



THE ANCHOR

QUOTE OF THE DAY

"A bend in the road is not the end of the road... unless you fail to make the turn."

Hellen Keller

BIRTHDAY CORNER

It's a blessing to celebrate another year!

Lorraine Anita Clare
 Jarrad Forbes
 Deovanio Hall
 Shawna Lewis
 Natessa Moore
 Jerome Parker
 Logan Quelch
 Lavado Simmons
 Gilbert Ewing
 Courtney Forbes
 Vincent Parker
 Fris Diano Rigby-Forbes
 Deleria Simms
 Marieliza Adams
 Luandra Clarke-Simmons
 Pierre Clerveaux
 Vitory Fleury
 Karen Forbes
 Roseanna Henry
 Ivenia Penn - Henry
 Ronadio Roberts
 Vasco Selver
 Jamal Williams

THE JOURNEY TO BECOMING...

It is said that the verb "to be" is the most irregular verb in the English language. It constantly changes form so that its usage bears little or no resemblance to the root word (http://guidetogrammar.org/grammar/to_be.htm). "I am" is sandwiched between "I was," "I have been" and "I am being."

What is true of the rules of grammar in the English language finds application in life; we are all in a constant state of "becoming" and outside of that there is only nothingness. While we aspire to "become" we must realize that the environment that serves as the seed bed for such aspirations is replete with restlessness, symptoms of withdrawal from the familiar and sometimes anxiety. Yet our very existence depends on how we respond to that environment.

The same is true of organizations; they are either continuously evolving or diminishing. Both evolution and demise speak of change; the former is progressive and dynamic whereas

the latter is regressive and comatose. There comes a time in every organization when the old systems and processes have outlived their usefulness and in the interest of viability, they must seek out and embrace new technologies and best practices in their particular field.

Change can be defined as, to alter, transform or replace and is often met with resistance. Heraclitus, a philosopher who lived around 500 BCE, is credited with saying "All things come into being through opposition." Growth, both personal and on the organizational level, happens in the tensions that exists between where we are and where we want or need to be. This tension intensifies when wants and needs are not in alignment. Visionary leaders are able to discern the need for change foreseeing external and internal forces that will impact the organization and develop strategic plans accordingly.

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PATCI SAYS FAREWELL MR. HANCHELL



He made invaluable contributions to port operations during his tenure with us and was honored for his years of loyal and dedicated service.

Expressions of appreciation were made by the chairman of the Board of Directors, Mr. Urban Jason Francis, the President of the Stakeholders Committee Carl Simmons and PFSO Sharonna Walkin, who served along with Mr. Hanchell for many years. A highlight of the night was a special video tribute from the security officers that had everyone laughing.

PATCI said farewell to Snr PFSO Walter Hanchell on March 23, 2022 with a retirement party at Beaches Resort. The event was attended by PATCI's board members, management and staff as well as stakeholders.

Director of Ports, Mr. Delton Jones, in his remarks referred to Mr. Hanchell as "a walking repository about everything about the Ports Authority." Mr. Jones compared Mr. Hanchell to Caleb, his favorite Bible character, who at age 85 was still strong and vigorous to take on a

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Mr. Hanchell started with the Port in 2004 when it was known as Ports Administration.

OTHER PORTS AUTHORITY PUBLICATIONS

From the Desk of our Business and Communications Manager, Paula Stewart:

Newsletter: *The Navigator*

Website: <http://portstci.com/>

Facebook: www.facebook.com/portstci/

THE JOURNEY TO BECOMING...

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PATCI offers
Sincere condolences to the
following employees who suf-
fered the loss of loved ones
this quarter:

Lisa Robinson on the loss of
her mother

Fris Rigby-Forbes on the loss
of his grandmother

Deleria Simms on the loss of
her aunt

May God sustain you during
your time of sorrow



Here at PATCI we are on our journey to becoming one of the Caribbean’s leading ports realized through our ability to be self-sustaining and efficient. In order for us to get there, some things must change. As Max Depree says, “We cannot become what we want by remaining what we are.” His comment speaks of the relationship between change and growth. However, it is important that change is managed as opposed just allowing it to “happen” unchecked. PATCI recognizes this and developed a strategic plan to help us realize the change needed to make us self-sustaining and efficient. PATCI’s new strategic plan for the period 2022-2025 has been completed and will be released at our AGM in June of this year.

This quarter PATCI set out to make changes to our organizational structure aiming to make it more functional with clearly defined roles, enabling an efficient basis for staff development and promotion and increase job satisfaction. The final report on the restructuring exercise is still pending however, we are looking forward to it with great expectations.

Our Staff Policy and Procedures Manual is also in the process of being reviewed. The manual serves as a guide for staff relations and has

been in use since 2019. Having had the opportunity to use the policy manual for the last three years we can identify those policies that need more clarity as well as the need to create policies to address new concerns that became evident during the period. Staff have been invited to be a part of the revision process by indicating their concerns with the manual.

