



Our Customers

From the Acting Group CEO, Mr Nouzab Fareed



Ni Sa Bula Vinaka

As we embark on another new year of work, the theme for this issue of Ra Marama which is "Our Customers" is very appropriate indeed. Our customers are a vital part of our business considering that they are the reason for our existence. Without them, we will be out of business for they are the ones that buy our products and services.

Our customers include people within our organizations and those outside. We must endeavour to keep our internal customers happy in order to maintain good team spirit and productivity within our organizations. We must also keep our external customers happy otherwise they will choose our competitors over us.

We must be vigilant in fulfilling the needs of our customers and ensure that we have in place customer satisfaction strategies. Understanding the needs of our customers is very crucial to business success. We must also focus on forging long term relationships with them in order to ensure the long term survival of our businesses.

Past experiences have shown that it is costly to attract new customers than to keep existing ones.

A few months ago, employees from within the group attended a Customer Service Training conducted by TPAF. I must commend the organizers for this initiative as such training is necessary for attracting and retaining customers. All staff must learn to smile when serving customers and to say, "Thank you" as this makes customers feel appreciated. Staff must also be trained to treat all customers equally with respect as this will lead to customers having similar experiences with our companies thus increasing customer satisfaction. Therefore, it is important that every staff member attends a customer service training regardless of what position he or she may hold within the company in order to maintain uniformity of customer service within the group.

In addition to the above, we must also ensure that our products and services are reliable and of the highest quality and our delivery times consistent with the best customer support service. As stated in our mission statement, we must maintain the highest standards of professional integrity, diligence, responsibility and care in carrying out all aspects of our business.

Let me end by reiterating the importance of customers through the words of the late Mahatma Gandhi who said, "A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so."

With those words, I trust that we will do our utmost to provide our customers with the best customer service experience.

Vinaka

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Humes Customers Are Important In Our Business

HUMES customers are the most important people in our business. Our external and internal customers have a significant impact on the success of HUMES overall business performance. HUMES always believes in delivery on time, real time information with high quality product and services that are the ingredients of positive and successful results.

Our major customers that we have been associated with for more than forty years include the Public Works Department, Fiji Sugar Industries, Fiji Electricity Authority, Housing Town Councils in the Central, Northern and Western divisions, building and civil works contractors such as J.S.Hill & Associates Ltd, Fletcher Construction Ltd, Narain Construction Ltd, Downer Construction Ltd, McConnell Dowell, Minson Fiji Ltd and other small contractors. Other customers that we have been involved with are in the building construction, reservoir construction, road and infrastructure construction namely: ABBCO Builders, Western Builders, Fortech Construction, 4R Construction, Sigatoka Builders Ltd, Pratap Quarries.

The governments "look north" policy has introduced HUMES

to new customers that include China Railway No 1, China Railway No 2, China Gezhouba Group Company Ltd and NAIM Construction a Malaysian company. These new customers have been contracted to carry out major road and infrastructure projects included in Fiji's Road Upgrading Project No 4 and the Housing Authority projects. The Fiji Road Upgrading projects involve the Buca Bay Road and Nabouwalu -Dreketi Road projects in the Northern Division, Moto Road project in Ba, Valley Road projects in Sigatoka, Serea Road in Naitasiri.

More recently, HUMES success in exporting to our customers in other Pacific Islands that includes Vanuatu for the major road project around the two main islands, Solomon Islands wharf project and Papua New Guinea major road works and ports project.

HUMES strategy in winning and sustaining customers is through "customer centered growth" as the company focuses on the following five strategies :-

- Laser Beam Focus - HUMES managers and employees focus laser-like on being the best in the world at providing value for well defined target customers.
- Hardwiring the Voice of the customer-HUMES is developing clear listening strategies and hardwiring what they learn into the company so that employee predicatably can deliver what the customer seeks.
- Universal Collaboration-Shared superordinate goals, wise investments in training and a well-designed infrastructure to produce a collaborate way of working that is visible everywhere.

