



Annual Report 2012



the shipping association of jamaica

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PROFILE

The Shipping Association of Jamaica

The Shipping Association of Jamaica (SAJ) is a labour hire organization established on January 27, 1939 by a group of businessmen who registered it as a trade union.

The SAJ emerged against the backdrop of Jamaica's labour upheaval at the time. The unrest also led to the establishment of Jamaica's major political parties.

Since its establishment, the SAJ has charted developments in the local and regional maritime sector, ensuring that the industry remains competitive and viable.

A members' organisation, the Association works closely with Government agencies and the private sector to promote sustainability and growth in the shipping industry.

The SAJ has registered a steady growth of members since its establishment and now represents seventy-eight businesses. Members of the Association include: shipping agents, terminal operators, stevedoring companies, hauliers, ship owners and operators, non-vessel operating common carriers (NVOCC's) and customs brokers and freight forwarders.

The SAJ promotes initiatives to advance the interest of its members, employees and staff as well as delivers training programmes for members of the industry. The Association also provides a forum for industrial relations standards in the shipping industry through the Joint Industrial Council established in 1952.

True to the core of its business as a labour hire organisation, the SAJ employs various types of skilled workers which it supplies to the terminals operating at Port Bustamante across three shifts each day. The SAJ, in this regard, manages and maintains a cadre of 550 skilled workers.

The SAJ's support to industry does not end there. For Port Bustamante, the SAJ provides much of the infrastructure and support for the port's Information Technology system through its subsidiary, Advantum, formerly Port Computer Services Ltd.

Additionally, the Association provides anti-narcotics and contraband detection services through its Canine Division.



AGENDA

74th ANNUAL GENERAL MEETING

FRIDAY, NOVEMBER 30, 2012

at 10 a.m.

At the Conference Room of the Shipping
Association of Jamaica

4 Fourth Avenue, Newport West

ITEM 1 CALL TO ORDER

ITEM 2 APOLOGIES

ITEM 3 (a) CONFIRMATION OF MINUTES

73rd Annual General Meeting held on Friday, November 26, 2011

(b) Matters Arising

ITEM 4 (a) PRESIDENT'S REPORT FOR 2012

(b) Matters Arising

ITEM 5 Resolutions to amend the Constitution of the Shipping Association of Jamaica

ITEM 6 PRESENTATION OF FINANCIAL STATEMENTS

(I) The Shipping Association of Jamaica

(a) Approval of Audited Financial Statements to Year End 31 December 2011

(b) Unaudited Financial Statements for period January to September 2012

(II) Port Computer Services Limited

Audited Financial Statements to Year End 31 December 2011

(III) Shipping Association of Jamaica Property Limited

Audited Financial Statements to Year End 31 December 2011

ITEM 7 ELECTION OF:

(A) President for 2013

(B) Vice President for 2013

(C) Managing Committee Members for 2013

ITEM 8 APPOINTMENT OF AUDITORS

ITEM 9 ANY OTHER BUSINESS

MINUTES**73rd ANNUAL
GENERAL MEETING**

HELD FRIDAY, NOVEMBER 25, 2011

at 10 a.m.

At the Conference Room of the Shipping
Association of Jamaica's

4 Fourth Avenue, Newport West

In Attendance:

Name	Company	Voting Status
Roger Hinds, President - Chairman	Transocean Shipping	Voting
Kim Clarke, Vice President	A E Parnell & Co	Voting
	Maritime & Transport Services	Voting
Michael Bernard, Immediate Past President	Jamaica Freight and Shipping	Voting
	Shipping Services (Stevedoring) Ltd	Voting
	Coastal Shipping	Voting
	Interseas Ltd	Voting
Harry Maragh	Lannaman and Morris Shipping	Voting
Grantley Stephenson	Kingston Wharves	Voting
	Kingston Terminal Operators Limited	Voting
	Western Terminals	Voting
Charles Johnston	Jamaica Fruit & Shipping	Voting
	Jamaica Producers Group	Voting
	Jamaica Producers Shipping	Voting
	Ship Management Services	Voting
	Producers Shipping Company	Voting
Denise Lyn Fatt	Freight Handlers Limited	Voting
Evroy Johnson	Carib Star Shipping	Voting
Joseph Lowe	Maritime Towing	Voting
	Seaport Equipment Limited	Voting
Corah Ann Robertson-Sylvester	Port Cold	Voting
	Cold Port	Voting
Clifton Walker	Ocean Air International	Voting
William Brown	Metro Investments Limited	Voting
	Metro Shipping	Voting
Blossom Deidrich	Lannaman and Morris (S&M)	Voting
	Seafreight Jamaica	Voting
Gary Dela Motta	Viking Cargo	Observer
Ricardo Valentine	Royale Ocean Shipping	Voting
Leonie Mendel	Perez y Cia Limited	Observer
Ruel Gibson	Xars Equipment and Trucking	Voting

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Name	Company	Voting Status
Xan Gibson	Xars Equipment and Trucking	Observer
Robert Kinlocke	R. K. Logistics	Voting
Vivienne Thompson	International Shipping	Voting
Loxley Tulloch	Gateway Shipping	Voting
Alva Wood	Allied Trucking and Marine Services Limited	Voting
Erol Smith	Lasocan Agencies	Voting
RCN Smith	Shipping Services Limited	Voting
Trudy Binns	Kingston Logistics Centre	Observer
Andre Rochester	R S Gamble (1998)	Voting
	Arnold Malabre & Co	Voting
Bert Brown	S. G. S.	Observer
Paula Pinnock	Port Contractors Limited	Voting
Frances Yeo	Assessment Recoveries Limited	Observer
David Routledge	Shipowners P&I Services Ltd	Observer
Geneve Barret Fraser	Carib Star Shipping Limited/ ZIM	Voting
Elaine Hayden	Advantum (Port Computer Services)	Observer
Annmarie Curtis	"	Observer
Trevor Riley, General Manager	Shipping Association of Jamaica	
Andrea McGibbon, Chief Financial Officer	"	
Diana Reynolds, Snr. HRD Manager	"	
Dionne Gordon, Board Secretary	"	
Jean Hinds, Internal Auditor	"	
Catherine Carter, Recording Secretary	"	
Luckresha Baker	"	
Antoneisha Douglas	"	
Yahneake Sterling	"	
Dahlia Clarke	"	

Call to Order

The 73rd Annual General Meeting (AGM) of the Shipping Association of Jamaica (SAJ) was called to order at 10:13am by Chairman Roger Hinds.

Apologies for Absence

Apologies for absence were tendered on behalf of Mrs. Marjory Kennedy of Jamaica Freight and Shipping, Mr. Diedrich Suendermann of Carib Star Shipping Ltd and Mr. Fabian Stewart of Aero International Shipping Ltd.

MINUTES

Confirmation of Minutes

Minutes of Annual General Meeting held Friday, November 25, 2011.

AMENDMENTS

- Page 4,** under List of Attendees:
- 'A. Gibson' should be 'S. A. Gibson'
 - 'L. Mendez' should be 'L. Mendel'
- Page 7,** under Port Community System, second sentence:
- 'chained' should be changed to 'chain'
- Page 9,** under Presentation of Financial Statements, the Shipping Association of Jamaica (b), last line: Reword to read: 'She enquired if the Association could consider a proposal to implement a minimal charge on transshipment cargo'
- Page 11,** under Other MC Members, first sentence: Reword to read: 'Mr. William Brown then moved a motion to have the remaining seven members returned en bloc; this was seconded by Mr. Andre Rochester'

There being no further amendments, the minutes were confirmed on a motion moved by Mr. Ruel Gibson and seconded by Mr. Michael Bernard.

Matters Arising from Minutes

There were no matters arising from the minutes of the AGM held on November 26, 2010.

President's Report

The President was commended on what was referred to as a high quality and professional year-end report. While thanking members for their comments, he stated that the report signaled his and the sitting Managing Committee's commitment to transparency and accountability to the members of the SAJ.

Matters Arising from the President's Report

Portworkers' Amenities Building

Mrs. Corah Ann Robertson-Sylvester referred to the section of the President's report which spoke to the relocation of the Association's Recruiting Centre to the Head Office Complex and the construction of an Amenities Building for Portworkers. She lauded the efforts of the SAJ in this regard and stated that the Amenities Building, in particular, was evidence of a job well done.

Mr. Ruel Gibson underscored the comments made by Mrs. Robertson-Sylvester adding that he hoped the building would prove to be as functional as it was beautiful.

The Chairman stated that he was proud of the evolution of the labour deployment process managed by the SAJ, adding that the Recruiting Centre was no longer a reporting point for workers to ascertain whether they will be rostered for work. He further stated that workers enjoyed the flexibility of informing themselves of assignments via a telephone platform and would therefore use the Amenities Building for recreation, training and other innovative purposes. Mr. Hinds also pointed out that a life-size mural depicting terminal operations was unveiled at the Amenities Building during its official opening ceremony. He stated that he was particularly proud that the mural was painted by a team of Port Workers.

Newport West Infrastructure Works

It was noted that the expected rehabilitation to the roads and drainage infrastructure in Newport West had not been completed as planned. The Chairman expressed disappointment that the National Works Agency (NWA) had not followed through on its commitment to complete the project. He informed members that there were extensive discussions with Mr. Patrick Wong, the former head of the NWA, who was no longer within the employ of the Agency. He stressed that SAJ has made regular and high-level representation at the NWA and with various Ministers of Government and received assurances that the work would have been completed.

MINUTES

Mr. Charles Johnston added that, he too was disappointed that the works had been stalled and that some roads were in a more deplorable state and thus needed more work than others.

Mr. Gibson said that while he understands the disappointment expressed, he was not surprised. He opined that the industry had allowed itself to be abused and neglected over many years. He stressed that if players in the shipping industry did not send a strong signal to the NWA and the Government, the roads in Newport West may never be fixed.

Discussions ensued on what would be the most appropriate and meaningful action to be taken by the SAJ to obtain action by the Government and its agencies responsible for the work needed to the Newport West infrastructure. Among the options put forward were staging public protests on Marcus Garvey Drive and at the entrances to the Newport West Community, as well as, highlighting the state of the roads and the implications of their deplorable conditions in the SAJ's Gleaner Shipping Page. It was agreed that the SAJ would highlight the road conditions in its Shipping Page. There was, however, no agreement that protest action would be taken.

The President confirmed that there were reports that the works were slated to restart in December (2011), he added, however, that the resumption schedule appeared to be a moving target and he would continue to lobby the necessary parties for completion of the work in the quickest possible time.

Mr. Robert Kinlocke reminded members that the SAJ had spearheaded an initiative to seek financial support for the road works from the Newport West business community and asked whether these funds were handed over to the NWA. Mr. Michael Bernard, in response, advised that some of the money collected was handed over but the majority of the funds committed was to have come from the SAJ. He further stated, that no additional funds were to be handed over unless there was a clear signal that the work would be completed on a precise schedule.

The President stated that the SAJ would keep members abreast of the progress of negotiations in respect of the road works as they develop. It was also agreed that there would be a meeting within three weeks of the

AGM to determine specific action to be taken if the Government was unresponsive to the efforts of the SAJ.

Illegal Vending and Parking of Chassis

The matters of the illegal parking of chassis and vending from food carts in Newport West were also raised. The Chairman stated that advanced discussions were underway with the KSAC for a possible relocation of food carts to a designated area in Newport West and for the designation of no parking zones with the attendant enforcement of sanctions against violators.

It was agreed that ahead of the implementation of the approved vending zone for food carts and the enforcement of no-parking regulations, a public sensitization campaign would be launched by the SAJ to apprise the affected persons.

