

# Quarterly Newsletter

## TOP NEWS:

- Saraga (6mile) Operations Base
- GM's Townhall
- International Women's Day
- Safe Driving Awareness Training
- BCFW Graduation
- SP Hunter's Incentives
- BSI Corporate Touch Rugby Competition
- New Branch Managers



**Welcome to our company.**

Established in 2011, Black Swan International (BSI) is the regional leader and 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 and with regional offices in Lae, Madang, Mt. Hagen, and Goroka, and operations through our 'Partner Network' which comprises local landowner groups in 20 other locations throughout PNG, 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  
Black Swan (PNG) International*

“It is with great pleasure that I can officially publish the first Black Swan International (BSI) Newsletter of 2023, which will become a quarterly feature. BSI was established over 11 years ago and has grown in stature to become one of PNG’s leading security providers. I had the privilege of joining BSI in 2021 and in early 2022, alongside the former General Manager ‘Shane Harden’, embarked on a journey to re-shape the company on a quest to become the Premier Security Provider in Papua New Guinea.

With a dedicated strong leadership team and a combined concerted effort from all employees taking ownership we have had a tremendous year. In March 2022 we successfully transitioned our Headquarters team to downtown on Champions Parade and installed a new revamped National Operations Command centre as the 24hr operational hub servicing all BSI clients. In December

2022 we embarked on a momentous challenge of relocating and combining our Fleet and Operations bases into one location at Saraga. Under the guidance from Anthony Milligan (Spike), BSI’s Corporate Services Manager, and without any impact on servicing our clients’ daily requirements the team managed a seamless transition over the festive period, in what can only be described as a truly remarkable achievement, due to the dedication, commitment, and outstanding teamwork from all BSI personnel.

From a business perspective BSI has been very successful, having been awarded several prestigious contracts including the United Nations and Kina Bank. In July 2022 we also engaged in a three-year sponsorship agreement with the SP Hunters which provides complimentary match tickets for our personnel to enjoy the games whilst supporting the SP Hunters. In what is traditionally perceived as a male dominated environment BSI has been very proactive in recognizing the achievements of our female colleagues and justifiably rewarded stand out performers with key management positions. Recently we promoted two female members to take over as branch managers in our regional branches in Hagen and Madang which is testimony to their dedication, hard work, and relentless drive for personal achievement.

BSI has a very diverse culture and encourages all employees to excel in their roles and strive for their ultimate goals to which BSI provides additional support. We currently have two female senior managers attending the Business Coalition for Women (BCFW) Senior Executives Women’s Program, which aims to provide women in executive and senior management positions to support participants in building their confidence, expand their skills and knowledge of business operations and establish networks with other women in senior positions in the private sector.

I have witnessed a genuine and n2023 and improvement in the morale of the workforce, which is a pleasure to see, and we will continue our commitment to improve on staff facilities, welfare and incentive programmes throughout 2023, and looking forward to another great year ahead”.

## Saraga Operations Base-Relocation

Black Swan International reached another milestone in the relocation of its operations base from Kanage (5-Mile) to the new Saraga(6-Mile) base.

Historically, the main guarding security teams were operating from Kanage (6-mile) since 2011 and transport operations from Pool 2 (7- mile) since 2021. However, officially opened on the 27th of January this year, the Saraga Operations base is now the central location for both transport and security operations.

The purpose of the relocation was due to the split operations of transport and security services and leases on those sites expiring. Noting that it was also very costly running two different sites it was an opportunity for BSI to explore other options and centralize its operations.

With the transition to the Saraga base, we have been able to provide better facilities for the employees to utilize and provided an enhanced working environment. The drivers now have a dedicated rest room complete with Satellite TV, fridge, air-conditioning and tea & coffee provisions. The main building ground floor services the guard force, with new changing rooms, showers, toilets, help desk area, supply stores and mini cafe bar. The newly combined VIP and Transport dispatch Center allows for better access and control of the drivers and the fleet. It took a little under two months for the actual physical relocation from the previous sites and we still have work in progress to finalize the overall final design. The new location caters for all the operational teams with a large modern open plan shared office space and training rooms.

Employees are adjusting perfectly with the new location due to its advantages such as direct one-on-one conversation with the management and co-workers with operations in the company carried out efficiently and collaboratively.

A year ago, Saraga was not in the picture, however, at the very last minute an agreement was secured, and this well-suited location is perfect for Black Swan International's main operations hub.



## GM's Townhall

Black Swan International (PNG) acknowledges its employees during the General Manager's townhall which takes place every month. The event is purposely to recognize employees who have performed exceptionally in their line of work.

The outstanding employees are recognized by being awarded the GM's Award and the Employee of the Month Award with a one-hundred-kina shopping voucher. In addition, gift hampers are given to chosen employees via a random number draw.

This initiative encourages employees to work hard and achieve good results. It helps motivate everyone in the company to put in extra effort and be committed to any given task. Regardless, of the challenges faced, at the end of the day, Black Swan International takes care of its own.

Shown here are the employee of the month and GM's award recipients who performed extremely well in the month of January, February and March.



Jack Landa - BSI driver at ExxonMobil PNG Ltd received the month of January 2023 GM Award.



Gerson Waisama – BSI Security guard at Paradise Foods Ltd received the month of February 2023 GM Award.

