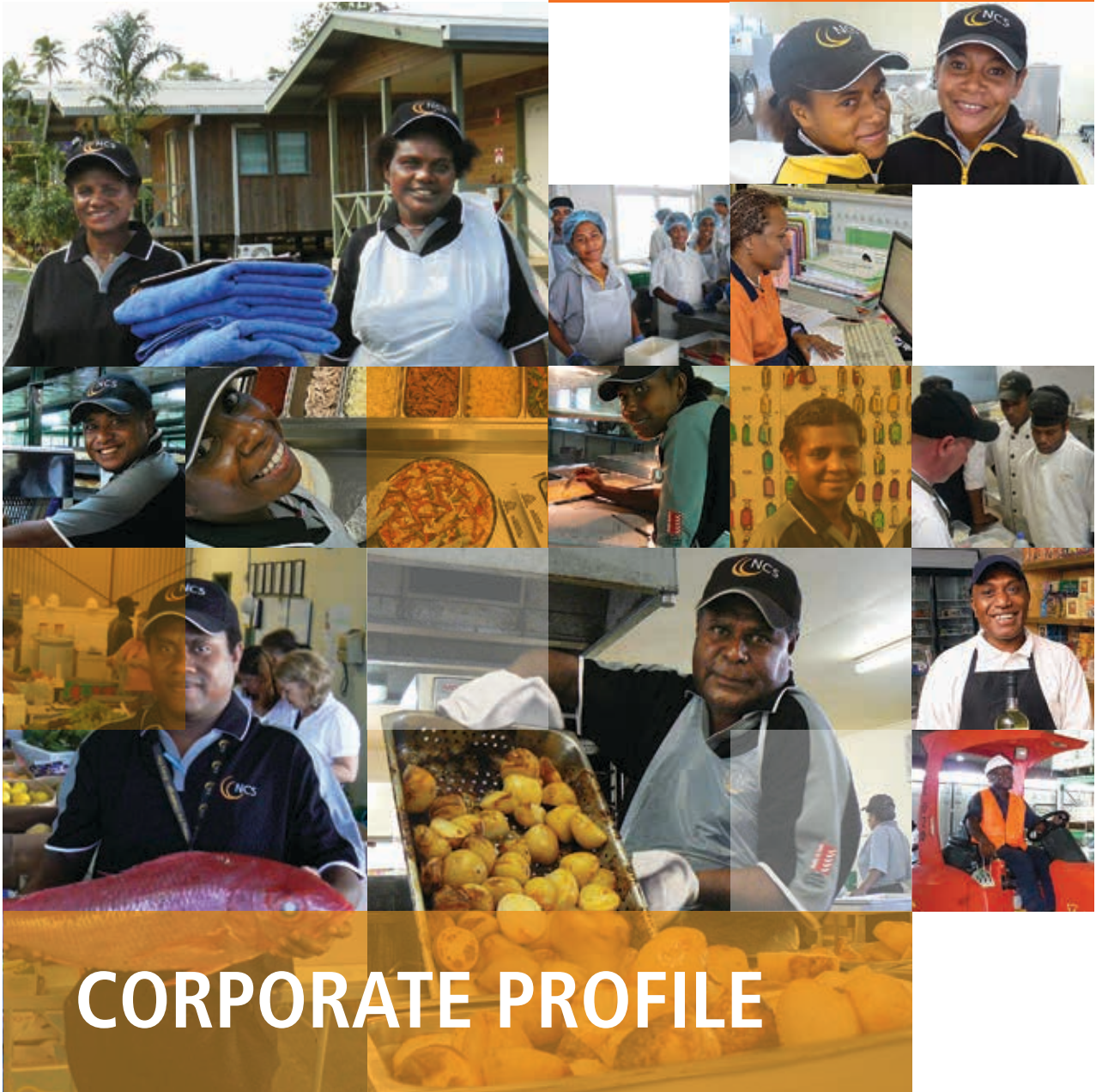


## CAMP MANAGEMENT & CATERING



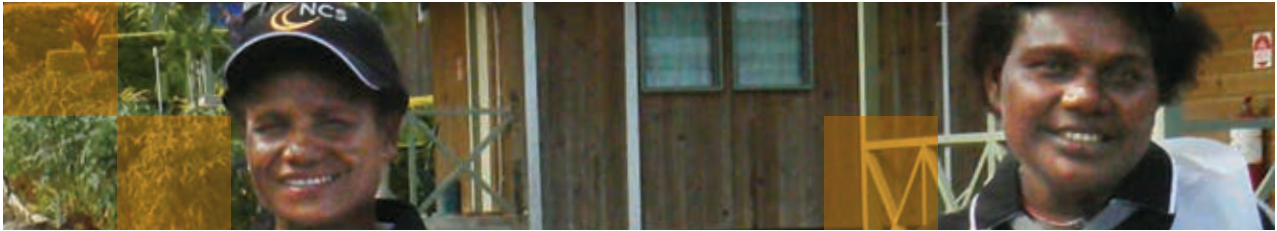
## CORPORATE PROFILE

**NCS**

Commercial in Confidence



Meeting the challenge  
*every day*



## COMPANY DETAILS



*NCS is a multi-faceted business with extensive knowledge, experience and operations throughout Papua New Guinea.*

### Company Name

NCS Holdings Limited

### Parent Company

Part of the Anitua Group of Companies

### Address

#### **Head Office**

Section 34  
Lot 12 Croton Street  
Hohola  
Port Moresby NCD  
Papua New Guinea

PO Box 707  
Port Moresby NCD  
Papua New Guinea

### Website Address

[www.ncs.com.pg](http://www.ncs.com.pg)

### Number of Employees

NCS: 1,300

Anitua Group: 1,400

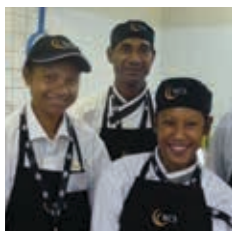
### Year Established

NCS: 1993

Anitua Group: 1989



## ABOUT



*NCS has well-established compliance management systems and procedures, ensuring our clients receive world-class service.*

### **The leader in camp management and catering services**

A truly national PNG company, NCS has delivered services to the largest mining operations in the most remote environments for over 20 years.

But it's not just the extractive industry that NCS looks after. Operating across 25+ sites nationwide, NCS also services the airline industry, government agencies, educational institutions and commercial businesses. From the highlands to the islands and from commercial hubs to remote mountain tops, the NCS team is meeting the challenge every day.

NCS' subsidiary, The Alliance Group (TAG), is PNG's premier company for delivering oil and gas project facility management and catering services.

### **Professionalism, experience and a reputation for excellence**

Since 1993, NCS has grown from a small localised catering operation to a multi-faceted business with extensive knowledge, experience and operations throughout Papua New Guinea.

This unprecedented growth and success can be attributed to NCS having:

- business ethics and acumen, proven professional knowledge, experience and ability to successfully develop and operate joint ventures
- responsiveness, flexibility and agility in customising and delivering quality services that meet clients needs and exceed expectations
- experienced, professional expatriate and local management teams with reliable, committed and highly trained employees
- sound corporate practices, certifications and accreditations
- end-to-end service solutions
- sustainable and responsible development across business, community and the environment
- trust and respect of landowner groups
- comprehensive, sophisticated and extremely rigorous safety systems.



## ABOUT



*Our commitment to provide excellent working conditions and training has helped to make us the industry's employer of choice.*

### **Experienced management team**

NCS managers are all highly qualified and experienced team players. We have the right combination of expatriate, national and local managers to enable the best blend of experience, skill and local knowledge.

NCS project managers are carefully selected to ensure they have a background in similar working environments, and a good understanding of cross-cultural challenges. Our management style is one of client involvement and responsive management to ensure that services are always individually adapted to customer needs.

