



insider

ISSUE 55

FOURTH QUARTER 2023

INSIDE THIS ISSUE...

- Message from the CEO
- Recipe for Success
- Empowering Women in Leadership
- Raun Raun with iPi

...and much more



www.iPiGroup.com.pg



Message from the **CEO**



Peter Long
Interim Chief Executive Officer
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Greetings, Esteemed Readers of the iPi Group's "Insider" Newsletter,

We are delighted to bring you this 55th edition of the iPi "insider", which highlights the updates and accomplishments of the 4th Quarter of 2023.

As we approach the end of 2023, it's important to reflect on the year's events and look forward to the future of our company. First and foremost, I would like to express my gratitude to each and every one of you for your unwavering dedication and hard work. Despite facing numerous challenges throughout the year, your commitment to our vision has been nothing short of inspiring.

Moving into the upcoming year, I am filled with hope and eagerness. We have some significant plans on the horizon and I am confident that, together, we are well-positioned to achieve even greater success.

However, we cannot achieve this success alone. As always, our accomplishments will depend on each of us. I encourage you to continue bringing your best selves to work every day so that we can continue to push the limits of what is possible and make a genuine impact on the world.

Without further ado, let's dive into the latest news and developments at the iPi Group.

We commence with a round of Business Development activities from Trent Scott, iPi Business Development Director. Afterwards, Henry Bayagau, iPi Catering Operations Manager, will share the latest developments within iPi Catering.

We are proud to highlight iPi Group IT Manager Sylvia Aihī in this edition. Recently she participated in the Women's Governance and Mentoring Programme facilitated by the New Zealand government. This programme is designed to promote gender diversity in the workplace and develop the skills of women leaders. As a participant in the programme, Sylvia gained valuable insights into governance, leadership, and strategy development. In this article, Sylvia will share her experience in the programme and how it has impacted her career as a leader in the IT industry.

Next, we take a closer look at iPi Catering's involvement in the PwC charity walk, the cause it supports and the impact that it hopes to make through its participation. Catering HR Supervisor Lydia Ramona then discusses the Employee of the Month award, an initiative by the HR team designed to inspire and motivate employees to strive for excellence. Join Lydia as she shares some valuable insights on the criteria for this award.

Moving on, meet Leonard, one of the skilled drivers of iPi Transport. As an experienced driver, Leonard has been with the company for more five years now. Leonard is a dedicated team player who always goes the extra mile to ensure that the deliveries are made on time and in perfect condition. In this staff profile, we will take a closer look at Leonard's background, his experience, and his role at iPi Transport.

This is followed by our recipe for success: the grilled Moroccan chicken. With its flavourful spices and juicy meat, it's sure to impress both your taste buds and your guests. In the upcoming article, we have more exciting news to share. iPi Catering has received an updated Quality and Hazard Analysis and Critical Control Points (HACCP) certificate. This certification shows iPi's commitment to maintaining the highest standards of safety and quality in food preparation and service. Read on to learn more about the significance of this achievement and how it solidifies iPi Catering's position as a leader in the food service industry.



Api Takae Paiam WH Supervisor inside Paiam Warehouse.

Next, we feature some Goodnews stories. More updates, our iPi Transport Finance team recently attended the Certified Professional Accountant (CPA) Conference. The team had a great time learning from industry experts and engaging in insightful discussions. In this article, we will explore some of the key takeaways from the conference and how they will be beneficial to the team's future endeavours. iPi Transport and Logistics Manager Brian Warrillow gives us an inside to all things transport related. This edition then ends with your favourite, the raunraun photos.

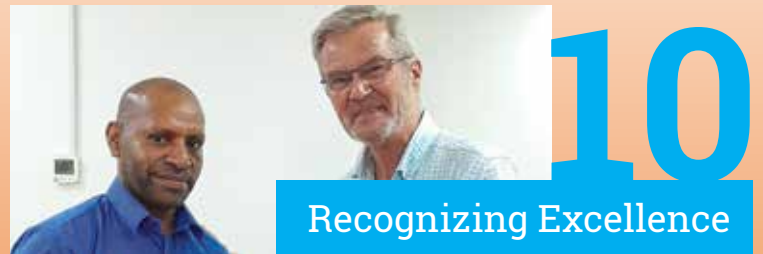
We hope you enjoy reading this edition of the iPi "Insider". Always a pleasure to keep you all posted.

Finally, I want to wish you all a very Merry Christmas and a Happy New Year. May the holiday season bring you joy, peace, and all the blessings that life has to offer.

