

Quarterly Newsletter

TOP NEWS:

1. BSI New Ownership
2. BSI Strategic Planning Workshop
3. OJT POMTech students
4. Santos Daffodil Golf Challenge
5. New Branch Managers- Tari & Goroka
6. SP (PNG) Hunters Partnership
7. Independence Celebration
8. GM's Townhall (July, August, Sept)



Established in 2011, Black Swan International (BSI) is one of the largest providers of protective security and transport services in Papua New Guinea. BSI is a reputable and innovative partner to both private and public entities serving local and foreign government agencies and non-government organizations, multinational companies, the resource, construction, hospitality and manufacturing sectors, and other regional enterprises throughout Papua New Guinea.

Based in Port Moresby with regional offices in Lae, Madang, Mt. Hagen, and Goroka, and operations through our 'Partner Network' of local landowner groups in 20 other locations, BSI can deploy security services from most branches, providing broad coverage across urban, regional, and remote areas.

BSI has a national workforce of over 1,600 personnel, covering a complete range of all in house self-sustained services and roles. Our approach is based on supporting our clients' operations to proactively address the risks inherent in their operations. We regard local knowledge and leadership as imperative to our operations and are committed to building the capacity of our local staff and partnering with communities to achieve shared safety and security outcomes.

Our Services

Security Services - BSI prides itself in the provision of professional, customized security services and solutions based on best practice and international industry standards. These services include static guarding, mobile patrols, access and egress management, armed quick response teams, security K9 handling, aviation security, corporate advisory services, intelligence reporting, atmospheric reporting, and investigations.

Secure Transport Services – BSI's security services are further enhanced by our Transport Team, which consists of a fleet of over 175 vehicles including 4WDs, SUVs, buses, vans, trucks and VIP vehicles in Port Moresby and throughout the country. BSI provides a range of services including pick-up/drop-off (PUDO) staff transportation, GPS tracking and monitoring, VIP secure transport, ad hoc transport services, vehicle escorting and cash-in-transit (CIT). These services are supported by cutting-edge technology and our Quick Response Force (QRF) emergency response capability to ensure safe and secure travel across PNG.

Command and Control - Our transport services are supported by our Journey Management Control Tower (JMCT), which is further supported by a second layer of contingency in our National Operations Centre (NOC). The NOC is responsible for the real time monitoring of BSI's communications networks and electronic security operations deployed throughout PNG including GPS tracking of personnel and vehicles, CCTV & intruder, and duress alarm monitoring. The NOC provides BSI with the ability to deliver direct command and control solutions to our teams on the ground in support of our operations and our clients' requirements.

Electronic Security - BSI is also the leading provider of electronic security technology solutions in the region. BSI offers an extensive range of electronic safety and security services designed to meet the highest standards of our clients throughout PNG. BSI has an unrivalled capability to design, install, upgrade, and provide ongoing service and maintenance of electronic security solutions across PNG.



David Martin - General Manager

“These past few months have literally flown past, and we find ourselves delivering the 3rd instalment of the BSI Newsletter.

It has certainly been busy these past few months especially with the sale of Black Swan from Sentinel Group to TrueNorth Services owned by Mr. Anthony Smaré. The future is looking bright for Black Swan with exciting times ahead now that Black Swan is 100% PNG owned.

As with any acquisition of a business there is a tremendous amount of work involved in completing the process, which requires hard work and dedication to meet both the legal and operational requirements. I personally congratulate all personnel for their professionalism and enthusiasm with embracing the changes and making the transition flawless.

As part of the purchase Expedient (Transport, Logistics, Security) which is also owned by TrueNorth Services is being integrated into Black Swan to which we welcome on board our new colleagues and look forward to working closely together. Expedient brings a wealth of talent and valuable logistical software systems which will assist the whole transport division become more efficient.

After a very successful season for the SP Hunters and taking care of their transportation and security requirements, BSI was fortunate to have been able to assist the PNGNRL and NRL with the PM's XIII Rugby tournament in late September. Once again, a combination of secure transportation and stadium security was provided to both visiting and local teams to ensure their safety throughout the tournament.