The Chairman stated that KSAC had indicated that they do not have adequate equipment that could be used to tow and store vehicles as large as the chassis used on the port. He added, however, that Kingston Wharves had offered the use of a truck which could be so used by the KSAC and that the Port Authority of Jamaica (PAJ) had given permission for their land adjacent to the SAJ to be used as an impound facility. He added that the land adjacent to the SAJ required extensive clearing and preparation prior to being commissioned for use as a pound.

The Chairman stated that following the fixing of the roads, the removal of cook shops and the commencement of the impounding of illegally parked chassis, there would be a beautification project for the entire Newport West Community. Mr. Charles Johnston opined that the removal of illegally parked chassis and food carts should be tackled immediately as they stand to compromise the efforts of rehabilitating the road and drainage infrastructure, if they are addressed post the work contemplated.

Industrial Relations

It was noted that negotiations between that SAJ and the three unions representing registered stevedores were referred to the Industrial Disputes Tribunal for arbitration. Members were advised that both parties

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were in the process of advancing arguments and witness testimonies in support of their respective positions, following which the members of the Tribunal would break to consider the presentations and return with a ruling. The Chairman advised members that he expected the deliberations at the IDT to be completed by March 2012.

SAJ Five Year Strategic Plan

Members discussed the activities underway to widen the Panama Canal and the implications of the added throughput capacity on Jamaica. The Chairman stated that much action was needed on the Port of Kingston to prepare Jamaica's shipping industry to take advantage of the opportunities expected, as well as, ensure the country is ready on-schedule. He added that dredging the Kingston harbour was a must and while there are challenges ahead, this activity must be given the utmost priority.

It was noted that the SAJ has commissioned PriceWaterhouseCoopers (PWC) to develop a five year strategic plan for the Association to contemplate various scenarios including the likely effects of the expansion of the Panama Canal. It was further reported, that the plan would outline clear steps to be taken by the Association to ensure its continued sustainability and relevance in light of a changing industry outlook.

Mr. Robert Kinlocke asked whether the effects of the privatization of Kingston Container Terminals being discussed by the PAJ with CMA-CGM would factor into the strategic plan. The President responded that as many scenarios as possible would be considered, he stated, however, that he could not speak to the involvement of CMA-CGM.

SAJ Canine Operations

Mrs. Paula Pinnock stated that she had learned from the President's Report that the United States (US) Embassy was interested in developing a relationship with the SAJ's Canine Division. She asked the Chairman to elaborate on what was being contemplated and whether the Embassy could assist with implementing measures which would result in cargo from Jamaica being subject to less scrutiny at US ports.

Mr. Hinds stated that the work with the Embassy has not yet started. He added that US Ambassador, Her Excellency Pamela Bridgewater, was given a tour of the Association's Canine Operations, during which she signaled the Embassy's interest in working with the SAJ to develop the capabilities of the operations. It was noted that Ambassador Bridgewater was joined on the tour by team members from the US Container Security Initiative.

Mr. Riley added that the dogs used by the SAJ were currently able to detect various forms of illegal drugs and that the US Embassy would be assisting with training the animals to detect other forms of contraband to include explosives.

The Chairman added that security of cargo and on the port continues to be a priority of the SAJ which would be pursued in the interest of the industry's reputation and growth.

Presentation of Financial Statements

1. The Shipping Association of Jamaica

Audited financial statements to year ended December 31, 2010

SAJ Chief Financial Officer (CFO), Ms. Andrea McGibbon presented the consolidated audited accounts for the SAJ Group for the period ended December 2010. The presentation included data on key economic indicators for the years 2009, 2010 and year-to-date 2011. Ms. McGibbon then presented on the Group's Income and Expenditure statements as well as Balance Sheet.

Following the presentation, the audited accounts as at December 31, 2010 were adopted on a motion moved by Mrs. Paula Pinnock, seconded by Mr. Kim Clarke and carried.

Unaudited financial statements for the period January - September 2011

Ms. McGibbon also guided members through the unaudited financial statements up to the end of the third quarter of 2011.

MINUTES

Mrs. Pinnock asked for clarification on the separation of lashing activities from wage reimbursements, in response to which Ms. McGibbon explained that the data presented contemplated the volume of work done on the port as opposed to the rates at which workers were paid.

In response to an additional question posed by Mrs. Pinnock, the CFO confirmed that transshipment activities on the port have continued to increase over the years discussed.

The Chairman commended the General Manager and the SAJ Management Team for what he termed prudent management of the resources of the Association.

2. Advantum (Port Computer Services)

Audited financial statements to year ended December 31, 2010

Ms. McGibbon presented the audited accounts for Advantum for the year ended December 31, 2010.

There being no questions, the accounts were approved by a motion moved by Mrs. Corah Ann Robertson-Sylvester, seconded by Mr. Ruel Gibson and carried.

3. SAJ Property Limited (SAJPL)

Audited financial statements to year ended December 31, 2010

The CFO guided members through the audited accounts for SAJPL for the year ended December 2010.

Members asked for an explanation of what accounted for the loss recorded by SAJPL in 2010. Ms. McGibbon explained that the operating expenses of SAJPL increased due to a provision in the accounts for a J\$17.5million allocation to the Newport West road works, increased utility charges of approximately J\$4million and higher costs incurred in the provision of back office services to Assessment Recoveries Ltd (ARL).

Mr. Harry Maragh opined that an assessment of the cost structure utilized by SAJPL was desperately needed to guide its activities going forward.

The audited accounts for SAJPL were accepted on a motion moved by Mr. Evroy Johnson, seconded by Mrs. Paula Pinnock and carried.

Election of Officers

At this point, the Chairman expressed thanks to the members of the Association as well as its Management and Staff for their solid support of the vision of the Managing Committee during 2011. He then handed over proceedings to the General Manager for the election of officers.

Mr. Riley then indicated that, in accordance with the SAJ's Constitution, the sitting Managing Committee was dissolved. He specified that clause 5 of the Constitution called for the election of officers to serve in the capacity of President, Vice President, and seven other members, who will hold office until the next AGM. He added that the previous Managing Committee members were eligible for re-election and that the last President would serve on the Managing Committee as Immediate Past President.

The General Manager then asked Mrs. Dionne Gordon to do a roll call to indicate the members in attendance who were eligible to vote either in person, or via proxy. This was done.

Election of President

Mr. Roger Hinds was nominated for the post of president by Mr. Kim Clarke, this was seconded by Mr. Evroy Johnson.

Mr. Kim Clarke was nominated for the post of president by Mrs. Paula Pinnock, this was seconded by Mr. Andre Rochester. Mr. Kim Clarke declined the nomination.

There being only one remaining nominee for the post of president, Mr. Roger Hinds was unanimously re-elected President for 2012.

Election of Vice President

Mr. Kim Clarke was nominated for the post of vice president by Mrs. Corah Ann Robertson-Sylvester, this was seconded by Mr. Roger Hinds.

MINUTES

There being no further nominations, Mr. Clarke was unanimously re-elected Vice President for 2012.

Immediate Past President

In light of the re-election of Mr. Roger Hinds, Mr. Michael Bernard would remain the Immediate Past President for 2012.

Other Managing Committee Members

The following persons were nominated to serve as part of the Association's Managing Committee:

- Mr. Robert Kinlocke: nominated by Mr. Alva Wood and seconded by Mr. Erol Smith
- Mr. William Brown: nominated by Blossom Deidrich and seconded by Evroy Johnson
- Mr. Joseph Lowe: nominated by Andre Rochester and seconded by Mr. Kim Clarke
- Mr. Grantley Stephenson: nominated by Mr. Ruel Gibson and seconded by Mr. Kim Clarke
- Mrs. Denise Lyn Fatt: nominated by Mrs. Vivienne Thompson and seconded by Mrs. Corah Ann Robertson-Sylvester
- Mr. Charles Johnston: nominated by Mrs. Corah Ann Robertson-Sylvester and seconded by Mr. Michael Bernard
- Mr. Evroy Johnson: nominated by Geneve Barret Fraser and seconded by Corah Ann Robertson-Sylvester
- Mrs. Corah Ann Robertson-Sylvester: nominated by Mr. Grantley Stephenson and seconded by Mr. Evroy Johnson
- Mr. Harry Maragh: nominated by Mr. Roger Hinds and seconded by Mrs. Corah Ann Robertson-Sylvester
- Mr. Loxley Tulloch: nominated by Mr. Ruel Gibson and seconded by Mr. Erol Smith

Eligible members were asked to vote for the seven remaining vacant positions on the Managing Committee.

The General Manager asked observer, Ms. Trudy Binns, to witness the counting of ballots by the Association's Internal Auditor, Ms. Jean Hinds and Miss McGibbon, the CFO. Following this activity, the following seven members were returned en-bloc to serve on the Managing Committee for 2012:

- Mr. Charles Johnston
- Mr. Grantley Stephenson
- Mr. Harry Maragh
- Mrs. Corah Ann Robertson-Sylvester
- Mr. Joseph Lowe
- Mrs. Denise Lyn Fatt
- Mr. Evroy Johnson.

Following the elections, the Chairman thanked the members of the Association for the confidence reposed in him and his colleague Managing Committee Members. Mr. Hinds stated as well, that he looked forward to another meaningful tenure in 2012 and to continuing the important work of the SAJ.

Appointment of Auditors

The firm PriceWaterhouseCoopers, having indicated willingness to continue as auditors for the Association was re-appointed for 2012 on a motioned by Mr. Evroy Johnson and seconded by Mr. Kim Clarke.

Any Other Business

Access to Newport West

Ms. Trudy Binns expressed concern over the access to Newport West by pedestrians including industry staff and other business interests. She stated that three persons have died trying to cross the roadway between the toll road and Marcus Garvey Drive. She added that there were also no bus stops close to the overhead bridge and asked whether the Association could consider starting discussions with the Ministry

MINUTES

of Transport with a view to getting the Newport West Community designated as a part of a bus-route. She further stated that there was also a security risk associated with walking from Three Miles to Newport West.

These comments initiated much discussion, during which the General Manager indicated that there have been extensive discussions with the Ministry of Transport on the issues raised without much success. He added that the lobby efforts in this regard would continue.

One Way Exit from KCT

Ms. Binns also raised the issue of there being only one way of exiting the KCT facility through Newport West. She cited this as a problem as KCT has a significant portion of the traffic which passes through the area. She stated that she had sent a letter to the NWA two years ago to request a modification of the exits from KCT which has not resulted in any action.

The President asked Ms. Binns to discuss the matter with the General Manager of the SAJ following the meeting in an effort to advance the discussions with the NWA.

Adjournment

The Chairman asked whether there was any other matter to be raised for discussions. There being none, the meeting adjourned at 12:49pm on a motion moved by Mr. Robert Kinlocke and seconded by Mrs. Denise Lyn Fatt.

Confirmed:

Date:



the shipping association of jamaica



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RESOLUTION TO BE PROPOSED AT THE ASSOCIATION'S ANNUAL GENERAL MEETING

NOTICE IS HEREBY GIVEN that the Annual General Meeting of the Shipping Association of Jamaica is to be held on the 30th day of November 2012 at the Conference Room, Shipping Association of Jamaica, 4 Fourth Avenue, Port Bustamante, Kingston 13 at 10:00 a.m. and it is proposed that the following resolutions be passed:

RESOLUTION 1

BE IT RESOLVED that

Clause 4 of the Constitution of the Association be amended by deleting the current Clause and inserting the following:

The general business of the Association shall be conducted by a Managing Committee (herein referred to as "the Managing Committee") nine members of which shall be elected by a simple majority of those members attending and voting. In addition, the Immediate Past President shall serve as a voting member of the Managing Committee. Further, the Managing Committee shall have the power to appoint from time to time a maximum of two Honorary Members who shall have the functions and powers of the members of the Managing Committee, save and except the power to vote at meetings of the Managing Committee. The Managing Committee may do on behalf of the Association all acts which are not by the Agreement required to be exercised or done by the Association in General Meeting.

