

GADONA

THE VOICE OF NCS



Volume 4: Edition 4

NCS Lihir achieves remarkable safety milestone



Safety FIRST! Regular safety inspections are an important part of NCS Lihir's system for managing Health and Safety on-site. Renzie Worogu makes sure that all procedures are followed correctly in the warehouse.

The team at NCS Lihir has achieved a remarkable safety milestone of 5.3 million man hours without a single Lost Time Injury (LTI).

NCS Lihir's Project OHSE Coordinator, Jeremiah Taksir, says this outstanding achievement was made possible because all employees, from supervisors to crew members, take the issue of safety very seriously.

"Our motto that 'Safety is everyone's responsibility' is something that we take very personally. We don't just talk about it; we take action, whether it is through training, safety talks, inspections, or adhering to our safety systems. This fantastic result is proof of that," he says.

NCS Lihir has 26 safety representatives working within each work section to ensure that safety procedures and requirements are adhered to at all levels.

Recognising the milestone, Lihir Gold Executive General Manager, Noel Foley, personally thanked NCS Lihir Project Manager, Gus McKenzie.

"Thank you and your team for your commitment to NCS' safety ideals. It is a pleasure to have you as one of our valuable partners in our business."

LGL Director, Peter Cassidy was equally complimentary. In a letter written on behalf of the LGL Board, he said that the achievement "sets the benchmark for all employees and business partners throughout LGL's operations in PNG, Australia and Africa."

NCS General Manager, Marcus Gosling, says the successful result is one that he is extremely proud of.

"This is an incredible accomplishment by any company's standards. It amounts to over four years without any lost time injuries and is a credit to the staff and their safe work habits. It demonstrates their tremendous commitment to safe work practices. Congratulations. Let's keep up the great safety focus."

(See page 3 for more on how NCS is reinforcing a safety culture across all project sites.)

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ABOUT GADONA

Gadona, The Voice of NCS is the quarterly newsletter, produced by NCS for its employees and clients.

FEEDBACK & CONTRIBUTIONS

We welcome feedback and encourage contributions. Hand in material to your site manager or send it to:

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Meeting the Challenge - Every Day

It is my great pleasure to welcome you to the first issue of our new GADONA – and introduce you to the NEW face of NCS!

As we approach the end of 2008, I reflect on what a remarkable year it has been and what NCS has achieved - especially over the past three months.

One of the key highlights has been the achievement of more than 5 million hours free of LTIs by NCS Lihir. This world class performance has been recognised and celebrated by our client Lihir Gold Limited. This is an outstanding achievement, and we report in Gadona that safety is a continual focus and everyone's responsibility.

At the end of November we held our 4th Annual Conference with the theme of "Meeting the Challenge – Every Day" which is our focus and our slogan for the coming year.

Held on Lihir Island, the NCS Lihir team were able to showcase that the quality of catering, service and hospitality is on par – if not BETTER than last year's conference held in 4 star hotel in Australia! I hope you enjoy reading more about this.

We also took the opportunity to preview to our Management Team the new logo and corporate identity for NCS, which we will launch to the world in January 2009.

Over the coming months you will notice the change and improvement in our marketing and communications activities as we rollout an entirely fresh new suite of items

that showcase NCS as the Leader in Camp Management and Catering Services. I hope that you will embrace the NEW NCS and become as proud of it as you are with the NCS you are familiar with.

The new logo gives NCS a much needed fresh new image – more aligned to our position in PNG and the industry. It also demonstrates our relationship with parent group Anitua (formally Lakaka), who have recently redeveloped their identity under the direction of Colin Vale, Executive Director who formally headed up NCS.

We celebrate Independence Day, welcome our new Chinese Chefs to Basamuk and Krumbukari and acknowledge our challenges, successes and star performers across our projects in this Gadona as well.

