

The Anchor

The Official Newsletter of the British Virgin Islands Ports Authority



INSIGHTS FROM THE MANAGING DIRECTOR



Dear Team, Stakeholders, and Valued Public,

As we step into the second half of 2024, I extend my heartfelt thanks to the entire BVI Ports Authority (BVIPA) team for their unwavering dedication and hard work. Your efforts are the backbone of our success, and it is your commitment that truly keeps the BVI moving. I also wish to express my gratitude to our stakeholders and the public for their continued support and patience, as we embark on a transformative journey to rehabilitate and upgrade our ports of entry and cargo facilities.

We are thrilled to announce that by the end of this year, a contractor for our Port Purcell warehouse will be selected. We understand the importance of this development to our shipping stakeholders, and we are committed to addressing this primary concern. Additionally, the much-needed repairs on the Port Purcell Apron have commenced and will continue to progress steadily. In line with these improvements, our team will also be relocating to our enhanced administrative building at Port Purcell next month, which will better support our operations and service delivery.

At the Road Town Jetty, we are gearing up for significant rehabilitation works slated to begin by the end of this year. These improvements are aimed at ensuring safer and more seamless ferry operations, enhancing the overall travel experience. Adding to the excitement, we have commissioned an art mural that will bring a sense of place and artistry, warmly welcoming passengers upon arrival.

Our sister islands are also witnessing noteworthy redevelopments. On Jost Van Dyke, we have completed enhancements to the international departure area, including additional seating, with further dock improvements planned over the summer. For Anegada, we are focused on upgrading the pier with a new welcome centre, fencing, and other necessary enhancements, to provide a better experience for travellers. Virgin Gorda's container compound will see fencing and paving improvements during the summer months, ensuring more efficient operations.

Indeed, we are "on the move" in many areas. In the cruise sector, we reported that our first-quarter arrivals had surpassed those of 2023, a record-breaking year. This positive trajectory sets the stage for another remarkable year in 2024. Our strategic focus on building and nurturing relationships with our cruise partners has yielded tremendous benefits, and we are proud of our collective accomplishments.

As we move forward into the next half of the year, our commitment to doing better for our community remains steadfast. Strengthening relationships with our port stakeholders is a priority, as we strive to enhance every aspect of our operations and services.

Thank you once again for your continued support and dedication. Together, we are not just keeping the BVI moving; we are driving it towards a brighter, more prosperous future.

VALIANT LADY INAUGURAL CALL

The BVI Ports Authority (BVIPA) celebrated several inaugural calls for the 2023-2024 cruise season, marking significant milestones for our port. The arrival of the Valiant Lady was particularly noteworthy as it marked the first visit from the adults-only cruise line Virgin Voyages to the British Virgin Islands. Virgin Group



JANUARY
2024



founder Sir Richard Branson was present to host a celebration onboard the ship for this inaugural event. This momentous event underscores our commitment to enhancing our port facilities and services to accommodate some of the world's most luxurious and innovative cruise ships.

FCCA PAMAC CRUISE SUMMIT



The BVIPA was proud to participate in the FCCA PAMAC Cruise Summit, where engaging discussions on regional cruise dynamics took center stage. This summit provided an invaluable opportunity to network with industry experts and professionals, fostering stronger relationships and exploring new possibilities for the growth of our cruise industry. These discussions are crucial as we strive to position the BVI as a premier cruise destination in the Caribbean.



MANAGERS RETREAT AND STRATEGIC PLANNING DAY

This year's Managers Retreat and Strategic Planning Day featured Mr. Darwin Telemaque, Port Manager of Antigua Port Authority, who served as the keynote speaker. Mr. Telemaque shared valuable insights on leadership and port management, offering our team a fresh perspective on navigating the challenges and opportunities in port operations. His expertise inspired our management team to refine our strategies and set ambitious goals for the future.



FEMALE CAPTAINS ABOARD CELEBRITY ASCENT

On January 17, 2024, local captains Jonese Samuel, D'Andra Lewis, and Rochelle Lawrence were invited onboard the Celebrity Ascent by Staff Captain Maria Gotor for a luncheon and ship tour. This occasion provided a platform for the BVI captains to share inspirational stories and insights with Staff Captain Gotor and Chief Officer Eva Pavlou, emphasizing the need for equal representation in the maritime industry. The tour of the bridge allowed the captains to explore the advanced navigation systems and gain a



firsthand understanding of the maritime innovations on Celebrity Ascent. This event, facilitated by Romasco Group and the Virgin Islands Shipping Registry, underscores the BVIPA's commitment to empowering female maritime professionals and fostering a supportive network within the community.