### **Empowered people with a shared vision**

The key factor for NCS being able to 'Meet the Challenge – Every Day' is our pool of 1,300+ incredibly diverse, highly trained and experienced employees. Across our various operations you'll find an optimal blend of local, national and expatriate staff with a wealth of valuable experience and qualifications.

Our commitment to provide excellent working conditions and training has helped to make us the industry's employer of choice.

### **A personalised way of doing business**

What makes our approach unique is the way in which we work with our customers. Building strong relationships based on respect, shared knowledge and ongoing support.

It's the NCS way, our personalised way of doing business, bringing together the best aspects of partnership, support, smart thinking and diversity of experience. Meeting the Challenge – Every Day.





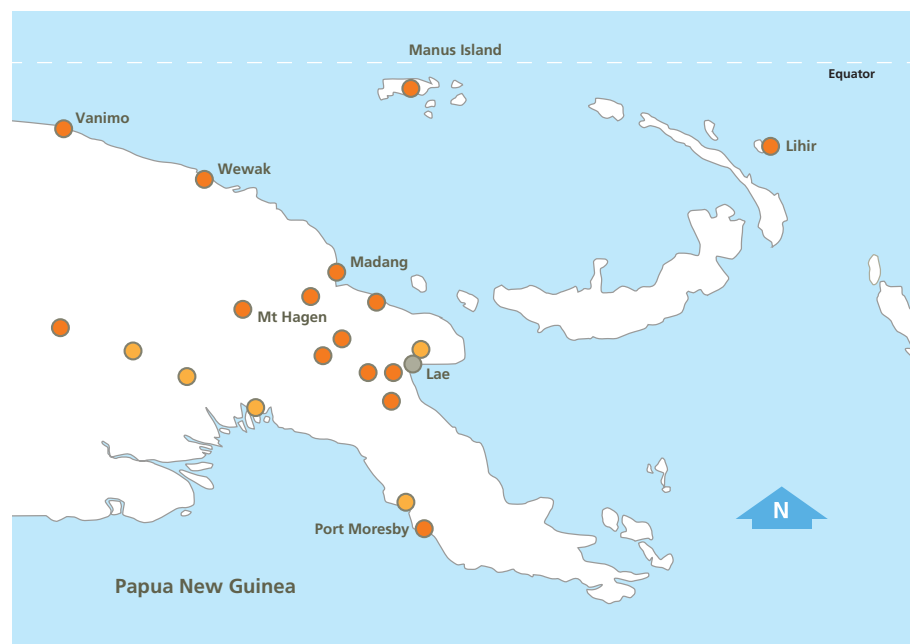
## LOCATION



*NCS is a truly national PNG company with 20+ years of professional, friendly and reliable service delivery to the largest mining operations in the most remote environments in the country.*

With its headquarters in Port Moresby, NCS operates across multiple sites nationwide, including key offices on the Lihir Group of islands – birthplace of NCS and its parent company, the Anitua Group.

The Anitua Group has offices in Lae, Port Moresby and Lihir, with subsidiary companies operating in over 30 different locations throughout Papua New Guinea.





## PRODUCTS AND SERVICES



*NCS has developed a reputation for being responsive, flexible and agile while customizing services to clients' needs and delivering quality services that exceed expectations.*

**Successful camp management and catering operations in often challenging and remote locations, requires a different way of thinking**

NCS is able to provide a vast array of services so that you can focus on your core business. Alternatively, you can select just one of our services. So whether it's an end-to-end service solution you're after or something simpler, NCS is able to meet your service requirements.

### Our services include:

- Administration and management
- Accommodation and housekeeping
- Contract staffing
- Food preparation and service
- In-camp catering
- Full service on-site catering
- Full service off-site catering
- Corporate events and functions
- Leisure and retail facilities
- Laundry and cleaning services
- Hospitality management services
- Supply and warehousing
- IT and systems
- Security



## COMPETITIVE ADVANTAGE



*Our thinking is driven not only by our goal of sustainable solutions, but also by our commitment to delivering world's best practice.*

**Safety, training and customer care are critical to the success of our approach**

### **It's our approach to challenges that makes a difference**

Successful camp management and catering operations in often challenging and remote locations, requires a different way of thinking.