RESOLUTION 2

BE IT RESOLVED that

Clause 5 of the Constitution of the Association be amended by inserting the following words after the words "seven members", and before the word "PROVIDED" ***"in addition to the Honorary Members"***

RESOLUTION

RESOLUTION 3

BE IT RESOLVED that

Clause 5, (e) of the Constitution of the Association be amended by inserting after the words "ex-officio members" and before the word "General Manager" the following words: ***"of the Managing Committee"*** and by inserting after the words "General Manager" and before the words "and Trustees" the following words: ***"two Honorary Members"***

RESOLUTION 4

BE IT RESOLVED that

Clause 5 of the Constitution of the Association be amended by the inclusion of a new Sub Clause (g) immediately after Sub Clause (f) as follows:

- (g) ***Honorary Members may be any individual in good standing with the Association and who has served a minimum period of ten years on any Committee of the Association and whose contribution is considered by the Managing Committee to have been exemplary in the service of the Association and the wider shipping industry. Honorary Members shall be appointed by a three-fourths vote of the members of the Managing Committee at regular or special meetings of the Managing Committee called for the purpose and shall serve for a period of three years. The Managing Committee shall have the power in its absolute discretion to extend or determine the tenure of such Honorary Members by a three fourths majority of members of the Managing Committee at regular or special meetings of the Managing Committee.***

RESOLUTION 5

BE IT RESOLVED that

Clause 6 of the Constitution of the Association be amended by inserting after the word ***"Committee"*** and before the word "shall" the following words: ***"other than Honorary Members"***

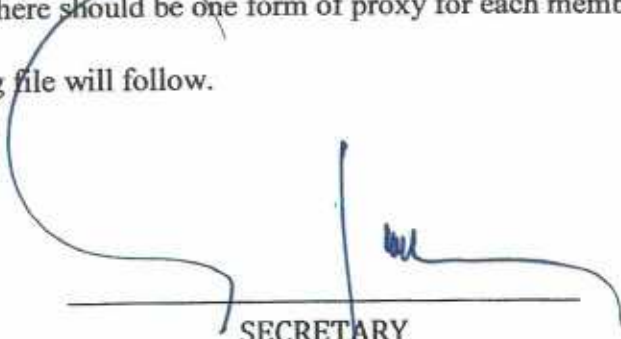
Members are asked to note that these Resolutions require the approval by a majority of at least 2/3 of the Ordinary Members of the Association present at the meeting.

An Ordinary Member who is entitled to attend and vote, may appoint a proxy to attend and vote on its behalf. A form of proxy is enclosed and it should be completed and returned to the General Manager, the Shipping Association of Jamaica, at the Association's offices, 4 Fourth Avenue, Port Bustamante, Kingston 15, no less than forty-eight (48) hours before the start of the

RESOLUTION

Annual General Meeting. A J\$100.00 (one hundred dollars) stamp should be affixed to each form of proxy and there should be one form of proxy for each member company.

A complete meeting file will follow.

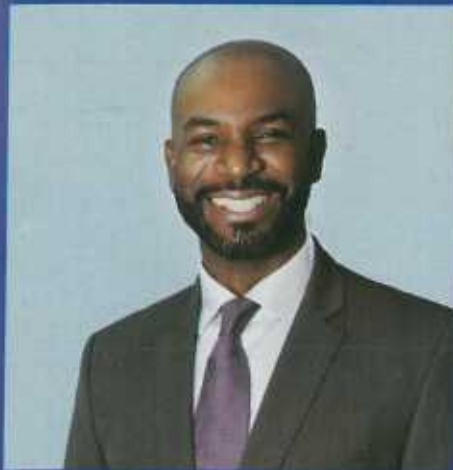


SECRETARY
SHIPPING ASSOCIATION OF JAMAICA
November 2, 2012



PROFILES

The Managing Committee



Roger Hinds
President

Roger Hinds has served as president of the Shipping Association of Jamaica (SAJ) since 2009. Prior to becoming president, he served the SAJ as a member of its Managing Committee and as Vice President from 2006 to 2008.

A native of Barbados, Hinds has been working in Jamaica's maritime sector since 1982. He is the Chairman and Chief Executive Officer of Transocean Shipping Limited and the Founder and Chairman of Transport Logistics Limited and Marine Haulage Service Limited.

He serves on the Board of Directors of, and is Company Secretary for, the Kingston Wharves Group. He is the Chairman of Advantum, formerly Port Computer Services, and serves on the boards of Assessment Recoveries Limited and Amalgamated Stevedores Limited.

Mr. Hinds also serves the regional shipping industry. He is the Chairman for the Caribbean Shipping Association's (CSA) Group A sub-committee - representing Shipping Agents, Private Stevedore Contractors and National Associations.



Michael George Bernard
Immediate Past President

Michael George Bernard is the immediate past president of the SAJ and has been a member of the Managing Committee since 1995. He served the Association as Vice President from 2003 to 2005 with responsibility for industrial relations.

He is the Managing Director of Shipping Services Stevedoring Limited and serves on several boards within the shipping industry including Amalgamated Stevedoring Limited, National Quarantine Commission, and the Caribbean Maritime Institute. He is a member of the Port Awards Committee of the Caribbean Shipping Association. He is a Director of Advantum, formerly Port Computer Services Limited.

In June 2005 he was inducted as a Gold Member of the International Association of Business Leaders. He is a past president of the Rotary Club of Liguanea Plains.

Mr. Bernard was educated at Kingston College and the University of the West Indies.



Kim Clarke
Vice President

Vice President of the SAJ since 2009, Kim Clarke, is a second generation family member to enter the shipping industry. His father Hylton Clarke was part-owner of the Maritime Transport Group of Companies. In 2002, Kim became a member of the SAJ's Managing Committee making him and his father the first father son team to sit on the Committee simultaneously.

Mr. Clarke's work experience in the shipping industry began in 1990 at Kirk Line Inc. in Miami where he was a Documentation Clerk. He quickly moved up the ranks a year later to Documentation Manager. Returning to Jamaica in 1991, he became Director of Maritime and Transport Group of Companies. He now serves as Managing Director of Maritime and Transport Group of Companies. The Group consists of Maritime and Transport Services Limited., Maritime Towing Company Limited., Maritime General Insurance Brokers Limited., A. E. Parnell and company Limited, Parnell Investment Limited and Seaport Equipment Limited.

He is also a director of Kingston Wharves Limited and Newport Fersan Jamaica Limited. He is Chairman of Amalgamated Stevedores Limited and Managing Director of Boat Services Ltd.

Mr. Clarke is a graduate of the University of Miami.

PROFILES

The Managing Committee

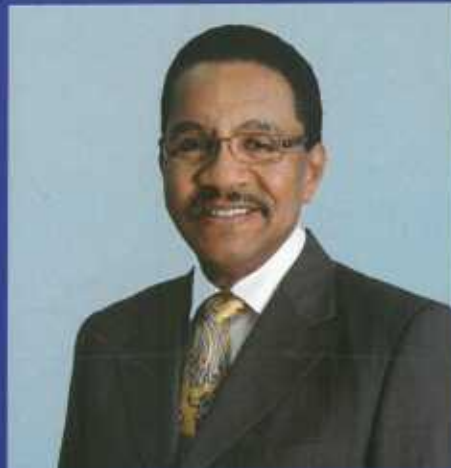


Charles Johnston, C.D.
Past President

Charles Johnston is the Executive Chairman of Jamaica Fruit & Shipping Company and its subsidiaries. He has been in the shipping and produce-export business since 1964 and has been a member of the Managing Committee of the SAJ with few interruptions since 1976.

Mr. Johnston is the Chairman of Jamaica Producers Group Ltd., Seaboard Freight & Shipping Company Ltd. and T.S. Crane Services Ltd. He serves the business sector on several boards, including the Kingston Port Workers Superannuation Fund; Bank of Nova Scotia Jamaica Limited; Scotia Investments Jamaica Limited; H.D. Hopwood & Company Ltd.; The Jamaica Public Service Company Ltd. and Peak Bottling Company Ltd.

Mr. Johnston is a recipient of the National Award of the Order of Distinction, Commander Class and is a member of the Kings House Foundation. He is a past student of Jamaica College and holds a Bachelor of Science Degree in economics from the University of Pennsylvania, Wharton School of Finance and Commerce.



Grantley Stephenson, C.D., J.P.
Past President

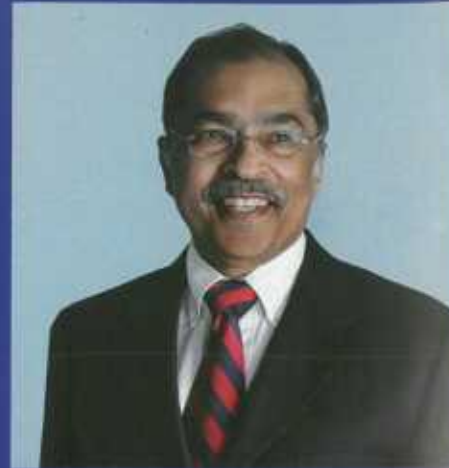
A past president of the SAJ and a member of the Managing Committee since 1990, Grantley Stephenson is the Chief Executive Officer of Kingston Wharves Limited. He is also the Vice President of the Caribbean Shipping Association.

He is the Chairman of Assessment Recoveries Limited, a Director of Advantum, formerly Port Computer Services; Security Administrators Limited, Harbour Cold Stores Limited, the Shipping Association of Jamaica Property Limited, and the Maritime Authority of Jamaica.

Mr. Stephenson has headed some of the local shipping industry's leading companies including Jamaica Merchant Marine, Jamaica Freight and Shipping Co. Limited and Seaboard Freight and Shipping Jamaica Limited.

He was conferred with the National Award of the Order of Distinction, Commander Class in 2007 and is the long-standing Honorary Consul General for the Kingdom of Norway.

He is a Fellow of the Jamaica Institute of Management and holds an MBA from the University of the West Indies. He is also a graduate of the University of Technology in Jamaica and the University of Plymouth in England.



Harriat Maragh
Past President

A past president of the SAJ, Harriat Maragh is the Chairman and CEO of Lannaman and Morris Shipping Limited.

Mr. Maragh is also the Chairman of Seafreight Jamaica Limited, Seafreight Lines Inc Miami, Kingston Port Workers Superannuation Fund, Caribbean Maritime Institute Trust Fund and Metro Investments Limited.

He serves as a Director on several boards including Advantum, formerly Port Computer Services; The Shipping Association of Jamaica's Property Company; Assessment Recoveries Limited and the National Cruise Council of Jamaica.

He is a graduate of Calabar High School and the Humber College in Toronto, Canada.

PROFILES

The Managing Committee



Corah Ann Robertson-Sylvester



Joseph Alexander Lowe



Evroy Johnson

Mrs. Robertson-Sylvester is the Chief Executive Officer of Seaboard Jamaica, a subsidiary of Seaboard Marine Ltd, Miami. In 2003 she became the first female President of The Caribbean Shipping Association which was established in 1971 to facilitate the development of an efficient, viable Caribbean shipping industry.

She has been a member of the Managing Committee of the Association since 2005 and is also a Director of Jamaica Freight and Shipping Limited.

