

# The Beacon

Volume 7 Issue 9

18th  
Anniversary  
Special!



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# SCASPA

St. Christopher Air and Sea Ports Authority

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Chairman of SCASPA, Mr. Linkon Maynard

## **MESSAGE FROM THE CHAIRMAN**

### *Pursuing Excellence, Celebrating our Achievements* **Message on Occasion of SCASPA's Awards Dinner 2011**

It was Thomas J. Peters.... who said, "Celebrate what you want to see more of".

This is a great evening for SCASPA, and it is my pleasure to welcome you here tonight. I say it is a great evening because we gather here, as Thomas J. Peters said, to "...celebrate what you want more of", that is, our achievements, and very importantly to recognize our people who over the past 18 years, have made these achievements possible.

From its formation in September 1993, SCASPA was thrust into the forefront of nation building through its mandate of governance and operation of the airport and seaports in St.

Kitts. Through the appointment of successive Boards, government has ensured that the corporation undertook the critical task of administering these two critical gateways to our country and our economy. Because we at SCASPA believe that our people are our most important asset, we have deliberately used the opportunity of the 18<sup>th</sup> anniversary of its formation to celebrate our achievements thus far by recognizing the people who have made it all happen.

We believe that 18 is a pivotal age in one's history or age. And for SCASPA, 18 bears great significance. In its 18 years of existence SCASPA undertook many capital infrastructural projects including the following:

1. Construction in 1994 of the new airport terminal and car park facility.
2. Construction of the expansion and refurbishment of the commercial dock in 2004 at Bird Rock.
3. The reconstruction of the Porte Zante cruise ship pier.

4. The completion of the construction of the critical Port Zante Revetment Project in 2006.
5. The construction in 2006 of a new airport apron to accommodate at least six wide-bodied aircraft and the resurfacing of the entire 8000ft of our runway.

Your corporation, SCASPA, has therefore in the last 12 years or so, invested over \$152 million in infrastructural capital projects to ensure proper facilities for our vital Tourism industry

Since its inception and even so more recently, SCASPA has broadened its focus of achievements as we concentrate on the human side of our obligations. Thus as part of our lead up to our 18<sup>th</sup> anniversary, SCASPA has embarked on numerous community projects including:

1. The sponsorship of the Best in Class competition involving all the High School in St. Kitts. Congrats to the Charles E. Mills High School of Sandy Point for winning that competition.

2. Construction of bus stands in Sandy Point and Saddlers.
3. The retrofitting of the kitchen at Saddlers Primary School.
4. Refurbishment of the Paddock playing field in New Town next to the Tucker-Clarke Primary School. To name a few.

But this year 2011 is also an opportune time for us to reflect on some of our endeavors and challenges that we have encountered over the past 18 years so that we can acutely focus on what needs to be done in the future.

In a systematic effort to achieve our mandate, a number of specific issues were given very high priority. I want to highlight a few of these:

1. The Management Structure and Human Resource capacity of SCASPA;
2. The financial performance of SCASPA and its ability to sustain the relevant continuous infrastructural development;
3. Restructuring the debt & the creation new revenue initiatives;
4. The Maintenance of our plant and operating equipment and the challenges that have at times threatened the operational efficiency of the Airport and Seaport;
5. Compliance issues as they relate to new Security and Safety measures of our Airport and Seaport facilities in a post-911 world.

The Board of Directors of SCASPA over the past five years has been intently focused on the building of a strong organization capable of elevating the culture and operation of SCASPA to world class standards. Towards this end we believe we have recruited a management team that currently consists of some of the best minds available to us in the Federation. It is a credit to our management team of professionals that we have made significant strides over the last 18 years. I however want to take this opportunity to express the appreciation of the Board to our present top management team and our general staff for the efforts exerted over the past year, 2010 in particular, in response to the specific objectives set by the Board. However, let me hasten to add that this expression of appreciation MUST not be confused with any notion that we are where we want to be as yet as far as our operations and overall organization is concerned.

