

# Nº1

THE LEADING PORT IN THE CARIBBEAN



WELCOME!



GROUP OF COMPANIES

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# INTRODUCTION

Welcome to our Port St. Maarten Harbour Group of Companies (PSGC) magazine. It summarizes the main features and key advantages of our island, highlights our most recent developments and looks at our future strategies.

St. Maarten is a successful cruise destination because we've listened to the cruise lines and we understand the business. We understand the need to be able to offer a quality land experience to passengers, and the necessity of shore and land excursion revenue as well as sustainability concerns.

Our port facilities have been the catalyst for the improvement and development of different areas of the island. Our transportation network was improved by the completion of the Simpson Bay Lagoon Causeway in December 2013. The construction of this causeway eases traffic congestion for tours as well as for individual beach-bound passengers.

We are committed to balancing our role as an economic driver and are dedicated to lessening the impact of our operations on the environment. Our island is rich in history and has a diverse cultural background. Join us in our prosperous future. The friendly island awaits you.

MARK T. MINGO // CEO  
Port St. Maarten Group of Companies





Sustainability is the cornerstone for  
21st century port development and progress.

# WE'RE GATHERING STRENGTH.

## OUR VISION

Port St. Maarten will lead in the Caribbean through quality service and operational excellence while providing a safe and secure environment for our customers and the people of St. Maarten with the highest standards of integrity.

## OUR MISSION

To provide quality integrated services to our customers through continuous development and innovation in all areas of business while maintaining the leadership role in the economic development on St. Maarten where sustainability is the cornerstone for 21st century port development and progress.

We, the PSGC are a wholly government-owned group of companies, which owns and operates a diverse range of maritime-related facilities across the island and is primarily responsible for the Dr. A.C. Wathey Cruise & Cargo Facility at Point Blanche, The Harbour Pointe Village, the Captain Hodge Pier in Philipsburg, the fuel station at Great Bay and the Simpson Bay Lagoon Authority (SLAC) as well as other maritime activities.

## GROUP STRUCTURE



# WE FOCUS ON THE FUTURE AND VALUE OUR PAST.

We've ensured continued efficiency by greatly investing into infrastructure, equipment, personnel, systems and processes.

We strive to exceed our past successes by keeping our eyes and ears open to better opportunity and by expanding and improving existing services to our business partners.

We've excelled in becoming more commercially orientated by constant evaluation of better financial options.

We continuously invest in our Island by rejuvenating parts of our capital city, Philipsburg by addressing our ecosystem and environmental concerns.

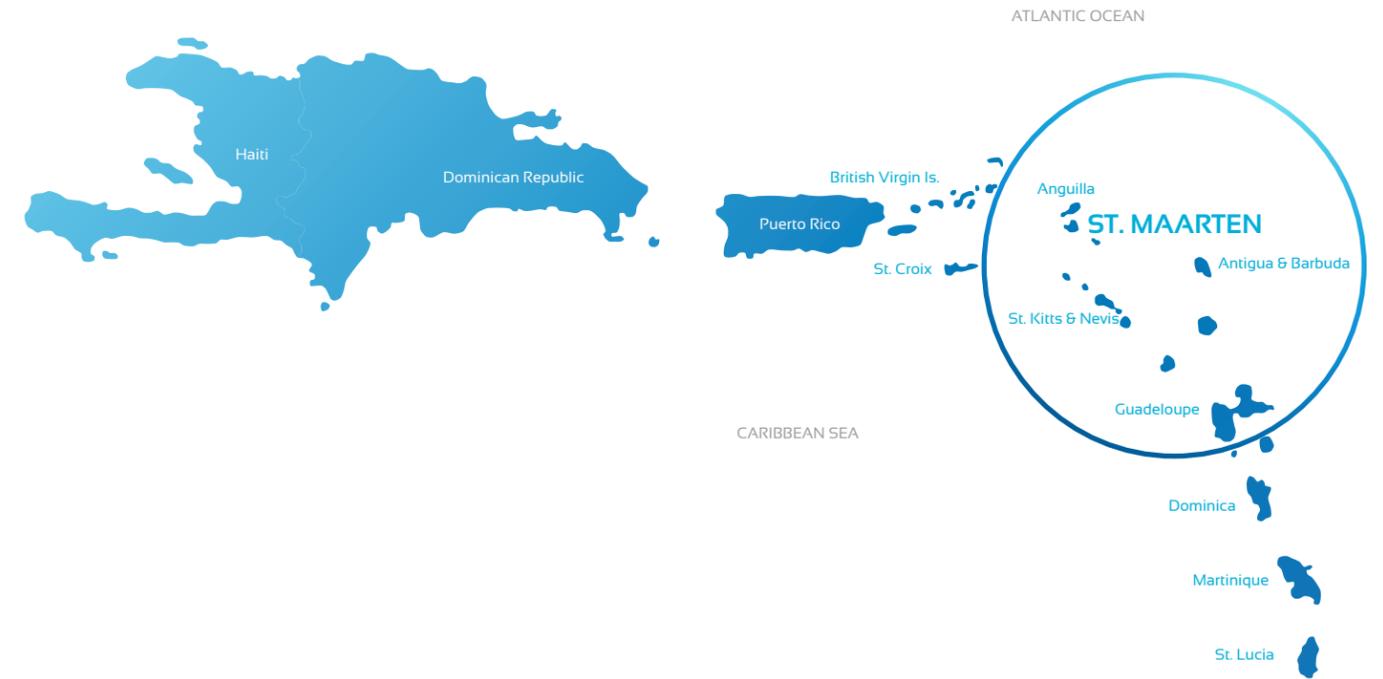
We encourage shipping lines to invest in their futures with us by using our port as their reliable transshipment sub-hub.