- Lasting Customer Enthusiasm - HUMES is developing a propriety customer interaction process that is as much a part of what the HUMES brand stands for as the core product itself. HUMES-The Stamp of Quality.

- Contact Leadership-Contact leadership emerges as managers come out of their ivory towers to customer work sites and to the places where the real work gets done.

Other areas of HUMES strengths are effective listening and communication processes, finding quick solutions for issues. The HUMES team always remembers that CUSTOMERS are always right. The HUMES team will always remember that our company only exists because of the customer.



China Railway Visiting HUMES Yard Feb 2011.



China Gezhouba Group Co Ltd at HUMES Yard Feb 2011.



Papua New Guinea Customers at HUMES January 2011.

Customers Are Priority At FPT

For the Fijian Property Trust Company Limited (FPT), customers comprise of all the tenants and their respective staff in properties which include Ratu Sukuna House, Vanua House, Ra Marama building, Blue Lagoon Cruises building, Bose Levu Vakaturaga Complex and Union Plaza. Tenants comprise of government agencies, retail outlets, regional organizations, embassies and restaurants. All FPT customers have different expectation which requires a range of customer service skills.

Properties Manager, Mr Aisake Cabemaiwai said, “Our customers are very high priority to us. We ensure that our facilities, infrastructure and systems for building services are up to standard. This include buildings being compliant with all statutory regulations such as OHS and fire regulations.”

The FPT team ensures that requests by customers are attended to at the shortest period of time and any queries or requests actioned on the same day before close of business unless delay is caused through sourcing mechanical parts from abroad.

Some of FPT's customers have occupied their spaces for over ten to twenty years. All customers are encouraged to voice their concerns

regarding anything to do with the space they occupy and the FPT team makes regular visits or phone calls to their customers to ensure all is well with them and to maintain customer-client relationship.

According to Mr Cabemaiwai, Customer Service Training is very important for the FPT team as it helps equip them with relevant skills and knowledge to ensure enjoyment of tenancy.

The company also participated in the Exceptional Customer Service Training that was conducted for the FHL Group by TPAF a few month ago.



PMO (Sitiveni Koya) advising tenant of safety procedures.



PMO (Levani) supervising construction works for Vanua House tenant.



PMO (Sitiveni Koya) attending to tenant's grievances.

FHL Logistics - Our Values and Our Customers

At FHL Logistics our first priority is our valued customers. We have realised that our customers are wide ranging and from all walks of life nationally in Fiji and worldwide.



*Equipment for Government Dept.
To be relocated to Labasa*



Excavator imported from New Zealand and delivered to Sigatoka



Two valuable imported Jeeps for Palas were safely delivered to their showroom in Vatuvaqa



Vodafone Telecommunications Equipment delivered at Savusavu and Labasa



Sidelifter grounding container for Water Authority of Fiji



Empty Skip Bins delivered to FOODS PACIFIC

Be it large manufacturing companies requiring Customs Clearance and Cartage to Households requiring household removal or waste disposal services.

FHL Logistics from its first day of inception 6 months ago, has placed high emphasis in offering customer choices and flexibility in their decisions over freight, cartage and equipment hire. Customers of today want varying choices and variety and this is what we offer.

Customer Service provision is outlined in our daily work ethics

at FHL Logistics. This is evident in our telephone system etiquette and our behaviour towards our customers. We recognize and serve each customer as an individual with specific needs.

Our company trains and empowers our people in the front line, in performing and satisfying customer needs. This is evident on our having created a Customer Care centre which deals specifically with customers and their queries.

For a young company over a few months old , we have already

created a steady customer following of reliable companies who are looking to create long term relationships with us.

Some customer feedback responses we have received from this steady following of companies are :
"We know even if it is late hours that FHL Logistics will work around the clock to deliver our shipment"
[Bluescope Lysaght]

"It is your service quality that is better than the other shipping companies around"
[Andrew Davids]

"It is the only shipping and transportation company around, I don't have to hire multiple companies to deliver my shipment"

[Mr. Khan]

The constant feedback from our customers lets us know where we are headed and how well we are doing. We aim to learn from both our customers' positive and negative feedback on FHL Logistics performance in order to keep moving forward.