If there is one message that must be clearly received by our staff and management it is that we cannot afford to relax our efforts at this critical juncture or we stand the risk of sacrificing all the gains that have been made. Now, more than ever, our customers and the country as a whole expect much more from us in terms of operational efficiency and excellent customer service. We MUST deliver on both!!

I think the bar has been set as far as our goal is concerned. We are committed to pursuing excellence. I once saw a placard with a very interesting notion. It read: Target, Perfection; Excellence tolerated! The lesson is clear; we have to set real and clear targets and when our targets are lofty, with the correct amount of perseverance, commitment and effort we usually score big. Scoring big for SCASPA means ensuring that our customers are always 100% satisfied, that the visitor to our country has a world class experience entering and leaving the Federation, the facilities in our airport terminals and our seaport terminal are functioning at optimum level.

In its 18<sup>th</sup> year of existence SCASPA undertook and achieved probably one of its most important and significant milestones. It is to the credit of our top management team led by Terrence Crossman, that one of the most important initiatives of the corporation has been accomplished during the year 2010. I refer specifically to the restructuring of SCASPA in our quest to become a more efficient and viable organization. As Chairman I can proudly report that due in part to our downsizing exercise in September 2010, SCASPA has seen a significant reduction of close to 50% in the payroll or \$7.2 million per year! This dramatic reduction in cost size of staff has now brought the SCASPA Organization more in line with a properly streamlined Human Resource capacity and has placed SCASPA in a position to deal specifically with the issues of efficiency and productivity. I want to take this opportunity as well to publicly acknowledge the support of the Minister of Finance, the Honorable Prime Minister, the Minister responsible for SCASPA and the entire Cabinet for their support in accomplishing such a historic undertaking within a public corporation.

It is also my tremendous pleasure as Chairman of SCASPA, to report that starting in November of 2010 and in every month of the first half of 2011, SCASPA's operating financials have shown a profit, an indication that we are moving in the right direction. You the staff and management must take full credit for this performance and use it as stimulus to produce truly great achievements in 2011 and beyond. The country will expect no less!

## THE FUTURE

But we at SCASPA recognize that the road ahead is nothing like the road that we have travelled in the past. In charting a course for the future we must engage far and wide, little and small, dockers and accountants, security guards and ATCs, to ensure that we get the right mix. We must be creative and innovative for we must recognize that for the fulfillment of its mandate as a developmental "agency" SCASPA cannot continue to depend simply on the collection of cargo dues and aeronautical fees as its primary and only sources of revenue. As the custodian of the country's most important real estate, SCASPA must find creative ways to strengthen and explore means of increasing its revenue base.

Thus in the near future SCASPA will continue to seek partnerships with related business interests. As a national trend setter in the area of renewable and sustainable energy sources, SCASPA will endeavor to retrofit its electricity requirement to wean itself by up to 50% from the national electricity grid by investing in environmentally friendly renewable energy.

Within the context of the restructured SCASPA, the Board

proudly acknowledges and salutes the staff of the 'New SCASPA'.

I want to acknowledge and salute the Finance and Statistics, Maintenance, Corporate Affairs and Public Relations, Human Resources, Security, Legal, Administration, Operations, Meteorological and Air Traffic Control, Marine and Customer Service departments.

We are glad that you have made a deliberate decision to be a part of the New SCASPA family going forward and we look forward to partnering with you as we build an organization that will be known for its "Culture of Excellence".

In closing I want on behalf of the entire Board and the Government to assure all employees that we consider you as true partners and associates in all our undertakings and that when SCASPA does well so should its employees who are in fact the engine of all our endeavors. We have come this far, not by faith alone, but by hard work, sacrifice and perseverance. Let us continue in the same mode but with added enthusiasm as we scale even more lofty heights; so that when our time comes to leave we can all say it was indeed good to be here.

## PRESENTATION TO SCHOOLS REVIEW



SCASPA believes that making a direct impact on the community requires a long term commitment. The Authority has therefore adopted all the government schools on the island. The adoption program attaches a SCASPA worker to a primary school. The attached SCASPA worker is expected to attend special functions and meetings, encourage students, enrich their educational experience and provide resources to enhance the quality of education of the school throughout the year.

