at your final destination.

Learning how to maximise your time is a process, not something you possess.

Be gracious in your mistakes, while challenging the current way you operate.

Achieving this balance will allow for the necessary growing pains which are sure to accompany your journey, while simultaneously providing you with the self-motivation and accountability necessary to complete your mission!

## Make rules to live by

Through my experience of watching small differences of time utilisation create drastic differences for professionals, there are nine rules you can implement today to begin changing your results. Here they are in no specific order, with a brief explanation:

### **RULE #1** Plan your day

Jim Rohn, a premier expert in the field of personal development said, "many people spend more time planning vacations than they do their lives! Our days are no different. We take time to plan our vacations so they are enjoyable and we do what we want. Why are the days we work any different?"

### **RULE #2** Give yourself time to "clean up"

"I'll do that first thing in the morning", you promise yourself. The next morning while you are completing your task an email comes through that catches your attention. Before you know it, it's 11:00a.m. and your day is doomed.

Advice: Get home at a time that warrants you the opportunity to clean up your day. Starting fresh the next morning is a great feeling!

### **RULE #3** "What is my ROI?"

Remember, there are a number of psychological factors that influence our behaviour, so check your actions often.

Ask yourself, "Is this THE most productive action I can be accomplishing right now?" If not, try and juggle your 'to do's' and tackle the more productive option.

### **RULE #4** Adopt a minimalist mentality

A minimalist approach is effective WHEN it is appropriate. A minimalist mentality is doing the minimum work to meet the expectation. Once the expectation is met, move on! A huge time abuser is when we go unnecessarily overboard. The key to working this mentality correctly is using your professional intuition.

### **RULE #5** Take your pick – In or out

Do your best to devote each day to being in or out. Doing a bit of both is a time killer. Barring an emergency, commit to one or the other. Your production WILL rise!

### **RULE #6** Eight is great

Next time you are setting an appointment, be the initiator and ask to meet them at 8:00am or earlier if possible.

If you hesitate, they will likely throw out something later, and that's fine as long as you try first! There isn't anything tastier than a soft, warm pillow in the am, but your day will be much more productive when you are pushed out early!

### **RULE #7** Chunk your time

Think of accomplishing your tasks like you are working on an assembly line. Minimise your screen and check your emails every hour. Do all your quotes, research, or calls in chunks. Touching too many things at once just isn't effective.

### **RULE #8** Do the most important first

One way to effectively chunk your time is to block off time first thing in the morning. That way you KNOW it will get done.

If you put things off, we both know the chances of it getting done later.

### **RULE #9** Windshield time = Learning time

How many hours do you think you spend behind the wheel every week?

Imagine how much you could learn on a topic if you CHOSE to invest that time in personal development.

You could become an expert in any field of study within a few years! So, this past week, how has the material you've been listening to made you more money or a better person?

# TOOLBOX CHATTER

with iPi Transport



## Toksave from the Workshop

**Robert Braunberger**  
Lae Workshop Manager  
iPi Transport

**Greetings from Lae workshop. Where the sun always shines (well nearly). Even on the rainy days the workshop is always full of positive attitudes.**

Like everywhere else we have had to tighten our belt and closely monitor our costs during these difficult times but this has brought out a renewed way of thinking of how we can achieve the best possible results.

Our Goroka and Mt Hagen workshop teams are also following this process. Some of our welders have now turned their skills to renovate an accommodation unit for drivers use at Goroka. Our team of Truck and Tankers service mechanics are recycling some parts and repairing more items. This is also due to some of our suppliers having difficulty importing parts into the country due to global COVID19 protocols that are in place.

The saying of 'Tough Times Make Tough People' is the case here in the iPi Transport Workshops. We are committed to provide our operations team with the equipment required to meet our customer needs.

We have parked some of our older trucks due to reduced daily truck requirements. While they are not in use we are assessing the costs and requirements to have them back ready for operational use when they are needed. Sadly due to COVID19 and Porgera Mine shut down we have had to stand down a number of staff. This is always a difficult decision but we are hopeful things will improve and we can get them back into the workforce again as soon as possible.

We are maintaining our excellent company image by all the hardworking and committed staff. From our team on the wash bay keeping the fleet clean under sometimes difficult conditions. Our panel beaters and spray painters keeping up the appearances. The fabrication team in the hot works bay that have been converting our tankers to more economical mechanical spring suspension.

We have our mechanical teams in the truck and trailer work bays working hard to keep the fleet serviced and in safe roadworthy condition. Plus our tyre fitters who monitor our tyre pressures/condition and replacements.

Like everywhere else in PNG and the world for the matter, we are doing the best with what we have. Keep up the great work team. With a continued positive attitude and maintaining our good work practices we will see it through to the better times ahead.

## Operations & Logistics

### Amos Yapo

Transport and Logistics Manager  
iPi Transport

Despite restrictions in place due to COVID19 pandemic and one of our major client operations, the Porgera Joint Venture Mine going into Care and Maintenance, iPi Transport has continued to move forward.

Many of our long term partners including Puma Energy, Ramu Nickel, Origin Energy, British American Tobacco, Niugini Oil, ExxonMobil, Islands Petroleum, Brian Bell and HBS have continued to trust our services in transporting their products throughout the Highlands and Momase regions during these tough times.