BILL PANOFF PORTHOLE CRUISE & TRAVEL

Renowned media personality and host of Porthole Cruise and Travel Series Bill Panoff visited the BVI to film an exclusive feature showcasing cruising in the BVI and the Cyril B. Romney Tortola Pier Park. This filming captures the essence of our vibrant ports and beautiful surroundings, bringing global attention to the unique experiences we offer. Check out the video at the following link: <https://youtu.be/72QSgtw8Jrw> to see the highlights.

FEBRUARY
2024



CRUISE STAKEHOLDER MEETING

In February, the BVI Ports Authority (BVIPA) convened a meeting with local cruise agents to discuss recent developments and new opportunities within the industry. Led by the Managing Director of the BVIPA, this collaborative session aimed to align our strategies with the needs and expectations of our agents, addressing concerns and identifying areas for improvement to better serve the cruise industry.



SEVEN SEAS GRANDEUR INAUGURAL CALL



Regent Seven Seas Grandeur made its inaugural call to our Cruise Pier, adding another notable luxury vessel to list of cruise ships that call to the Territory. This visit reflects our efforts to attract smaller luxury cruise lines and highlights the BVIPA's capability to accommodate such ships, further supporting our reputation in the cruise industry.

FEBRUARY
2024

PORT EXECUTIVE TRAINING



The British Virgin Islands Ports Authority (BVIPA) hosted a specialised maritime training in partnership with the International Association of Maritime Port Executives (IAMPE) to conduct a specialized maritime training session from February 19th to 23rd, 2024, held at the Village Cay Hotel and Marina Conference Room on Tortola, BVI. This collaboration, established in August 2023, underscores the

BVIPA's commitment to advancing professional standards in maritime management. IAMPE, recognized globally for its leadership in port management certification, provided comprehensive expertise during the training, which encompassed the Accredited Maritime Port Executive (AMPE) certification and other specialized courses.

Participants included BVIPA staff members and individuals from various organizations across Bermuda, the US Virgin Islands, Texas, USA, and the Royal Virgin Islands Police Force. The successful completion of this program highlights the dedication of BVIPA and its partners to continuous professional development and enhancing maritime operations throughout the Caribbean region.



SILVER NOVA INAUGURAL CALL

While on a seventy-one-day roundtrip grand voyage from Fort Lauderdale, Florida, Silversea Cruises Silver Nova made her maiden call to the British Virgin Islands. The Silver Nova is the first vessel in Silversea Cruises Nova-class of ships.



MARCH
2024

HLSCC CAREER FAIR

At the H. Lavity Stoutt Community College Career Fair, the Authority demonstrated its dedication to community engagement and youth inspiration. Our Managing Director interacted with students, and our HR team presented the various job opportunities and potential internships at BVIPA, motivating young individuals to explore careers in the maritime sector.



SEATRADE CRUISE GLOBAL 2024



A delegation consisting of public and private sector cruise industry stakeholders from the British Virgin Islands attended the 2024 Seatrade Cruise Global Conference in Miami in April. During the conference they attended several meetings and presentations that were geared toward building and strengthening connections in the industry and discovering the latest trends and innovations in cruise.



APRIL
2024

SHIPPING AGENTS AND BROKERS MEETING

Creating a stronger and safer port does not begin with infrastructure, but with people, staff and stakeholders. In April, the Managing Director along with members of the management team met with shipping agents and brokers to discuss working together to elevate operational excellence and maritime security. This collaborative effort aims to chart a course towards compliance, efficiency, and safer ports for all stakeholders, reinforcing our dedication to building a stronger port authority.



BUY BVI TRADE EXPO

Attending the BVI Chamber of Commerce's Buy BVI Trade Expo this year allowed the Authority to showcase its commitment to supporting local businesses and fostering economic growth. As the entity responsible for maintaining and operating the cargo ports through which a large percentage of imported items pass, it is crucial for the BVI Ports Authority to participate in events like this. Doing so highlights local partnerships and emphasizes the Authority's role in the broader economic landscape of the BVI.



MAY
2024

ENHANCING THE DOG HOLE FERRY TERMINAL IN JOST VAN DYKE



With expanded covered seating and additional facility upgrades, we're dedicated to making ferry journeys smoother and more enjoyable to our sister islands.

FCCA Operations Committee visit to BVI

Flip the page and read the full article.



