

THE ANCHOR

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Holiday Edition



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Navigating Success

A Year in Review for the BVI Ports Authority Board of Directors

As we mark the conclusion of 2023 and the first year of the new Board of Directors installed in August 2022, it is with great pride that we present the remarkable achievements of the BVI Ports Authority with their vision and guidance. Embarking on this journey under the theme "Our People, Our Infrastructure, and Our Core Business," the Board's steadfast direction has propelled the Authority to new heights. Join us in celebrating the following milestones that define the triumphs of this transformative year, ranging from strategic governance initiatives to infrastructure development and operational enhancements. Each accomplishment reflects the Board's commitment to excellence and the profound impact of this collective effort in shaping the BVI Ports Authority's future.

Administration and Policies:

- Appointment of the new Compliance Manager.
- Development of a new compliance policy and compliance manual for staff.
- Revision of the Staff Handbook.
- Adoption of the new Government of the Virgin Islands Tender procedures.
- Adoption of the Government of the Virgin Islands' policy on Statutory Board appointments.

Financial and Operational Improvements:

- Reduction of unnecessary costs and overheads with the closure of the Miami office and the reallocation of assets.
- Commencement of the audit of the Ports Authority Estate and the revision of insurance coverage.
- Repairs and assessments of Ports Authority berths at the Cruise Pier and West End.
- Review of berthing arrangements at Virgin Gorda and consideration of alternative locations.
- Enhanced agreements with the cruise industry, including the Florida-Caribbean Cruise Association (FCCA) Platinum Partnership.
- Increased cruise calls to the BVI and enhanced/improved agreements with Disney Cruise Line and Norwegian Cruise Line.
- Review of IT systems and procedures, including security threat level.
- Restructure and early completion of the Ports Authority Loan payments providing greater value for money.

Site Visits and Enhancements:

- Site visit and inspection of the Port Purcell facility to identify enhancements in functionality, customer experience, and staff efficiency.
- Site visit and inspection of Road Town Ferry and BVIPA estate in Road Town to identify enhancements in functionality, customer experience, and staff efficiency.
- Redesign and redevelopment of the Port Purcell staff offices
- Implementation of a new Ports information technology system to improve departmental efficiency and customer service.

Human Resources and Recruitment:

- Recruitment and appointment of a new Managing Director.
- Recruitment and reinstatement of the Pension Board of Trustees.
- Recruitment process commenced for a Deputy Managing Director.
- Completion of customer service training for frontline staff.

Audit and Reporting:

- Addressed backlog of missing Audit Reports from 2014 onwards. The initial 2014 report was completed, and the 2015-2020 audits commenced with auditors.
- Commenced processing the backlog of Annual Reports, including drafting of the Annual report for 2022.

Legal and Legislative Review:

- Started the review of Ports legislation (The British Virgin Islands Ports Authority Act, 1990) to ensure it meets modern-day requirements.

Reflecting on the Board's accomplishments in 2023, it is evident that their collective efforts have reshaped the landscape of the BVI Ports Authority. The strategic decisions made, partnerships forged, and operational refinements undertaken have positioned us for a future of continued success and resilience.

As we set our sights on 2024, the BVI Ports Authority's Board of Directors remains committed to pushing boundaries, embracing innovation, and exceeding expectations. We embark on the new year with enthusiasm, knowing that the foundation laid in 2023 propels us toward even greater heights. The journey continues, and with your steadfast support, the BVI Ports Authority is poised for another year of unparalleled achievements.

From the Desk of the *Managing Director*



Dear BVI Ports Authority and Esteemed Stakeholders,

It is with extreme pleasure and gratitude to extend a heartfelt thank you for the tremendous support and encouragement I have received since assuming the role of Managing Director on November 1st 2023. I am extremely overwhelmed to once again be a part of this dynamic team and work hand in hand with our dedicated stakeholders.

In my time thus far, albeit a short one to date, your commitment and hard work that is the backbone of the success of the BVI Ports Authority is duly recognized and much appreciated.

Looking ahead to 2024 and beyond, with all our prospective opportunities, I am excited and delighted to lead us, as we continue to build on the legacy of BVIPA and continue to foster relationships with each other, where we call ourselves "family".