We are able to anticipate and accommodate client needs by collaborating closely with Cruise Lines, shipping lines and other industry players.

We believe in building strong long-term working relationships by proving our reliability, flexibility and compatibility.



# WE ARE HERE. ST. MAARTEN.



Strictly speaking, St. Maarten is not an island by itself, but an island half shared in two! We share the other half with the French Collectivity of St. Martin, which is part and parcel of France. St. Maarten/St. Martin is the smallest island in the world to have dual nationality. Our borders are no border. Remarkably, over 130 nationalities are represented. We are proud of our island and proud of our islanders! St. Maarten consists of the southern half of the island with Philipsburg, it's capital, at the head of Great Bay in

the southeast and Simpson Bay Lagoon to the west. 10.10.10 was a magical day for St. Maarten. We became a country within the Kingdom of the Netherlands. The Kingdom of the Netherlands now comprises of four countries, the Netherlands, St. Maarten, Curacao and Aruba. St. Maarten is one of the world's leading cruise destinations and is soon to be a leading Caribbean port of choice for regional transshipment. St. Maarten, rich in diversity, history and opportunity!

# DISTANCE IN MILES FROM THE MAIN CARGO HUBS TO ST. MAARTEN.

PORT	MILES
Miami, Florida	1,136
Colon, Panama	1,108
Freeport, Grand Bahamas	1,029
Cartagena, Colombia	867
Kingston, Jamaica	803
Caucedo, Dominican Republic	397
Port of Spain, Trinidad	455
San Juan, Puerto Rico	180



# SUSTAINABILITY FOR OUR FUTURE. MORE GREEN THINKING.

We have to invest. In our future. Our passengers. Our island. Our islanders. In order to decrease the carbon footprint the Port of St. Maarten and its associates leave behind, PSGC has harnessed wind and solar energy and we're working hard to embrace new and innovative alternatives to do even more. The close proximity of our cruise and cargo operations necessitates an action plan to reduce carbon emissions. This will lead to both better working and living environments and to an even more pleasant experience for cruise passengers. As global citizens, passengers are aware of environmental issues we in the cruise industry are confronted with. Anything that can be done at the port to minimize this impact will reflect favorably upon the industry.

## WIND POWER

St. Maarten is the sole Caribbean port to incorporate wind turbines in its environmental strategy. Six 4KW vertical axis turbines were installed in April 2012. Linked to the national grid, when the wind blows energy is produced and surpluses are contributed back. Spatial and aesthetic requirements were met by utilizing innovative design. Placement away from the operational areas of the port was essential as was the choice of acoustically unobtrusive turbines which is all necessary when considering the passenger experience in the port.

