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CURAÇÃO PORT DEVELOPMENT

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Stakeholders Newsletter CPA Curaçao Ports Authority



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Building towards the Future

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Welcome to the first issue of the Curaçao Port Development,

The ports of Curaçao continue to play an important role in the economic development of the Island. Significant infrastructure and process improvements were made in recent years. The Motet wharf and the 'Nieuwe wharf' were completely renovated and construction was completed on a new mega pier that can receive the largest cruise vessels in the world.

A new port management information system (Kleinport) was introduced in 2017 that allows timely and accurate online information to be shared with all stakeholders and virtually eliminating all the outdated paper-based processes. Obtaining the ISO 14001 environmental certification also resulted in new processes that lay the necessary groundwork for sustainable development of the port.

While we continue to face challenges in the oil industry we are excited about the planned future developments that will strengthen and further diversify the maritime sector. The drydock, container terminal, tug and pilotage services and several other maritime service providers have investments planned in the next two years that will positively contribute to the regional positioning of the port.

The strength of the maritime sector lies in the synergy of the port community. With this periodic newsletter we intend to bring you the latest information on port news to help you stay abreast of developments and changes that may affect you. I am pleased to introduce to you our first edition. We welcome all feedback to make the future editions as relevant to your business as possible.

Sincerely,

Mr. Humberto de Castro
CEO

CPA invests in *multidisciplinary innovation team*



Multidisciplinary innovation team

In December 2017, CPA's multidisciplinary innovation team developed its innovation strategy and innovation goals during a two-day workshop at the Santa Barbara Beach Resort. This was done under the guidance of the Board of Innovation, an internationally renowned innovation specialist company. Urvin Inocente, leader of the Innovation team: 'Facilitating port industries is CPA's core business. Now that these industries are constantly and drastically changing because of technological innovations, it's important that we innovate too.'

If you look at port and shipping innovations in the region, Curaçao is leading the way and the introduction of our new digital port management system has once again strengthened our position. But if you look at the big players, such as the ports of Rotterdam and Singapore, we still have a long way to go. In the long term, if CPA wants to maintain our legitimacy, we must come up with new ideas and products. At the moment, there's already a lot to be gained by improving and innovating our internal business processes. That's the initial focus of our innovation strategy.

Much innovation can be achieved by (better) digitizing your existing systems. This can often be realized with limited resources and little risk. As a multidisciplinary innovation team with innovation ambassadors for each department, we now map out which processes can be further digitized, resulting in noticeable and measurable improvements for everyone. When you automate your processes well, you gain more time, manpower and resources for further innovation and you're able to get started in more detail with implementing new ideas and products for your clients and stakeholders.'



Urvin Inocente, IT manager CPA

CPA introduces new *harbor management system*

Last autumn, CPA successfully implemented its new Kleinport Harbor Management System. This advanced system ensures that every movement and relocation of incoming and outgoing ships is accurately recorded, with numerous safety regulations already programmed into the system. Urvin Inocente, IT manager and head of the implementation team, explains how Kleinport makes communicating with ships faster, more transparent and more accessible.



Arrival (UTC)	Departure (UTC)	Ship Name	Company
11/26/16 10:45	12/31/16 00:00	CAMPBELL 1967	BEAR
12/01/16 10:00	12/20/16 05:00	KERFONS	PARCPA
12/04/16 01:15	12/31/16 00:00	WHITE TIP II	REFPAI
12/07/16 08:42	12/23/17 14:00	PRINS DER NEDERLANDEN	ORANJEWI
12/07/16 11:20	12/31/16 00:00	CUROIL 2	BROWN
12/07/16 11:20	02/15/17 09:00	BOURBON LIBERTY 207	P&HCC
12/08/16 10:30	12/23/16 10:00	GUTU	ADOCK
12/08/16 17:25	12/23/16 15:00	TRADEWIND	BRETS
12/10/16 09:25	12/19/16 13:00	ZEUS	WINDS
12/12/16 11:35	12/31/16 12:00	SUZANNE D	ST. ANNA
12/13/16 14:50	12/19/16 19:00	CABALLO	ST. ANNA
12/13/16 17:54	12/19/16 18:00	EAGLE SAN JUAN	ST. ANNA
		SHE DEVIL	ST. ANNA

Screenshot of harbor management system

The Kleinport Port Management System from SAAB Technology is widely used worldwide, in the ports of Los Angeles and Singapore for example. It regulates and controls all port activities so that our pilots and captains now work with iPads and iPhones instead of paper. Each ship has its own portal and requests directly online to sail in and out. From that portal they can then monitor the status of their request. That saves time and money and works very efficiently.