Thank you again for your outstanding work, and until then... work hard, play hard.

Peter Long

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From the Business Development

DESK...

Trent Scott

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On my way to work the other day, after just returning from Porgera where we had been requested to attend a number of meetings and discussions onsite with some mine representatives in regards to the services we as a Group have proudly provided to the mine for nearly 3 decades, I was reading a LinkedIn post by a former resource energy company executive who had spent a few years here in PNG with his family and in his time here I am confident experienced all the nuances and idiosyncrasies only our country can offer.

This executive was commenting on his experience in recognising his own **unconscious bias** towards a situation he was exposed to recently at the gym, where he saw a personal trainer, conducting his session with their client but the trainer was dressed in a full business suit and attire, not in gym training clothes, and he immediately thought that was strange, not right and therefor determined it was wrong.

Upon realising his **unconscious bias** and how ridiculous it was for him to atomically think the trainer was wrong, not doing his job in a practical manner or efficiently if working in a business suit. He commented how amazing it is to realise how conditioned our minds are to how 'we think things or people should be'.

Reading this experience resonated with me strongly when applied to similar situations observing others and myself potentially guided by an unconscious bias in areas of how much things should cost, in one place compared to another place, region, or even another country for that matter. No matter how irrelevant or any similarities there may be and how our **unconscious bias** affects our decisions daily.

I am sure as you read this, you too are now likely be able to recall and recognise some situations from your own experience or observations of unconscious bias? It is real, it is everywhere, we all do it and it can be quite dangerous when left unchecked.

By recognising our own **unconscious bias** we can ultimately see things from both sides more transparently, so that better judgements and informed decisions can be made in the interest of all parties.

If you're not familiar with what unconscious bias is and why recognising it is important, here is a Google link to a short video that highlights this challenge:

https://lnkd.in/gFy_FB42

Being back in Porgera and seeing the staff again after some time was wonderful, the smiles and happy faces was contagious. Seeing the quality of service that is delivered to the mine day in and day out and reading the many positive comments of feedback from the staff and contractors to the mine site is not just humbling but a testament to the



integrity, Professional and innovative team we have built across the Resident messes - Alipis & Suyan and the Non-resident Meal Kitchen (NMK).

The BDU team has been busy coordinating our participation in the annual PwC Corporate run challenge in Port Moresby which you can read about in more detail later in this issue. We participated in the inaugural Puma Energy Transport Conference, undertook some scoping activities towards downstream manufacturing opportunities as part of the Governments push for industry development and more just to name a few.

Our long and trusted partnership with the PNGDF had us visiting a number of the PNG Defence Force Catering sites, and attending the Dining in night hosted by the graduates of the iPi Catering run Certificate 1 in Cookery Training Course for PNGDF personnel as part of their Force Capability development.

Helen Keller once said "Alone we can do so little; together we can do so much."

So as the end of 2023 quickly approaches, I'd like to wish all our iPi Group family, friends, colleagues, valued clients and trusted partners; a safe and festive holiday period.

Thank you for your continued support, patience and understanding throughout the year and we welcome it again for 2024!

Please keep your feedback, photos and events coming in and if there are any topics, or particular areas of the iPi Group you are keen to learn more about or see represented in a future issue, send them through and we will see what we can do to make it happen.

Until next time, stay safe, keep smiling and always do the right thing even when no one is looking.

Trent

Life Changing Water





CATERING CORNER

From across the Desk of the iPi Catering-Operations Manager



Henry Bayagau
Operations Manager iPi Catering
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Hi Readers,

It is always a pleasure to share some insight with you on what's going on at iPi Catering.

I am delighted that in this quarter of 2023, we have seen a great improvement on all our sites, we are more focused on upskilling and improving our workforce. We have been strategizing and Identifying training needs moving forward into 2024, knowing behind our minds that is the only way forward for us to progress.

We have also been actively involved in market research and development, working closely with our suppliers. Our site representatives and purchasing teams have been meeting with suppliers and testing new products. We have already met with Vitis Industries and have lined up Paradise Foods, Lae Biscuit, and Goodman Fielder for presentations. This is a part of our business continuity plan to focus on the future of our business.

Running a catering enterprise involves dealing with the professional service aspects of people and catering to the wide range of personal views on matters such as taste, likes, dislikes, preferences, and perceptions. It is always a delicate balance, and criticism often follows quickly. However, in most cases, people are happy, satisfied, and content, resulting in at best, a polite and personal thank you to all the hard-working staff at all of our catering sites.