With the business re-structure we unfortunately said goodbye to Rachel Kasi (FC) and Melynda Powaseu (GM PDTI) and wish them both every success in their future endeavors. As the company expands its portfolio, we will be seeking additional high performing personnel to spearhead specific projects as we move into 2024.

Very exciting times ahead and looking forward to closing of 2023 in the next edition highlighting the successes of 2023.”

Black Swan International New Ownership

BSI 100% PNG-owned!

BSI, PNG's leading security services company, has been sold by its international owners to Papua New Guinea's TrueNorth Capital, concluding several months of negotiations.

On 17 August 2023, Sentinel Global Holdings Pte Ltd (Sentinel) confirmed the sale of Black Swan to TrueNorth Services Limited, a subsidiary of Papua New Guinean investment firm TrueNorth Services owned in turn by leading Papua New Guinean businessman Mr. Anthony Smaré.



From left to right: David Saul (Former Managing Director – Sentinel), Anthony Smare and Emma Smare (New

In the last five years Black Swan has undertaken significant changes in its operating model. This included a diversification of its customer base, enhancement of its head office and development of support bases in both Port Moresby and Lae to improve its capabilities and performance as PNG's leading top-tier security services company. The sale also included the affiliated training company, Pacific Development & Training Institute (PDTI). Sentinel plans to focus on other investments and operations in the Asia Pacific.

Sentinel's Management said "We are proud of our record with Black Swan over the last five years, providing consistently high service to our clients whilst providing training and employment opportunities for thousands of Papua New Guineans around PNG at clients' sites. I am happy that we were able to keep BSI fully operational during the recent challenging Covid pandemic, supporting the needs of our customers and retaining much of our workforce for that period. Importantly, we are leaving the company in a very healthy financial state, having met all our statutory requirements and obligations to our workforce and PNG. I thank our valued customers and all our staff for their support of Black Swan during our tenure as owners."

"We are happy that we are leaving BSI in the hands of much-respected Papua New Guinean business leader Mr. Anthony Smaré and TrueNorth Services. Mr. Smaré's impeccable standing in the international business community and his outstanding track record of success gives us confidence that under his stewardship, BSI will soar to greater heights as PNG's leading security solutions provider."

Said Mr Smaré "We are delighted that TrueNorth Services, through our services arm TrueNorth Services Limited, was provided the opportunity by Sentinel to acquire Black Swan and make it a 100% PNG owned company. BSI has great clients, great people, and an enviable record as PNG's leading security solutions provider. We intend to build on the great work that Sentinel have done in building BSI up to its current level of excellence, by investing further in its people and technological capabilities to improve and enhance its services to its customers and become an essential partner to all participants in the upcoming resources boom."

BSI is recognized as a premium provider of security services throughout PNG and under new 100% Papua New Guinean ownership there is unlimited potential for further growth and opportunities for the workforce.

TrueNorth Services is the private equity investment vehicle of Mr. Smaré and his family.

Mr. Smare is a leading PNG entrepreneur and investor who over the last 20 years has managed, led, or invested in some of PNG's largest and most successful companies in investments, superannuation, mining, manufacturing, and logistics and has first-hand experience with sizeable security operations in challenging environments.

TrueNorth Services intends to maintain in place the operational management team in BSI, under the General Manager David Martin, whilst making further investments in BSI, Pacific Development & Training Institute and TrueNorth's existing logistics investee company Expedient Limited to expand the companies' technological and operational capabilities to enhance the range of security, safety, training and logistic solutions that they provide their customers, particularly in preparation for the upcoming resources boom.

Expedient

Expedient Limited has been operating successfully in Papua New Guinea since 2010 and has earned a reputation for being second to none in terms of professional service delivery, management support and innovation. We have a prestigious client base, providing solutions across the public and private sectors of internationally recognised businesses and diplomatic missions. We pride ourselves on understanding and embracing each unique local culture to create an environment of value, equality, and opportunity.

Expedient and BSI are now integrated as sister companies under TrueNorth Services Limited.