Successfully climbing the ranks in the shipping industry she started as a Line Manager, then moving on to Sales and Marketing Manager at Kirk Line and then Project Manager for Coastal Shipping/Interseas. She was Director of Sales and Marketing at Jamaica Freight and Shipping where she managed sales and advertising for the lines represented which included Seaboard Marine, Jamaica Producers Shipping Company, Kent Line and Ivaran Shipping and Mitsui.

A past student of Campion College and the University of the West Indies, she furthered her education at the Norwegian Shipping Academy and the UNCTAD – Trainmar Instructor's Workshop.

A member of the Managing Committee of the SAJ since 2005, Joseph Lowe is a Director and Group Operations Manager for Maritime and Transport Services Limited.

Mr. Lowe's career in shipping began in 1963 at Grace Kennedy and Company Shipping Limited as a Validating Clerk in the Freight Department. He was later promoted to Manager of the same department and in 1976 he was promoted to assistant General Manager and General Manager in 1988.

He was transferred to International Shipping Limited, a subsidiary of Grace Kennedy and Company Limited as Managing Director in 1992. Three years later he was transferred to Hamburg-Sud Columbus Jamaica Limited as Managing Director where he remained until his retirement in 2001.

He is a past student of Excelsior High School.

Chairman of the SAJ's Finance Committee, Evroy Johnson has been a member of the Managing Committee since 2009.

An accountant by profession, Mr. Johnson is the Chief Financial Officer of Carib Star Shipping Limited, a subsidiary of Zim Integrated Shipping Services Limited. He also serves as Corporate Secretary for Carib Star.

He is the Chairman of the Board of Trustees, Jamaica Container Repairs Pension Fund; Director of Cable and Wireless Co-operative Credit Union; Director of Assessment Recoveries Limited and a Trustee of the Kingston Port Worker Superannuation Fund.

A graduate of Kingston College, the Caribbean Maritime Institute and the University of the West Indies, Mr. Johnson holds a Diploma in Shipping Logistics, Diploma in Business Administration and a Master of Business Administration. He is a member of the Association of Accounting Technicians.

Mr. Johnson serves the community as a member of the Kiwanis Club of Kingston.

PROFILES

The Managing Committee



Denise Lyn Fatt

Denise Lyn Fatt is the Chairman of the Agents Committee of the SAJ and has been a member of the SAJ's Managing Committee since 2009. She has been an active member of the SAJ's Agents Committee since 1976.

Mrs. Lyn Fatt is the Managing Director of Freight Handlers Limited, a company she started with her husband in 1988. Prior to starting her own company, she served at a management level in shipping and other sectors: Managing Director for Ocean Air International Limited; Senior Supply Assistant for the United Nations Children's Fund; and Traffic Manager for InterFreight Agencies Limited.

She is the Ex-Officio President of the St. Hugh's High School Past Students Association and a graduate of the University of the West Indies and the Norwegian Shipping Academy. She holds a Bachelor of Arts in Politics and History and a Post Graduate Diploma in Professional Shipping.



Trevor Riley J.P.
General Manager

Trevor Riley served as Public Relations Assistant at the SAJ in the 1980s before returning in 2003 as General Manager.

Prior to his return to the SAJ, Mr. Riley worked in the banking and tourism sectors in several managerial positions including: Managing Director for the Jamaica Observer; General Manager - Marketing for the Caribbean for Air Jamaica Limited; Deputy Director Tourism - Local Communication and Marketing for the Jamaica Tourist Board; General Manager UK Operations, Workers and Capital Finance Limited (UK); and General Manager, UK Operations Victoria Mutual Finance Limited (UK).

Mr. Riley serves as Company Secretary for Advantum, formerly Port Computer Services Limited and also for Assessment Recoveries Limited. He is a Trustee of the Kingston Portworkers Superannuation Fund, the SAJ Staff Pension Fund and the Caribstar and Associates Pension Fund. He also formerly served as a director of the Caribbean Maritime Institute, Marine and Allied Industries Cooperative Credit Union and the Jamaica Quarantine Commission.

A Justice of the Peace for the Parish of Kingston, He is also a past student of Kingston College, and graduate of the University of the West Indies and Kingston University in Britain. He holds a Master of Business Administration degree (Kingston, UK), the Diploma in Mass Communications (UWI) and the Diploma in Journalism from the International Institute for Journalism, (IIJ) Berlin, Germany and is a Member of the Chartered Institute of Marketing (MCIM), United Kingdom.

He is a past president of the Rotary Club of Liguanea Plains. An avid golfer, he is a member of Caymanas Golf and Country Club and the Jamaica Golf Association.

OUR TEAM

Executive Department



▲ **Trevor Riley**, General Manager – SAJ with members of the Executive Team, **Dionne Gordon** (left), Operations Manager – Property and Administration and **Jean Hinds**, Internal Auditor.



▲ **Catherine Carter-Martin**, Executive Assistant to the General Manager, **Pauline Haylett**, Receptionist and **Antoneisha Douglas**, Administrative Assistant – Property and Administration.

▲ SAJ Bearers: **Pablito Johnson** and **Mervyn Metz**.

▲ Members of the Trucker Registration Office: **Nadine Rowe**, Trucker Verification Officer (left) and **Grace Robinson**, Trucker Verification Clerk.

OUR TEAM

Finance



◀ **Andrea McGibbon** (seated), Chief Financial Officer – SAJ and her team members **Fiona Hall** (left standing), Operations Manager – Finance and **Sharon Phillips**, Accountant – SAJ.



▲ Front Row: **Norma Jean Hutchinson** – Portworker Payroll Officer. Second Row: **Onecia Prince**, Accounting Assistant – Advantum and Medical, and **Pauleta Erskine** – Accounting and Administrative Assistant. Third Row: **Shiryl Nugent**, Accounting Officer – SAJ, **Camille Spence** – Librarian/Accounting Officer – Cess Receivables and **Janet Jones**, Accounting Officer – Time Sheet Receivables. Back Row: **Marvin Jones** – Accounting Officer – ARL, **Troy Taylor** – Accounting Clerk – Payroll and Purchase Order and **Geovanni Suckhai** – Accounting Clerk – SAJ.

REPORT

President's Report



Roger Hinds

These were all very ambitious projects and I believe that as an organisation we have developed in relevance over the last 73 years because we have always focused on big ideas that transform a nation. The transformative effects of big ideas such as the modernization of the port, which was fostered through innovations such as the Joint Industrial Council, the Kingston Port Workers Pension Fund, the 1998 Board of Enquiry and other such significant achievements have cemented the place of the Association in the history of this country.

So anybody who assumes the role of President of this organisation has a huge role to play in ensuring that the organisation continues to innovate and be relevant in the changing landscape of our times.

I am not at all satisfied that my vision has been fully achieved or that all of my objectives as President have been met. But I do believe sincerely that the road has been prepared during my leadership for the continued development of our industry and for the sustained relevance of the Association in the growth of our nation.

In terms of specifics, I am pleased that the Newport West road works have been completed. This matter has occupied more of our attention than one should consider reasonable, as we faced the broken promises of successive administrations. We will remain vigilant because the task is not over as maintenance of these roads and drains will still demand agitation and lobbying from us.

I am also happy to report that our painstaking efforts to develop support for the Port Community System have been advanced considerably over the last four years. The first stage of a two-stage tender has been released and two bidders shortlisted to enter into a second round of tendering. The project has received funding and technical support from the International Trade Centre, Geneva; the USAID and the IDB. Recently, the IDB approved funding to assist with the recruitment of a lawyer to assist with developing the legal framework for the system. The Port Authority and the SAJ have collaborated in the recruitment of a Project Manager to work fulltime on the implementation of the system.

Very rewarding is the fact that most agencies are now seeing the Port Community System as central to the development of the Logistics Hub; and Cabinet approved its implementation by the PAJ working with Jamaica Customs and the SAJ. Based on the schedule that has been agreed, the system should be in place by the target date for the expanded Panama Canal.

The Logistics Hub project is taking on momentum and there appears to be consensus among relevant stakeholders, including Government and Opposition, to the benefits of pursuing this policy. Any criticism would have to be in relation to the pace of development of the approach to implementation; rather than to the acceptance of the need to implement.

Fellow members of the Shipping Association of Jamaica, today I present my final report as president of this illustrious organization after four years at the helm. Shortly after my election at the end of November 2008, I published a booklet in which I indicated the main pillars of my administration. I stated that primary among the things I wished to achieve were:

1. The continued dynamic training programme of all employees of the Association to ensure that the Organisation remained world class.
2. Support of the 2030 Vision advanced by the Government to transform Jamaica into a major logistics hub
3. Establishment of a Port Community System
4. Improvement of the condition of Newport West
5. Advancement of our support for communities



▲ **Rafi Danieli** (second right) President and Chief Executive Officer of ZIM Integrated Shipping Services Limited and members of his team visited with the Shipping Association of Jamaica (SAJ). Pictured here from left are: **Anat Ayal**, Vice President – Central America and Caribbean District; **David Arbel**, Chief Procurement Officer; **Lea Bogatch Genossar**, President – Zim American Integrated Services Co., Inc.; **Kim Clarke**, Vice President of the SAJ; **Amos Aloni**, Vice President – Zim American Integrated Services Co., Inc.; **Harry Maragh**, Chairman and Chief Executive Officer – Seafreight Jamaica Limited; **Diedrich Suendermann**, General Manager – Carib Star Shipping Limited and **Roger Hinds**, President – SAJ.

The training of our employees has continued aggressively in all areas of operations on the Port as well as in administrative systems. At every level, we are preparing greater competence to meet the challenge that we see arising from Jamaica's push to improve its participation in the supply chain. Our employees are among the best trained in the industry regionally and, we believe, will be among the most adaptive to the new environment of shipping and logistics.

Concurrent with these internal approaches to readiness, the SAJ has extended its outreach in three particular ways:

1. Involvement in local and international shipping and trade organisations
2. Lobbying with Government
3. Outreach to communities

In the first area, we have been a vocal and active member of the Private Sector Organisation of Jamaica and we have stayed close to the Jamaica Chamber of Commerce, the Jamaica Exporters Association and the Jamaica Employers Federation, of which we are members. We have maintained a good relationship with the Jamaica Manufacturers Association and with all of these named bodies we have sought to advance collaboration on points of common interest. So too, organisations such as the Port Trailer Haulage Association and the bodies representing customs brokers and freight forwarders have been partners as we jointly seek to advance the shipping and logistics sector.

On the international front, we have maintained the Association's involvement in meetings and conventions that intensify

our learning about global developments in shipping. We have attended the Terminal Operations Conference, one of the best fora for networking and learning about the developments of cargo terminals and related services. We have also attended the Seatrade Cruise Conference.

Three members of our Managing Committee are now Members of the General Council of the Caribbean Shipping Association having been elected in October to serve. Past President of the SAJ, Grantley Stephenson was elected President of CSA, and for that I extend congratulations on behalf of the entire industry. SAJ Vice President, Kim Clarke is now a Group A member of Council; and I have been elected as Chairman of Group A. We intend to serve regional shipping with energy and competence and to foster the

REPORT President's Report

growth of this industry to the benefit of all members of the CSA. I wish to extend a special thanks to past SAJ President Mike Bernard who served on the CSA General Council for six years with dedication.

As this report is being finalized, the SAJ's Mobile Clinic is doing service at the Annotto Bay Hospital, in St. Mary, North Eastern Jamaica. The unit is assisting to provide emergency service at the hospital, which was severely damaged in the recent Hurricane Sandy.

This is one of the many ways in which the SAJ has continued to be active in the community. The Mobile Clinic has been engaged in partnership with various Rotary clubs to provide health screening in communities across Jamaica. Just last year, we also took the Clinic to the Caribbean Maritime Institute, one of many educational institutions that we have assisted with medical services.