With the talks of Porgera, there has been some positive steps that have come about despite the fighting and the logistical challenges of moving stock up to Porgera, we would like to thank iPi Transport for their continuous support with getting our stock up to Porgera. To the guy's day in day out, hope fully if all goes well - we'll be in full swing by March 2024, as per the timeline sent out by PJV.

This Quarter has seen a few of us loose our loved ones or we remember the love ones who have gone, we would like to take this time to reflect back and share a thought. At iPi Catering we have a strong family bond which creates an atmosphere of comfort and belonging. We take time to remember them in our hearts forever.



To our guys at Lae Warehouse, thumbs up! To you guys for your tireless efforts in ensuring the New Zealand Defence Force were properly stocked up for the Ex- Luluai Program out at Igam and the day in day out Porgera Requirements. We thank you for all the efforts you guys put in at Lae Warehouse, thumbs up to Chris, Torong and the crew.

Moving on, we have been aiming to improve our business processes and operations through Digital Content Management. Catering has plans of upgrading our IT infrastructure and plus there are plans and key features to ensure Kaupe and Angela manage this. It's a work in progress but hey, we need to give ourselves the market competitive edge against our competitors. Our goal for 2024 is to ensure most key personnel within iPi Catering will undergo management training for staff empowerment.

We are grateful for the countless compliments and expressions of appreciation from the Australian Defence Force (ADF), Papua New Guinea Defence Force (PNGDF), and New Zealand Defence Force (NZDF), and we highly value the effort and sincerity behind the words. Congratulations to Callum, Rod, and the team of dedicated catering professionals on a fantastic effort.

This quarter has been challenging, but we look forward to the year 2024 with new changes to the workforce and improved business opportunities. We have invested in a new training package, which we recently purchased through an RTO in Australia to meet the trending standards, and we will start rolling it out soon. Additionally, we have started the process of registration through the Department of Higher Education Research and Science Technology to transition from the National Training Council to DHERST to meet the National Qualification Frameworks Requirements and be issued a new RTO Number.

Empowering Women in Leadership: My Experience with the Women Director Development Program 2023

Sylvia Aihi Group IT Manager – The iPi Group



I was privileged and honoured to have been selected by Kumul Consolidated Holdings (KCH) to be part of a cohort of 19 women participants with diverse professional backgrounds to take part in the Womens Director Development Program 2023.

The first phase of the training was delivered earlier this year in partnership with ADB. The New Zealand Government through MFAT funded the second and third phases and facilitated by the New Zealand Institute of Directors.

The training is an initiative of KCH under the leadership of its Managing Director, Professor David Kavanamur, and its vision on promoting women on State Owned Enterprise (SOE) boards in PNG. At present, there are 20 percent women representation on SOE boards.

The Women Directorship Program is aimed at achieving 30 percent female representation on SOE boards by the end of December 2025.

KCH MD, Professor David Kavanamur and New Zealand High Commissioner, Peter Zwart, awarded certificates to the 19 graduates.

Professor Kavanamur said this program was a commitment by KCH to foster good leadership within its SOEs with a particular focus on female representation to cater to existing, new, and potential Board directors for these enterprises.

My takeaway: Apart from all the topics covered, the main resonating one with me was about Governance, Good Governance and Corporate Governance. Terms we often hear of but do we really know what these terms mean? And do we apply them in our places of work at the Board level and driven downwards?

I would like to extend my deepest appreciation to the iPi management team for granting me the opportunity to participate in the Director's program. Your unwavering support and investment in my professional growth are invaluable to me. Thank you.



EXECUTIVE STYLE LIVING WITH VIEWS TO MATCH



THE PROPERTY

Modern 3 bedroom apartments, located conveniently on Touaguba Hill's Airvos Avenue, providing easy access to Port Moresby's, business districts, shops and social venues. The apartments are all fully furnished with modern and quality fixtures suiting both professionals and families.

PROPERTY FEATURES

- Views of Fairfax Harbour and Burns Peak
- His & Hers master ensembles
- Open plan kitchen with SMEG appliances
- BOSE Home Theatre systems and surround sound
- Infinity edge swimming pool
- Fitness Centre
- BBQ and Entertaining Facilities
- Fully furnished and serviced daily
- Secure undercover parking and private storage bay
- Onsite manager
- 24/7 Security and back up power
- Waterfront Shopping Mall, Royal Papua Yacht Club, Ela Beach, Harbourside Cafés and Restaurants, all located within 5 minutes drive

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Making a positive impact one step at a time

Despite Google Weather's gloomy indication that the weather in Port Moresby would be cloudy with a 70 percent chance of thunder shower, the atmosphere at the Sir Hubert Murray Stadium was bustling with excitement and energy. The event?