I want to take this opportunity to say a personal thank you to some long standing members of the NCS family who will be moving on to "greener pastures at the end of the year. John Easton, Earne Smaker and Nabu Asias – you have been pivotal in shaping the success of Kainantu, I wish you all the best.

I would like to take this opportunity on behalf of the Board of Directors of NCS thank each and every member of the NCS team. Your contribution, commitment and service to NCS and its clients has been outstanding - congratulations.

Have a safe and happy Christmas and New Year and I'll look forward to seeing you when next I visit your site.

- Marcus



Marcus Gosling
Group General Manager

“2009 promises to be one full of challenge and we will need to be at the top of our game to meet those challenges.”

The new face of NCS

The new NCS logo represents NCS as the Leader in Camp Management and Catering Services in a truly dynamic, global industry.



approach in how we present our organisation and communicate about the work that we do.” said Group General Manager, Marcus Gosling.

“We are proud of our fresh, dynamic new logo – keep a lookout for our exciting new website, uniforms and communications campaigns over the next few weeks.” He said.

This timely reinvention has also incorporated the transformation of parent group Lakaka Ltd to Anitua Corporate Services. As NCS is part of the Anitua Group, the logo and brand has been designed to echo that relationship.

The NCS logo includes the golden swirl - which is an adaptation of the Anitua logo and represents harmony, consistency, fluidity, flexibility, motion, unity and continuity – reflecting the values in our hospitality and service that NCS clients receive – Every Day.

“Over the coming months, you will see how the NCS brand will grow from strength to strength and be recognised as the Leader in Camp Management and Catering Services” said Mr Gosling

NCS is:

At the beginning of 2009, NCS will officially launch its new logo and corporate identity which has been developed to more appropriately reflect the true nature of the company and its profile and success in the industry.

“We recognised that in order to truly showcase our progress and success, we needed to revisit our entire marketing and communications approach. One of the first things was the need for a new,

Part of the  anitua group

4th NCS Annual Conference - 21-24 November 2008

Over 30 of the NCS Management team from throughout PNG attended the 4th annual NCS Conference which was held on Lihir Island from 21-24 November 2008.

Against the backdrop of the global economic crisis, one of the key goals of the Conference was to ensure that NCS is prepared for the challenges that will inevitably come across our business in the next twelve months.

Group General Manager Marcus Gosling kicked off the Conference with an inspiring key- note address, introducing the theme of "Meeting the Challenge – Every Day". While revising the Vision Statement for the business, Marcus outlined the goals for NCS for the coming 12 months and beyond.

Building on Marcus's presentation, Executive Director of the Anitua Group, Colin Vale strove to emphasize the importance of risk management and the need for economic growth to be coupled with responsible sustainable development.



Force. Commander Ilau drew on his vast experience running a large organisation to share his great insights into the power of the individual and the benefits of positive thinking within an organisation. All those attending the conference took away some very practical tips from the Commander's presentation on balancing work and non-work commitments.

The highlight for many of the NCS Management Team was the unveiling of the new NCS logo and brand and marketing plan. The new NCS logo will be introduced in January 2009 in the first half of next year will include the gradual replacement of uniforms and stationery.

We also got a sneak peak at the new NCS website (www.ncs.com.pg) which promises to be an exciting and dynamic presence and frontline communication resource for NCS. The new website is will go live before Christmas.

It wasn't ALL work over the three

days. Conference finished up with a fun night of karaoke singing with standout performances by Alan Atava and Monford ("the black Elvis")

Above: NCS Conference Attendees - Meeting the Challenge - Every Day



Topau. Some other performances were better left alone!

Above: Working together to create a plan for meeting our challenges and creating success for the coming year

Special thanks must be made to all the NCS Lihir Staff – in particular the Catering team who did a first class, professional job looking after all the conference attendees needs during their stay on Lihir. Once again the CAN DO attitude of the NCS Group shines through.