## SOLAR POWER

Implementation of solar panels to produce energy is simply common sense in sunny St. Maarten. Installed on the cruise terminal roof and connected to the national grid, they generate 3KW. Solar energy can be produced even when the clouds roll in so we're planning to install even more. More power to and for sun-kissed St. Maarten.

Solar-powered electric golf carts are on PSGC's agenda. A fleet of electric golf carts to reduce pollution is currently being utilized in the port to enhance passenger comfort and to ensure expedition.

## PEOPLE POWER

PSGC empowers its employees and associates leading to smooth, safe and efficient operations across the board. Job training, team building, GLS software platform training, exchange programs to learn are all key to having a 21st century port. We ensure they learn the ropes. Our people are our future. They are worth investing in for sustainable futures.

The consultancy's initial "product" is the GLS software platform which was developed for and implemented successfully at St. Maarten's cargo handling facility. Successful teamwork between PSGC and Dutch-based software development firm, IT Partner, led to the birth of the SMHC Consultancy Company. Our consultancy provides the Caribbean area with port consultancy software and services. Fueling operations and terminal management are further consultancy services we are able to offer, as well as skill outsourcing of St. Maarten's highly trained crane mechanics to other regional ports having similar equipment.

Finally, co-development opportunities in the immediate region, for example on Saba and St. Eustatius, are also being sought. We'd like to share our know-how and let others profit from our successful efforts.





# CRUISE

ST. MAARTEN, THE LEADING PORT IN THE CARIBBEAN

We're prepared for the future in cruises.  
We're ready to keep on cruisin'!

# ST. MAARTEN A WORLD-CLASS CRUISE DESTINATION.

## PASSENGER DISTRIBUTION

### MODE OF TRANSPORT

Water-based tours	3%
Water taxis	39%
Bus tours	16%
Taxis	10%
Walking	27%
Stays on ship/in port	5%



## PORT ST. MAARTEN

Although St. Maarten's got plenty of it, beauty isn't everything! We've worked hard to help St. Maarten achieve this well-earned status by developing the right facilities at the right time, continuing ongoing investment and implementing systematic approaches and good customer focus. And we're keen to continue to provide the best facilities and services in the industry.

Excellent things come in small packages! Our advantage has been our ability to maintain long-term business relationships with major cruise lines. We know the business. We've had tons of experience! 2014 saw its 2 millionth cruise passenger – a milestone for St. Maarten, a milestone for PSGC. And there are more to come. Cruises. Milestones. Guaranteed.

### ACCOMODATING FACILITIES

One single pier (545 m) accommodating 4 ships simultaneously was one pier too few. Opened in 2009, the PSGC upgraded the port at St. Maarten by building a second pier. St. Maarten is now one of the few ports able to accommodate the world's largest cruise ships – the Genesis-class vessels.

Weighing over 220,000 gross tons each, and having a capacity of more than 6,000 passengers and crew, two such vessels can be accommodated on Pier 2 (445 m). Additionally, Pier 2 has two booths for passenger screening which expedites disembarkation. Tons of experience. Tons of efficiency. Tons of opportunity.

### FIRST IMPRESSIONS

Immediately upon coming ashore, passengers are welcomed to the Harbour Point Village to the sound of steel pans. That tropical feeling on the "Friendly Island" begins! Built in Philipsburg's charming old architectural style, the Village contains duty-free outlets, souvenir shops and market stalls as well as bars and a restaurant.

Here most of the tour and excursion pick up and drop off points are found as well as bus tour stands and the cab stand. Friendly harbour staff are on hand to assist visitors and an information center is located in the main building. We are known, after all, as the "Friendly Island". First impressions last.