The adoption program was initiated during SCASPA's month of activities on Thursday 29<sup>th</sup> September, 2011. Several Senior and middle managers of SCASPA visited 18 Primary schools on that day. Students and staff members of the visited schools received the staff of the Authority with warmth and excitement. Brief presentations were made to the students about SCASPA's role in nation building, and monetary donations were made to each school.

Mr. Sylvester Charles, Principal of the Tucker-Clarke Primary School, conveyed his appreciation to SCASPA saying, "The management and pupils of the Tucker- Clarke Primary school accept SCASPA's offer to adopt the school and work with a representative of your corporation to enrich the educational experience of our students. We look forward to a long lasting relationship in this regard. We also appreciate your generous assistance in restoring the school and community playfield (the Paddock). We wish your corporation success in the future. May God bless you."

The schools and presenters alike were impressed with being a part of this program. This program is expected to assist in the development of a partnership with the schools and SCASPA throughout the future.

## LIVE PORT CALL

A LIVE Port Call programme with Dentrecia Blanchette and Elsie Harry was featured on ZIZ, FreedomFM and WINNFM on Monday, September 26<sup>th</sup>, 2011 from 10: 30 a.m. to 11: 00 a.m. Listeners were quizzed on SCASPA's portfolio and the cargo and shipping industry.

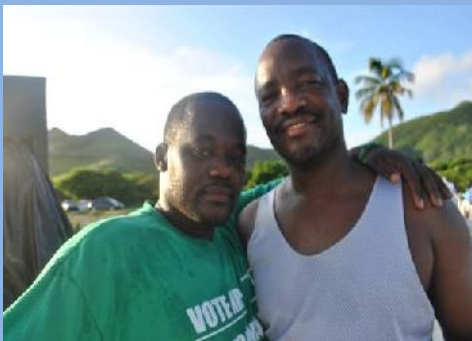
Several winners answered the questions correctly and won numerous prizes. The winners were Marisa Keely,

Estellyn Williams, Clyde Thompson and Joanne Williams who each won \$20.00 Double Bubble LIME cards; Ghisilyn Williams and Kira Purcell won Gift Certificates from Ashburry's Gift and Perfume store; Oneilia Mulruine won a night for two at the St. Kitts-Mariott Resort; Tamika Bassue and Versill Saddler won dinner for 2 at Circus Grill; Elsia Collins won a gift certificate from Rituals and Troy Biff Mills and Clyde Thompson won free pizzas from Dominoes.

## BOAT RIDE!

Cruising along the coast line were several SCASPA staff members on Sunday, September 25<sup>th</sup>, 2011. Staff members gathered at the Deep Water Port at 9:30 a.m. and boarded the boat, La Pinta, that departed at 11:00 am.

The vessel sailed to Nevis where it docked for 2 hours at Pinney's Beach and cruised the St Kitts coastline until 6:00 pm. A menu of goat water, fish water, rice and salt-fish, cook-up, snacks and drinks was served throughout the boat ride while DJ Wet Dutt offered musical entertainment.



## BIRTHDAY CELEBRANTS *of September:*

*Devon Clarke*

*Vaunzell Clarke*

*Kenville Boyles*

*James Liburd*

*Cauline Leader*

*Uklin Richardson*

*Vincia Browne*

*Annette Dascent*

*Linkon Maynard*

*Elsworth Warner*

*Kerell Dascent*

*Cephas Manners*

*Don Grant*

*Dushane Francis*

*Karen Johnson*

## AWARDS DINNER



More than two hundred of SCASPA's Board members, management, staff and stakeholders from all over the island and region were brought together for SCASPA's 18th Anniversary Awards Dinner on Thursday, September 15th 2011 at the St. Kitts Marriott Resort. The Authority's prestigious dinner honored present and past employees of SCASPA for their excellence in service and contributions made towards SCASPA's growth.