A way of thinking that embraces the local people, their cultures and their environments. A way of thinking that empowers people with a shared vision, a sense of purpose and a committed passion.

Our thinking is driven not only by our goal of sustainable solutions, but also by our commitment to delivering world's best practice.

Safety, training and customer care are critical to the success of our approach.

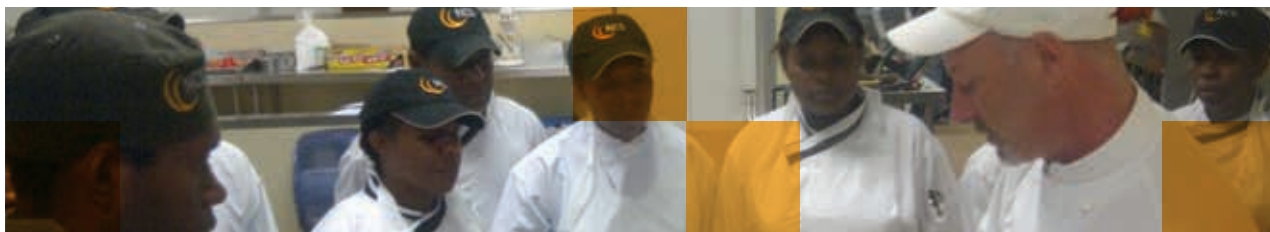
Our experienced teams bring proven knowledge and skills to deliver consistently high standards across all areas of camp management and catering. It's a level of experience that is unmatched in Papua New Guinea.

### **Building our strengths with people**

Every day, NCS works with people from different customs and beliefs and is supported by experienced Human Resources and Industrial Relations staff, who deal with both customary law and the law of Papua New Guinea. Combined with our safety focus and strengths of local experience, highly trained staff and strong management, this makes us the perfect partner.

### **Strong relationships**

What makes NCS' approach unique is the way in which we work with our customers. Building a strong relationship based on respect, shared knowledge and ongoing support. It is our personalised way of doing business, bringing together the best aspects of partnership, support, smart thinking and experience.



## BREADTH OF EXPERIENCE



*Our experienced teams bring proven knowledge and skills to deliver a level of experience that is unmatched in Papua New Guinea.*

### International Experience / Project Experience

NCS currently operates exclusively within Papua New Guinea.

### Established Partners

Part of the wider Anitua Group of Companies [www.anitua.com.pg](http://www.anitua.com.pg)

Our subsidiary company, The Alliance Group (TAG), are specialists in facility management and catering services for the oil and gas industries [www.alliancegroup.png](http://www.alliancegroup.png)

### Joint Venture partners

Hides Gas Development Company

Laba Holdings

### Industries Served

We serve major clients across numerous industries including:

- Mining
- Oil and Gas
- FMCG & Manufacturing
- Government
- Education
- Airlines

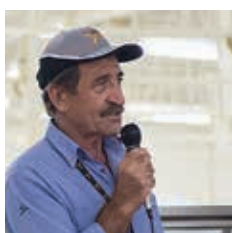
### Key Clients Served

- Newcrest Mining Ltd
- ExxonMobil
- UPNG
- Wafi-Golpu
- Australia-Pacific Technical College
- Ramu NiCO
- Harmony Gold
- K92 Mining





## ADDING A SPECIALISED OIL AND GAS FOCUS WITH THE ALLIANCE GROUP



*TAG, along with parent companies NCS and Anitua, provides our clients with a unique combination of expertise necessary for successful operations.*

**TAG is recognised as the premier supplier of diverse facilities management and catering solutions for the oil and gas industry**

As a subsidiary of NCS, The Alliance Group (TAG) adds a specialised focus as a premier supplier of diverse facilities management and catering solutions for the oil and gas industry.