### SWIFT PASSENGER DISTRIBUTION UPON ARRIVAL

Diverse transportation options into Philipsburg or elsewhere from the piers is available upon command. Rapid distribution is of utmost importance to facilitate a positive first impression of St. Maarten. Those wishing to stretch their legs and go on foot need a mere 15 minutes to reach the island's capital city. Cabs, water taxis and tour buses stand ready to whisk the less adventurous or less mobile away. The Captain Hodge Wharf, Walter Plantz Square and Bobby's Marina are 3 convenient water taxi stops on the Philipsburg waterfront and \$6 one-day tickets for unlimited rides can be purchased from one of two private companies. Additionally 100 cabs await cruise arrivals at the terminal for fares to Philipsburg or elsewhere. Convenience. Comfort. Minimized congestion. Take a bus. Take a water taxi. Take a cab. Take a walk. Convenience. Comfort. Congestion, so long!

### A NEW EXPERIENCE – "THE DUTCH VILLAGE"

SMHG is bringing back more Dutch flair to St. Maarten. A new attraction, "The Dutch Village" complete with a windmill is being conceptualized after learning from visitors that not enough "Dutch" was in St. Maarten. This addition, as well as expanding shopping and dining facilities to include more upscale offerings and the installation of a pool area with water features and bars, are simply a part of our daily business. A proposed project of about \$40 million. We aim to please. We're pleased to do so.

## CRUISE STATISTICS 2012-2014

MONTH	2012		2013		2014		% CHANGE
	CALLS	PASSENGERS	CALLS	PASSENGERS	CALLS	PASSENGERS	
January	74	250,610	101	258,431	112	284,405	10.1%
February	70	247,064	83	206,031	86	218,037	5.8%
March	79	235,854	92	218,995	97	233,603	6.7%
April	53	184,276	60	171,109	63	188,198	10.0%
May	23	76,476	21	84,588	31	115,385	36.4%
June	22	77,211	19	79,904	25	102,517	28.3%
July	23	74,707	23	95,684	28	119,121	24.5%
August	21	82,290	19	80,226	25	104,460	30.2%
September	16	59,864	16	59,641	27	93,507	56.8%
October	25	77,691	22	77,036	25	84,339	9.8%
November	60	160,269	74	202,654	68	179,638	-11.4%
December	85	226,903	101	251,371	105	278,786	10.9%
<b>Totals</b>	<b>551</b>	<b>1,753,215</b>	<b>631</b>	<b>1,785,670</b>	<b>692</b>	<b>2,001,996</b>	<b>12.1%</b>



## PASSENGER ARRIVALS

1980	105,000
1995	564,251
1999	615,607
2000	868,318
2001	867,752
2002	1,055,040
2003	1,171,734
2004	1,348,450
2005	1,488,461
2006	1,421,645
2007	1,421,908
2008	1,345,812
2009	1,215,146
2010	1,512,618
2011	1,656,159
2012	1,753,215
2013	1,785,670
2014	2,001,996

### HOMEPORTING

With one of the best cruise ship facilities in the region, St. Maarten offers excellent opportunities to operators for home porting. The island not only has a first-rate transport infrastructure, but is ideally located within the region. A modern container port is situated next to the harbour, while the recently redeveloped Princess Juliana International Airport, a 20-minute drive from the seaport, can handle large airlifts involving aircraft up to 747-size.

### HIGH QUALITY

The Port St. Maarten Group of Companies is constantly assessing its markets and listening to its customers to provide first-rate service. We're all ears. We're listening. Thanks to its hassle-free and world-class facilities, the leading cruise ship operators have continued to include St. Maarten in their itineraries. Despite the island's small size it ranks as the seventh largest in the world in terms of transiting cruise passengers.

Expanding its business, dealing with environmental issues and introducing innovation wherever possible are high priorities for the PSGC. In the future there are also plans for a crew services area. For these and many other reasons, St. Maarten continues to rank as one of the best cruise ports in the Caribbean and in the world.



# THE ST. MAARTEN EXPERIENCE. LIVE IT. HAVE IT. BE IT.

87% of St. Maarten's revenues come from the tourism industry. The cruise industry is the major contributor. The extraordinary success of our tourism industry attests not only to St. Maarten's spectacular island scenery but to dedicated teamwork of the PSGC and the St. Maarten Tourist Bureau in actively marketing and developing its utmost potential.

We are one of the most successful tourist destinations in the Caribbean. There is a reason why we are known as "The Friendly Island"! With our long history of warm hospitality and delightful cultural diversity, we always do our best to ensure that short-stay cruise passengers and long-stay tourists reap the most. The maximum. Our well-developed infrastructure and facilities ensure that the math works: maximum hospitality + playful possibilities = ultimate experience!