Dignitaries who attended the dinner were Governor General of St. Kitts and Nevis, His Excellency Sir Cuthbert Sebastian; Chairman of SCASPA, Mr. Linkon Maynard; Comptroller of Customs and Excise Department, Mr. Rodney Harris; General Manager at St. Lucian Marine Terminals Limited and President of the Port Management Association of the Caribbean, Mr. Lenius Lendor; Chairman of St. Kitts Tourism Authority, Mr. Alfonso O' Garro; and Human Resources and Corporate Affairs Manager of St. Vincent Air and Sea Ports Authority, Mrs. Charmane Tappin-John.

The event was chaired by Ms. Claudette Manchester, and Mr. Melvin Hewlett and the Modern Image Band were the featured musicians who entertained the audience with jazzy and jubilant chords that heightened the celebratory mood of the evening.

Chairman of SCASPA noted in his remarks several significant accomplishments of which the Organization now boasts. These included the successful restructuring of SCASPA's staff, the decrease in SCASPA's debt portfolio and the implementation of several community and staff initiatives that have assisted in rebranding SCASPA's image among the community and staff.



The presentation of awards was the dinner's defining moment. Several of SCASPA's workers were presented with awards that honored their work ethics and excellence over the past year. The categories were varied and offered all of SCASPA's staff an opportunity to be nominated for a specific award. Many winners took home several plaques, cheques, and gift vouchers.

The employees were nominated for an award if they were a fulltime employee for at least one year at SCASPA and had no record of any disciplinary actions for the period of October 1st, 2010 to 31st July, 2011.

The categories for the SCASPA Awards were Long Service, People's Choice, and Most Outstanding Employee in each Department; Employee of the Year, Customer Service Excellence, Service and Beyond, Manager of the Year, and CEO's Distinguished Employee. Winners in each category listed above except Long Service, CEO's Distinguished Employee and the Employee of the Year were chosen by a selection committee from among employees nominated by eligible staff as well as external customers.

The Service Above and Beyond Award was presented to Ms. Yvette Isles-Gumbs for encouraging team work and unity, consistently supporting colleagues, demonstrating positive behaviours that helped make SCASPA a better place, recognizing the needs of the organization and volunteering to contribute extra effort whenever and wherever help was needed.



Mrs. Marilyn Rogers was awarded Manager of the Year. Mrs. Rogers throughout the year led by example in contributing to the department's productivity and outcomes, demonstrated professionalism and ethical behaviours, empowered her staff to grow and be successful, embraced change, displayed strong loyalty to SCASPA and willingly went beyond the scope of her regular duties. Mr. Loui Hendrickson took home the People's Choice Award after receiving the highest number of votes from SCASPA employees. Most Outstanding Employee Departmental Awards were selected from among nominees submitted by the staff of each department. The Most Outstanding Employee Award in the Administration and Human Resources Department was won by Ms. Adonis Browne. The Most Outstanding Employee Award in the Finance and Statistics Department went to Ms. Shanda Queueley while Mr. Cecil Francis and Mr. Dario Isaac were awarded Most Outstanding Employee in the Engineering and Maintenance and Security Departments respectively. The award for Most Outstanding Employee in the Sea Port Operations Department was presented to Mr. James Liburd.

Mr. Kester Caines won the Most Outstanding Employee Award for Air Traffic Services Department and Ms. Wendy Bridgewater was awarded Most Outstanding Employee in the Customer Service Department.



The Employee of the Year winner was Mr. James Liburd.

The highlight of the evening was naming the winner of the "2011 CEO's Distinguished Employee Award," which was chosen by Chief Executive Officer of SCASPA, Mr. Terrence Crossman, from among the winners of the Employee of the Year, Customers Service Excellence, Service Above and Beyond, and Manager of the Year categories. The honor went to Mr. Dario Isaac from the Security department.

"The winners are deserving of the awards and I am pleased that they were recognised in such a public manner," said Head of Corporate Affairs and Public Relations of SCASPA, Mrs. Delcia Bradley-King. Mrs. King also noted that SCASPA expects that these individuals would be motivated to work even harder and to inspire others to demonstrate commitment and the values of the Authority.