Our network of centers has also grown to Lae, Madang, Goroka, Mount Hagen and Tari, with BSI branch office's available to provide end to end airport transfers for clients travelling from Port Moresby to other centers. Should you have other security or transport requirements in Port Moresby or our other centers, then Expedient and Black Swan International are the only points of contact you need.

In PNG we work to the standards imposed by our customer expectations and provide our customers with the highest standard of consistent service attainable, without compromise. Our strength is our professional management team who bring over 30 years of experience from the disciplined services, commercial and private security services. The team is led by Operations Manager, Dale Gilchrist, who provides leadership to our professional team in the provision of logistics and transport services.

BSI Strategic Planning Workshop

The Management Team of BSI held a Strategic Planning Workshop at Ela Beach Hotel on the 28th of July 2023.

The purpose was to develop BSI's Strategic Plan to grow and improve operational performance and to become the "Premium Security Provider in Papua New Guinea."

The workshop discussed a four-year plan which identified specific goals and objectives that, once achieved, ensure the company's growth and improved performance in all areas.

It was a successful workshop and all attendees contributed ideas and strategies for the betterment of the company.



BSI Management Team

POMTech Students On-the-Job Training

BSI has recruited five Port Moresby Technical School (POMTech) students for their on-the-job training program for eight weeks, which is a vital part of their Practical Assessment and requirement to complete their trade course.



The students are currently undertaking electronic courses at POMTech and as part of their National Certificate 3 (NC3) assessment, they have started their on-the-job training with BSI's ICT department.

During the eight weeks they will be working with senior experienced BSI ICT & ESS Technicians, who have vast experience and skills in their field. This will be a benefit to the students as they will acquire useful skills and knowledge for their line of work.

The students have satisfactorily completed Stage 1 of National Certificate 3 in Electronics Servicing (Industrial Electronics) in which they were involved in designing and building circuits; troubleshooting and repairing components in circuits; maintenance and repair of electronic equipment and projects in relation to basics on security systems (CCTV, networking, access control).

BSI is pleased to continue providing support training for young Papua New Guineans in acquiring skills and knowledge and preparing them for future employment.

Santos Daffodil Corporate Golf Challenge-25th August 2023

BSI participated in the Santos Daffodil Corporate Golf Challenge which was held on the 25th of August at the Royal Port Moresby Golf Club, to support the PNG Cancer Foundation. The event was organized by Santos Limited and the Papua New Guinea Cancer Foundation.

This is the 19th year of the event, and its main spotlight was Cervical Cancer. Money raised by the event will be donated to the Papua New Guinea Cancer Foundation to assist educational and awareness program delivery, with a focus on Cancer prevention.



New Branch Managers-Goroka and Tari

Introducing the newly appointed Branch Managers Francisca Asa and Obe Justin Mende.

Francisca Asa, who was formerly the UN coordinator will now be overseeing all BSI operations in Goroka.

Obe Justin Mende, who was the Goroka Branch Manager, will now be overseeing operations in Tari, Hela Province.

The management and staff of BSI acknowledge and wish them both good luck in their respective roles.

Tari Branch

As mentioned in the previous Newsletter BSI was successful in being awarded the Hela Health Authority Tari Hospital security contract. All security personnel for this contract were recruited and selected from the immediate local communities ensuring a mix of tribal ethnicities and landowner clans to ensure fair opportunities for the citizens of Tari. Notwithstanding the logistical challenges of operating this remotely the PDTI instructors under the careful supervision of Justin Mende did an outstanding job of managing the recruitment, selection process and training deliverables.

BSI gladly welcomes our new colleagues from Tari into the fold to which they have already made a huge contribution to enhancing the security of the Tari Hospital and ensuring the safety of the hospital staff, residents and members of the public seeking medical treatment.

We look forward to continuing our close working relationship with the Hela Health Authority as the contract moves forward.



Tari Guards with Branch Manager, Obe Justin Mende

SP (PNG) Hunters Partnership with BSI

BSI ventured into partnership with SP PNG Hunters as their official transport and security provider and has been delivering effective security and reliable transport services since.