## PLAYFUL POSSIBILITIES ON LAND AND ON WATER

Whether on land or water, the choices are endless for cruise passengers to spend their time on or around our delightful island! Our world is their oyster!

### ON LAND

Jeep safaris, bus tours, hires, guided Harley-Davidson tours, quad bike excursions, casinos, nightlife, island restaurants, zip-lining, butterfly and bird watching, clubs, nature reserves, health spas, plantation visits, dancing, musical concerts, duty-free, Maho Beach plane-spotting, you name it we have it.

### ON WATER

Snorkeling, deep sea fishing, jet-skiing, yachting, catamaran circumnavigations, kayaking, swimming, sunbathing, world-class beaches, yacht charters, boat tours, you name it we have it.

### TEAMWORK

We work closely with the Cruise, Cargo & Yachting sectors. We share one vision. We seek to maximize the quality

offered to tourism customers and, at the same time, to maximize the quality of life of our community, St. Maarten. Enhancing the visitor experience means being innovative and inventive. Upgrading of existing overnight facilities to cater to the ever-expanding number of staying guests, we are always a port on the move. Adding boutique hotels. A new waterpark. Spa facilities.

We've prioritized for our future. Motivating cruise passengers to return to our island for longer stays. Again and again and again.

### ACCESSIBILITY

Princess Juliana International Airport (SXM) continues to play a vital role in St. Maarten's ongoing success. The second-busiest airport in the eastern Caribbean, its state-of-the-art facilities serve as a hub for flights to the Caribbean Islands and the USA.

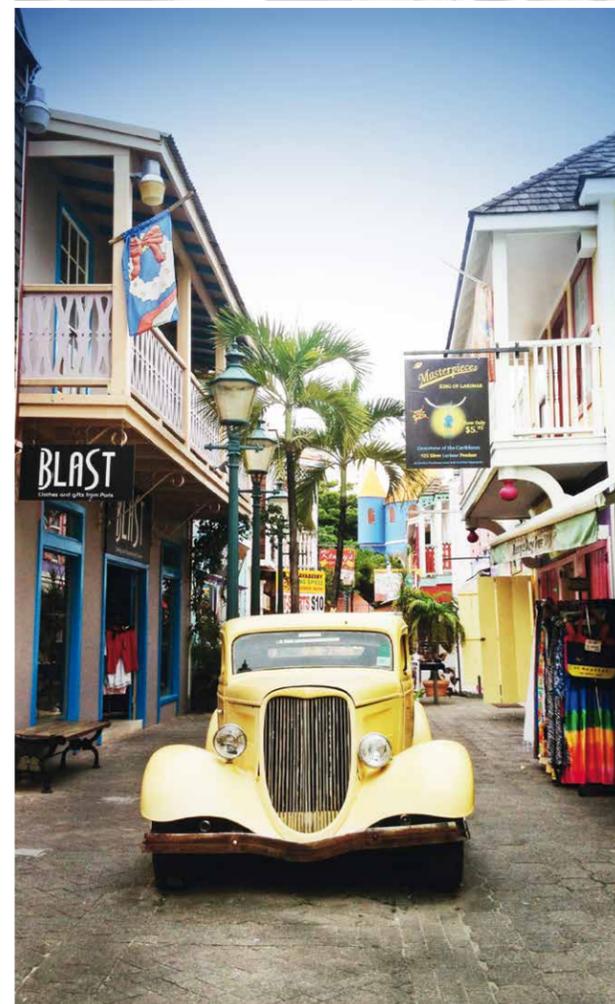
The completion of the Simpson Bay Lagoon Causeway at the end of 2013 linking the airport area with Cole Bay improved accessibility to and from SXM by providing an alternative route to the existing Simpson Bay Bridge.