The annual PwC Corporate Challenge, an event that combines physical endurance and community spirit in one morning.

At approximately 5 am, under the cover of dawn, two iPi Catering teams joined more than a thousand enthusiastic participants from 25 distinct organizations. The team kicked off with a lively Zumba session to get them through the intense five-kilometre walk.

The route for walk began at Hubert Murray Stadium across Champion Parade, up into Musgrave Street, and down across Ela Beach. After passing Ela Beach, it's up Lawes Road, and that's where the climb tested the strength of most runners. Once Lawes Road was conquered, it was race to the finish line at the Sir Hubert Murray Stadium.

The two of our own, Trent Scott and Greg Tesse, who placed second in the male category and a recipient of a lucky draw, respectively, were the event's highlights.

The Corporate Challenge has had a positive impact on the community over the years and iPi Catering is proud to support it.

"iPi Catering's participation shows significant contribution to the community we serve.

"This event is a great way to make a meaningful difference," said Dennis Sparks iPi Catering general manager.

PwC has released a statement affirming that all proceeds generated from the Corporate Challenge walk are directed towards local charities and non-profit organizations. These funds are utilized towards supporting a variety of noble causes, including the betterment of women and children's health, education, and overall well-being.

This year the walk raised K146,000 which will go towards charities and organisations such as the Port Moresby General Hospital, Ginigoada Foundation, WeCare and ChildFund.

Beyond the positive impact this walk has on the community, it also offers health benefits to its participant. The five-kilometre journey, although challenging, is an excellent way to boost metabolism, burn calories, improve cardiovascular health and strengthen muscles.

This event is an excellent opportunity for organizations to come together for a noble cause.

Insider



"It is important that we give back to the community as much as we can and when we can."



Recognizing Excellence

Lydia Ramona HR - iPi Catering

Congratulations to the Employee of the Month recipients on your achievement.



(L-R) iPi Catering General Manger Dennis Sparks and Jade Loubai.

At iPi Catering, we take pride in our staff and their work. To show our appreciation, we present an Employee of the Month award at the end of each month.

This award is based on four factors: attendance, punctuality, dress code, and cleanliness of workstation. HR not only base its assessment on the above four (4) criteria's, but also tend to look beyond the employees overall performance base on how they have performed within the month. The employee who scores the highest in all four areas is awarded the employee of the month title.

Attendance is an important factor in any workplace, and iPi Catering is no exception. The company values its employees who consistently show up to work on time. The employee of the month award takes attendance into account, and those who have perfect attendance are more likely to have high score. This not only shows that the employee is reliable, but it also shows that they are committed to their job and take their responsibilities seriously.

Punctuality is an essential aspect of the award. Arriving on time for work demonstrates that employee is reliable, organized, and respectful of other people's time. Being punctual also sets a positive tone for the workday and creates a culture of accountability and responsibility.

Dress Code is another consideration for the employee of the month award. Presentation is everything in the catering business. It is expected of employees to adhere to iPi Catering's dress code and dress professionally. This demonstrates that the worker is self-assured in terms of appearance as well as their awareness of the value of projecting a professional image to clients.

Cleanliness of workstation is the final factor that is taken into account for the employee of the month award. In the catering industry, cleanliness is crucial. Employees are expected to maintain a clean and organized workstation at all times. The employee who consistently keeps their workstation clean and organized is more likely to win the award. This shows that the employee takes pride in their work and understands the importance of maintaining a clean and organized workspace for both themselves and their co-workers.

The employee of the month award at iPi Catering is a way for the company to recognize its hard-working employees. By taking attendance, punctuality, dress code, cleanliness of workstation and performance base into account, iPi Catering is able to identify the employees who are truly committed to their job and who go above and beyond in their work. This not only boosts employee morale, but it also helps to create a positive work environment, where employees are encouraged to do their best.