Blue Lagoon Cruises Scores Three Cruise Hat Trick With Kiwi Family

In the 60 years it has been plying the picturesque Yasawa Islands, Blue Lagoon Cruises management and crew have become very used to welcoming back repeat passengers. Literally hundreds of the company's international visitors, having enjoyed their first cruise with the iconic Fijian cruise specialist so much, have continued to return to repeat this unique cruise experience year after year after year.

In fact many of the passengers' faces have become so familiar over the years, captains, crew and management have actually got to know each other on a first-name basis and keep regular contact.

Now, one Kiwi family of six has taken the repeat cruise factor to new levels, in the process setting a new passenger record by becoming the very first passengers to repeat their cruise experience by immediately following it up with two more cruise programs on a back to back - to back - basis.

The family, Dean and Lisa Finlay and their four children first embarked on their long-awaited seven-day cruise on 27 December, immediately following up their first program with a second cruise on 3rd January, 2011.

According to Mr Finlay, while the family was due to book into a resort for the third week of their stay, following a family conference all six Finlays voted to continue their cruise experience by booking a third cruise on 10th January.

Auckland-based Mr Finlay said a Blue Lagoon Cruise had always been on the cards for the family for quite some years following glowing reports from his mother who enjoyed a Yasawa Islands cruise with the company some years ago.

"We were originally booked for two back to back cruises but after comparing prices for a third week resort stay for six, plus all the meals, activities, transfers, etc, we decided the all inclusive nature of the cruise program offered much better value for everyone so we opted to stay on again," he said.

"I can't praise the experience enough - the crew were great as was the food and we all really enjoyed the various daily activities on offer," he said.

"We felt safe and very well looked after at all times and all of us agree we will be returning for another cruise in the not too distant future."

Blue Lagoon Cruises CEO Tim Stonhill said he was delighted that the family had elected to enjoy three seven-day cruises as guests of the cruise specialist.

"As the Finlays found out for themselves, the all-inclusive nature of our product offers exceptionally good value to anyone - and especially families - when you take into account all meals, activities and entertainment while on board as our guests are all covered," he said.

"There are certainly no hidden extras.

"Add to that the beauty of enjoying a Fiji experience where the scenery and activities change on a daily basis - even better, you only have to unpack your suitcase once."

Founded in 1950, today Blue Lagoon Cruises is an international brand and well recognized name on the international cruising circuit. The company provides considerable financial support to the Yasawa Islands community with particular focus on children's education, helping to provide books, uniforms and medical clinics as well as the construction of schools.

Well Done Blue Lagoon! Keep up the exceptional customer service!



The Finlays with Blue Lagoon Cruise Director Bhimla Prasad



RB Patel Receives Best Supermarket Award

Putting customers first has resulted in RB Patel's Labasa supermarket receiving the best supermarket award for the year 2010 in Labasa recently. The event was organized by the Northern Health Service in collaboration with the Central Board of Health, Local Authority and business sectors whereby excellence awards were awarded for the best supermarket, restaurant and wholesaler in Labasa Town.

The awards were given to businesses that complied with and received the most points with regards to the following 10-point checklist:

1. Number of complaints registered per annum.
2. Quantity and frequency of food condemnation in supermarkets (non compliance).
3. Compliance with condemnation requirements.
4. Compliance with food and safety requirements.
5. Strategic plans in place during emergency; e.g. Natural disaster and power outages.
6. House-keeping and personal hygiene.

7. Waste management.
8. Compliance with structural requirements-ventilation, lighting, storage, OHS compliance.
9. Knowledge, attitude, practice.
10. Hazard analysis critical control points (HACCP)

According to Mr Rakesh Kumar, the Northern Divisional Health Inspector, the purpose of organizing the presentation of awards is to encourage and improve food quality at Labasa Town thus reducing incidences of food-borne diseases and other food related illnesses.