Twice monthly, we reach out to citizens of Greenwich Town, who attend clinic at the SAJ where they are seen by doctors and nurses and provided with medication. We also continue to support the Marcus Garvey Basic School with a range of financial support, including the payment of teachers.

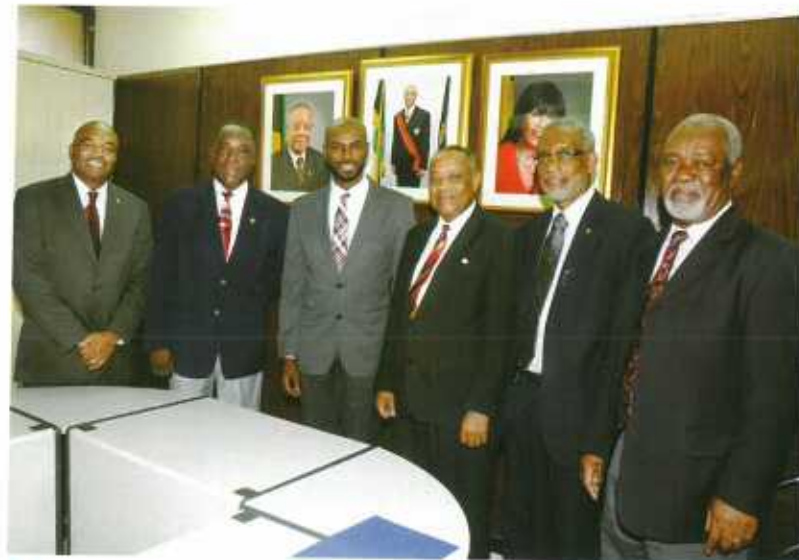
I am happy to report that our General Manager was appointed as Chairman of the Board of Tavares Gardens Primary School, an institution within easy reach of the Port; and I have learnt that already his efforts are making a difference at the school.

During the period of my Presidency, we have celebrated with immense pride two landmark anniversaries. The first was the 70th Anniversary of the Shipping Association of Jamaica in 2009 and the other the 60th Anniversary of the Joint Industrial Council, this year. Both sets of events gave us a chance to review some of the contributions that the shipping industry has made to nation building; and to honour some of the persons who have given outstanding service to our industry and the country. I was proud to participate in the related events and to be associated with the awardees, including our partners in the trade union movement.

Serving as President over the last four years has allowed me to work very closely with the management team, which is one of the great assets of the Association. The General Manager and his team carry a considerable



▲ **Roger Hinds** (centre), President of the Shipping Association of Jamaica, presents **Andrew Holness** (second right), leader of the opposition with a copy of the book, 'The History of the Shipping Association of Jamaica' during a courtesy call – part of the 60th Anniversary Celebrations of the Joint Industrial Council. Also in the photo are, from left: **Barrington Dawes**, General Secretary of the Trades Union Congress, **Alvin Sinclair**, Vice President of the Bustamante Industrial Trade Union and **Condell Stephenson**, Chairman of the Joint Industrial Council.



▲ Members of the Joint Industrial Council (JIC), in celebration of the 60th anniversary of the JIC, made courtesy calls on several officials. Here, members of the council visited the Minister of Labour and Social Security, **Derrick Kellier** (third right), who was representing the prime minister. (From left) **Trevor Riley**, General Manager of the Shipping Association of Jamaica (SAJ), **Alvin Sinclair**, Vice-President of the Bustamante Industrial Trade Union, **Roger Hinds**, President of the SAJ, **Condell Stephenson**, Chairman of the JIC and **Alvin McIntosh**, Permanent Secretary in the Ministry of Labour and Social Security.

REPORT President's Report

load each day with commitment, efficiency and style. The balance of this report is a testament to their work as much as it is to mine. I thank them for their dedication and their value creation focus.

While I invite you to read the ensuing pages to get more details about some of our achievements in the last year, I wish to leave a few parting comments on the wider questions of the development of the Port.

Jamaica has tremendous potential as an actor in the global supply chain. This is based fundamentally on factors such as our location and experience in serving as a transshipment port, our very outstanding industrial relations practice and the quality of our infrastructure and systems. As the international game changes with the expansion of the Panama Canal, what we have done in the past will only be as relevant as the steps we make from this point forward to prepare ourselves for the future of shipping and logistics.

As an Association, the SAJ has worked tirelessly with our partners in Government, the Trade Unions and the Private Sector to indicate the possibilities and to structure the approaches to attaining our potential. I have no doubt that we are all seized on the absolute necessity to be ready, even if all players are not equally informed about the progress being made toward readiness. We in shipping have a considerable role to

play in educating the nation about the opportunities of our industry, and the fact that this business, perhaps more than any other, can help us to attain real economic development.

We need to continue the work to develop a unified focus on shipping and logistics to enable the entire country to support investments in the appropriate systems, whether they be additional port infrastructure, modern equipment, IT systems or the training of people.

I am happy that the Shipping Association of Jamaica has the leadership to create the correct focus. As I leave the office of President, I am sure that the new President of the Association will lead this illustrious organisation with a dedicated focus on helping to steer Jamaica's shipping industry through difficult but greatly rewarding possibilities.

I have enjoyed the support of this eminent group of leaders who have served on the Managing Committee. I wish to thank them for the opportunity to have served them in this capacity. Above all, I wish to thank you the members for the tremendous vote of confidence for having allowed me to serve for all of four terms as President.

Yours sincerely

Roger Hinds
PRESIDENT



Roger Hinds (left) President of the Shipping Association of Jamaica, presents a copy of the book, "History of the Shipping Association of Jamaica," to **Major Richard Reese**, Commissioner of Customs. Looking on is **Patricka Wiggan-Chambers**, Director – Executive Services, Jamaica Customs.

REPORT

Communications, Member Services and Community Outreach

Agents' Committee

In 2012 the Agents' Committee of the Shipping Association of Jamaica had its regular monthly meetings. Mrs. Denise Lyn Fatt, continued to provide service as Chairman and Andre Rochester, as Deputy Chairman. The agents and their designates represented the association as members of several industry related committees.

The Quality Assurance Committee of the Jamaica Customs Department

Industry stakeholders brought their trade concerns to the meeting of the Quality Assurance Committee (QAC) and liaised with the Collector of Customs and other members of the Jamaica Customs Department team to resolve these concerns. In 2012 the following issues were discussed:

- Challenges associated with the implementation of more contraband detection equipment in Kingston and Montego Bay
- Challenges with forecasting bills and other cost management challenges related to the services provided by Jamaica Customs Department
- Challenges associated with the implementation of electronic manifests

In order to facilitate the shared interests of the Shipping Association and the Jamaica Customs Department, we facilitated on-going dissemination of information to its members.

Beyond membership on the QAC the relationship with the Jamaica Customs Department continues to be collaborative and fruitful. The agents submitted a comprehensive document of concerns to the new Commissioner of Customs for his action and attention. Plans are in place for him to attend a meeting of the Agents' Committee by the end of the year.

OUR TEAM

Communications, Member Services and Community Outreach



▲ **Yahneake Sterling** (left), Public Relations Officer, points out an interesting fact to **Monique Morrison**, Member Services Officer.

Industry stakeholders such as the Port Trailer Haulage Association and Marine Safety Jamaica Limited made presentations to the Agents about concerns and developments in the industry.

Equipment Interchange Agreement & Trucker Registration

For the reporting period, 108 Truckers and 407 trucks were registered including two Non-containerized cargo hauliers (Break Bulk Hauliers). During this period the SAJ began using the Trucker Registration

REPORT**Communications, Member Services and Community Outreach**

Software (TRS) to manage the truckers' information. This information is also shared with the Terminals. This enables them to validate the trucker, trucks and drivers accessing the port. Non-registered were directed to the SAJ by the terminals where relevant information on registration was provided.

The SAJ has reduced turnover time for the updating of truckers' files by allowing the use of facsimile and email to transmit updated documents. The SAJ continues to sensitize Hauliers on the rules and regulations of The Port Management and Security By-Laws and Equipment Interchange.

The Associations' verification process was also successful in preventing the processing of fraudulent documents. The Association continues to foster partnerships and discussions with stakeholders to find ways to make the registration process as smooth as possible while maintaining its integrity. The SAJ has been instrumental in scheduling fingerprint appointments with the Criminal Record Office for hauliers and their drivers.

Newport West Road Rehabilitation Programme

Phase one (paving of the road ways) of the Newport West Rehabilitation Project which commenced in October 2010, was completed in June 2012. Phase two of the programme which is focused on drain cleaning and drain rehabilitation is yet to begin. The project is being done under the Jamaica Development Infrastructure Programme (JDIP), through China Harbour Engineering Company Limited and local contractors Y.P. Seaton and Associates.

Port Community System

The SAJ is a major driver of the Port Community System project. The teams working on the Port community systems saw a fulfillment of their communication and procurement plans for the year. The team met with members of the shipping community as well as other major interests from the Government of

Jamaica in order to sensitize them to the development of the system. The teams also developed a process which would attract the best practices in trade single-windows to Jamaica.

Other Committees

Ballast Water Management

2012 was a successful year for the team working on the Ballast Water Management in Jamaica. The Task Force was able to develop a protocol to comply with IMO guidelines. The Maritime Authority developed and recommended forms for reporting compliance. These measures have been agreed and these agreements are currently being drafted. They continue to work together to guide the implementation.

Jamaica Chamber of Commerce/ Customs Tariff and Port Users Committee

The Shipping Association continued to work with the Jamaica Chamber of Commerce through the Customs Tariff and Port Users Committee. They discussed important changes affecting the industry such as the impact of the removal of the cess on gasoline. They have plans to meet further with stakeholders.

Review of the National Trade Policy for Jamaica

The review of the National Trade Policy for Jamaica is underway. The meetings are hosted by the Ministry of Foreign Affairs and Foreign Trade. A workshop was held at the Terra Nova All Suite Hotel in February 2012, where the draft policy was reviewed and suggestions/recommendations made by participants of each working group.

Lunch and Learn Seminars

The SAJ hosted three Lunch and Learn seminars during the reporting period:

- November 9, 2012 – Presentation on International Commercial Terms (INCOTERMS) governing trade. Speaker – Dr. Fritz Pinnock, Executive Director – The Caribbean Maritime Institute.
- January 17, 2012 – Presentation of the Tax Reform Green Paper. Speaker – Dennis Chung, financial analyst and management consultant.
- February 28, 2012 – Presentation on United States Food Safety Modernisation Act. Presenter – Beverley Miller, coordinator – Food Safety Modernisation Secretariat, Bureau of Standards Jamaica.

Publicity and Promotions

Shipping Feature

The weekly Shipping Feature published in the Tuesday Gleaner, continued to bring to light the activities of the local and regional shipping industry as well as developments in global trade.

Below are some of the articles that impacted the industry:

- Port of Falmouth Wins Port of the Year Award
- PAJ Triumphs at World Travel Awards
- KWL Wins CSA Port Awards
- CMI Signs MOU with ANAMAR
- Investment Minister Promises Support to Shipping Industry
- Port Computer Services Limited is now ADVANTUM
- Kingston Wharves Shareholders Approve Jamaica Producers' Equity Investment
- CMI Launches Renewable-energy Project
- JIC Celebrates 60th
- ADVANTUM Announces Debut Of E – Agent.