The following staff members have received the "Employee of the Month" award this year, as nominated by the HR team:

- | | | |
|-----|-----------|-------------------------------|
| 1. | January | Jade Lobai |
| 2. | February | Rose Anubi |
| 3. | March | Clyde Urakoko |
| 4. | April | Jigin Kuluan |
| 5. | May | Grace Mogi |
| 6. | June | Sharon Boiri |
| 7. | July | Clyde Urakoko |
| 8. | August | Estilla Tappe |
| 9. | September | Grace Mogi |
| 10. | October | Jigin Kuluan & Chris Dingi |
| 11. | November | Peap Sorom & Terence Tokoason |



(L-R) iPi Catering General Manager Dennis Sparks and Rose Anubi



(L-R) iPi Catering General Manager Dennis Sparks and Clyde Urakoko



(L-R) iPi Group CEO Peter Long and Chris Dingi



(L-R) iPi Group CEO Peter Long and Jigin Kuluian

(L-R) iPi Catering Operation Manager Henry Bayagau and Terence Tokoason

(L-R) iPi Catering Operation Manager Henry Bayagau and Peap Sorom



first in tailor-made logistics solutions in Papua New Guinea



iPi Catering

"Qualified, professional, enthusiastic catering & industry personnel"



CERTIFIED

ISO 9001:2015

Quality Management and HACCP Accreditation at multiple locations in PNG



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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'insider' Staff Profile
Leonard Payawi

1. What is your current job title?

I am a Sector 3 Truck Driver at iPi Transport.

2. How long have you been with iPi Transport?

I started driving for iPi Transport in 2018, and this is my fifth year as a driver with the company.

3. Tell us about your experience as a professional driver?

Being a professional driver has been an incredible journey. I've gained valuable experience navigating various terrains, handling different cargo, and ensuring timely deliveries. Safety and precision are at the core of my work.

4. What inspired you to become a driver, and how did you get started in this profession?

I've always enjoyed the freedom of the open road and the sense of adventure that comes with it. I got started by obtaining the necessary licenses and training, and IPI Transport provided the opportunity for me to turn my passion into a profession.

5. Have you had any memorable experiences while on the road?

Navigating through the wet and slippery Daulo Summit was one of the most challenging yet exhilarating experiences in my career as a professional truck driver. The summit presented a unique set of obstacles, especially with the adverse weather conditions. The rain made the road muddy and slippery, and visibility was a constant challenge.

However, overcoming these challenges showcased the skills and training I've acquired over the years. The importance of maintaining a steady pace, adjusting to road conditions, and ensuring the safety of both myself and the cargo became paramount. It was a true test of my driving expertise.

6. What do you enjoy most during your downtime when you are not driving?

During my downtime, I enjoy reading the bible, It's a great way to recharge for the next journey.



7. How you cope with long hours of driving and stay alert on the road?

Staying alert is crucial. I take breaks when needed, stay hydrated, and make sure to get enough rest.

8. Do you have any favourite road trip music or playlists you like to listen to?

I enjoy a mix of classic rock and country music. It keeps me in a good mood and adds to the enjoyment of the journey.

9. What advice do you have for someone who's considering a career in driving?

Be prepared for the challenges, stay committed to safety, and continuously improve your skills. It's a rewarding career for those who have a passion for the road.

10. Can you share a fun fact about yourself that your co-workers might not know?

I have a collection of flower plants from every province I've driven through. It's a personal way for me to remember the incredible places I've been.

Creating a

COHESIVE TEAM

Whether you are leading a small team, managing a large department, or are part of a group of professionals, your personal success is going to hinge on building an ambitious, motivated team that can work together towards a common objective. Ensure your team keeps meeting and exceeding their targets.

By Colleen Francis

Today's economy is more diverse and more fiercely competitive than ever before, and yet Ford's insights still ring true today. Even where targets are met individually, they are meant to be assigned to all members of a team. A team that meets and exceeds its combined targets is far more valuable than one where only a few succeed and the rest fail.

Work **together** for success and **against** the corrosive effects of disunity. Infighting or squabbles with other departments isn't just bad for morale, it also leads to lost business. We once worked with a company that had lost a quarter of a million dollar account because the sales and the engineering teams didn't trust each other enough to communicate properly. That's a tough loss for any company. Worse still, it's entirely preventable.

Implement the following five steps to create a cohesive team

1 Choose people whose team skills even the balance

When hiring professionals, be sure to look for people who demonstrate more than just a healthy handle on the technical elements of the job. They need to show they have team-oriented skills, too. These are not contradictory qualities. All proven businesspeople have the motivation and the tools to succeed on their own – but the truly exceptional ones are able to help others on their team succeed as well.

2 Open the communication channels in-house

Ensure you are communicating cross-departmentally on a regular basis. Bring in your engineering teams, your implementation teams, and your customer service teams, etc. so you can have meetings that inform each group about what the others are doing in the common pursuit of reaching organisational goals.

