



## THE ANCHOR



### BIRTHDAY CORNER

*Its another birthday  
But who's counting?*

3rd Quarter Celebrants

Mauqueita Carter  
Delton Jones  
Ermielie Laloy  
Bianca Morris  
Renardo Palmer  
Sarhea Rigby  
Marven Seymour  
Sharonna Walkin  
Gregory Wilson

**PATCI EXTENDS  
HEARTFELT CONDOLENCES  
to  
Lavado Simmons  
and  
Ronadio Roberts  
On the passing of their  
grandfather**

**May the God of all peace  
comfort and strengthen  
you**

### PATCI CONTINUES TO ADVANCE TOWARD STRATEGIC GOALS

There is something about the end of year that makes us want to look back. We look back with mixed emotions; for some it is a little regret sweetened by our victories and for others, small victories overshadowed by regrets. Some may want to rush into 2022 with great expectations and some will timidly cross the threshold. But what is there to fear? Hall Borland is quoted as saying, "Year's end is neither an end or a beginning but a **going on** with all the wisdom that experience can instill in us."

Certainly, at PATCI as we consider our strategic plans that commenced in 2018 and check off our accomplishments, we see a **"going on"** and we continue to build on what was started in the previous years. Those objectives are slowly becoming reality.

The first issue of The Anchor for 2021 featured the article titled, Organizational Metamorphosis, focusing on the construction and improvement of PATCI's physical infrastructure. We currently have several infrastructural projects in North and South Caicos already in progress or pass the contractual stage and scheduled to commence soon, and tenders for phase 1 and 2 of the much-anticipated redevelopment of Provo's port facility to close in January 2022.

With all of that under our belt, it is fitting that we end this year with an organizational restructuring exercise. The restructuring exercise commenced in early December and should be completed in January 2022.

The purpose of this exercise is to change the way work flows through the organization, to maximize efficiency and increase productivity. It will consider the way groups or

departments work together within their individual functions to meet strategic objectives.

Team building has been an area of focus this year and rightly so. The correlation of departments and positions calls for cohesion throughout the organization as no department or role exists in a vacuum. PATCI invested in two team collaboration workshops during the year; one in March and the other in July. We plan to continue to build on that and expand to offer similar workshops to the broader spectrum of staff.

Team building requires continuous nurturing. It will not be accomplished through workshops alone. PATCI sought to strengthen team spirit through group activities. As early as September of this year, a Christmas Tree Decorating event was announced. Observing the process from idea to completion was quite revealing.

*(continue on page 2)*



#### 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/](https://www.facebook.com/portstci/)

## PATCI CONTINUES TO ADVANCE TOWARD STRATEGIC GOALS *(continues from page 1)*

First of all, buy-in was slow. The initial email was sent in September and the first email response was received on December 13 only after a follow-up emailed reminder from HR. That response was from the Director lending his support to the exercise.

Second, success required active involvement from leadership. Despite the follow-up email individual phone calls had to be made to drum up the excitement. Assistance had to be given to order the supplies. Yet, the deadline had to be extended because supplies were late.

Third, some contribution to the effort was more verbal than hands on; a critique here and there; but that was okay. It removed the rose tint from our perspective. So that near the end some trees had to be redone; some things were added and some had to be removed.

Fourth, at the last minute staff were advised that the pictures would be posted on Facebook and they would have to encourage their family and friends to like and share. The tree with the most likes would win. No matter how beautiful the tree was, they had to work together to get the most likes on Facebook. This was so effective that the underdogs were declared the winners in both the Security and Administration departments! It is also worthy of note that, no other post on our Facebook page has generated a comparable number of views. One tree received 521 views. It has been our most effective PR initiative thus far.

Fifth, the "what is the prize" question. A prize always sweetens the competition, but there was no prize at the end of this exercise; at least not a tangible one. You could say that the prize was the relationships that we built or strengthened as we worked together decorating the trees and the synergy created as teams mobilized to solicit likes from family and friends to get the "win." That being the case, there were no losers! Everybody wins when we all work together!



Wonderful things happen when middle managers embrace our team building efforts. Just ask the officers who worked on Supervisor Agatha Walkin's shift. Island breakfast on Christmas morning; stew conch and fresh baked bread; prepared specially for the team. Now that's what I'm talking about. Who says mamma doesn't work here? ~

## HR PROFILE - JUGGLING ROLES AND HOLDING HER OWN

PFCO, Derliser Youth, wears many hats. In addition to her duties here at the Provo port facility she volunteers with the Red Cross.

Ms. Youth started volunteering at the Red Cross in June 2021 as a requirement to complete her bachelors in Finance and Business with the Council of Community Colleges of Jamaica through the Turks and Caicos Islands Community College.

Ms. Youth said she fell in love with the work and her passion continues to grow as she becomes more involved.

Since becoming a volunteer, Ms. Youth, has received her First Responder's certification, Restoring Family Links (RFL) training and is currently completing Cash Allocation and Disbursement in Emergencies training. She recently participated in a Red Cross sponsored blood drive at a major local resort. (picture below)



Ms. Youth says she is looking forward to any new training offered, so that she can be of greater service to her community and the Red Cross.

She does all this while carrying out her duties as a mother of two girls and a rambunctious baby boy. We are proud to have her on our team.~



**Unity is strength...  
when there is  
teamwork and  
collaboration,  
wonderful things can  
be achieved.**

QUOTEHD.COM

**Mattie Stepanek**  
American Poet



## TEMP SECURITY OFFICER TRANSITIONS TO FULLTIME



PATCI has done it again! Over the last three years we have established a tradition of recruiting temporary security officers with the potential to become fulltime when and if a vacancy arises.