Additionally, the iPi Transport Operations team have used this period to review and enhance our compliance systems in our key areas including the training and retraining of relevant personnel as part of our continued commitment to innovation, professionalism and integrity, and by way of providing the highest level of quality service to our clients, staff and the community in these challenging times.

**Stay safe and remember road safety is everyone's responsibility.**

# first in tailor-made logistics solutions in Papua New Guinea



Innovative



## iPi Transport

Transport



iPi Transport's Heavy Vehicle Maintenance Facility, Administrative Centre and experienced Transport Logistics personnel based in Lae, provide total and comprehensive maintenance and fleet control - 24 hours a day, seven days a week, all under our ISO 9001:2015 Quality Assurance Certification.

Our advanced fleet includes Kenworth prime movers, B-Doubles, bulk fuel tankers and general container trailers, Whether your critical cartage needs are for the mining and resource sectors of PNG or for an owner operator business - your business is valued by us!

Solutions



iPi Transport have been delivering precious cargo safely across PNG for over 15 years. Guaranteeing your delivery, whether that be hundreds of thousands of litres of fuel per day or much needed dry cargo, across some of the most rugged landscapes found anywhere in the world is what we do best!



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# An Inside into the iPi Trustmark Registration Process

The worth of any business extends well beyond the value of its physical assets. Its people, relationships, goodwill are just some of the intangibles that complete the worth of a business. So too, the logos and branding are often a major part of what those intangibles contribute.

The iPi Group has developed a very impressive and distinctive brand image and has invested in its promotion over many years.

“We have developed a brand image that is unique and distinctive making iPi one of the most readily recognisable corporations in this country,” remarked Scott O’Reilly OBE, Director and Chief Executive Officer.

“We are proud of our branding and want to ensure that it is adequately protected,” he added.

Group Chief Financial Officer, David Sneddon, took on the task of working through the various stages towards registration.

“While I have operated in many areas of the law during my career, this is one part that I have had little exposure to,” he commented.

“So it was reassuring to have expert intellectual property lawyers Edith Vai and Mea Vai Principals of Vai IP Lawyers lead us through the process.”

As Mea Vai pointed out, “the Papua New Guinea trademark legislation and standards are very exacting as they follow global protocols.”

He added that this meant that the protections afforded to registrations in PNG are world class and as strong as those afforded in many developed countries.

The process started with identifying the names, logos and branding (intellectual property assets) that needed to be registered. In the iPi Group’s case, this extended to 20 individual items. Applications for each were prepared and submitted to the PNG Intellectual Property Office for vetting and any objections raised by the appointed IP Examiner were overcome and resolved. After this, the applications were publically advertised to enable any third party to raise concerns. The iPi Group’s branding is very distinctive and so no objections were raised. The final step was the issuing of individual certifications for each application.

“The entire process took close to 18 months but the end result and the protection of our branding made all the time and effort worthwhile,” noted Sneddon.

As Scott O’Reilly pointed out, “the iPi Group has ten years of world class legal protection of the substantial investment made in our branding, this is something we can be proud of.”

## ...the insider

Vai IP Lawyers’ Edith Vai (left) and Mea Vai (top)



## Behind the Scenes



We recently teamed up with Telikom and our friends at EmTek, to host them at our iPi on Airvos apartments to do a photography shoot on an upcoming advertisement. Be sure to keep an eye out for the ad.



## Wellness Walkers

With the challenges and disruptions that this 'Niupela Pasin' has brought about the iPi Catering POM Administration staff with the encouragement of a few of the seasoned Trekkers from our Kokoda Track team members, commenced a weekly Wellness Walking Group as a way to encourage some good 'ol fresh air and exercise.

The group has been enjoying the regular walks, helped along with some solid tunes from a boom box being coordinated by our IT Manager Sylvia for the walk up the hill.

Sylvia says "the reward is not just the achievement of reaching the top of the hill and enjoying the panoramic views of Amazing Port Moresby, but being reminded that we can achieve much more when we work together."



Brain Teaser Answers: 1. Ton, 2. Your name, 3. When she's picture with a wooden leg, you need a camera, 8. Footsteps  
Charcoal, 6. He is playing monopoly, 7. You cannot take a  
your mother, 4. 22 (the sequence alternates +2, x2), 5.



Insider Staff Profile  
Agnes Were

**1. What is your role:**

Human Resource Officer

**2. How long have you worked with The iPi Group?**

22 Years

**3. What is the best thing about working at The iPi Group?**

Working with well experienced and highly qualified management team in Porgera who assist me to prosper in my career and excel in my job to show my capabilities

**4. What three words would you use to describe your role?**

Robust, Challenging & Rewarding

**5. If you could do another job for just one day, what would it be?**

Assist Kitchen Staff with Cooking

**6. What is the one TV show you cannot miss?**

Filipino Drama, especially sad movies

**7. If you were to write a book about yourself, what would you name it?**

My journey with iPi Catering Ltd

**8. If you could have dinner with any celebrity, who would you choose?**

Jennifer Lopez

**9. If you could pick a superpower, what would you choose?**

Foresight

'Raun Raun' with iPi





# THE iPi GROUP OPERATIONS 2020

## First in tailor made logistics solutions in Papua New Guinea



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

- Commercial Catering
- Fully integrated Camp Management
- Warehousing and dry goods storage
- Transportation of bulk fuels and dangerous goods
- Property development and management



ENGLISH



FRENCH



CHINESE



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