Far left: Commodor Peter Ilau is presented with his NEW NCS gift pack for his contribution to our Conference



NCS was very proud to welcome as the guest speaker Commodor Peter Ilau, Commander of PNG Defence

Developing a strong safety culture

NCS is stepping up efforts to build a strong, active safety culture across all project sites.

Brian Curran, NCS - PNG Operations Manager, says the focus is not only to raise awareness about health and safety issues but also includes more accurate recording, improved training, and better monthly reporting of health, safety and environment (HSE) issues.

To ensure staff are constantly reminded of key safety messages, HSE and food safety signage has been upgraded and translated into

Pidgin. "These cover topics from hand washing, to cleaning of bins, refrigeration, and no smoking or chewing betel nut," says Brian.

Added to this, a new HSE monthly reporting form has been introduced and is being used at all sites, including Morobe, PNGDF, Hidden Valley, and Raibus. Safety audits have also been extended to include preferred suppliers.

Improvements are not only being seen but heard as well, with "safety moment" talks introduced at the start of daily meetings.



"An employee is selected at random to briefly speak about a safety topic of their choice before the meeting begins. It is a very effective tool to keep up... **Continued Page 3**

Martha Miat from Lihir Camp 2 checks that the chemicals are decanted according to safety procedures

Independence Day marked with countrywide celebrations



Independence Day Celebrations were a very colourful affair at Hidden Valley

On 16 September, NCS crews at project sites throughout Papua New Guinea were up at the crack of dawn decorating dining rooms and cooking up delicious feasts to ensure PNG's 33rd Independence Day was one to remember.

At Hidden Valley, the dining room was transformed with PNG's brightly-coloured national and provincial flags, while local vegetables and plants were

purposefully placed to create a market atmosphere.

Ensuring taste buds were well and truly tantalised, the menu included traditional PNG fare such as whole-cooked pig and reef fish, as well as the ever-popular PNG coconut chicken, and a variety of fresh local vegetables.

At Ramu Nickel's Basamuk site you could sense the pride in the workers and see the spring in their step as they happily went about preparing for the event. A team of stewards and dining room attendants, led by Idror Abin, decorated the Basamuk dining hall using bush flowers and palms to create a masterpiece of colour. Walls were adorned with provincial flags, while the National flag was prominently positioned.

"Our team of chefs and kitchen hands worked tirelessly to produce a marvellous meal from limited resources," says NCS

Raibus Project Manager, Robert Bennetts. "Our Chef Supervisor, Ora Tueti, with assistance from Casper Nimbe, worked into the night to produce a magnificent cake decorated with the PNG flag. Judging from the feedback, it was undoubtedly the highlight of what would have been the best feast for many a day."

While PNG is known for its numerous clans, Independence Day is a time when the people of the nation unite. This was certainly the case at Hidden Valley, where a number of NCS's camp crew members showed true team spirit by kindly volunteering to help out in the kitchen and dining room on what was one of the busiest days of the year.

Well done to all of NCS's catering teams for showcasing not only their fantastic cooking skills but their decorating talents as well. You did us proud.

RECIPE FOR SUCCESS

This month's "recipe" was submitted by NCS Hidden Valley and yields one newly-appointed assistant project manager for NCS Kainantu. While it takes some time to prepare, the result is worth it. Guaranteed to always rise to the occasion, the final outcome will impress clients and team members alike.

Ingredients:

- 1 Large Simbu (Casper Auro)
- 10 Years at Rosary High School
- 4-year apprenticeship

Method:

1. Combine ingredients, then season with courses in food handling, supervisory skills, fire fighting, first aid, and hygiene.
2. Add liberal doses of experience in hotels, ship catering, and mine catering at Tabubil, Kiunga, Kainantu, and Hidden Valley.
3. Fold in plenty of dedication, common sense, and hard work.
4. Place in pressure cooker until well prepared.