▲ **Silbourne Clarke** (right), Manager - Marine Safety Jamaica Limited, has **Denise Lyn Fatt**, Chairman of the SAJ's Agent's Committee smiling during his presentation to agents. Looking on is **Andre Rochester**, Deputy Chair of the Agent's Committee. Mr. Clarke provided to the Agents, information on the services offered by Marine Safety Jamaica Limited.

Jamaica Wellness Tour

The SAJ continued its partnership with the Rotary Club of Liguanea Plains and brought wellness to communities across the parishes of Kingston and St. Andrew. As is customary, transportation for the duration of the tour was provided by the Maritime and Transport Group and Transocean Shipping Limited.

The partnership saw health care being brought to the following communities:

- **New Providence Primary School** – October 6, 2011. Students were examined by a physician and benefitted from eye tests done by the Diabetes Association of Jamaica (DAJ).
- **St Stephens United Church** – January 21, 2012. This was held in partnership with the Rotary Clubs of Liguanea Plains and St. Andrew North. Residents of the community benefitted from:
 - Eye Screening
 - Blood Sugar Testing

REPORT**Communications, Member Services and Community Outreach**

- Cholesterol testing
- ECG
- Blood Pressure Checks
- General Check by Doctor
- Free Medication
- **Open Arms Shelter** – March 11, 2012. This was held in partnership with the Rotary Clubs of Liguanea Plains, Kingston East and Port Royal and Downtown Kingston. Residents benefitted from a general medical check-up.
- **New Providence Primary School** – September 12 – 14, 2012. Students were examined by a physician and benefitted from eye tests done by the Diabetes Association of Jamaica (DAJ).



▲ Students of the New Providence Primary School during the SAJ-sponsored health fair held at the school.

The Marcus Garvey Basic School

The Marcus Garvey Basic School re-opened for the 2012 – 2013 school year on September 3, 2012 with an enrolment of 40 students. This marked an increase in the school's enrolment.

The school fee remains at \$3500 per term and lunch remains at \$100 per day. Collection of school fees have increased. The school has retained five members of staff inclusive of an administrator, two class teachers, an ancillary worker and a cook who also doubles as a physical education teacher. During the summer months metal mesh coverings were placed over grills at the school. Paint work was done on images on the school's parameter wall.

The school plans to commence a small scale garment construction classes for mothers. Additionally, the school hopes to hire a dance instructor on a part time basis at some point during the school year.

The Association continues to provide financial support for the school for eight months of the school year.

General Media Coverage

In an effort to keep the public aware of the developments in the industry, the Association continued to liaise with the media and responded to queries regarding same.

As a result, the Association ensured that:

- News releases and advisories were circulated among the media houses.
- The CSA's Director of Public Relations received updates on all local developments.
- Queries and requests from the public and members were addressed.
- Photography and videography were arranged.
- Community service projects were covered.

Internal Communication

As is customary, staff of the SAJ received e-mail updates on current local, regional and international shipping industry news.

Workshop on Customer Service

A Customer Service Workshop was held on March 20, 2012 under the theme, "How to Win and Keep Customers." The workshop was facilitated by Dr. Ben Henry, Customer Service Academy of Jamaica. Topics explored:

- The benefits of excellent service
- Meeting the customer service challenge for success
- Service with attitude to create revenue
- Focusing on the customers' top two expectations to save time and reduce stress
- Managing customer expectations
- Influencing customer attitudes and actions
- Responding effectively to customer behaviours.



Team members of the Jamaica Public Service Company limited listen attentively to concerns raised by members of the Shipping Association during a special members' forum held at the Association's Fourth Avenue's Office. From left are: **Daffodil Bruce-Miller**, Community Relations Officer; **Veronica McCurdy**, Regional Manager, Customer Care – Kingston and St. Andrew and **Craig Francis**, Regional Manager, Operations and Maintenance.

Forum with the Jamaica Public Service Company Limited

A special forum with representatives of the Jamaica Public Service Company Limited was held on May 9, 2012 with all stakeholders in the Newport West community. This special forum was held to communicate concerns of the members regarding the supply of electricity to the community. Following the meeting, the JPS promised to address the concerns of business operators.

Members of the Shipping Association of Jamaica participate in a members' forum with representatives from the Jamaica Public Service Company Limited.

Seminar on Hazardous Chemicals at the Ports-of-Entry

A special seminar on the Regulatory Framework for Hazardous Chemicals at the Ports-of-Entry was held on July 12, 2012. This forum was held in partnership with the Ministry of Water, Land, Environment and Climate

REPORT**Communications, Member Services and Community Outreach**

Change. It was sponsored by the SAJ and Kingston Wharves Limited. The seminar provided information on best practices concerning the shipping, storage and general management of dangerous substances as well as up-to-date information on the local and international regulatory framework that guides the movement of hazardous chemicals over port facilities. Presentations were made by the following Ministries and Agencies:

- Ministry of Water, Land, Environment and Climate Change
- Ministry of Health
- Pesticides Control Authority
- National Environment and Planning Agency
- The Port Authority of Jamaica
- The Maritime Authority of Jamaica
- Jamaica Customs Department

In addition to these seminars, the SAJ communicated updates on local and international developments to its members in a timely manner. Other activities which the association assisted with include:

- Research and Preparation of speeches, messages and special reports for the SAJ's president.
- Preparation of speeches for MC members.
- Preparation of profiles on MC members.
- Preparation of speaking notes for the SAJ's Agents Committee Chairman.
- Conducting research for the SAJ's president and members of the Managing Committee as well as member companies as requested.
- Conceptualising topics for seminars.
- Organising and promoting the seminars and stakeholders meetings.
- Developing a schedule of calendar activities to keep members and the public informed of the activities of the local Maritime Industry.



▲ **Shermaine Robotham**, Public Relations Agent – National Health Fund, assists **Raymond Reynolds**, Stevedore, Shipping Association of Jamaica (SAJ), during the SAJ's Health Fair held in May.



▲ **Tracey Malcolm** (left), Sales and Marketing coordinator at Jamaica Freight and Shipping, accepts her DVD player from **Nicola Scott**, ATL's Sales Supervisor. Malcolm won the gift during the Shipping Association of Jamaica's Health Fair.



▲ Students of the Caribbean Maritime Institute share a light moment while donating blood at the Shipping Association of Jamaica's health fair.

External Communication

- The SAJ continued to produce and publish the weekly shipping feature in *The Gleaner* which continued to highlight the developments in the industry.
- Current information was sent to members and industry partners on developments in the local, regional and international maritime industry. Local updates were also highlighted on the SAJ's website.

Outreach Clinic

As is customary, the SAJ continued to provide free monthly health services through its Community Outreach Clinic which provides services to the residents of Greenwich Town. A total of 430 residents received healthcare services between the periods October 2011 to September 2012.

Community Outreach

The SAJ lived up to its corporate social responsibility and during the Christmas season of 2011, provided care packages to the elderly and disabled of the community.

Other Sponsorships/Donations

During the year ended September 30, 2012, the SAJ continued to contribute towards other benefits/causes as well as participate in charitable events.

The major areas of focus were education/development of youth, health and social upliftment.

- Various Service Clubs – Lions, Kiwanis and Rotary
- St. Andrew South Police Summer Camp
- Jamaica Defence Force – Military Tattoo
- Women's Leadership Initiative
- Jamaica Exporters' Association (JEA) National Exporters' Month
- As well as various charity organizations and church groups.

SAJ-Sponsored Awards

In 2012, the SAJ again sponsored two major awards:

- The University of Technology – Administrative Award for the Most Outstanding student - Bachelor of Science Degree in Administrative Management.

REPORT

Communications, Member Services and Community Outreach

- The Jamaica Exporters Association (JEA) Award for the – Exporter with the highest tonnage through the Port of Kingston for 2011. Red Stripe won the award in this category.

SAJ Library

Stakeholders in the industry as well as students of the Caribbean Maritime Institute continued to utilize the services of the SAJ's Library during the reported period.

Jamaica Customs Stakeholder Symposium

The Jamaica Customs Department in celebration of International Customs Day in January held a symposium under the theme: "Borders Divide: Customs Connect." The SAJ participated in the symposium by presenting on the role the Association plays in connecting borders.



Camille Spence, Librarian and Accounting Officer – Cess Receivables at the Shipping Association of Jamaica explains the history of the Joint Industrial Council for the Port of Kingston to Member of Parliament **Raymond Pryce** during the Caribbean Maritime Institute's Open Day Activities marking Maritime Awareness Week 2012.

Terrence Brooks (third right), Operations Manager - Recruiting, at The Shipping Association of Jamaica (SAJ), shares a moment with **Dudley Doyle** (left), Shift Monitor/Trainer at the SAJ, and retired portworkers (from left) **Hubert Lasley**, **Fredrick Webb**, **Harold Dodd**, and **Everald Simmons**. The group shared in the 60th Anniversary Luncheon and Awards Ceremony of the JIC.



Maritime Awareness Week

Maritime Awareness Week was celebrated during the period September 26 – 29, 2012 under the theme “100 Years After the Titanic.” The SAJ supported the Caribbean Maritime Institutes activities to celebrate the week – Open Day September 24 – 26.

The weekly Shipping Feature of September 25 featured a special message from Rear Admiral Peter Brady acknowledging the theme for 2012. Additionally, the SAJ supported KCT Services Limited’s Health Fair and Family Fun Day held in celebration of the week.



▲ **Corah Ann Robertson-Sylvester**, Chief Executive Officer of Seaboard Jamaica and Past President of the Caribbean Shipping Association (CSA) is flanked by **Grantley Stephenson** (left), Chairman and Chief Executive Officer of Kingston Wharves Limited and President of the CSA and **Carlos Urriola Tam**, Immediate Past President of the CSA. The executives shared a light moment at the 60th Anniversary Luncheon and Awards Ceremony for the Joint Industrial Council.



▲ **Carlos Urriola Tam** (right) Immediate Past President of the Caribbean Shipping Association, greets members of the shipping industry, (from left) **Condell Stephenson**, Chairman of the Joint Industrial Council; **Alvin Henry**, former General Manager of the Shipping Association of Jamaica (SAJ) and **Ishmael Robertson**, former Vice President of the SAJ. The occasion was the 60th Anniversary Luncheon and Awards Ceremony of the Joint Industrial Council.

REPORT**Human Resource Development****1. Labour Relations**

Negotiations for period November 1, 2010 to October 31, 2012

The negotiations for the contract period November 1, 2010 to October 31, 2012 were eventually referred to the Industrial Disputes Tribunal on October 28, 2012 and an award was handed down on February 24, 2012. The ruling affected two areas:

- Wages: 7% in Year 1 and 5% in Year 2
- In the case of the disciplinary offence 'Failure to comply with the reasonable instruction of a Supervisor/Manager' the steps with regard to remedy have been reduced to three, that is, warning, then suspension, followed by dismissal

Negotiations for new Joint Labour Agreement

Upon entering the negotiations in August 2012 for the new contract period (effective November 1, 2012) a more positive mood was evident. The union leaders have shown awareness of the competition facing the Port of Kingston and have approached the negotiations with a willingness to explore a greater level of collaboration on seeking improvements for the Port. The intention of the Association's claim is to send a positive signal to the shipping lines that the Port of Kingston is prepared to make the necessary adjustments to be an attractive 'Port of choice' with which to do business.

2. Joint Industrial Council

The regular council meetings commenced in March 2012, following the long awaited award from the Industrial Disputes Tribunal. The new Chairman, Mr. Condell Stephenson was unanimously selected in April 2012, given his wealth of experience in the shipping industry and depth of knowledge.

OUR TEAM**Human Resource Development**

▲ **Diana Reynolds** (left), Senior Human Resource and Development Manager and **Luckresha Ramsamugh-Baker**, Training Manager, share a light moment with members of the stevedoring staff during a training session.