A partnership with TAG offers an unmatched combination of global, high volume expertise and local experience across all phases of oil and gas projects from exploration to exportation.

### Facilities management and catering for oil and gas

TAG's local knowledge ensures better results and its expertise covers:

- Facilities operations and management
- Camp catering and accommodation
- Camp construction and maintenance
- Remote project management
- Associated support and logistics services

### Benefits of partnering with TAG

Besides industry leadership in all aspects of oil and gas facilities management and catering, these are some of the other good reasons to choose TAG:

- Proven oil and gas safety track record
- Complete end-to-end facility management and catering solutions
- The ability to provide multiple international cuisines
- Field crews experienced in harsh, remote and difficult environments

The bottom line is simple: TAG assists your organisation in achieving quality outcomes by reducing the risk and complexity of oil and gas projects by managing a healthy and skilled workforce day after day.

Setting a standard which is unheard of in the industry, TAG has been praised by ExxonMobil for services during its LNG construction phase. With over 40 million meals comprising 42 international cuisines, there was not one incident of food borne illness. Equally impressive was TAG's training and employment of local and national Papua New Guineans who constituted 90% of its staff.



[www.alliancegrouppng.com](http://www.alliancegrouppng.com)



## WORKING WITH LOCAL COMMUNITIES



*The Anitua Group  
employs nearly 3,000  
people with approximately  
97% being PNG citizens.*

**Being recognised by  
a prestigious entity,  
such as the World  
Bank is something  
we can all be truly  
proud of.**

With operations scattered throughout PNG, NCS' people have become immersed within a variety of local communities. Taking the time to understand the different customs and beliefs, our people are always sensitive to their issues.

NCS has gained the respect and confidence of many landowner groups across PNG for our honesty and integrity.

As the World Bank commended 'premier example of a group of successful Landowner owned businesses in Papua New Guinea', we are driven by a desire to provide prosperity to the communities in which we operate – by providing profit sharing opportunities, employment, training, social services and sponsorship.

We work with our clients to ensure their 'local hire' requirements are met. The overwhelming majority of our workforce are Papua New Guinea nationals, so we are experienced in industrial relations issues and working with local landowners, to ensure they get to participate in and benefit from major projects.

### **Excellence to customers and prosperity to our communities**

As a 100% PNG owned company, NCS is experienced in working with local communities. We understand the importance of giving back to our communities, which is best summed up by the The Anitua Group of Companies Vision – 'A fully committed workforce delivering excellent services to our customers and prosperity to our communities'. Providing prosperity to the communities is embedded within our culture, so we know the importance of hiring and training local people in each area we operate in.



## OTHER RELEVANT INFORMATION



*We strive for the personal and professional development and fulfilment of each of our employees, actively promoting on-the-job training, further education and the development of life skills.*

### A perfect partner

With highly trained staff, strong management and a safety focus, combined with strengths of cultural knowledge and local experience, the NCS team is meeting the challenge – every day. An approach and commitment that makes NCS a perfect partner.

### Financially stable

NCS is financially stable, with excellent management systems and corporate governance controls. The World Bank reported that NCS and the Anitua Group has the right commercial model for ongoing sustainability and success.

In terms of management, all of our companies are run to board level, with proper accounting, board meetings, dividends and sustainability provisions.

### One-stop-shop approach

As part of the Anitua Group, we can offer a one-stop-shop approach, with the ability to provide multiple services – from mining and drilling services, camp construction, operations, security services, hardware supply, retail operations, vehicle supply and more.

### The employer of choice

NCS employs 1,300+ people throughout Papua New Guinea. Our commitment to provide excellent working conditions and training to each and every one of our employees means that we not only provide top quality services to our clients but that we are now the industry's employer of choice.