Meet Casper Auro - Hidden Valley's new Assistant Project Manager

Developing a strong safety culture continued from Page 3

John Kumau from Lihir Camp 2 maintains safe workplace practices by preparing chicken wearing a mesh glove



our daily safety awareness." Brian believes that encouraging employees to report incidents will help to identify trends that can then be addressed in the future.

From July to September of all reported incidents:

- 50% were related to first aid for burns, cuts, sprains, etc.
- 30% were medical aid cases for headaches, fever, toothache and person health issues.
- 5% of the reported incidents were recorded as near miss cases.
- 1% environmental.
- 5% motor vehicle incidents.
- 9% covering "other" restricted work and lost-time cases.

"All of these improvements are hopefully showing our employees, suppliers, and clients that

maintaining a healthy and safe workforce is not just about having policies in place; it involves systems, procedures and widespread commitment at all levels of the company. Each one of us has to accept that we have a responsibility to look after one another so we can go home safely to our families.

"I am confident that with continued commitment from our site managers and staff, we can greatly improve our health and safety understanding, reporting and statistics in 2009."

Chinese chefs introduce new flavours

NCS recently welcomed five new Chinese chefs to operate the mess at the Ramu NiCo project that has seen the introduction of delicious, authentic Chinese cuisine to the menu. The arrival of the chefs was much anticipated by the many Chinese nationals employed at the nickel mine's Basamuk site.

"It's all about satisfying our customers, and home-style cooking is an important part of achieving this goal. Many of Ramu NiCo's employees are Chinese, and it has made a huge difference to them to be able to access the various dishes more common to their homeland," says NCS Raibus Project Manager, Robert Bennetts.

"The presence of the new chefs, who all come from Liaoning province in north China, has



resulted in a noticeable change in what we can offer our clients," add NCS Raibus Catering Coordinator, Sammy Cheng.

"Those whose signature dish was previously vegemite with bread, now have another choice - flowery steamed bun with green salted bean curd, or noodles and home-style dumplings."

The new chefs are doing extremely well, particularly since they have had to adapt to the

many unfamiliar ingredients found in Papua New Guinea, as well as deal with the difficult language barriers.

"We are really pleased. The chefs varied skills are being displayed time and time again and, together with our national staff, they have formed an efficiently operating team," says Robert.

"We are now all looking forward to the opening of the new messing facility at Basamuk."

ON SITE UPDATE

Welcome to our five new Chinese Chefs.

Chinese delights on the menu include: flowery steamed bun with green salted bean curd, or noodles and home-style dumplings

KBK underway

Twelve months after mobilizing the Basamuk operation for Ramu Nico, NCS Raibus has added the Kurumbukari (KBK) site to their growing list of successes in Madang. On 1st November, they served their first meals to over 200 client and contractor personnel at KBK.

There on the day to guide clients to their first meal was a very proud Bill Magando, who recently returned from specialist training on Lihir to take on the role of NCS KBK site manager.

While logistic difficulties with suppliers hampered the delivery of goods to site prior to opening, NCS Project Manager, Rob Bennetts, was on hand to ensure everything went smoothly. "It was a fairly challenging day," says Rob.

Despite the hiccups, it was a very enjoyable occasion, particularly for Ramu NiCo Mine Site Manager, Deng Henbo, who said he was 'very happy to start'.

NCS Raibus now provides three meals a day, with all fresh produce supplied by local KBK farmers.

Special delivery at 1400

Making deliveries to Barrick's 1400 camp is quite unlike anything you've ever seen. Most other camps have fresh produce and white goods delivered to them by boat or truck, but here they do things differently. They use a net and a helicopter. Every day sees a story of extraordinary teamwork unfold.

So named because it is built 1,400 metres above sea level, Camp 1400 is one of Barrick's three camps. Kumian is the main camp while Kora, which is where Barrick Exploration has recently been drilling, is considered the third camp.

While picturesque to look at, 1400's location means that there are many logistical challenges to overcome. NCS Kainantu Project Manager, Romeo Robinson, says the success of 1400 lies not only in great teamwork but in good communication too.