RB Patel is one of Fiji's leading supermarket chains with 10 stores in various parts of the country. Excellence is a norm for

all supermarkets in the chain where the customer is very important. RB Patel's Chief Operating Officer, Mr. Deepak Rathod said, "Customers are very important. We exist because of them."

Being awarded the best supermarket award in Labasa speaks a lot for RB Patel's products, customer service and the condition of their stores.

The RB Patel group has operating procedures which are followed by all supermarkets in the group to ensure consistency of service within the group and the effective and successful operation of all supermarkets.

Employee training is conducted regularly in all branches to keep staff abreast with new products, understand all store systems which includes cleanliness, friendliness, maintaining standard of service, stocks being available at all times and stores being in good shape to ensure there are no negative reactions from customers.

Mr. Rathod added, "Training is a continuous exercise as there is always something new to learn each day and also adhering to our standard operating procedures is very important as it serves as a guide for all staff on what they need to do in order to ensure the successful running of our operations."



RBG OHS training session for their Central Branch OHS Committee members



RB Patel's Labasa supermarket receiving the best supermarket award for the year 2010.

Standard Concrete Provides Customers With Best Possible Solutions

Standard Concrete Industries is an ideal place to shop for those in need of construction materials as it serves as a one-stop shop for the supply of quarry, concrete and masonry products. The company's customer base covers a very wide cross section of population from the private sector and public sector including government departments, private companies, civil contractors, hotels and the tourism sector, educational institutes, residential home owners and major project developers.

SCI offers a range of Aggregates in various sizes and specifications, Normal and Special Ready mix Concrete in a range of strengths for different applications, Masonry Blocks, Pavers and special services such as Quarry Drilling and Blasting, Concrete Boom Pump Hire, Laboratory Testing Services and fully Mobile Crushing and Batching plants.

In serving their customers, the Standard team ensures that customers needs are taken care of during the progress of their projects and also after the completion of projects the team maintains good relationship with customers by paying them regular visits.

“At Standard Concrete, we try to treat all our customers equally and strive to give them the best possible solutions we can offer to suite their requirements at the best possible price”, said Mr Jack Alfred, Standard Concrete's Sales Manager West.

Mr Alfred added, “Our customers are very important to us for the survival of our business. Being a manufacturing and production company, our sales is very much volume driven with each unit sold to our customers critical to determining if we make a profit or not. The more volume we sell reduces our unit costs translating to better profits. So in this respect we need our customers' business to survive.”

When serving customers, the Standard Concrete team ensures that they listen to customers and then work with them on their needs and requirements for their projects. This is then communicated to all departments whereby a deadline is set for the company to supply customers with the products they require.

“You need to listen to your customers regarding what they want and how they want it done first. Once you have all this then work with them on the best possible solution that will best suit their budget and time frame”, further added Mr Alfred.



SSS International Hotel Site at Nasau, Nadi. Stage 1: fifty rooms almost complete. Stage 2: to start June 2011. Standard Concrete Industries nominated supplier for concrete and blocks for this project.



Nadi Back Road Rehabilitation works being carried out by Naim Cedera Ltd -ADFB Funded Project. Standard Concrete Industries supplied 5000m3 of Base Course material for this project.



Hi-tech Rigging Limited A local company contracted to build the majority of Vodafone /Digicel /Fintel Towers around Fiji Islands and lately given the contract at PNG for Digicel. 100% Standard Concrete Industries Client. Pictures from Natadola Vodafone Tower site 110m3 was poured for this site.



Naisoso Bridge: Herbert Construction project Supplied by SCI



Roundabout at Hilton: Supplied by SCI

Protect And Take Care Of Your Customer Or Some Else Will

“Protect and take care of your customer or some else will” - This basic principle of customer service and care is a guiding light to Fiji Industries Limited (FIL) in the competitive Pacific islands export market that it serves.

Despite being the sole local cement manufacturer, such valuable lessons and their unparalleled significance is played out very well in the competitive export market.