Nearly 50% of our workforce are female. We actively recruit, develop and promote PNG women in both traditional and non-traditional roles, and many of our managers are female.



## SAFETY, HEALTH, ENVIRONMENT & COMMUNITY (SHEC)



*Employee training and development drive continuous improvement in safety and in the management of risk throughout our workplace, operations and processes.*

**The Safety and Health of all NCS employees, contractors and visitors is a value which will not be compromised. We are totally committed to fulfilling all of our Safety and Health obligations.**

*Romeo Robinson Group  
General Manager, NCS*

### Thinking, working and living safety. Every day.

Safety is in everything we do. You'll find it in the way we act, the way we talk and the way we think.

Employee training and development drives continuous improvement in safety and in the management of risk throughout our workplace, operations and processes.

Our focus on safety extends beyond our organisation to collaborative programs with contractors, clients and business partners.

It's more than removing hazards. It's a culture of safety. How we think, work and live – every minute of every day.

### Vision

Develop, empower and inspire our employees to value their environment, health and safety through committed and passionate leadership and continuous improvement that results in an incident-free business environment.

### Strategy

Safety and Health are two components of our Integrated Safety, Health, Environment and Community (SHEC) management system. Our Strategy is centred on three core elements:

- Our people
- Excellence in business
- Industry-leading safety



## SAFETY, HEALTH, ENVIRONMENT & COMMUNITY (SHEC)



*Employee training and development drives continuous improvement in safety and in the management of risk throughout our workplace, operations and processes.*

**Innovation, safety and training form the basis of our success**

### Food safety

It is critical to NCS to ensure that all food service provided to our clients is both safe and wholesome. NCS achieves this through a number of key objectives:

- Purchasing only from approved suppliers
- Identifying and evaluating food safety risks using HACCP principles
- Minimising food safety hazards and effectively controlling the risks
- Complying with relevant legislation and establishing best practice standards
- Setting, monitoring and auditing standards compliance
- Ensuring responsibilities and accountabilities of relevant staff
- Taking effective action when there is non-compliance

In order to achieve these objectives, the duty to take reasonable precautions is delegated throughout the management structure and to all levels. NCS has a team of Food Safety Specialists who monitor, train and enhance our Food Safety Management Systems across all our sites.

### Industry leadership through commitment and high standards

NCS maintains responsible corporate practices and prides itself on operating to the highest industry standards. Quality-assurance and certification has been achieved across all key areas of our operations.

- NCS has established a strong record of sustainable and responsible development in business, community and environmental areas
- Strong commitment to and focus on safety throughout our organisation
- Company-wide food hygiene, safety and quality management processes and procedures





## ABOUT THE ANITUA GROUP



*The combined strengths of local experience, cultural knowledge, highly trained staff and strong management, makes Anitua a perfect partner for your organisation.*

**The Anitua group offers a breadth of services with the ability to provide complete end-to-end solutions**

A 100% PNG landowner owned company established in 1989, the purpose of establishing the Anitua Group was to provide a means for landowners to participate in the Lihir Gold project, one of the world's largest gold mines. Today the Anitua Group is one of the largest single suppliers of goods and services to a broad range of industries across Papua New Guinea.

Anitua works with its range of business partners and clients every day to not only break new ground in a literal sense, but to constantly push the envelope – looking for better ways of servicing our clients' needs.

The Anitua Group can offer packages of services to those looking at major projects – construction, camp management, security, mining services and more. We also ensure our smaller clients are well looked after in the field of their needs – be it retail, security or civil works.

Socially responsible and progressive, the Anitua Group is a diverse range of specialised companies complementing and supporting each other to provide value to organisations across many industries.