"Delivering to 1400 is not a simple task. We rely on our storeman and driver to work well together to load and set up the cargo nets for delivery. We have also built up a good relationship with the Helicopter pilots and loadmasters who fly deliveries of food and



camp supplies to us."

1400 Camp Supervisor, Thomas Waralo, says freight supply issues are just one of the many hurdles they are faced with on a daily basis.

"There's also the mountain of steep stairs that our haus meri's walk up every day to provide clean laundry," he says. "But rather than complain, we try hard to provide a good service and keep everyone happy."

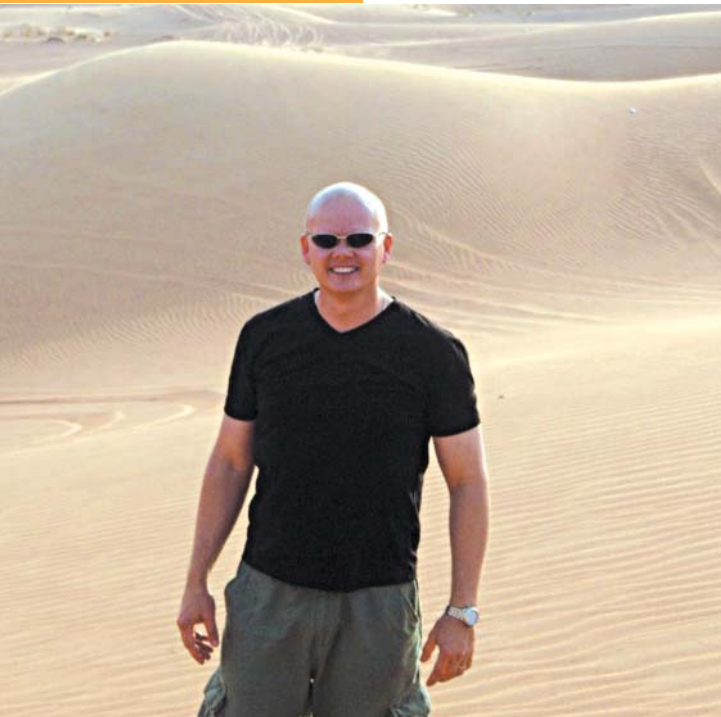
The NCS Kainantu team at 1400 currently has a crew of 27 looking after 180 Barrick personnel.

"They may have their head in the clouds but their feet are firmly on the ground working hard.

All hands on deck: Barrick loadmasters ensure supplies are stacked safely for airlifting.

“We provide consistently high-quality service under extremely challenging conditions.” says Romeo Robinson.

Meet Brian Curran - Operations Manager with a world of experience



World traveller: Brian Curran, worked in a number of senior roles in countries including Russia, Nauru, Azerbaijan, Georgia, Kazakhstan and Dubai before coming to PNG.

Operations Manager, Brian Curran is well travelled. You only need look at the long list of interesting and varied overseas locations where he has worked to realise that he has packed more into his life than most of us.

Born in the small country town Griffith in New South Wales, Australia, Brian started his career in 1982 as an apprentice chef at a seafood restaurant in Queensland, where he stayed for 10 years. As a qualified chef, Brian then

branched out taking on head chef and management roles at other leading restaurants, before returning to purchase the same seafood restaurant where he started his career. After four years he set off for more challenging roles overseas.

He spent the next four years in the Republic of Nauru, providing catering, construction, security and support service management to Australian Government-funded processing camps.

Bitten by the 'travel bug', Brian went on to hold similar senior management positions in Dubai, Azerbaijan, Kazakhstan, Georgia, and Russia, before joining NCS in May this year.

What are your major responsibilities?

Overseeing the operational performance of the NCS sites in the Morobe and Madang provinces; resolving day-to-day issues; driving safety and quality control throughout the group; and reporting performance to the Group General Manager.