Another change that took place this quarter is the change in the way we record time worked. PATCI installed timeclocks at all of its port facilities as a more efficient and accurate means of tracking attendance and leave benefits. This change in the way we record time required a new policy and SOPs to guide the process. It has been met with some resistance. Despite the reluctance to the use of timeclock we believe that with time its benefits will be appreciated.

Change is definitely the one word that sums up the vibe at PATCI this quarter. It has been rather unsettling. It takes us out of our comfort zone and challenges us to go where we might never have thought to venture. It is like leaving the shore to wade out into deeper water. You may lose your footing every now and then but eventually your legs will be strengthened. ~

PROMOTIONS THIS QUARTER



This quarter Sarhea Rigby was appointed to Financial Controller after completing a three month probation.

Ms. Rigby is a finance professional with over 12 years experience in both private and public sector financial management. She joined the Ports Authority in 2015 starting as an Accountant and was later promoted to the position of Projects

To exist is to change,
to change is to
mature, to mature is
to go on creating
oneself endlessly.

- Henri Bergson

Accountant in 2019. Her promotion to Financial Controller became effective March 1, 2022.

We congratulate Ms. Rigby on her appointment.~

The secret of
change is to
focus all of your
energy, not on
fighting the old,
but on building
the new

- Socrates

PATCI SAYS FAREWELL MR. HANCHELL

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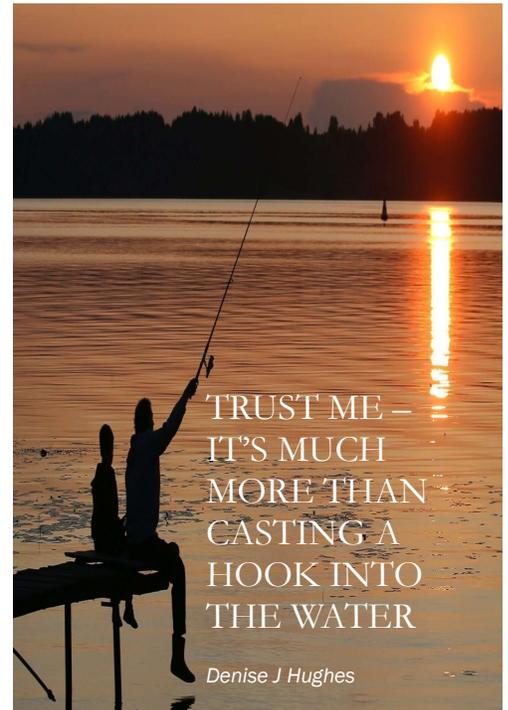
battle. "Though often the oldest man in the room, he's the one who puts his hand up and volunteers to take on any new initiative," Mr. Jones said.

The Director of Ports went on to list several projects he could not have completed without Mr. Hanchell such as the Triple I Code, the demarcation of the channel at Bellefield Landing and several ATONS on remote locations. Of course that just touches the surface of all that Mr. Hanchell accomplished while at the Port. Mr. Jones credits him with always coming up with ideas to better the Ports and volunteering to lead them. He challenged the younger officers to take up the mantle and carry it forward.

To honor a co-worker is great but to call them friend is double honor. Mr. Jones ended his expressions of gratitude with these remarks:

"I have worked with many amazing people in my career. I've inducted a few of the into my personal Hall of Fame of friendship: people who inspire, people you work hard to impress, people you are proud of and people who are proud of you. Ladies and gentlemen tonight I'm inducting Mr. Hanchell into my Hall of Fame. Love you my brother.. It's been a privilege working with you, I will miss you and I will be calling on you."

Mr. Hanchell was the MacGyver of the Office. The Mr. Fix-it if you may. Leave it to me was one of his most used lines. Of course we cannot forget his "somewhere in the Bible it says," lines. What do you think Mr. Hanchell is doing now? One admin staff, who shall remain unnamed, says he is "sitting on the dock of the bay." Yes, he's gone fishing.~



HR FUN PROFILE PORTS AUTHORITY NEWBIE

Cameo Lightbourne is our latest recruit. He started with the Ports as a Security Officer attached to the Providenciales facility in January of this year.

Cameo accepted our invitation to participate in our HR Fun Profile. This is intended to be an entertaining and enjoyable way to become better acquainted with the people we work with. Thank you Officer Lightbourne for joining the fun.



Cameo may be new to PATCI but certainly not new to security. He comes to us with experience in aviation security and a love for boating. When asked for a list things on his bucket list Cameo says he dreams of becoming captain of a yacht and he could easily max out his credit card at Mercury Outboards Inc.