3 Eliminate ambiguity

Within your team, ensure everyone is clear about their function and about how they are being paid. Teams can quickly become dysfunctional when staff are expected to perform well while dealing with unanswered questions (e.g. "Is that my KPI or yours?" and "Do I get paid incentives for this service I'm providing?"). Fill in the gray areas. Create well-defined job descriptions and compensation agreements.

“Coming together is a beginning, staying together is progress and working together is success”, Henry Ford, one of the great industrialists of the 20th century, said that about the importance of teamwork and of how it applies to businesses of all sizes.

4 Don't compete against your own team

Some of the most dysfunctional teams I've coached got that way because the leader was competing directly against their own team. Your job is not to do the work directly: it's to help each person do their job more effectively.

5 Celebrate success

Dysfunctional teams stay that way because all they hear is bad news or negative feedback. Granted, incentives can be a fine motivator on an individual level, but what I am talking about here is what you can do to show that money isn't the only reward for hard work. Good businesspeople leave organisations when they feel they're not being recognised. So celebrate wins. Ensure that every team member feels like they are contributing. Ask for their opinions. If other departments have also helped in a win, make sure you include them in the congratulations as well.

A happy, motivated team that knows what it has to do, how it is going to be paid and communicates throughout the organisation is the team that's going to help you meet and exceed your goals ... year after year.

Reprinted from the International Institute of Directors and Managers (IIDM) www.iidm.com

Recipe for Success: Grilled Moroccan Chicken

Grilled Moroccan Chicken is a flavourful and healthy dish that is easy to prepare. Here is a recipe that you can try at home:



Ingredients:

- 4 boneless, skinless chicken breasts
- 2 tablespoons paprika
- 1 tablespoon ground cumin
- 1 tablespoon ground ginger
- 1 tablespoon ground coriander
- 1 teaspoon ground cinnamon
- 1 teaspoon ground allspice
- 1 teaspoon salt
- ¼ teaspoon cayenne pepper
- ¼ cup olive oil
- ¼ cup fresh lemon juice
- 2 tablespoons honey
- 2 garlic cloves, minced
- Fresh cilantro, chopped (optional)

Instructions:

1. In a small bowl, mix all the spices (paprika, cumin, ginger, coriander, cinnamon, allspice, salt, and cayenne pepper) together.
2. Place the chicken breasts in a large bowl and rub the spice mixture all over them.
3. In another small bowl, whisk together the olive oil, lemon juice, honey, and minced garlic. Pour the mixture over the chicken and toss to coat well. Cover and marinate in the fridge for at least 1 hour or up to 24 hours.
4. Preheat your grill to medium-high heat. Remove the chicken from the marinade and discard the excess marinade.
5. Grill the chicken for about 6-7 minutes on each side, or until the internal temperature reaches 165°F (74°C). Use a meat thermometer to check the temperature.
6. Once cooked, remove the chicken from the grill and let it rest for a few minutes before slicing.
7. Serve the chicken with your favourite sides, such as rice, salad, or grilled vegetables.

Enjoy your delicious and flavourful Grilled Moroccan Chicken!

iPi Catering Receives Updated ISO 9001 Certification and HACCP Accreditation

iPi Catering, a leading catering service provider in Papua New Guinea, has recently received an updated ISO 9001:2015 in Quality Management Systems and HACCP Accreditation in the HACCP Codex Alimentarius 2020 for its catering sites in Port Moresby, Lae and Porgera. This certification reflects the company's commitment to providing high-quality food and service to its clients while maintaining the highest levels of food safety.

With this we take time to acknowledge the management and staff of iPi Catering Porgera for their continuous certification over the last 14 years. Porgera has come from the early days of Aus-Qual then transitioned in to TQCSI. Back then in 2009, iPi Catering Porgera received its first qualification from TQCSI for ISO 9001:2008 and the HACCP Code 2003. Over the last 14 years iPi Catering has been audited twice annually and has archived the upgrading of certification of standards from ISO 9001:2008 to ISO 9001:2015 and also upgrading from the HACCP Codex Alimentarius 2003 to the HACCP Codex Alimentarius 2020. This has been a mile stone achievement for one of iPi Catering's premium sites by been recognised by the TQCSI 10-year club as iPi Catering Porgera as a prestige Catering Operation.