Here are some key objectives we aim to pursue as a collective effort:

- **Operational Excellence:** Enhancing our processes and systems to ensure operational efficiency and provide a seamless experience for all port users.
- **Revitalization Initiatives:** Launching initiatives to revitalize the visual appeal of all our port facilities, creating welcoming and aesthetically pleasing environments for our visitors and users.
- **Innovation through Technology:** Integrating cutting-edge technologies to modernize our operations, bolster security, and offer advanced services to our clients.
- **Collaboration with Stakeholders:** Strengthening partnerships with our stakeholders, including cruise, shipping and ferry partners, local businesses, and governmental agencies, to foster a united and supportive maritime community.
- **Employee Growth:** Investing in the professional development and well-being of our staff through training programs, career opportunities, and a positive work environment.

As we embark on this journey together, I express my appreciation once again for your overwhelming support. With your continued dedication and collaboration, I am confident that we will achieve significant milestones in the years ahead. Remember, **Together**

Everyone

Achieves

More!

On behalf of my family and I, we wish all a joyful holiday season, as a prosperous New Year filled with growth and shared success is on the horizon.

Akeem Pickering

Managing Director
British Virgin Islands Ports Authority

Public Service Announcement
Closure of Offices and Warehouses
 Christmas and New Year Holidays

The British Virgin Islands Ports Authority (BVIPA) would like to inform the public of the following holiday schedule for the offices and warehouses on Tortola and Virgin Gorda.

Saturday, 23 December 2023	CLOSING at 1:30 p.m. (warehouses only)
Monday, 25 December 2023	CLOSED (Christmas Day)
Tuesday, 26 December 2023	CLOSED (Boxing Day)
Monday, 1 January 2024	CLOSED (New Year's Day)

Cargo vessels will continue to be facilitated during the holiday period except on Monday, 25 December in accordance with the British Virgin Islands Ports Authority Regulations, 1995, 143 (3), "Every harbour shall normally be closed on Good Friday, Easter Sunday, Festival Monday and Christmas Day."

Public Service Announcement
Extended Hours for Cargo Clearance
 Tortola and Virgin Gorda

The British Virgin Islands Ports Authority (BVIPA) would like to inform the public of the extended hours for cargo clearance at our cargo ports during the upcoming holiday period.

Saturday 9th December	8:30 a.m. to 1:30 p.m.
Saturday 16th December	8:30 a.m. to 1:30 p.m.
Saturday 23rd December	8:30 a.m. to 1:30 p.m.

Departmental Highlights

Empowering Excellence: A Year of Growth and Development at BVI Ports Authority

As we bid farewell to another remarkable year at the BVI Ports Authority, the Human Resources Department takes pride in reflecting on the strides made in fulfilling our mission to provide superior quality seaport facilities and services, all within an environment characterized by employee growth and development, cutting-edge technology, and teamwork for the betterment of the BVI.

One of the highlights of this year has been the successful launch of our Pilot Apprenticeship/Internship Program, a testament to our commitment to nurturing the next generation of Virgin Islands professionals. This initiative aligns seamlessly with our mission, providing a platform for hands-on learning and skill development for aspiring talents in the industry.

In our continuous effort to support our employees, we re-implemented the Employee Assistance Program, reinforcing our commitment to the well-being of our workforce. Additionally, under the

guidance of the Board, we established the New BVIPA Pension Board of Trustees, ensuring that our team's financial future remains secure and a top priority.

As part of our ongoing commitment to transparency and clear communication, the soon-to-be-released revised BVIPA Employee Handbook will serve as a comprehensive guide for all employees, fostering a cohesive and informed workplace environment.

Beyond the professional realm, we recognized the importance of team building and camaraderie. The Bowling Engagement Activity brought laughter and friendly competition, while the August Monday Staff Tent and Thanksgiving Luncheon provided opportunities for our team to come together in celebration and gratitude.



This year, our commitment to training and development reached new heights. We organized a series of workshops and training sessions tailored to enhance the skills and knowledge of our employees. From Refresher Customer Service for front-line employees to Certified IS Security Professional Training, each program was designed to empower our team with the tools they need to excel in their respective roles.