### **The Group's impressive portfolio of businesses includes:**

- Anitua Corporate Services
- Anitua Mining Services
- Anitua Radial Drilling Services
  - Central Drillers
- Anitua Constructions
  - GDA Fabrications
  - PNG Technical Solutions
- Anitua Protective Services
- Anitua Insurance Brokers
- Anitua Supermarket
- Anitua Hardware
- Anitua Investments
- Anitua Properties
- Anitua Farms
- Lihir Auto Services
- Lihir Investments (Australia)
- NCS Holdings
  - The Alliance Group (TAG)



## ABOUT THE ANITUA GROUP



*The ability to provide complete end-to-end solutions enables our customers to outsource many of their business and operational requirements, allowing them to minimise their capital investment and streamline their operations.*

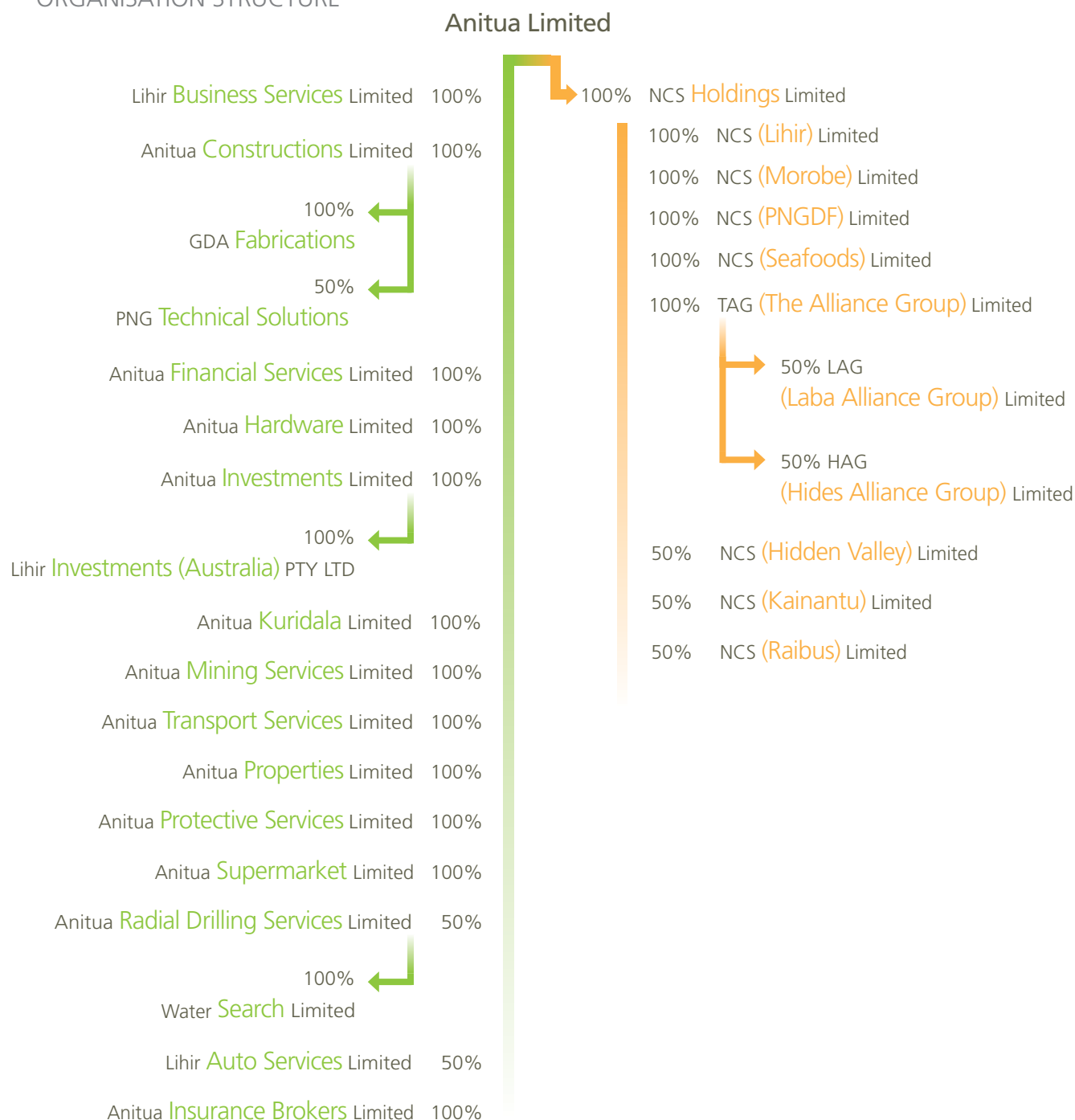
The Anitua Group offers a breadth of services with the ability to provide complete end-to-end solutions.