▲ For members of Human Resource and Development Team, it's service with a smile. From left: **Shauna Reid**, Human Resource Clerk; **Kadeen Lee Francis**, Human Resource Assistant - Benefits and **Debbie Ann Dobson-Bailey** - Administrative Assistant - HR. Seated is **Lawson Douglas** - Human Resource Assistant.



▲ The Joint Industrial Council Celebrates its 60th Anniversary. Here, representatives from the various unions attend the Church Service held at the Kingston Parish Church. From left: **Gavonnie Phipps**, Union Delegate – Bustamante Industrial Trade Union (BITU); **Garfield Brown**, Union Delegate – BITU; **Paul Bernard**, Delegate – United Portworkers and Seamen Union (UPSU); **Elvis Lennon**, Union Officer – BITU) and **Calvin Collymore**, Union Delegate – UPSU.



▲ **Roger Hinds** (right), President of the Shipping Association of Jamaica, and the **Right Reverend Don. E. Taylor**, Rector for the Kingston Parish Church, pause to enjoy the music of the steel pan played by members of the Church's group.

REPORT

Human Resource
Development

In August 2012, the JIC celebrated its 60th year of existence and celebrated this major achievement with the following activities:

1. A church service was held on August 26, 2012 at The Kingston Parish Church.
2. The second event was a luncheon held at the Terra Nova All Suite Hotel. The guest speaker was Carlos Urriola Tam (immediate past president of the Caribbean Shipping Association). There were nine honourees at the function and these were:
 - a. Noel Hylton - for Monumental and Historic Contribution to Industrial Relations on the ports of Jamaica and specific contribution to the Advancement of the Joint Industrial Council (1966- 2012).
 - b. Grantley Stephenson - for Outstanding Leadership in Guiding the Shipping Industry through one of its significant periods of change and development and for outstanding contribution to the growth of the Joint Industrial Council (1993-2012).
 - c. Trevor Riley - SAJ - in recognition of Outstanding Service and Contribution to the Joint Industrial Council and his Dedication to Continuing the Tradition of Industrial Harmony on the Port of Kingston (2003-2012).
 - d. Ludlow Stewart - in recognition of a distinguished career in the shipping industry and dedication to the JIC.
 - e. George Fyffe - BITU - in recognition of Dedicated Service to Industrial Relations on the Port of Kingston Through Forty Years of Service to the Bustamante Industrial Trade Union (1972-2012).
 - f. Alvin Sinclair - Union Officer and Vice President BITU - in recognition of Twenty-Six Years of Unwavering Commitment to the



Members of the Joint Industrial Council (JIC) called on the Governor General **Sir Patrick Allen** (centre) at King's House as part of the celebrations of the 60th Anniversary of the Joint Industrial Council. Here, Sir Allen accepts the book 'The History of the Shipping Association of Jamaica' from **Roger Hinds** (second left), President of the Shipping Association of Jamaica (SAJ) while (from left) **Elvis Lennon**, Union Officer - Bustamante Industrial Trade Union (BITU); **Condell Stephenson**, Chairman of the JIC; and **Trevor Riley**, General Manager - SAJ look on.

Port of Kingston's Joint Industrial Council and Advocacy on Behalf of Port workers (1986-2012).

- g. Barry Dawes - TUC - for sterling contribution to the JIC and Industrial Relations on the port of Kingston (1999- 2012).
 - h. Roosevelt Walker - UPSU - for sterling contribution to the JIC and Industrial Relations on the port of Kingston (2001 - 2012).
 - i. Dudley Doyley - SAJ - for 46 years of dedicated service and contribution to the Port of Kingston.
3. The third event was a courtesy call on the Prime Minister's office which took place on Monday 27th August. The Prime Minister was represented by the Hon. Derrick Kellier.
 4. There was also courtesy call on the Leader of the Opposition, Mr. Andrew Holness, which took place on Tuesday 28th August.
 5. The third courtesy call was made on the Governor General, Sir Patrick Allen on September 4, 2012.



Members of staff of the Shipping Association of Jamaica volunteered as ushers during the Joint Industrial Council's 60th anniversary Church service. From left are: **Lawson Douglas, Geovanni Suckhai, Kadeen Lee Francis, Yahneake Sterling, Troy Taylor, Jean Hinds, Loraine Green, Terrence Brooks, Luckresha Baker, Debbie Ann Dobson Bailey and Denzil Archer.**

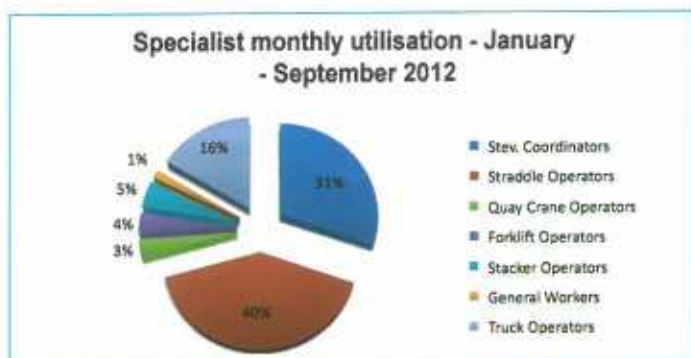
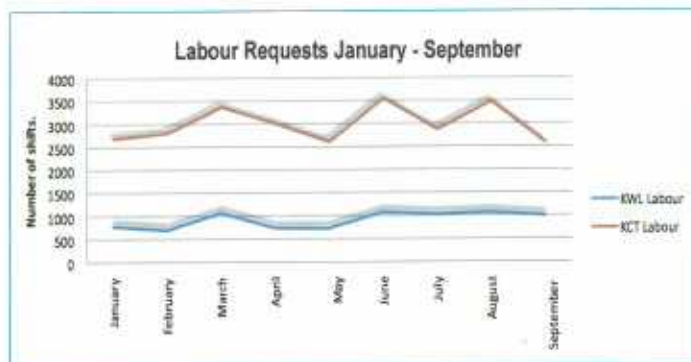
3. Manpower

The table below sets out the number of vessels and the manpower utilization over a ten month period during the last 9 years on both the Kingston Container Terminal and the Kingston Wharves managed Multi-purpose Terminal.

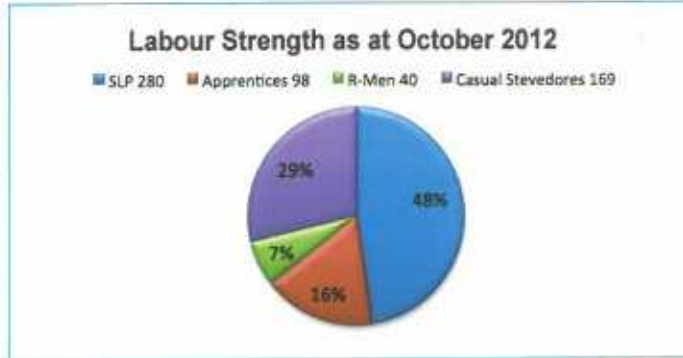
Year To Date	KCT Vessels	KCT Labour Utilization	KW Vessels	KW Labour Utilization	Specialized Labour Utilization
Jan- Sept 2012	1265	26965	653	8153	26748
Jan- Oct 2011	1460	30560	671	5957	25014
Jan- Oct 2010	1830	31398	694	7445	42633
Jan- Oct 2009	1447	31217	532	6636	10296
Jan- Oct 2008	1507	28374	826	9478	6848
Jan- Oct 2007	1769	33168	769	9564	
Jan- Oct 2006	2234	41766	785	11688	
Jan- Oct 2005	1322	22614	424	11940	
Jan- Oct 2004	1450	21930	551	7122	

REPORT**Human Resource
Development**

Below is a graphical illustration of the utilization of workers and vessels worked over the period for the Container and Multipurpose Terminals.

**Labour Strength****Specialized Labour Pool - As at October 2012**

Below is a chart showing the distribution of specialist categories as at October 2012

**4. Training and Development****Apprenticeship Programme**

The apprenticeship programme is geared at equipping the stevedores with the desired competencies and skills that are needed in their job function. A fifth batch of apprentices began in March 2012. The apprenticeship programme continues to be successful and focuses on the teaching of techniques to gain efficiencies on the job. In addition, workers are given theoretical as well as practical teaching to enable the comprehensive development of the stevedore. This approach is expected to lessen injuries on the job, as well as, to ensure that persons do the job efficiently and to maximize on productivity.

NCTVET Stevedoring Level I Programme

As a result of our attaining Accredited Training Organization status, a second cohort of sixteen stevedores were trained in the 2011-2012 year. In this instance, the programme boasted stevedores as trainers who trained five of 11 modules. The stevedore trainers all have 'Train the Trainer' certification.

Candidates completed a combination of practical and theoretical exams. All sixteen stevedores successfully completed the programme.

Supplemental Labour Pool

In 2012, recruiting for the Supplemental Pool slowed considerably, as the terminal reached their desired numbers. Training is now limited to Straddle Carrier and Gantry crane.

The strategy was to create a pool of truck operators, from which Straddle Operators would be selected and trained. This would enable persons to become familiar with the environment and be sensitized to equipment operations. The straddle carrier training is projected to continue into the end of 2012.

For Gantry Crane Operators, the decision was taken not to recruit externally, but internally from the stevedore pool and the supplemental pool. The critical nature of this role dictates that the potential operators know the terminal, understand the conditions, and have the right knowledge and skill sets to operate the crane. Crane training is scheduled to continue well into 2014, because it can take up to a year to train a competent crane operator.

5. Occupational Health and Wellness

The Health and Wellness Fair in May 2012 focused on the theme "Being Heart Smart". The SAI partnered with Kingston Wharves and Kingston Container Terminals to host the health fair 2012. The purpose of the fair was to:

- Provide educational and recreational opportunities for the staff in the Shipping Industry.
- Create awareness of how to improve cardiovascular health.
- Create awareness of how healthy employees translate into a healthy workforce.
- Focus on improving the health of the workforce as this increases morale, translating to increased productivity and possibly decreased overall health costs.

Appliance Trader's Limited (ATL) joined the SAI's Health Fair by staging a 'Sales Day' and participants were able to purchase home appliances and view some of their latest motor vehicles.

OUR TEAM

Human Resource Development



▲ **Neisha Rangolan-Williams** - Occupational Health Nurse, ensures that members of staff are in great health. Here, she conducts a blood pressure check for **Loraine Green**, Human Resource Clerk – Recruiting.



▲ Getting team members quickly and safely to the hospital is of great importance. Ambulance Drivers **Akili McKnight** (left) and **Orette Palmer** take their job seriously.

REPORT**Human Resource Development**

Other sponsors of the event were, Nestle, Stanford and Earl's Juice Bar, Lasco Distributors, Jamaica Biscuit Company, Herbal Life, Sagicor, Amalgamated Distributors, Allied Brokers, C&WJ Credit Union, Organo Gold, Life Essentials and Indies Pharmacy.

The Health and Wellness Fair provided needed services to the SAJ employees and the industry:

- Persons were able to get their eyes tested for free with Eyeland Eyewear's mobile unit, as well as purchase eyewear.
- The Dental Club was on hand for a variety of dental services.
- The heart foundation provided cholesterol, blood pressure and ECG testing
- A medical doctor provided general services

TRAINING INITIATIVES FOR SAJ MEMBERS

The SAJ has continued to provide opportunities for cost effective training for its members and the wider industry. In 2012, there was a Customer Service workshop and an Emergency First Responder workshop.