FIL is primarily focused on serving the domestic Fiji market and also currently, has its renowned Pacific Cement product sold in 13 Pacific island markets across the entire Pacific region. Customers in these Pacific Island markets include hardware retailers, building and construction firms,

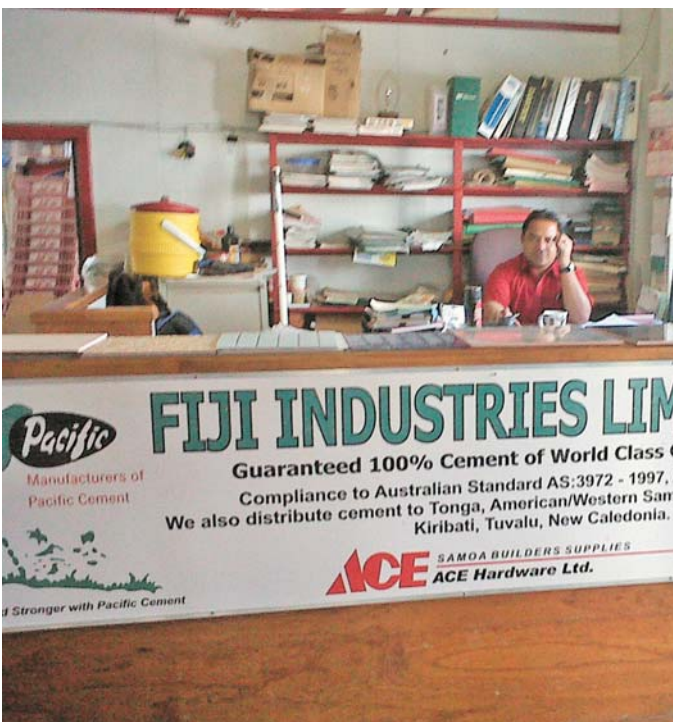
concrete ready-mix suppliers and a selected distributor as in the Tongan market. FIL's Pacific Cement product success in the export market is built on superior customer care and service, whereby business relationships are developed and founded on trust, enduring relationship and friendship. This requires going the extra mile for the customer at all times.

To do this FIL ensures that it regularly and continuously visits all its exports customers and dur-

ing such visits - listens diligently to its customers' needs and expectations. By doing this right a simple business relation is transformed and is taken to a totally new level of understanding and confidence between FIL and the customer.

Wherever possible FIL also assists its customers on operational matters relating to its business, particularly the downstream concrete operations. This includes recommending improvements or

changes to the customer's concrete batching plant or linking the customer to technical service providers for certain operational equipment - such assistance rendered by FIL becomes value adding to its relationship with the customer. Therefore in a nut shell, FIL's relationship with its customers, at its best, can be summarized by the following phrase - **“together we achieve that which no one can achieve alone, keeping in mind the no.1 rule - the Customer is King”.**



ACE Hardware outlet in Apia, Samoa.



Pacific Cement sold from SMI Hardware in Apia, Samoa.

Merchant Finance Provide A Wide Range Of Financial Solutions To Its Customers

Merchant Finance is one of the fastest growing locally owned companies. Its personalized customer service has made it, the leading credit financial institutions, well ahead of its peers.



We at Merchant Finance provide a wide range of financial solutions ranging from financing of asset purchases, personal loans, term deposits and insurance agency services. We provide financial services not only to business houses but to individual customers as well throughout Fiji.

Our marketing team is constantly in discussion with the rest of the members to improve on their services the next time they serve a client. Sub-ordinates are constantly providing clear guidance and coaching so that they are at

par in their deliveries. Our specialized team does not only work by the books but from their heart to win the heart of our people.

Customers are a very integral part of our business and every effort is made to ensure that we provide the best service and solutions to them. Our products have been customary designed to meet their specific needs. Our friendly staff ensure that our services are delivered to the individual customers own satisfaction. Our people are on the road all the time and we walk the extra mile to ensure

delivery of service in a timely manner.

Our infrastructure has been upgraded and we ensure that it is well maintained to serve our people at the right time. Our people go right into the interiors of the main island or to outer island if the need arises to ensure that service is delivered at the right place. Few of our staff were sent abroad to assist the client in enabling them to get what they require.