What other jobs have you held in the past?

Apart from those already mentioned, I worked part-time making high tensile steel for Smorgan Steel works in Brisbane (I liked getting my hands dirty), in a bakery and a child care centre.

What do you like most about your job?

The people I meet, the places I go, and the various challenges involved with my line of work.

What is your favourite Meal?

A rare steak and good bottle of red would do me nicely!

Who inspires you the most in life?

My sister, Debbie Halton, and my partner Sonya Difusco - they are my lifesavers.

What is your favourite movie?

"Ghost" with Patrick Swayze and Demi Moore - a real tear jerker.

Name three people you would like to invite to dinner?

- Angelina Jolie - why wouldn't I?
- Nelson Mandela - an amazing soul
- The Pope - Do tell, do tell, do tell!

What is your favourite way to relax after work?

Cable TV. I love to channel flick - so much information.

What is your motto in life?

Don't worry about things you have no control over.

What do you dislike the most?

Arrogance and lies. I have no time or energy for it.

Antonia's invaluable experience leads her to a new role



The right fit: Antonia Koreaman NCS Lihir's Industrial Relations and Community Liaison Manager.

Congratulations to Antonia Koreaman, who has stepped into the role of NCS Lihir's Industrial Relations and Community Liaison

Manager, after seven years as their Human Resources Manager.

"Antonia has been the face and voice of our Human Resource Department," says NCS Project Manager, Gus McKenzie. "Because of her friendly and open nature, many people come to her for advice. She's like a mother figure."

"Antonia is particularly known for the tremendous compassion that she has shown to those who have lost a loved one, as she is the person responsible for coordinating all the necessary travel arrangements

and paper work.

"As a Lihirian, her knowledge of the local customs and community has been invaluable, as is her wealth of experience in all facets of our business."

"When you put all this together, she is the ideal person for the role. She has the HR experience, the local knowledge and is approachable—all of which will help her to succeed as our Industrial Relations and Community Liaison Manager."

We wish Antonia all the very best in her new position.



Our New Award for Excellence

The Golden Kina Award is a new way for NCS to recognise and award the achievements and participation of staff in the work they do.

The first recipients of the NCS Golden Kina Awards were acknowledged for their contribution, participation and commitment to making the 4th annual NCS Conference on Lihir a success.

They included, Rachel Osoo from Hidden Valley for her insightful words, describing what working for NCS really means - "Meeting the Challenge

- Every Day". These inspired words have been adopted as our slogan to lead us to further success in 2009.

Group General Manager, Marcus Gosling said "The Golden Kina Award represents excellence in the delivery of service under the wide range of environments and challenges that NCS operate in every day"

"I am proud to launch the Golden Kina Award at the conference. The Golden Kina represents success through conscientious and consistent work - and make us proud." He said.

Each winner of the quarterly staff awards for each site will automatically be considered for the Employee of the Year Award for 2009.



Other award winners included NCS Lihir's Catering Team led by Catering Operations Manager, Craig Wilkins (pictured above) for their hospitality & catering at the 4th NCS annual conference in November 2008.

Fond farewells...

We are sadly saying goodbye to three long-serving members of the NCS family who all have a close connection with NCS Kainantu. Infact, all three played a pivotal role in establishing the contract in 2004.

- John Easton, formerly Project Manager at Kainantu and Hidden Valley will depart PNG to take up residence in Canada so he can indulge his passion of snow skiing.

- Earne Smaker or "Pops" moved from Lihir to Kainantu to help mobilise the contract and has stayed there for the past 4 years.
- Nabu Asias has worked alongside Pops since day 1 and also leaves this month.

Our best wishes go to them all – along with a vote of great appreciation on a job well done and a wonderful contribution to the development of NCS.