Throughout the certification process we have seen positive and progressive improvements especially in the on-going training relating to the handling and preparation of food—the food safety lean and whilst this aspect has always remained a priority, it is most pleasing to both see (and

note) the on-going focus on the same. Our people have gained much in this regard and now delightfully are 'taking home' the food safety disciplines acquired. Further, our staff are sharing all this with friends and family and that outcome from successful training delivery is most refreshing – quite rewarding personally and professionally.

ISO 9001:2015 and HACCP Code 2020 certifications are fundamental to food safety and quality management, providing assurance that a company's food and service meet or exceed industry standards. With this certification, iPi Catering has reinforced its commitment to food safety by implementing a rigorous food safety management system that covers all aspects of its operations.

The HACCP system that iPi Catering has implemented is a preventative approach to food safety that identifies potential hazards in the food production process and takes steps to eliminate or reduce those hazards. By identifying potential hazards and taking proactive measures to prevent them,



GOOD NEWS STORIES...

A Warm Welcome to Our Readers



iPi Catering can ensure that its food is safe for its clients to consume. Having said that, we all are aware that the audit regime focuses in on every aspect of our operations and there is where the differences are highlighted.

The certification process for Quality and HACCP is thorough, involving a comprehensive review of all aspects of the company's operations, such as food safety management systems, facilities and equipment, staff training programs, and record-keeping practices. Independent auditors specializing in food safety and quality management conducted the certification process for iPi Catering.

In addition, to the Quality and HACCP certification, iPi Catering has also implemented several other measures to ensure the safety and quality of its food and service. These measures include regular staff training on food safety and hygiene, strict adherence to food handling and storage guidelines, and regular equipment maintenance and cleaning.

The currency and validation of this accreditation is a significant achievement for iPi Catering and a testament to the company's commitment to providing its clients with the highest levels of food safety and quality. It further sets iPi Catering apart from its competitors, as it demonstrates the company's dedication to going above and beyond industry standards to ensure the safety and satisfaction of its clients.

Dear readers, it's the 'insider' here...

We want to express our deepest gratitude to all of you who contributed to this edition of iPi Group's 'insider' newsletter.

Your stories and photos are always welcome, and we encourage you to continue sharing them with us. Keep in mind that high-quality, high-resolution photos make a significant difference in the overall look and feel of our publication.

The 'insider' is your platform to share your message with the iPi Group community. We urge you to use it to showcase events in your workplace, community, or anything that piques your interest. We warmly welcome your participation in the publication, and wish to see your happy snaps, hear about your suggestions, your favourite fashion tips, or your achievements.

iPi Catering has reason to celebrate as three of their employees - Clyde Urakoko, Lydia Ramona, and Ricky Kepas - have recently completed the Train the Trainers course offered by PNGHRI. This course is designed to equip participants with the skills and knowledge needed to become effective trainers in their respective fields. With this achievement, iPi Catering can be confident in the quality of training their employees receive in IT, HR, and Finance.

Clyde Urakoko, Lydia Ramona, and Ricky Kepas are now well-equipped to share their expertise with their colleagues, ensuring that the entire iPi Catering team is up-to-date with the latest industry practices and standards.

We appreciate your support and look forward to seeing more of your contributions in the future.

Keep smiling and happy writing!

...the 'insider'

BusinessDevelopment@iPiGroup.com.pg

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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CPA Annual Conference 2023

Rose Kearei

Financial Accounting Officer – iPi Group

In August, Dale Pode and I were delighted to attend the 27th Annual CPA Conference, which was held at the Lae International Hotel.

This was an incredibly valuable experience for both of us, as it provided us with the opportunity to learn about the latest trends and innovations in the accounting field, as well as to network with other professionals in the industry.

Accounting for Public Interest: Seeing the Bigger Picture was the theme for Certified Practising Accountant 27th Annual Conference. The theme threw a dynamic picture into the introduction of Artificial Intelligence (AI) and the future of accountancy.

AI is already transforming many other industries within the business world. The same is true for accounting. This has led to a lot of uncertainty and concern about the future of the profession.

Million Dollar Question: Can Artificial Intelligence (AI) replace Accountants?

The introduction of Artificial Intelligence is replacing so many functions in the Business World; causing job loss in the business world, leading to increased law and order issues and instability in the economy. This is affecting businesses in both micro and macro economies.

While AI is certainly capable of performing many of the functions traditionally done by accountants, such as data entry and analysis, it lacks the ability to perform many basic human skills, such as judgement, communication, and critical thinking. As a result, it is unlikely that AI will ever be able to completely replace human accountants.

That being said, it is important for accountants to be aware of the potential impact of AI on their profession, and to stay informed about new developments in the field.