Also receiving recognition for their contribution to SCASPA's development and for their exemplary leadership were all of SCASPA's past Chairmen and General Managers. Chairman of SCASPA, Mr. Linkon Maynard, past Chairmen Mr. Peter Jenkins and Mr. Hugh Heyliger, as well as former CEO Mr. Errol Douglas accepted their awards on the night of the banquet.

Mr. Terrence Crossman highlighted that the awards dinner afforded SCASPA the opportunity to express appreciation to its employees for their outstanding performances over the past year.

"The awards dinner was glamorous and of a high standard. We recognize that the diligent work of past Board Members, General Managers and employees has contributed to the achievements of SCASPA. Our 18th Anniversary celebrations provided us with an excellent opportunity to honour them for their contributions."

## UNVEILING CEREMONY



The St. Christopher Air and Sea Ports Authority commenced its 18<sup>th</sup> Anniversary with unveiling of signage ceremonies on Thursday 1<sup>st</sup> September, 2011. Two signs were unveiled on that day, one at the roundabout of the Robert L. Bradshaw International Airport and the other at the entrance of the Sea Port.

Minister of Tourism and International Transport, the Hon. Richard Skerritt, unveiled the sign at the airport while Chairman of SCASPA, Mr. Linkon Maynard, unveiled the sign at the sea port. These ceremonies were the first of many activities that the Authority executed throughout the month of September.



## CHURCH SERVICE

The SCASPA staff continued its Anniversary Celebration on Sunday 4<sup>th</sup> September 2011. Over 50 members of staff worshipped at the Wesleyan Methodist Church. Staff members sang "Shine, Jesus, Shine" while Officer in Charge, Head of Corporate Affairs and Public Relations, Mrs. Delcia Bradley-King, made a presentation on SCASPA's portfolio and history. Administrative Assistant, Ms. Linda Fyfield, and Air Traffic Controller, Mr. Don Grant, read the scripture.



# SCASPA CONCERT A SUCCESS!



The St. Christopher Air and Sea Ports Authority concluded its 18th Anniversary celebrations with a grand concert on Friday, 30th September, 2011. The concert was held in the open area directly behind the National Museum at Port Zante from 1 p.m. to 7 p.m.

The concert attracted hundreds of music enthusiasts and entertainment lovers from across the Nation. Headliners included Infamus, Nicha B and the Upstairs Family, Dejour, Movado Modeling Agency, Cayon High School Steel Orchestra, Fore-play Band, Cultural Acts, Socrates, Island Expression poets as well as other promising up-and-coming talent.

In a celebratory spirit, local companies including LIME, Digicel, Horsford, Rams, C&C, Courts, Digicel and Kantours offered many giveaways and special promotional specials to those who attended the concert.



# COMMISSIONING OF STACKER



SCASPA officially commissioned its new Reachstacker on Tuesday, September 13th, 2011 in a “Stacker Commissioning Ceremony”. The ceremony was held from 10:00 a.m. to 10: 35 a.m. at the Sea Port.



In attendance were Minister of Tourism and International Transport, Honourable Richard Skerritt and the Resident Ambassador of the Republic of China (Taiwan) to St. Kitts-Nevis, His Excellency Miguel Li-Jey Tsao.

CEO of SCASPA, Mr. Terrence Crossman, highlighted in a brief speech how the acquisition of the new Reachstacker will improve the operations at the seaport.



Resident Ambassador of The Republic of China (Taiwan), His Excellency Miguel Li-Jey Tsao, not only mentioned his Country’s commitment to supporting the Federation in the future but he shared that the Reachstacker should be considered as a fitting gift for St. Kitts and Nevis on the 28th anniversary of Independence.

Members of the audience, which included Advisor to the Minister, Mr. Cedric Liburd, and several of SCASPA’s Board members and stakeholders saw a demonstration of the Reachstacker as part of the ceremony.

*The stacker has forty-five ton lift capacity in first row and thirty one ton lift capacity in second row. It is environmentally friendly and one of the best stackers in the world.*