At Merchant Finance, not only do we match competitors but we

try to ensure it is beyond the customers expectation and well ahead of our competitors. Our human capital is constantly given high level customer service training and management is constantly briefed on better customer service. We have set up specialized marketing teams who are well equipped both mentally and physically to meet the customers needs. We value the importance of time for our clients thus our friendly staff deliver our services to their door steps.

Vacuum Trucks Launched By FHL Logistics

This new introduction by FHL Logistics into the Fiji Community is an aim to yet again contribute and build Fiji's environment into a pristine, clean and pollution free environment. These vacuum trucks come equipped with high -pressure water to blast through pipe obstructions, plus vacuum suction to remove debris, grease trap and septic waste for both households and businesses.

It was initially decided to design one truck for the Western division however this changed and FHLL now have 3 trucks, the other 2 servicing the Central and Northern areas also.

FHL Logistics is a truly ecologically friendly company which is looking to provide its customers with efficient, fast and reliable service and with as much focus on helping the environment as it can.



The new FHLL Vacuum truck.



Acting Group CEO with FHL and FHLL staff after the 'ceve'.



Staff of FHL and FHLL performing the 'ceve'.

FHL Conducts Blood Drive

Two days before Christmas, whilst people were busy with their Christmas shopping, staff members of the FHL Group responded to a request from the Fiji National Blood Service to conduct a blood drive due to the shortage of blood at the CWM Hospital.

The blood drive was held at Ra Marama building, FHL Headquarters. Amongst staff that donated blood was FHL's Acting Group CEO, Mr Nouzab Fareed who is a huge supporter of the blood drive.

The Christmas period is a time when people express love and care towards others by giving them gifts. Employees of the FHL group were pleased to give back to the community by contributing to saving the lives of people in Fiji.

The Medical Team from the CWM Hospital were very appreciative of the response from the FHL group. Alumeci Ratuyalewa, the

Assistant Manager for the Fiji National Blood Service said, "We are very thankful for the response from the FHL staff. The turnout was very good and we were able to collect the blood groups that were much needed such as O positive and A positive blood groups."

Alumeci added, "We hope to be able to conduct another blood drive with FHL."

A big vinaka vakalevu to all FHL group staff that donated blood, particularly to the FHL Logistics Team who came in full force. Yes, "Together we can save lives."



The Medical Team (L-R) Sunil Reddy, Alumeci Ratuyalewa, Oripa Tudrau and Viliame Druavesi.



FHL Logistics staff waiting for their turn to donate blood.



FPT Property Officer, Meli Kamito.



FHL Acting Group CEO, Mr Nouzab Fareed.



Bala Krishna Naidu of FHL Logistics Limited.



Sunil Reddy and FPT Project Officer, Hansel Nanayan.

Group Human Resources News

Employee movements were recorded in these areas:

NEW APPOINTMENTS

FIJIAN HOLDINGS LIMITED

- Sitiveni Koya**
Property Maintenance Officer

BASIC INDUSTRIES LIMITED

- Sakenasa Naivalu**
Credit Officer
- Amasai Batabua**
Accounts Officer

STANDARD CONCRETE INDUSTRIES

- Rizalino Alejandro**
Quarrying & Crushing Manager

FIJI INDUSTRIES LIMITED

- Akariva Rabakewa**
Graduate Trainee

FHL LOGISTICS

- Dharmendra Kumar**
Panel Beater/Mechanic
- Ashish Deo**
Charge Out Clerk
- Kampta Prasad**
Marketing Consultant
- Sheenal Shivani**
Customs Clerk
- Kunal Kumar**
Customs Clerk