We understand the significance of staying informed and compliant in a rapidly evolving industry. Workshops such as Anti Money Laundering (AML) Bribery & Whistle Blowing, Suspicious Activity Report (SAR), Compliance, and Cost Analysis & Reporting equipped our team with the necessary knowledge to uphold the highest standards in their respective roles.

Our commitment to excellence is evident in the diverse range of training programs, including Hazardous Materials Safety & Security Awareness Training and VHF Radio Training, ensuring that our team is well-prepared to prevent or handle challenges that may arise.

As we look back on this year's achievements, the Human Resources Department express our gratitude to the entire BVI Ports Authority team for their dedication, support and hard work. Together, we have embraced our mission, and with an unwavering commitment to employee growth and development, we look forward to an even more successful and prosperous year ahead.



Empowering Compliance: A Year of Achievements

In the ever-evolving landscape of compliance, the past year has marked a revitalization for the Compliance Department with the strategic appointment of Mr. Marlon Marquis as the Compliance Manager, alongside the capable support of Ms. Brianna Thomas in the role of Compliance Officer. Together, they have steered the department towards a series of significant accomplishments that underscore their commitment to excellence.

Training Initiatives and Tactical Exercises

A key highlight of the year was the execution of a comprehensive Bomb Threat tabletop exercise, a collaborative effort involving the Security Manager and Administration Receptionists. This hands-on approach allowed for a thorough examination of response protocols and enhanced preparedness.

The Disaster Preparedness team, under Mr. Marquis' guidance, not only conducted a tabletop exercise but also undertook a subsequent walk-through at various ports and facilities. This practical exercise identified, removed, or secured potential hazards and debris, ensuring a more resilient infrastructure.

Another feather in the Compliance Department's cap was the successful delivery of Anti Money Laundering, Terrorist Financing, and Bribery Training in Tortola and Virgin Gorda. The sessions not only showcased high attendee engagement but also yielded commendable test results, reflecting the effectiveness of the training methodologies employed.

In collaboration with the Caribbean Shipping Association, the department extended its reach by delivering Dangerous Goods Training. Furthermore, a strategic partnership with the Royal Virgin Islands Police Force facilitated specialized training on the National Decision-Making Model for the Security Team.

Strategic Presentations

One of the standout achievements this year was the impactful presentation on Political Interference delivered by the Compliance Department to the Board of Directors. This initiative aimed to enhance awareness and understanding of potential challenges in the political landscape.

Manuals, Policies, and Regulatory Frameworks

Under the guidance of Mr. Marquis and Ms. Thomas, the Compliance Department drafted a comprehensive Compliance Manual. This comprehensive document encompasses critical sections on bribery and corruption, anti-money laundering, Conflict of Interest, and more. In addition, the department formulated policies governing the handling of Dangerous Goods and introduced a policy overseeing the annual report process.

Recognizing the importance of adaptability, the Compliance Department actively engaged in suggesting amendments and revisions to existing Port Policies, Acts, and Manuals, reflecting a commitment to staying current with industry best practices.

Professional Development

Individual and collective growth were evident with Mr. Marquis and Ms. Thomas completing the HAZWOPER Virtual Awareness 2-Day Workshop. Brianna Thomas further honed her skills through attendance and completion of the 2-Day Workshop: Becoming a More Effective Compliance Officer. Additionally, Ms. Thomas participated in the Supervisory Management I Course, further enriching her expertise.

General Oversight

A commitment to operational excellence was manifested in the weekly walkthroughs conducted by the Compliance Department, covering BVIPA

premises, including Port Purell, Road Town Jetty, and West End Terminal. This proactive approach ensures a constant pulse on the operational landscape.

As the year draws to a close, the Compliance Department stands as a testament to innovation, collaboration, and a relentless pursuit of excellence. These accomplishments not only showcase a commitment to compliance but also exemplify a dedication to fortifying the organizational framework against emerging challenges. Looking ahead, the department remains poised for continued success and positive contributions to the broader organizational objectives.