In accordance with the partnership, BSI has been providing security and transport services to the SP PNG Hunters throughout this year's rugby season. In return, the Hunters have shown support during Black Swan events such as the monthly GM Townhall and the presentation of rugby uniforms to the St Joseph International Catholic College and many other events. Also, tickets for every home game are given as incentives to BSI guards, drivers and employees who have performed exceptionally. This is one way the company motivates its employees to produce great results.

The SP PNG Hunters have officially drawn to a close for their 2023 QRL Hostplus Cup season, following a presentation dinner at the Stanley Hotel & Suites, Port Moresby on Thursday, 31st August.

BSI looks forward to working alongside the SP PNG Hunters in providing secure transport and security services soon.



48th PNG Independence Celebrations

BSI hosted its mini-independence celebrations on the 14th of September 2023 at Saraga operations base. All staff turned up in PNG colors to commemorate the day.

Also, other BSI branches in the country celebrated their independence with their staff, drivers, and guards.

It was a successful fun day and a great start to the Independence weekend.



General Manager's Townhall

BSI hosted its monthly General Manager's town hall during the months of July, August, and September to recognize and appreciate employees that have performed exceptionally.

For the month of July, the GM's award was presented to Abraham Timothy (AHC POM) for maintaining integrity and good morals in the line of duty.

The employee of the month awards was presented to; Basil Mangel (Exxon POM), Shaun Ipate (Exxon POM), Greg Verave Lei (Workshop POM), Benji Billy (Hagen branch), Samuel Nasi (Mong Lae) and Amon Isaak (Ops Driver, Lae), for their hard work, commitment, and good moral ethics in carrying out their tasks daily.

The outstanding employees for the month of August were Robinson Primus (VIP Escort, Lae Ops), Eugene Morgan (Control Operator, Lae Ops), Mindy Gitang (Automotive Mechanic, Transport), Kitchawen Posengol (Workshop Store man, Transport), Erick Aisi (Alarm Technician, ICT), Masa Lalamo (Exxon Driver), Joel Rumu (Santos PUDO Driver), Charles Maputiane (Posting Truck Driver), Rogga Jacob (VIP Driver, Child Fund) and Bernard Pini (Duty).

The random draw of food hampers was given to five lucky employees: Pricilla Amalo (Datec Security Officer), Philip Kalale (BHC Guard), Moses Bowen Eddie (UN Static Guard) and Anton Turela Bauai (Oilmin Roku Static Guard). Additionally, a SP Hunter's Jersey was presented to the lucky Alonge Thomas (BNG Security Guard).

The GM Town Hall and random draw food hampers are initiatives that allow BSI to recognize individuals who perform well, show appreciation for the efforts of employees at all levels and provide an opportunity for people to share experiences and communicate in an open forum.

Finally, for the month of September, the GM award was presented to Gabriel M Kani (CIT/QRF Manager) for his dedication and commitment towards his work and team resulting in tremendous changes in team performance.

The September Employee of the Month awards were presented to the following for their commitment, hard work, and selflessness in performing their duties; Hubert Legi (Driver, Lae Ops), Michael Loubai (Static Guard, Lae Ops), John Wal (Gunman, Goroka Ops), Johnson Nalenga (Static Guard, Hagen Ops), John Kundari (CIT/QRF Driver), Hency Tokwakua (UN Radio Operator) and Boney Aureke (UN QRF Driver).



GM Award recipient for July



GM Award recipient for the month for September

The lucky draw hampers were given to Elvis Simon (Guard, Lae BSP), Thomas Gabriel (Guard, Hagen Pacific Palms), Luke Ngants (Guard, Lae Ops) and Tommy Sarea Saku (Guard, Hilton POM). Special draws, a boom box-3W was won by Lemi Kepiyo (Base Guard,POM) and a SP Hunters shirt and cap was won by John Ku (Driver, PUMA POM).

All employees were encouraged to keep on doing their best to achieve outstanding results for themselves and for the company.

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