During the first phase of our implementation, we focused on our internal organization. Clients did not notice much. In January 2017, our agencies, the dry dock company and the refinery also

gained access to the system. We're proud that this project was completed on time and within budget and we've received a lot of positive feedback from our stakeholders. The project is finalized for now, but in the future additional modules and new functionalities will certainly be added as the port continues to develop.

To view the harbor traffic, visit:

www.curports.com.

When on the website, click on the 'Harbour Traffic' heading, a new tab will open where you can choose in the heading for incoming and outgoing traffic in the harbor.

CPA focuses on *clients and environment*



CPA aims to be a reliable, high-quality and environmentally conscious partner for its clients and stakeholders. That's why the CPA group, which includes CPA, CPO and KTK, has two ISO certifications. These international quality certifications (ISO 9001 and ISO 14001) demonstrate that a company has its affairs in order, puts its customers first and takes the environment seriously.

Large ports can't thrive in 2018 if they don't take the environment into account. By taking the careful environmental measures required for ISO 14001 certification, CPA ensures that the port remains an important source of income for the government, the island and all employees working for CPA and other port industries and shipping companies.

Maintaining our ISO certification is an intensive and serious process that needs

constant attention. In April 2018, an ISO audit team from Holland will once again visit CPA for four days. Our organization is well prepared for this. Inocente, head of the internal ISO workgroup: 'As far as ISO standards are concerned, our company has matured, so these quality and environmental standards have already been fully integrated into our business processes.'



CPA visits clients

This year, CPA visited a large number of its clients to discuss their future plans and the ways in which CPA, as the port authority, could assist them as best as possible. These informative and intensive conversations were important and fruitful and were often held at the client's offices by Sau Bridgewater, Manager PR and Communication and Milaika Capella, Port and Land Development Officer.

Bridgewater: 'We gained a great deal of insight into what's going on with our clients, where problems have arisen, due to the situation with Venezuela for example, and how we can contribute to our clients' success and further growth. Our discussions with port operators and shipping agents are continuing and we will certainly relay our insights back to the client. At the moment, we're working on a report in which we also state in concrete terms which actions we're going to take to better serve our clients.'



Getting the message across

Communication is the key to success and therefore the CPA group is always looking for new modern ways to quickly and effectively reach all its employees at CPA, CPO and KTK. That's why 12 large video screens were recently installed at different central locations to inform employees about current developments within the organization.

Up until now, this new, fast way of communicating has been very popular amongst employees who can now view informational videos and the on-line employee bulletin on these screens. This new communication tool fits in perfectly with the 'CPA Goes GREEN' policy, where communicating via paper is increasingly being replaced by engaging, digital alternatives.



Successful Curaçao promotion at the *Seatrade Cruise Conference*

In 2018, Curaçao expects to attract a record number of 700,000 cruise passengers. Due to the growth of the cruise industry worldwide and the completion of the Tula Pier. As a result, larger Oasis Class ships can now moor, which is an important advantage for many cruise companies.



To promote our cruise industry, CPA, CTB, the Curaçao Chamber of Commerce, Funbini, SEL Maduro, Dijk Transport, Fiesta Tours, the Curaçao Seaquarium Group, CUROIL and Atlantis attended the annual Sea Trade Cruise Global Conference and Expo. Together they gave an impressive and engaging presentation at this important and prominent event.

During the event, which CPA has been participating in for more than 10 years, important contacts were made to bring more ships and cruise passengers to Curaçao. To ensure that these cruise tourists experience excellent services, tours and attractions on our island, CPA will continue the rapid development of its cruise terminal facilities.