FCCA OPERATIONS COMMITTEE VISIT



The Florida-Caribbean Cruise Association (FCCA) Operations Committee recently visited the British Virgin Islands (BVI) to explore strategies for enhancing cruise tourism. The delegation included prominent figures such as Michele Paige, Chief Executive Officer of FCCA; Adam Ceserano, President of FCCA; Dan Farkas, General Counsel & Chief Development Officer of Norwegian Cruise Line Holdings Ltd and Chairman of the FCCA Operations Committee; Hein Erasmus, Senior Manager of Port Adventures & Recreation at Disney Cruise Line; and Bryan Attree, Director of Worldwide Port Operations at Royal Caribbean Group.

Over two days, a series of meetings were held at Maria's by the Sea Conference Room, focusing on various aspects of the cruise industry and involving numerous stakeholders.

The first meeting with the tenants of the Cyril B. Romney Tortola Pier Park, centered on strategies to boost sales to cruise passengers and explore new opportunities. Discussions emphasized improving customer experience and safety, innovating navigation within the facility, and preparing for an increase in visitor numbers. Highlighting the unique cultural experiences and authenticity of the BVI was underscored as a way to leave a lasting impression on visitors.

A subsequent meeting with the transportation sector addressed the challenges and opportunities related to cruise passengers. Ensuring guest safety and comfort, improving infrastructure, and enhancing overall guest experience were key topics.

The final meeting brought together representatives from several key government agencies to discuss their roles in supporting the cruise industry. Key points included addressing security concerns, managing environmental impact, and enhancing medical preparedness for emergencies involving cruise passengers.

During their visit, the FCCA delegation conducted a site inspection at the CBRTTP, touring the park and reviewing plans for a proposed Crew Lounge.

The FCCA's visit underscored the importance of collaboration among tenants, transportation providers, and government agencies to enhance the cruise tourism experience in the BVI. The BVIPA aims to strengthen its position as a desirable cruise destination by focusing on key aspects of the industry which include safety, infrastructure, guest experience, and cultural authenticity.

DOCUMENT SCANNING PROJECT



The Administration Department initiated a document scanning project to convert physical documents into digital files. The primary goal is to enhance access to the Authority's records and improve efficiency. Over two hundred files have been converted to date!

COMMISSION OPPORTUNITY

The BVIPA announced a partnership with Creative Waves BVI inviting artists to apply to create a welcoming mural at the Road Town Jetty themed "Celebrating the People and Places of the BVI"



FCCA PAMAC SUMMIT

The BVIPA attended the Florida Caribbean Cruise Association's annual PAMAC Summit in Jamaica. Reinforcing its commitment to growing partnerships and enhancing cruise industry relationships.



COMPLIANCE CORNER

The Compliance Department at the BVI Ports Authority (BVIPA) has launched a dynamic weekly broadcast to educate staff on key compliance topics. This innovative approach covers crucial areas such as Dangerous Goods, Money Laundering, and Conflict of Interest through engaging formats like Q&A sessions, "Did You Know" segments, Quotes of the Week, and word find puzzles. These broadcasts aim to raise awareness and knowledge among Port staff, ensuring they are well-versed in essential compliance matters.

In addition to the educational broadcasts, the Compliance Department has begun periodic site visits to various locations, including the Road Town Jetty, Port Purcell, and occasionally the West End Terminal. These visits provide an opportunity for the Compliance team to observe daily operations, interact with staff, and gain a deeper understanding of the challenges and procedures within different departments. This hands-on approach has proven valuable in identifying areas for improvement and fostering a stronger connection between the Compliance Department and the Port staff.

Recognizing the importance of a strong onboarding process, the Compliance Department has collaborated with the HR department to develop a comprehensive compliance orientation training for all new employees. This training covers vital topics such as Conflict of Interest, Bribery and Corruption, and Money Laundering. By introducing new staff to these critical issues, the training aims to equip them with the knowledge and understanding needed to perform their duties effectively and adhere to the high standards expected at the BVIPA.

In its ongoing efforts to enhance the BVI Ports Authority, the Compliance Department is also focused on developing written policies to guide daily operations. One such policy is the procurement policy, which aims to standardize and improve procurement processes within the Authority. By establishing clear and effective policies, the Compliance Department seeks to elevate the operational standards of the BVIPA, benefiting both staff and customers.

The Compliance Department is dedicated to continuous improvement through diligent monitoring, comprehensive training, and thoughtful recommendations. However, the success of these initiatives depends on the active participation and feedback from the entire Port staff and stakeholders. The Compliance Department urges everyone to share their suggestions and ideas to further enhance compliance and overall operations at the BVIPA.

Through these comprehensive efforts, the Compliance Department is dedicated to maintaining a high standard of service and fostering a culture of compliance and excellence at the BVI Ports Authority.