## Winners of the gift hampers

February:

- Elai Derrick Kove – Driver for ExxonMobil PNG
- Andreas Komea - Guard
- Joel Kambao - Guard at AHC site
- Christopher Olkoben – QRF Driver for BHC

March:

- Pelde George Tokam - Driver
- John Mclee - Dog Handler (SPV1)
- Albie Labie Talem - Control Tower Monitor
- Timothy Steven - Guard



John Hutumo - ICT Technician at BSI. Received the month of March 2023 GM Award.

### International Women's Day

Black Swan International celebrated International Women’s Day on the 8th of March 2023, at the recently opened, Saraga Operations Base. It was an atmosphere of women empowerment with all the BSI women gathering in purple. The theme for this year’s IWD was “DigitALL: Innovation and Technology for gender equality.”

The event was made remarkable by two amazing women who were the guest speakers of the day: Racheal Miria- Director to IDAPNG and the first Papua New Guinean female to receive the Puma Energy Global Award in 2016.

Present also was Women Advocate and a successful Businesswomen, Elizabeth Bradshaw. She’s a leading advocate against domestic violence. Both women encouraged and motivated all BSI women about believing in their potential and knowing they can do so much if they put their mind and heart to it. They gave words of inspiration and courage to all BSI women.



*BSI celebrated International Women's Day*



*Guest Speakers - Racheal Miria and Elizabeth Bradshaw*

### Safe Drive Awareness Training

In addition to the International Women's Day event, Black Swan International in partnership with Pacific Development & Training Institute carried out a Safe Drive Awareness Training for its female staff. The training conducted by PDTI mainly focused on road safety measures and how to be careful and safe when on the road.



**BCFW Graduation**

The Business Coalition for Women celebrated International Women’s Day along with the 8th graduation of Certificate IV Leadership and Management Course in Lae.

The Business Coalition for Women is a membership-based NGO and is the leading voice in Papua New Guinea advocating for gender equality within the business community. BCFW “made in PNG for PNG” approach results in sustainable services that are tailor made for the PNG business environment and which match the needs of its members.



*Stephanie Yoko - graduand and Tracey Papi - BSI Lae Branch Manager*

Black Swan International is a member of BCFW. Through this membership, BSI is eligible to take up BCFW’s leadership courses such as the Certificate IV Leadership & Management Course. The Certificate IV Leadership & Management Course is BCFW’s flagship program. Developed in 2014, the course targets emerging female leaders who are taking up managerial positions for the first time.

Graduated during the International Women's Day was Black Swan International’s employee, Stephanie Keri Yoko who successfully completed her Certificate IV Leadership and Management course.

**SP HUNTERS Incentives**

Black Swan International went into partnership with SP PNG Hunters as their official transport and security provider and has been delivering effective security and reliable transport services since.

Behind the smooth day to day operations of security and transport delivery are some hardworking and resilient men and women who perform exceptional in their job every day making sure our clients and partners are safe and secure.

Due to the efforts given by the hardworking employees in BSI, the SP PNG Hunters give free Hunter’s game tickets as incentives. The tickets are given to the guards and drivers to encourage and motivate them in performing exceptionally in their line of duty.



*Ewald Isaak - BSI Country Operations Manager presented the SP Hunters game ticket to a security guard.*



*Sam Oaseka - Duty Manager presented the SP Hunters game tickets to site supervisors.*

### BSI Touch Rugby Competition

Black Swan International joined the Corporate Touch Rugby League competition organized by the Sir Hubert Murray Stadium committee which commenced on the 20th of March, 2023 and will go on until July this year.

The touch rugby league is a social sport aimed at providing a fun and enjoyable environment for corporate companies to play the closest non-contact version of rugby league. It takes place at the Sir Hubert Murray Stadium.

BSI is purposely involved in the competition to drive employee engagement even while bolstering the company's culture. So far, BSI has lost 2, drawn 1 and has 3 wins and currently running 4<sup>th</sup> on the game ladder.



BSI Touch Footy Team

### Newly Appointed Branch Manager's

Black Swan International is proud to announce two newly appointed Branch Managers, Sheila Harou and Melvin Pokiton, who will be managing BSI branches in Mt Hagen & Madang.



Melvin Pokiton - BSI Mt Hagen Branch Manager

Melvin Pokiton, who hails from Manus Province, will be overseeing operations in Mt Hagen, Western Highlands Province. Melvin was the UN Contract Coordinator for Black Swan International before her new appointment to branch manager. Melvin is excited about the new role and will take it head on. She encourages the BSI women to stand up for their rights, challenge yourself to be better than yesterday and be equal to your male counterparts.



Sheila Harou, from Gulf and Morobe Province, is overseeing BSI operations in Madang Province and is her 3 months into the new role. Sheila was the Operations Manager for BSI Lae branch and was responsible for the transport and man-guarding operations. Ms. Harou advised fellow BSI women that purpose is what moves her forward, start work with likeminded good people, start by finding a mentor who recognizes your potential and can push you forward. Never underestimate yourself to any opportunity given, show up with confidence and take up. You are worth the Salary, Equity, and respect you seek, Go get it.



Black Swan International supports women empowerment and building women in the company to reach great milestones. With the appointment of the two branch managers, BSI now has three regional branches managed by females. This shows that a woman in a male dominated arena like BSI, can excel and achieve great results.

**PLEASE CONTACT US TODAY for more information:**

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