Special harbor jobs in the picture

In conversation with Johan Woei, Port Security Inspector at CPO.

The CPA group is a fascinating company with jobs that not everyone knows about. Each bulletin will highlight one of these interesting jobs with our 'Ten Questions Interview'. For our first edition we spoke with Johan Woei, port security inspector at CPA, about what makes him passionate about his work.



Johan Woei, Port Security Inspector at CPO.

What does your job involve?

'Monitoring and complying with safety requirements that have been established internationally and by our own government. Curaçao has 2 port security inspectors; Ferdinand Scheper and myself. National and international ships sail in and out of our ports and load and unload their cargo daily. This must be done with as few risks as possible. Our job is all about guaranteeing the safety of all our ports.'

What do you find most challenging about your work?

'My job is incredibly dynamic. You don't only sit behind your desk, but you're also often physically onboard a ship or at the port. Onboard ships you have to crawl and climb and to communicate a lot with people from different cultures. That makes our work fascinating and varied.'

Why is this job important?

'Our job is important for the safety of our ports and inland waterways and to minimize damage in the event of an emergency. We work with the 'IMDG' international code for hazardous substances and we check whether hazardous substances on board ships are packaged, stowed, loaded and unloaded well. As a Special Agent of the Police, we take action immediately when local and international ships don't meet safety requirements.'

What educational background and knowledge do you need for your job?

'You must have at least a degree from an

advanced nautical college and have the ability to work and think at an academic (HBO) level. As a port security inspector, you work with Dutch Legislation and prepare your official reports. When it comes to ships, hazardous materials and safety systems, you need to know what you're talking about. You have to have an affinity for ships and for local and international legislation.'

How long have you been doing this job?

'I've been working in shipping for more than 35 years and as a teacher, for the past 20 years I've been teaching the MTS (Intermediate Vocational School) evening Maritime Officer Training course at FEFFIK. In Amsterdam I was a shift supervisor at the municipal electricity company. After I married a lady from Curaçao, we moved to Curaçao. I worked for the port police, as head of the technical department at the Coast Guard and as a surveyor for the Maritime Authority Curaçao (MAC). I've been working as a port security inspector at CPO since 2015.'

What has changed during this time?

'Our work has become more complex because the legislation has changed and been revised. There's more inspection work than before. We randomly check all ships entering and leaving our ports. We take action when ships are contaminated with oil, waste and ballast water, for example. It's a great job. It would be nice if a new generation of inspectors joined our team.'

As a port security inspector, what are you proud of?

'It's great when you can finish a job that you've been working on intensively. When Jan Kok was polluted with oil, we did a lot of research, conducted interviews and held parties responsible. Good solutions were found and now we strictly monitor whether all the binding agreements made with the Public Prosecutor are actually being complied with. This is very satisfying.'



For whom is this job well suited?

'It's a great job. You must be really dedicated and know what you are talking about when it comes to safety. It's a job with a lot of responsibility. In this job you can't wear two hats, because safety is above all. Everyone knows us on the island and sometimes that means taking action against people you know. You have to be able to communicate straightforwardly, be concise in your reports and always be honest.'

Who do you work together with in your job?

'We work closely with the Public Prosecutor (OM), the Maritime Authority Curaçao, the Coast Guard, the Ministry of Health, Environment and Nature and the Ministry of Traffic, Transportation and Urban Planning (VVRP). As port security inspectors, we're part of the CPO (Curaçao Pilots Organization) and we report directly to the harbor master.'

What's the added value of this job for the port and shipping?

'As port security inspectors, we're essential for our island. Safety is above all. Our job is all about safeguarding our people, port, ships, facilities and inland waterways. Imagine that a ship enters our port with hazardous substances and you don't monitor it because you're under staffed or due to a lack of knowledge. If something goes wrong, it could have catastrophic consequences for Willemstad.'