### The group's services include:

- Mine site support
- Mining & equipment
- Contract mining
- Quarrying services
- Road & civil construction
- Drilling
- Camp operation & management
- Construction & maintenance
- Catering & hospitality
- Hotels
- Farming
- Fresh produce
- Supermarket
- Hardware
- Security services
- Property management
- Automotive
- Transport
- Logistics
- Business development
- Small business services
- Insurance
- Glass & aluminium fabrication
- Engineering testing & certification



## ORGANISATION STRUCTURE





## WORLD BANK COMMENDATION AS A STANDOUT LANDOWNER COMPANY



On EMTV's 'Business PNG' program, the Anitua Group was commended by World Bank Country Manager, Laura Baily, as a stand out example of a successful, special and unique landowner company, and one of the best in PNG.



Special mention was made of camp management and catering company NCS. Surveys carried out by the World Bank highlighted that the Anitua Group of Companies has the right commercial model, which is deemed critical to ongoing sustainability and success. Laura went on to explain that for landowner companies to be successful, they cannot behave as a social entity – but must have a clear and focused commercial model.



The Group's clear and explicit understanding of its business goals (operating alongside its clear social goals) and its ability to attract senior talent who have a genuine commitment to development and a focus on building the skills of PNG workers have been key factors in the Group's success.



The Group was recognised for being able to grow and expand beyond the initial resource project that enabled the Group to exist – to expand and diversify the businesses within the Group and to expand geographically throughout PNG.

This successful expansion and diversity of the Group's portfolio of businesses has contributed to providing sustainable jobs, training a large number of people and helped improve the quality of life of those in the communities in which it operates.

*Laura Baily, Country Manager  
PNG – World Bank on EMTV's  
'Business PNG' program*

Being recognised by a prestigious entity, such as the World Bank is something the Anitua Group is truly proud of.



## WORLD BANK COMMENDATION FOR CORPORATE SOCIAL RESPONSIBILITY PROGRAMS

NCS understands that being a successful company is more than just a healthy balance sheet. It's also about giving back to the community and recognising that healthy, prosperous communities are good business.

Spearheading NCS' Corporate Social Responsibility program and in accord with our vision for healthy, prosperous and sustainable communities in which we operate, is our *Elimination of Violence Against Women* program. A comprehensive and group-wide approach to eliminating violence against women.



*Our recruitment, training, development and empowerment of women is realised through diverse programs addressing education, mentoring, professional development, flexible work options, and health.*

### Elimination of violence against women

At NCS we aim to eliminate violence against women through:

- Keeping the problem of violence against women in the public eye through a variety of media, activities and events
- Implementing a Family & Sexual Violence workplace policy
- Supporting White Ribbon activities throughout our workplaces and the communities in which we operate
- Developing and implementing policies and procedures in accord with the White Ribbon Workplace Program
- Helping develop resources for the PNG business community to address Family & Sexual Violence through our involvement with the World Bank-IFC sponsored Business Coalition for Women
- Assisting other businesses to introduce their own Elimination of Violence Against Women initiatives
- Championing and supporting the establishment of a Meri Seif Haus (women's refuge)





## NCS KEY CONTACTS

### **Romeo Robinson**

NCS Group General Manager

Tel: (+675) 302 1500

[Romeo.Robinson@ncs.com.pg](mailto:Romeo.Robinson@ncs.com.pg)



Meeting the challenge  
*every day*