This trend started in 2018 when S/O Fris Rigby Forbes transitioned to fulltime after serving as a temporary officer. S/O Mauqueita Carter transitioned in 2019; Bianca Morris in 2020 and Nackie Clare in 2020. Most recently, Shamol Williams joined the Provo Port facility in October 2021 as a temporary security Officer and was invited to apply for a fulltime position. After successfully completing the interview process, he transitioned to fulltime December 1, 2021. Congratulations Shamol!

PERSONAL GROWTH  
IS MISLEADING,  
BECAUSE IT SOUNDS  
LIKE IT'S GOING  
TO BE FUN.  
BUT IF WE CALL IT  
"DELIBERATELY  
MAKING YOURSELF  
SO UNCOMFORTABLE  
IT'LL FEEL LIKE  
YOU'RE DYING"  
NOBODY WOULD DO  
IT and WE'D BE  
TOTALLY SCREWED.

EMILY McDOWELL  
@EMILYONLIFE

## PATCI WELCOMES NEW HIRE



S/O Aleno Todd joined the Security Division at the Port facility in Providenciales after our recruitment exercise in November of this year.

PATCI welcomes S/O Todd who commenced employment December 15, 2021 and brings with him Security as well Fire and Rescue experience. He hails from South Caicos; yes he is a Harbour Boy! We are glad to have him on our team.

Another officer is scheduled to start in January 2022. This end of year recruitment drive serves to complete the budgeted manning for security officers at the Provo facility. Having the full complement of staff helps us to keep compliant with international codes and lessens the likelihood of deferral of staff leave benefits due to short shifts. ~

## INTERNAL PROMOTIONS



If you are a regular reader of The Anchor you may recall seeing these two faces in several of our past issues. In fact, this year alone, they were featured in both the March and September issues of our newsletter. No, they are not hugging the camera! The consistency of their performance keeps them in the spotlight!

On December 1st Officers Jarrad Forbes of Provo and Ronadio Roberts of Grand Turk, were promoted to Security Supervisor. We congratulate them on their achievement!~

## SUCCESSFUL COMPLETION OF ONLINE COURSES

Three female staff members were the recipients of scholarships from the Galilee International Management Institute (GIMI) fellowships for women within the Port Sector. The scholarships were offered in collaboration with the International Maritime Organization.

Supervisor Rosena Henry and Security Officer Ivenia Henry Penn completed 20 hours of training in Maritime and Port Security, and Acting Financial Controller, Sarhea Rigby and Security Officer Natessa Moore completed 24 hours of training in Port Senior Management.

A hearty congratulations to all of these forward minded ladies who embraced the opportunity for personal growth and development.~

Imagine  
With all  
your mind.  
Believe  
With all  
your heart.  
Achieve  
With all  
your might.

## EMPLOYEES OF THE QUARTER

Jon Gordon, author of "Soup: A Recipe to Nourish Your Team and Culture," posits that motivation is the most important emotion an employee brings to work. It can be defined as the level of desire or willingness of an employee to do good work. It goes without saying then, that the higher the level of motivation, the more productive the employee.

Here at PATCI we strive to keep our staff motivated through our Awards and Recognition program. The winners of Employee of the Quarter award for the period ending December 2021 are S/O Lisa Robinson from the Grand Turk facility and S/O Gilbert Ewing from the Provo Facility.

This is the second win for S/O Lisa Robinson this year, having captured the award in March. Lisa has shown tremendous growth in 2021 continuing to demonstrate a positive attitude and good team spirit. She has also been active in community events.

S/O Gilbert Ewing, aka Gilley, is well known for his near perfect attendance and good team spirit. Gilley fills in to lead the shift in absence of his supervisor and is always willing to fill in when the shift is short.



“Motivating employees to work at their full potential is the main premise of successful management”

*Eraldo Banovac*

## LESSONS IN SAFETY

PATCI recognizes that continued economic growth will result in increased shipping services which will impact the safety of staff, visitors and port users as well as the environment. In 2020/21 we embarked on a journey toward improving our safety regime. A new Safety Division was established and PFSO Pierre Clerveaux, who was promoted to Safety Officer, will head that division.

Port and navigation safety plans and policies, that takes into account impacts on the environment as well, were generated. Oil Spill containment equipment was secured and training was provided to familiarize Officers with the equipment as well how to respond in the event of an oil spill. The equipment and training were funded by the UK/MCA and participants from the Fisheries Department and Sun Oil were invited to join the workshop along with PATCI staff.

Safety is bigger than the protection of the environment. It must include the people who carry out safety procedures. They must also be kept safe; not just from accidents but from communicable diseases and viruses. The Covid-19 pandemic, which started in March 2020, has certainly brought to light the issues concerning health and safety. Although PATCI can boast of 81% covid vaccination, it did not happen overnight; it was a gradual process. We have had to contend with our share of challenges due to quarantine orders which affected operations.

I think the greatest lesson learned from the experience is that the journey to a safe workplace, inclusive of the environment, operations and health, is a team effort. PATCI has incorporated safety as goal #2 of our strategic plan. As a team, we endeavour to build a culture where safety is paramount~





CELEBRATING WITH STAFF—10 YRS OF LOYAL SERVICE





## CHRISTMAS SPIRIT 2021