First find all the words in the list.

Words can go in any direction and share letters as well as cross over each other. Once you find all the words. Copy the unused letters starting in the top left corner into the blanks to reveal the hidden message.

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| Act | Compliant | Manual | Regulations |
| Authority | Conflict | Policy | Standards |
| Breach | Corruption | Principles | Training |
| Bribery | Ethics | Procedures | Values |
| Code | Legislation | Risk | Whistleblowing |



SECURE PORT UPDATE

As we progress through the first half of 2024, the Security Department at the BVI Ports Authority has been steadfast in its mission to enhance safety and security across our facilities. In line with our commitment, several significant accomplishments have been achieved from January to June 2024. We're on the move, ensuring our ports are secure and our personnel are well-prepared.

One of our major milestones was the completion of the fencing and installation of necessary signage at the Dog Hole facility in Jost Van Dyke. This initiative was critical for maintaining ISPS certification, which underscores our dedication to adhering to international security standards. At the Road Town facility, we significantly boosted our security measures by increasing the number of CCTV cameras. This enhancement aims to improve safety and provide comprehensive surveillance coverage across the premises.

In addition to these advancements, the Security Department successfully completed the installation of 180 feet of perimeter fencing at the Cyril B. Romney Cruise Port. This addition plays a vital role in fortifying the port's security infrastructure, ensuring a safe environment for all stakeholders.

In April 2024, we participated in the Caribe Wave Regional Tsunami exercise, conducting thorough facility evacuations. This exercise was crucial in testing and improving our emergency response protocols, demonstrating our preparedness for potential natural disasters.

Training and development of our personnel remain a top priority. We are proud to announce that three of our Security Officers completed the Supervisory Management Level 1 course at UWI Open Campus (HLSCC), equipping them with advanced management skills. Furthermore, our team also underwent Port Security Awareness Training, reinforcing their knowledge and readiness to handle security challenges effectively.

These accomplishments reflect our ongoing efforts and commitment to maintaining high security standards at the BVI Ports Authority. As we move forward, we remain dedicated to safeguarding our ports and enhancing the capabilities of our security team. We're on the move, always striving for excellence in every aspect of our operations.



SHAPING THE BVIPA TEAM FOR SUCCESS!

At the BVI Ports Authority (BVIPA), fostering an environment of teamwork and collaboration isn't just a goal – it's a commitment expected to be upheld by every member on our team. Behind the scenes, our dedicated HR professionals are working tirelessly to equip our employees with the tools, knowledge, and support needed to thrive in their roles and deliver outstanding results. Here's how our HR initiatives are shaping a workforce primed for success:

Recently, BVIPA's HR team spearheaded the approval of the revised BVIPA Employee Handbook, a comprehensive guide that serves as a roadmap for both employees and management alike. With updated policies and procedures, the handbook ensures clarity, consistency and transparency in handling employee matters across the organization. By providing employees with clear expectations and guidelines, grounded in core values, we empower them to navigate their responsibilities with confidence and integrity, laying the foundation for excellence in all endeavors.

Recognizing the importance of choice, our HR team embarked on the journey of a pension plan reform, converting the long-standing Defined Benefit Pension Plan into a Defined Contribution Plan. Through careful evaluation and strategic adjustments, we've enhanced the pension plan to better align with the needs of our workforce and the Authority, for both now and in the future.

Our commitment to excellence extends to ensuring fairness and equity in all aspects of employment. That's why BVIPA's HR team has undertaken the challenge of having a thorough compensation review, job classification, and workforce analysis completed. By evaluating our roles, responsibilities, and compensation structures, we strive to create a culture of fairness and high performing teams where every employee feels valued and empowered to contribute their best.


We understand that our greatest resource is our people. That's why we place a high priority on fostering a culture of employee engagement. Our recently conducted Employee Engagement Survey is a testament to this commitment. By soliciting feedback, ideas, and suggestions directly from our employees, we're empowering them to play an integral role in shaping the future culture of our organization. Through open communication and dialogue, we're building a stronger, more resilient workforce that's ready to embrace the future.

The efforts of BVIPA's HR team are not just about policies and procedures – they're about people and about striking that delicate balance between employees and the business. Through these initiatives, we're not just recognizing the worth of our employees – we're investing in their success. By investing in our employees, we're also investing in the success and sustainability of our organization. Through empowerment, support, and collaboration, we're building a culture where excellence is not just a goal – it's our way of life.

Thank you for reading our newsletter! For more information and to keep up with our latest news and updates, see our contact details and follow us on social media.


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