Cameo is the first male recruit that did choose Superman as his favorite cartoon character. Surprisingly, he is fascinated by Huey Freeman a leading character

from the comic strip, Boondocks. Huey is a 10 year old black boy dressed in baggy pants and tee shirts known for his black consciousness and strong political views. He captured the hearts of black intellectuals in the early 2000s. I am still trying to reconcile our neatly dressed and easy going security officer with the rather militant cartoon character. When you see Cameo ask him about that. It should make interesting conversation.~

TRAINING UPDATE 2021/22

Our training report for the financial year 2021/22 captures a total of 1190 training hours which averages 22 training hours per employee. Having said that, we note 6 officers did not receive any training for the period and will make every effort to ensure they are included in training this year.

Oil spill training facilitated by Ambipar Response and UK Maritime & Coastguard Agency accounts for 384 of the total training hours. 12 Security Officers and management level staff participated in that training. Two Security Officers benefited from 24 hours of safety training at Fortis provided by the governments Environmental Health and Safety Department.

PATCI benefited from 392 hours of overseas workshops and online training through its partnership with PMAC and several of our female officers and admin staff were awarded scholarships for courses facilitated by the Galilee International Management Institute of Israel.

Internally, all new security officers completed Level I training totaling 84 training hours. Going forward this training will be considered part of the induction process for all new security officers to be completed before the end of their probationary period. Additionally, security received 63 hours in refresher training.

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TRAINING UPDATE 2021/22

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Another 243 hours of miscellaneous training was realized this financial year, including 47 hours dedicated to developing supervisory skills and a review of our policy and procedures for workplace communication.

At PATCI we are committed to ensuring that all our employees are appropriately trained. A training log is kept to ensure no one is left behind.

Staff are encouraged to be actively involved in their own self-development by following up on the development plan attached to their annual appraisal, and taking advantage of training opportunities being offered.~

The only time you are actually growing is when you're uncomfortable

Excerpt from article published on cnbc.com 2017/8/11

Calvin Coolidge says, "All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work."

Comfort can lead to self-absorption, boredom, and discontent. You can either be comfortable and stagnate or stretch yourself — become uncomfortable — and grow. Choose the latter. Go where the demands are high. Go where the pressure is to perform.

Dr. Elizabeth Lombardo, Psychologist and author of *Better Than Perfect*, says people who regularly seek out fresh experiences tend to be more creative and emotionally resilient than those who remain stuck in routine. "Breaking your own mold can only make you stronger and more confident to reach higher levels in your professional and personal life," she says.

To grow, you have to embrace the discomfort. The transition will be uncomfortable and scary, but that's the nature of the beast. Stretch yourself. You might just like what's possible.

Peter McWilliams once said, "Comfort zones are most often expanded through discomfort." Discomfort is a catalyst for growth. It makes you yearn for something more. It forces you to change, stretch, and adapt. ~

EMPLOYEE AWARDS AND RECOGNITION

Four nominations were received for employee of the Quarter for the period ending March 2022: Vincent Parker and Gilbert Ewing from the Provo facility and Luandra Clarke-Simmons and Natessa Moore from the Grand Turk facility. Vincent Parker and Luandra Clarke-Simmons emerged as winners.

Both Officers were noted for their flexibility in responding to changes to shift, their attendance and commitment to carrying out their duties.

Officer Parker received special mention for his performance as the Officer leading the shift on a night when a Haitian sloop was bought into the port. He discharged his duties in such a way that the PFSO did not need to come to the Port.

Supervisor Agatha Walkin captured the annual Chairman's Award for 2021/22. She has been consistent in her performance throughout the year and recently led the team that apprehended a stowaway. Supervisor Walkin has helped in the organizing of the annual staff party and served her team a specially prepared island breakfast on Christmas morning.

Supervisor Walkin, in response to receiving her award said, "It brings me great honor to be the recipient of this award. I am happy to be the person that is recognized. It has been a pleasure working here and I hope to continue to be a valued member of staff."

Dorothy Malcolm received two nominations for the annual Director's Award. Ms. Malcolm is PA to



Vincent Parker



Luandra Clarke-Simmons



Agatha Walkin



Dorothy Malcolm

the Director but often takes on tasks outside the scope of her duties lending her graphic design skills and clear no nonsense view to Port initiatives.

She is PATICs event organizer. Her contributions this year included organizing the Nurses Appreciation Day event, PMAC Annual General Meeting, staff 10 year anniversary celebration and ground-breaking events for North and South Caicos port projects. Ms. Malcolm is also responsible for the preparing booklets for print for PATCI's Annual Report and Strategic Plan. She is committed to her self-development and takes the initiative to assist the Finance Department with billing as needed while simultaneously learning aspects of Human Resource Management.

We recognize and applaud all of our nominees. The fact that you were nominated means speaks to your credit. Congratulation to all of our winners for their spirit of excellence.~

"It is never too late to be who you might have been."

- George Eliot

FAREWELL PARTY FOR SNR PFSO WALTER HANCHELL