- Bimal Nath**
Heavy Goods Driver

- Suresh Chandra**
Heavy Goods Driver

- Gen Daya Ram**
Driver

- Sabeer Ali**
Driver/Mechanic

- Mukesh Nadan**
Security

- Manueli Rokoua**
Security

- Avikesh Abhay Singh**
Marketing Assistant

- Mohammed Imtiaz**
Exports Clerk

BLUE LAGOON CRUISES LIMITED

- Thomas Simpson**
Administrator

- Miriama Sukulu**
HK Assistant

- Ratu Matanatoto Bosun**

- Simeli Lesumaisamoa**
Deckhand

- Esira Sauvou**
Deckhand

- Ranjani Lata**
Accounts Officer

- Robert Sosene**
Master

- Kanito Bai**
Deckhand

- Roshni Mala**
Housekeeping Assistant

- Veniana Nai**
Housekeeping Assistant

- Viliame Amo**
Island Caretaker

- Virasila Amo**
Island Caretaker

- Semi Vatuaroro**
Island Caretaker

- Tavaita Dauqoli**
Stewardess

- Epeli Vuetibau**
Cook

- Pio Bosco**
Cook

RESIGNATIONS

FIJIAN HOLDINGS LIMITED

- Sreana Qoro**
Managing Director

- Aiyaz Musa**
Chief Finance Officer

- Ilisapeci Levula**
Public Relations Officer

BASIC INDUSTRIES LIMITED

- Anil Prasad**
Credit Officer

STANDARD CONCRETE INDUSTRIES

- Jack Alfred**
Sales Manager West

- Salesh Bhan**
Lab Technician

HUMES INDUSTRIES

- Pijila Raivoka**
Administration Officer

MERCHANT FINANCE & INVESTMENT LIMITED

- Uday Sen**
Chief Executive Officer

- Vishal Lal**
Manager Lending

- Saiyad Buksh**
Regional Manager West

- Christina Panikar**
Legal Officer

- Sudeshwar Ram**
Senior Credit Officer

- Saten Prasad**
Credit Officer

PASIFIKA HOLDINGS LIMITED

- Josese Daveta**
Manager Pacific Operations

PROMOTIONS / TRANSFERS
The following promotions/transfers were recorded in the Group:

FIJIAN HOLDINGS LIMITED

- Rowena Fong**
Manager Investment Securities

- Renal Sharma**
Assistant Accountant

- Epiuta Nabati**
Accounts Officer

- Apenisa Sauroutu**
Accounts Officer

- Laisa Vosabalavu**
Executive Personal Assistant

- Louisa John**
HR/Admin/Media Officer

PASIFIKA HOLDINGS LIMITED

- Sonni Dutt**
Manager Pacific Operations

- Hansel Narayan**
Operations Manager

FHL LOGISTICS LIMITED

- Nitesh Chand**
Accountant

BLUE LAGOON CRUISES LIMITED

- Saula Tuiloma**
Marine Operations Manager

- Apakuki Qura**
Cruise Director

- Suliasi Takorua**
Captain

STAFF DEVELOPMENT

The Fijian Holdings Group of Companies support staff development at all levels to ensure that our employees acquire the necessary skills and knowledge to perform at the highest level. The following records attendance to courses and programs throughout the Group:

FIJIAN HOLDINGS LIMITED

- Sowani Tuidrola**,
Sales & Marketing Manager - continued MBA Course at USP

- Aisake Cabemaiwai**,
Property Manager - continued MBA Course at USP

- Tevita Gonelevu**
- pursuing Post Graduate Diploma

- Serai Roxburgh**,
Assistant Property Manager - pursuing BA [Real Estate/Management/Public Admin]

- Joel Mastapha**
- pursuing CPA Units

- Nitesh Chand**
- pursuing CPA Units

BASIC INDUSTRIES LIMITED

- Aloesi Elder**,
Maintenance Manager at Humes Industries - pursuing MBA course at USP

- Vakacegu Kalou**,
Human Resources Officer - pursuing BA Course at USP

- Rahul Prakash**,
Assistant Accountant - Pursuing FIA units at USP

BLUE LAGOON CRUISES LIMITED

- Muni Latchmi**
- pursuing Certificate 3 in Commercial Cookery at APTC

- Laitia Dreti**
- pursuing Certificate 3 Engineer at FNU Suva