Securing our Ports

Our Security Department has achieved significant milestones, reinforcing our commitment to safety and security. We've successfully onboarded five new security officers, and eight officers are now certified Port Facility Security Officers stationed at key entry points. Rigorous checks at Port Purcell ensure that all entering vehicles are licensed, insured, and in good condition. The Cruise Pier's lighting and cameras are now operational, and CCTV installation at Port Purcell is completed.

Security measures at the West End departure area, Jost Van Dyke, and Cruise Pier have been enhanced, ensuring passenger safety with stringent ID checks. Notably, Gun Creek facility now features CCTV coverage and a comprehensive fire and smoke detection system.

These accomplishments highlight the Security Department's dedication to fortifying our overall security infrastructure. Kudos to the team for their outstanding contributions and unwavering commitment to excellence.



Operational Buzz: Unveiling Efficiency and Innovation!

Exciting times are here as we unveil the latest updates from our Operations Department, all geared towards supercharging the efficiency of our cargo handling processes and enriching your experience.

Swift Cargo Delivery with Tablets!

Transformative Tech: Brace yourselves as our Operations team launches the groundbreaking 'Release' feature on tablets, reshaping the cargo delivery game.

Real-time Convenience: Picture this — officers prepping gate passes instantly during cargo delivery, no more unnecessary back-and-forth. That's the new standard!

Digital Manifest Submission in Port Control!

Tech on the Move: Port Control takes a leap into the digital age with a new feature, empowering our Agents to upload manifests with a click.

Effortless Workflow Magic: Say goodbye to the era of physical manifest deliveries. Agents and their 'tally officer' are seamlessly managing tallying and sign-offs in the digital realm, transforming our cargo processing workflow.

These innovations aren't just about reducing manual efforts; they're catapulting us to the forefront of operational excellence. Your ongoing support fuels our journey to provide unparalleled service.

IT Marvels of the Year: A Snapshot of Achievements!

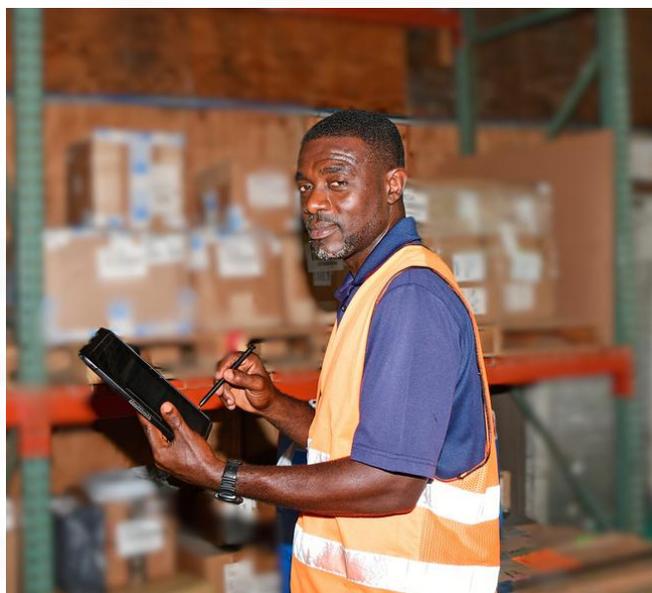
As the year comes to a close, our IT Department is thrilled to highlight major achievements that have elevated our technological landscape. Here's a quick snapshot:

Wireless Network Triumph: We're excited to announce the completion of wireless network coverage across all facilities. Seamlessly connect and stay plugged in wherever you are!

Surveillance Upgrade: Our commitment to security shines through with an enhanced and expanded surveillance system coverage. Your safety is our priority.

Gun Creek Facility Unveiling: The IT systems at Gun Creek facility are officially complete! A tech-savvy space ready to power innovation.

These accomplishments are milestones in our pursuit of technological excellence. Cheers to a year of progress and a future filled with even greater advancements!



Performance Highlights

2023 Review



244,631.77

**CARGO
TONNES**

*as of 31/10/2023



610,495

**CRUISE
PASSENGERS**

*as of 30/11/2023



167,673

**FERRY
PASSENGERS**

*International passenger departures
as of 15/12/2023