I would like to thank the management of iPi Transport for this opportunity. Attending conferences like the CPA Conference is an excellent way to stay up-to-date on the latest trends and innovations, and to connect with other professionals in the industry. By working together and sharing our knowledge and expertise, we can ensure that the accounting profession continues to thrive and evolve in the years to come.



Dale Pode General Accounts officer

Rose Kearei Financial Accounting officer





iPi Transport 2023 Review

Brian Warrillow

Transport and Logistics Manager – iPi Transport

As the year slowly draws to its ending, we collectively pause for reflection on the year in retrospect and what we achieved, what our challenges were and the direction is for the year to come.

PEOPLE

Our people continue to be our biggest asset.

To ensure that unsafe, unethical, or inappropriate behaviours are avoided, it's essential to address and correct bad habits and behaviours through comprehensive training and upskilling programs. The Greek Philosopher, Aristotle once said **“success is not an act, it is a habit”**. Aristotle's quote about success being a habit is also applicable to bad habits. Without proper monitoring, these habits can become ingrained in individuals and organizations. However, with the right training and upskilling, mindsets can be changed, leading to growth and development. This year, the company has provided internal and external resources for upskilling and training for both men and women across various locations, including workshops and depots. The trainings covered different areas such as resource management, safety, and assessment. The team has talented individuals, as well as dedicated staff who consistently perform their duties. The company has a diverse mix of people that can contribute to the future movers in the transportation industry.

ENVIRONMENT

Driving on the National Highway can be a daunting experience for many.

The road is notorious for its challenging terrain, sharp turns, and unpredictable weather conditions. However, with the right approach, drivers can navigate the highway safely and efficiently. It is essential to be alert at all times, keep a safe distance from other vehicles, and follow the speed limit. Additionally, it is important to be aware of the road's nuances, such as the presence of wildlife and potential hazards. iPi is committed to ensuring driver safety on the National Highway by providing experienced staff and accredited safe work systems. However, drivers must also take responsibility for their safety and adopt a respectful and cautious attitude towards the road. Together, we can make the National Highway a safer and more enjoyable experience for everyone.



ORGANIZATION

I was once asked by a former mentor, "What makes the difference between a good team and a good working group", and which is better for you...?"

Here is my take: Trust is the foundation of any successful team. It is essential to place trust in your team members, which comes with a sense of responsibility and autonomy, whether you are a team leader or working in a group. Leaders must empower their team members to make clear, concise, and correct choices. Similarly, team members must have the confidence and skills to make decisions and halt counterproductive activities. Our people are our most valuable assets. Trusting our colleagues' working capabilities and achievements is critical to delivering performance through others. Good team leaders delegate tasks to their team members, which can help to achieve significant milestones.

I am pleased to announce that iPi Transport recently received the Continued Certification to ISO9001:2015. Compliance Australia Certification Services Pty Ltd IOS auditor Herman Taufale conducted a physical surveillance audit, which took place in Lae from November 20th to November 24th, 2023. The audit was a success due to the cooperation of the entire iPi Transport Team. Physical Surveillance Audit Conducted by. This was a follow-up to several zoom audit sessions held earlier in March of the same year. We would like to express our gratitude to the iPi Transport Team for their cooperation, without which this would not have been possible. Minor audit findings were noted, and the team will address them for next year's audit. By closing out these findings promptly and methodically, I am confident that iPi Transport will retain its certification.

Our vision for the future is to achieve tri-certification in SAFETY – ENVIRONMENT – QUALITY. This is a significant milestone that no other carrier in PNG's transport industry has accomplished. To realize this vision, our team members will maintain continuous training and upskilling in their respective areas. We must also focus on enabling precise organizational training on ISO.

Teamwork is the key to success in any business. I wish you all a safe and happy Christmas and a prosperous New Year.

EQUIPMENT

While having the latest and greatest equipment is always a plus, it's important to remain resourceful during lean times.

Running an efficient workshop is a clear indication of the caliber of individuals you employ. Maintaining quality and detail while minimizing on-road costs is key, which is why preventative maintenance schedules and prestart checks are conducted before each combo departs. Although there was a period of several months with no issues, we've recently seen a slight increase in cracked tankers. To address this, we purchased five new Chinese tankers last year, three of which have already been commissioned for Highway Roads specifications. As future needs arise, the remaining two will be integrated into our fleet.

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.

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- 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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'Raun Raun' with iPi



THE iPi GROUP OPERATIONS 2020

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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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