Curaçao Industrial Diving; 30 years of solid growth

'My husband, Ewart Wallé, built Curaçao Industrial Diving from scratch', says his wife Nathalie Wallé, proudly. As a Yu di Kòrsou with a passion for diving, he had great entrepreneurial spirit and a vision for the future. In three decades we grew to 30 employees and with 4 of our own (launch) ships, each more than 100 feet long, and 7 captains, our diving operations cover the entire Caribbean. We're now steadily preparing one of our daughters to take over the helm.'

'The support of CPA and KTK, local shipping agents and the drydock company has been important for our business successes, Nathalie concludes. 'The maritime world is a world of its own. You need to be certified and supported by all the major shipping insurers. International connections, good references and word-of-mouth advertising factor heavily. Our work is not child's play. You're working with ships where a lot of money is involved. They must be 100% confident that you understand your job.'

'As a teenager Ewart was already diving with Eric Wedervoort in Boka Sami,' Nathalie says. 'After obtaining all the certificates and diplomas here, he left to attend the Institute of Divers Technology in Seattle, Washington on a scholarship. He returned to Curaçao as one of the first certified commercial divers. In 1989, he took over Curaçao Industrial Diving from its former owner, whom he had worked for. Since then, we have expanded the company considerably.'



Ewart Wallé, built Curaçao Industrial Diving from scratch

'We often get jobs that are technically very challenging. You have to be able to think underwater, my husband always says. Our divers are hand-picked and well trained within our company. Sometimes they also take courses abroad. Underwater we do everything with respect to boats and piers. This varies from building, repairing, welding and brazing, to removing shipwrecks from the water, cleaning bridges, installing cables and preparing reports on ships that have been damaged.'

'The Curaçao market is small, but we make the best of it. Competition is good, but the prices should remain realistic. You have to be able to guarantee the quality of your work and to pay your people well, because skilled, reliable commercial divers are hard to find. We've always had a good working relationship with CPA and KTK, because they know we do a good job.'

'The market on Curaçao has the potential to grow', says Nathalie. 'Curaçao as a country and all the major port companies such as CPA, KTK, Damen Shiprepair Curaçao and CUROIL, should allow mooring in more areas. We need to ensure that our port and its services stay affordable and up-to-date. That's when commercial diving and launch companies and many other stakeholders can reap the rewards. This not only creates more employment opportunities, but also the economic growth, we desperately need.'

For more information please visit Curaçao Industrial Diving's website;
www.curacaoindustrialdiving.com



Carine Ghazzi, Director Downtown Management Organization

Punda's bursting with potential

In conversation with Carine Ghazzi, the new director of DMO

'The Punda Brand is a very strong and still has lots of unused potential, says Carine Ghazzi, who became DMO's (Downtown Management Organization) new director in February 2018. One hundred percent of stay-over tourists visit Punda, according to CTB's research data. Ghazzi: We need to make these tourists come more often, stay longer and spend more money in our stores and restaurants. In addition we want to cooperate closely with CPA, to attract more cruise tourists to Punda.'



The construction of the 2nd megapier has given cruise tourism in Curaçao a big boost, but the distance from the pier to Punda is quite big. Ghazzi: 'We need to discuss with CPA how we can best bridge that distance effectively. Everyone coming off a cruise ship should be in Punda at the beginning or at the end of the day and leave with great stories about our historic and lively downtown area. That type of word of mouth advertising ensures that more and more people will enjoy Punda's special ambiance.'

DMO has a small, but super-efficient team, which consists of Ghazzi, her assistant and a trainee. Ghazzi: 'We coordinate Punda Vibes and it's a great success. Every Thursday night many stores stay open late and Punda is bursting with music and fun. For local people there are more and more reasons to come to Punda and that's a positive development. We need to market Punda locally and with our tourists and develop an inspiring vision for the future and DMO would like to play an important role in doing so.'

DMO celebrates its 30th anniversary this year and looks back with pride. The merchants' association represents the interests of retailers and many more stakeholders. Property owners contribute monthly to the property fund. Using this fund, DMO provides 24/7 security, good lighting and makes minor physical improvements when

needed. Ghazzi: 'We are, as it were, the eyes of Punda; We see when something is broken or doesn't run smoothly and try to solve these things as soon as possible with the government.'