John Easton



"Pops" and Nabu

OUR STAR EMPLOYEES

August '08

Kainantu

Jack Manu (Chef Supervisor)

Lihir

Regine Salot (Kitchen hand)
Monica Tenbalik (Housemaid)

Morobe

Theresa Sana (Cook)
Matthew Kambe (Dishwasher)

Raibus

Urama Sakor
Sera Guman

September '08

Kainantu

Jenny Tai (Housemaid)

Lihir

Josephine Soles (Kitchen hand)
Peter Pundo (Purchasing officer)
Monica Beno (Housemaid)

Morobe

Philip Ulapo (Warehouse worker)
Esau Moni (Driver)

PNGDF

Saku Jeringo (Cook)
Clement Pasalau (Steward)

October '08

Kainantu

Arnold Bakuri (Barman/
Storeman)

Lihir

Boisen Taviri (Chef)
Michael Buak (Bar attendant)
Roselyn Kalaruh (Housemaid)

Morobe

Runa Geasa (Chef)

PNGDF

Akava Kikila (Storeman)
Simon Tuli (Site supervisor)

Raibus

Rasai Maing
Laban Guge

Our Star of the Quarter



Lihir

Monica Tenbalik

Thumbs up for a healthier lifestyle

NCS - Lihir has teamed up with Corporate Bodies International (CBI), a company brought on board by LGL to look at ways of improving the health and wellbeing of all employees involved with the Lihir Gold project.

Gus McKenzie. "The more 'thumbs up' symbols displayed, the healthier that particular dish is. Signs are displayed at each meal to assist our customers to make healthy choices."

employees. This measures a person's total amount of body fat and indicates whether they are over or underweight. Individual weight management programs are then able to be tailored for each employee.



NCS-Lihir's Quality Assurance and Recreation Departments, in particular, have been working very closely with CBI to create a culture of health promotion.

NCS is currently in the process of developing healthier menus to coincide with the opening of the new mess in 2009.

"The overall response to the program has been great, with new ideas being shared all the time. The challenge for us is to ensure that the program continually improves, and updates are distributed to all employees in a timely manner.

One of the most visible changes has been the introduction of a "thumbs up" scoring system.

Other initiatives to raise health awareness on site include posters reinforcing healthier eating habits, balanced diets, and the benefits of physical activity. The eye-catching posters are displayed at the messes and on buses.

"Our team's enthusiasm and commitment is certainly making a difference. Their interest and involvement is helping to ensure that healthy habits and lifestyles continue to be kept in the public eye."

"We provided our menu to CBI, who then rated the health value of each dish," says NCS Project Manager,

"We are also doing Body Mass Index (BMI) checkups on all our



NCS lunch packs a punch

Green, NCS's Group Financial Controller, and President of the Papua New Guinea Athletic Union (PNGAU).

"Our chefs went to a great deal of effort to devise meals that would give the athletes the energy and sustenance they needed to achieve their peak performance." This is the second year running that NCS has provided lunch and dinner for the national athletes and officials during the week-long event.

PNGAU Secretary, Philip Rehder, thanked NCS on behalf of the officials and athletes.

Mick makes a conversion



NCS PNGDF Project Manager, Mick Pye (middle left), has every reason to look so pleased with himself, having led a NCS-sponsored team to the preliminary final of the Port Moresby Rugby Union competition in his first year as a coach. Clearly unafraid of tackling new challenges, next year will see Mick take on another exciting voluntary role - of President of the Port Moresby Rugby Union Referees Association. We wish him the best of luck.

A healthy start: NCS Lae Head Chef, Hosea Gerson (left), and Catering Manager, Luke Goa, with athletes Cecilia Kumalalamene (from left to right) Sharon Henry, Raphaela Baki, and Belinda Vatmale.

Who better than NCS to provide the food for the athletes and officials at the recent National Track and Field Championships held in Lae?

"With nutritious, healthy food being a key part of any athlete's diet, it made good sense for NCS to sponsor the event," says Tony



Season's Greetings from the NCS team