6. Educational Assistance for staff members

The SAJ continues to support educational initiatives for staff under its Education Assistance policy. Assistance was granted in the following areas:

- Four employees pursuing undergraduate degrees
- Three employees pursuing a professional development qualification
- One employee pursuing Postgraduate studies

Professional Development Courses

The SAJ continues to emphasize ongoing training. Employees are expected to embark on a continuous learning cycle and be exposed to changes in their field. The performance appraisal system provides the feedback needed for the SAJ's Training Plan and during the year, a total of 20 administrative employees have been exposed to a variety of professional development courses/workshops.

7. Educational Assistance for Students

A total of twenty-two students attending high school from first to sixth forms were given scholarships totaling \$780,000. In addition, two tertiary scholarships were granted valued at \$150,000 each.

For the 2012/2013 academic year a total of 139 students were given education assistance totaling \$1,700,000.



▶ **Howard Cowan** (left), Stevedore – Shipping Association of Jamaica (SAJ) and **Denzil Archer** (right), Shift Monitor – SAJ with students of Camperdown High School during a career day exposition held at the school.

OUR TEAM

Property and Administration

SAJ Property

We are pleased to report that the Property Company embarked on a beautification project which saw the SAJ Complex's landscape being upgraded. The Association's Gym was also expanded to accommodate aerobic classes and there are plans to upgrade the gym equipment in 2013. A fire alarm system was installed at Phase II.

The complex has had serious problems with flooding in the front car park and SAJ Property is working with Engineers, N O Whyte & Associates to rectify the matter as quickly as possible.

Maintenance Recovery Strategy

The Property team continued to address the maintenance issues of the SAJ complex. The maintenance recovery strategy that was put in place at the start of 2009 has had some challenges but has resulted in most of the maintenance charges being recovered.

External Property Management

In 2012, SAJ Property Limited extended its property management services and has been managing properties owned by the Kingston Portworkers Superannuation Fund and SAJ Staff Pension Fund since April 2012. This has seen the Property Company managing a commercial property in the New Kingston area, several apartments and land in the Negril, St Elizabeth and Portland areas. It is our intention to expand our Property management services in 2013 and beyond.



▲ **Dionne Gordon** (centre), Operations Manager – Property and Administration, shares a light moment with members of her team (from left) **Lucien Lewis** – Facilities Officer and **Antoneisha Douglas**, Administrative Assistant – Property and Administration.



▲ **Leroy Wilson**, Maintenance & Security Coordinator and **Hyacinth Thomas**, Office Attendant.



Anthony Thompson (left), Grounds and Car Park Attendant and **Ryan Gayle**, Grounds and Car Park Attendant are fully equipped.

Canine Division

During the year, the Canine Division continued to hold its own and carried out 1,291 assignments with contraband being found on one occasion from January to October.

Two new vehicles were acquired for the Division in an effort to ensure it was able to respond to assignments in a timely fashion. A container was also purchased and is being refurbished for office and amenities purposes for the staff and is expected to be completed in December.

The staff complement was reduced by three as one person resigned, and two employees have been out of action due to on-the-job injuries. Interviews are being conducted to seek suitable replacements both on a temporary and permanent basis to satisfy the division's needs.



Members of the Canine team gear up to go on assignment. Here, **Colin Roper** – Driver/Handler and **Sharon Howell** – Handler and dogs **Tassy** (left) and **Kelpie** are ready for the tasks ahead.

OUR TEAM

Recruiting



▲ **Terrence Brooks**, Operations Manager – Recruiting.



▲ **Andre Nicely** – Shift Monitor, points out something of interest to **Marsha Raffington-Christian** – Operations Administrator.



▲ These Shift Monitors are serious about their tasks. Seated (from left): **Sheldon Hart**, **Francis Tavares**, **William Raby** and **Jerome Gayle**. Standing (from left) **Mark Sterling**, **Dudley Doyley**, **Rondyke Cummings**, **Denzil Archer** and **Andre Nicely**.



▲ **Julian Patterson** (Standing, centre), Recruiting Supervisor and Recruiting Officers (from left) **Sanjay Wallace**, **Vershema Vickers** (seated) and **Garfield Green** have recruiting matters under control.

REPORT

Advantum

In 2012, the rebranding exercise continued to both solidify the name Advantum and launch a more intensive marketing effort. We have seen changes throughout the organisation reflected in the products and services, as well as its financial performance relative to the previous year. The reshaping of the company has resulted in a leaner more responsive operation focused on bringing cutting edge technologies to the shipping industry within Jamaica and the region.

The year was by no means without its challenges. The continuing difficult economic condition meant customers were less willing or able to spend on areas such as IT, choosing instead to extend the life of existing systems, thereby foregoing the potential efficiencies to be gained from new, improved, systems. Notwithstanding these, the decision to restructure operations has resulted in some significant accomplishments.

Achievements

Advantum boasted the following milestones in 2012:

Rebranding to 'Advantum'

This included changed signage at all Advantum locations, new promotional material, as well as a new look staff uniform. We also rolled out a new corporate website, complete with online access to customer care. The rebranding exercise has resulted in significantly increased visibility for the company, generating interest from potential new markets, as well as from existing and former customers.

OUR TEAM

Advantum



▲ Advantum Management Team (from left): **Tedlar McKennis** - Technical Services Specialist, **Elaine Hayden** - General Manager, **Albert Beckford** - Business Development Manager, **Annmarie Curtis** - Client Services Manager and **David Watson** - Software Development Manager.



▲ Software Engineer team (from left): **Howard James** - Programmer/Analyst, **Donna Marie Anderson** - Programmer, **David Watson** - Software Development Manager and **Oneil Charles** - Programmer.

The Advantum Suite of CLOUD-based solutions - ADVANTUM eAccess

Advantum recognised the inability of smaller companies to access our offerings, due to their resource constraints. We responded to this challenge by forging an international partnership that allows us to deliver all our in-house developed solutions at a much lower cost. The new cloud based suite - ADVANTUM eAccess, allows smaller companies to access the Advantum Payroll, Agent and Finance solutions at a low monthly fee. Users can operate from anywhere in the world and be able to effectively manage their operations.

Launch of Advantum eAgent

Advantum eAgent, the flagship product from our cloud-based solutions was launched On September 26, 2012. Players across the shipping industry and partners were treated to presentations and a product demo. A high point of the event was testimonials made by several of the company's customers, both local and regional. They spoke of the operational efficiencies experienced in their businesses with the use of the product. We also presented several of Advantum's customers with certificates. Each honoree represented significant milestones in the roll out of the Advantum Suite.

- St. Kitts Air & Seaport Authority – 1st customer for Advantum Port Manager
- Jamaica Freight & Shipping – 1st customer to migrate from AGIS to Advantum Agent
- Reginald Villard Maritime – 1st regional customer with integrated Advantum Agent & Financials
- Kingston Logistics Centre – 1st customer for Advantum Agent with Logistics
- Transocean Shipping – 1st customer for Advantum eAgent

The programming team was recognized for its foresight and dedication in the redevelopment of these systems.



▲ The Business Development Team (from left): **Shannon Brown** - Business Analyst, **Albert Beckford** - Business Development Manager and **Dave Russell** - Business Development Officer.



▲ The Technical Team (from left): **Kevaughn Lyew You** - System Support Analyst, **Tedlar McKennis** - Technical Services Specialist, **Kris Mendes** - Network Engineer and **Robert Sinclair** - Senior System Engineer.

Service Desk

The roll out of the company's Service Desk allows us to provide a more focused approach to handling all customer issues. All contact with ADVANTUM's

REPORT

Advantum



▲ The Support Team! **Annmarie Curtis** (front), Client Services Manager and members of her team – second row: **Wayne Clarke** - Service Desk Support and **Sharda Grant** - Service Desk Support. Third Row: **Winsome Bennett** - Service Desk Support and **Damion McCaulsky** - Service Desk Support. Back Row: **Therold Gocoul** - Service Desk Support Supervisor and **Winston Tingle** - Service Desk Support Supervisor



▲ It's all about the team! Here ADVANTUM's Service Desk Support team members demonstrate team work (from left): **Wayne Clarke**, **Winsome Bennett** and **Sharda Grant**.

customers are routed through the Service Desk Team. The entire organisation is empowered to respond to our customers based on agreed service levels. Round-the-clock monitoring by the management team allows for a quicker resolution time. A positive spin-off has been a retraining of the Service Desk team in all our products and services. This too, has allowed the team a greater level of involvement in the management of issues, while it broadens their skillsets.

New Products and Services

- Advantum Logistics is a new in-house developed solution focused on the needs of warehousing and logistics providers. It is a stand-alone product, which can be integrated with Advantum Agent or Advantum Port Manager. Kingston Logistics Centre became our first customer to use the product.
- Website Development - To remain relevant and viable, the company felt the need to widen its service offerings, and website development was added. The changes to the corporate website were the catalyst that later led to the development of the Port Awards Portal for the Caribbean Shipping Association. Projects underway include the redevelopment of the SAJ's website and an online conference/event management solution.
- Integrated Advantum Agent & Financials - Reginald Villard Agent Maritime of Haiti was the first customer to install the integrated solution of Advantum Agent and Financials. The integrated system ensures that once the information is captured in Advantum Agent, the transactions are automatically reflected in the Advantum Financials' general ledger. It minimises errors and removes the need for double entry of transactions. It is a solution that will be aggressively promoted in 2013.



▲ **Sachae Mitto-Wilson** - Administrative Assistant, gives a welcoming smile.



▲ **Andrew Massias** (left), Chief Executive Officer (CEO) of Island Networks, makes a point to **Elaine Hayden**, General Manager of ADVANTUM and **Harriat Maragh**, Chairman and CEO of Lannaman and Morris Shipping Limited. The Executives shared a light moment after the launch of ADVANTUM eAgent Software.

Reseller Solutions

- **Fortis** - At the end of 2011, Advantum won the tender to roll out Microsoft Dynamics GP to the Passport Immigration and Citizens Agency. That award afforded the company the opportunity to implement its first document management solution, Fortis. The solution was later rolled out to Lannaman and Morris, and is being tested by the SAJ.
- **HRA** - After testing the solution in late 2011, Kingston Wharves became Advantum's first customer for the human resource management solution. The implementation steps are being worked through, with a scheduled completion date before year-end. A second prospect is pending with the solution in test by the SAJ.

Organisational Changes

The company restructured its team in an effort to provide a more focused approach to sales, customer service and service delivery; a new organisational structure emerged.

Technical Services

The role of Network and Operations Manager was made redundant and the position of Technical Services Specialist created. This resulted in a separation with the Network Operations Manager. The Network Engineers were upgraded to Technical Services Engineers, and further augmented by an additional resource.

Client Services

The Service Desk Team was born from the Help Desk Operators. With the team now reporting to the Client Services Manager, their daily operations include first level customer response and issue resolution, quality assurance and training

REPORT**Advantum****Business Development**

The Business Development team was split from Client Services in order to improve the company's requirements analysis and sales process. This team is now responsible for liaising with customers to determine their needs and provide effective solutions. They work with the development team to deliver solutions, also having responsibility for project management. The development of solutions in-house, as well as finding external partners to ensure customer needs are being met, falls under their purview.

Outlook for 2013 and beyond

The coming year promises a continued focus on driving operational efficiencies but more importantly on bringing improvements to our customers through the product and service offerings. The legacy of the past thirty-one years will be honoured by continuing to bring improvements in technology to the shipping industry both in Jamaica and the wider Caribbean. Advantum is committed to delivering solutions that have been underserved within the shipping industry. Included amongst these are the areas of Disaster Recovery and Business Continuity, as well as bringing new solutions and the introduction of a customer referral programme.

NOTES

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the shipping association of jamaica