Ghazzi worked in Holland for an urban development, retail and services consulting company and understands the challenges Punda is facing perfectly. Ghazzi; 'Governments, retailers and property owners worldwide are struggling with the question of how to turn downtown areas into vibrant city centers that everyone wants to visit. How do you continually attract residents, tourists and local citizens downtown and how can you offer them more activities, experiences and unique events?'

What Ghazzi finds unique and promising about Punda is the enormous involvement it generates. 'Everyone in Curaçao has an opinion about Punda and all the stakeholders and retailers want to be involved in its development. With its Unesco brand, Punda is itself a vibrant museum. Its location by the sea and the colorful Sha Caprileskade and Handelskade are unique. If CPA, who manages the wharves, and DMO continue to work together, we can exploit Punda's potential much better than before.'

For more information please visit the website:
www.downtownwillemsstad.com

Curaçao, the perfect hub

In conversation with
Luc Helmans,
director of Sea Harbor Services

With its great geographical location, good customs facilities and clear legislation, Curaçao is a reliable port for passing ships, according to Luc Helmans, director/owner of Sea Harbor Services. 'We are the ideal in-between stop for ships that want to change their crew and load supplies on board before they continue to their destination. Curaçao has all the conditions to become a perfect hub in the region.'



Luc Helmans, director of Sea Harbor Services.

Helmans: 'In order to realize our full potential as a hub, local entrepreneurs and the port authority, should put their heads together and cooperate more closely. Shipping is a global market and if we jointly present ourselves as a reliable and excellent port, our market as a hub station will grow. If together we offer a great package of services to the growing number of ships that choose our island as an in-between stop, not only port-related companies such as ourselves, but transportation firms, supermarkets, hotels and many other local businesses, will benefit as well.'

Helmans' company, Sea Harbor Services, was founded in 1959 as the Sea and Port Transport Company Blok NV by an old Shell captain and later taken over by his son. In 2004, almost half a century later, the first meetings

were held with Luc Helmans in a pine forest in the Veluwe in Holland to sell the company.

Helmans: 'I had just sold my double-hull chemical tanker and was ready for a new adventure. That's how I ended up in Curaçao that same year.'

"I didn't leave the island for the first seven years," says Helmans, who by his own admission, has always been a hard worker. 'I am an entrepreneur at heart and I have always learned from experience. In Holland I became the first certified inland shipping entrepreneur.

On my diploma it literally said: No. 1." A lot had to change in the company, I bought, but the market reacted well to what I had to offer."

'80% of the time we work with local shipping agents and 20% directly with ship owners. Our company mission is clear: Zero incidents, Zero spills, Just-in-time and Safety first and we keep our word. Sea Harbor Services is therefore seen as a service provider that you can entrust your assets with, without any worries on your side.

Gas, paint, lubricating oil, supplies, oxygen, water and shipping parts that are flown in or shipped in containers; we bring all of them on board safely and timely.'

"I've never been a big spender," Helmans smiles. 'I prefer to invest sustainably instead of purchasing

unnecessary, expensive consumer goods. What matters to me is that we've created a fine company, that provides us with a good life and salary. I'm proud that we contribute to prosperity and job creation and we always set aside funds for educational and community projects in Curaçao. I see many opportunities for growth in the future and CPA is an important partner for this.'

'We have a very good relationship with CPA and will continue to invest in manpower and equipment. After all, we work in the same port and need CPA to manage our ports effectively. We're working on optimizing our activities and expanding our location with the help of CPA. We're currently investing in ships with a bigger range, because we believe there's still lots of growth potential in the region.'



Helmans wants to keep on increasing the services his company provides at sea. Sea Harbor Services often supplies ships with drinking water and removes the waste oil (sludge) from these ships as well.'

We have a contract with the oil refinery and do a lot of crew changes. I'm the owner, director, skipper and truck driver in one; in short, a jack-of-all-trades. Our company has ships, warehouses at three locations and twelve employees, including skippers, sailors, office and maintenance personnel.'

For more information please visit Sea Harbor Services' website:
www.seaharbortransport.com

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