# CAPITALIZING ON FANTASTIC PHILIPSBURG.

A mere 15-minute walk from the terminal or a 5-minute ride by water taxi, our “city” awaits the curious cruise passenger. Whether duty-free shopping, sightseeing or eating tops the “to do” list. Founded in 1763 by John Philips, a Scottish captain in the Dutch navy, Philipsburg soon became a busy commercial center. The Great Salt Pond, actively mined up until 1949 was a lucrative income source for the island. Fort Amsterdam and Fort Willem built by the Dutch and British respectively in 1631 and 1801 are well-known landmarks which give evidence to St. Maarten’s former military importance.

Two main streets, Front Street and Back Street run the length of Philipsburg with interconnecting alleys: a shopper’s paradise – duty-free! Philipsburg also offers interesting attractions and historical sights such as the Courthouse, the St. Maarten Museum, Old Street and the Guavaberry Emporium. Running nearly the length of the waterfront, our relatively new 50 ft-wide boardwalk is one of Philipsburg’s biggest passenger attractions. It is packed with hotels, restaurants and lively bars and, within “a stone’s throw” of the cruise terminal, it is an ideal place to relax, stroll and take in the local atmosphere. Fantastic Philipsburg has something for everyone!



# CARGO

ST. MAARTEN, THE LEADING PORT IN THE CARIBBEAN

Symbiotic Expansion for  
the Cargo Handling Sector.

# PRODUCTIVITY

Effective and efficient cargo handling is a given at Port St. Maarten's Captain David Cargo Quay located at the Dr. A.C. Wathey Cruise & Cargo Facility. The terminal has grown symbiotically with its customers' needs over the years and is now a regional sub-hub for container transshipment, serving both a wide range of international carriers as well as the all-important domestic market. The cargo sector is vital to the nation's economy not only in terms of generated revenue but also because the majority of food and consumer goods needed by islanders are imported by sea. The streamlined and well-managed operation of which contributes considerably to the health and well-being of our people.

## STATE-OF-THE-ART FACILITIES

Once 270 m and now 540 m, the Captain David Cargo Quay has an alongside depth of 10.5 m and now houses a 3,000 teu-container storage area. Container handling is facilitated by two mobile gottwald cranes namely a HMK 260 and a Model 6 (6507) purchased in 2015. The port handles about 75,000 teu annually and also acts as a feeder port for many of the nearby smaller islands.

A breakwater at the southern end of the port protects the container yard from the worst of the storms and hurricanes that hit the island and, to further reduce wave impact, a westward extension is planned. Alongside a 444 m<sup>2</sup> warehouse there is an inter-island pier serving the local region and there are two ro-ro berths at the southern and northern ends. St. Maarten serves as a transshipment hub for the islands of Anguilla, Montserrat, St. Barths, St. Kitts & Nevis, and Antigua and Barbuda.

## TRANSSHIPMENT

On the rise again and forecasted to dominate cargo growth, the main focus of the PSGC in the coming years will be on transshipment.

We've established ourselves as a competitive option as well as an efficient choice for shippers. We operate 24/7. We have easy deepwater access to berths. We've invested in new infrastructure, equipment and in the GLS software platform. Our crane operations have been streamlined.

New lines are realizing these benefits of transshipping via St. Maarten. Increased construction on our island and on neighboring ones means more project cargo will be shipped through St. Maarten. The expansion of the Panama Canal opens in 2016. Feeder ports such as St. Maarten will play a greater role. Major shipping lines are in the process of moving to St. Maarten. When this happens, we'll be ready. The depth alongside the cargo quay were increased to almost 12.0 meters. We've done our homework!

## SERVICES

In order to allow for greater commercial flexibility and to maintain a competitive edge, the PSGC became a landlord

port in 2001. St. Maarten Shipping & Stevedoring NV (SSS) and St. Maarten Port Services now carry out our cargo handling operations.

The equipment range available at the quay includes reach stackers, top lifters, yard mules, chassis, fork-lifts and much more. Island-wide transportation services are readily accessible using a large fleet of chassis and trucks. Container repair, warehousing and logistics services are also supplied. Our range of services has grown in conjunction with volumes handled to meet customer needs. We're flexible and willing to expand with our clients. Symbiosis. We fulfill a vital role as the first port of call for inbound cargo ships arriving from Europe destined for other neighboring islands.

We're here to meet needs of the lines that call. Fresh water provision, bunkering and garbage removal, waste oil and glass recycling needs can be met.

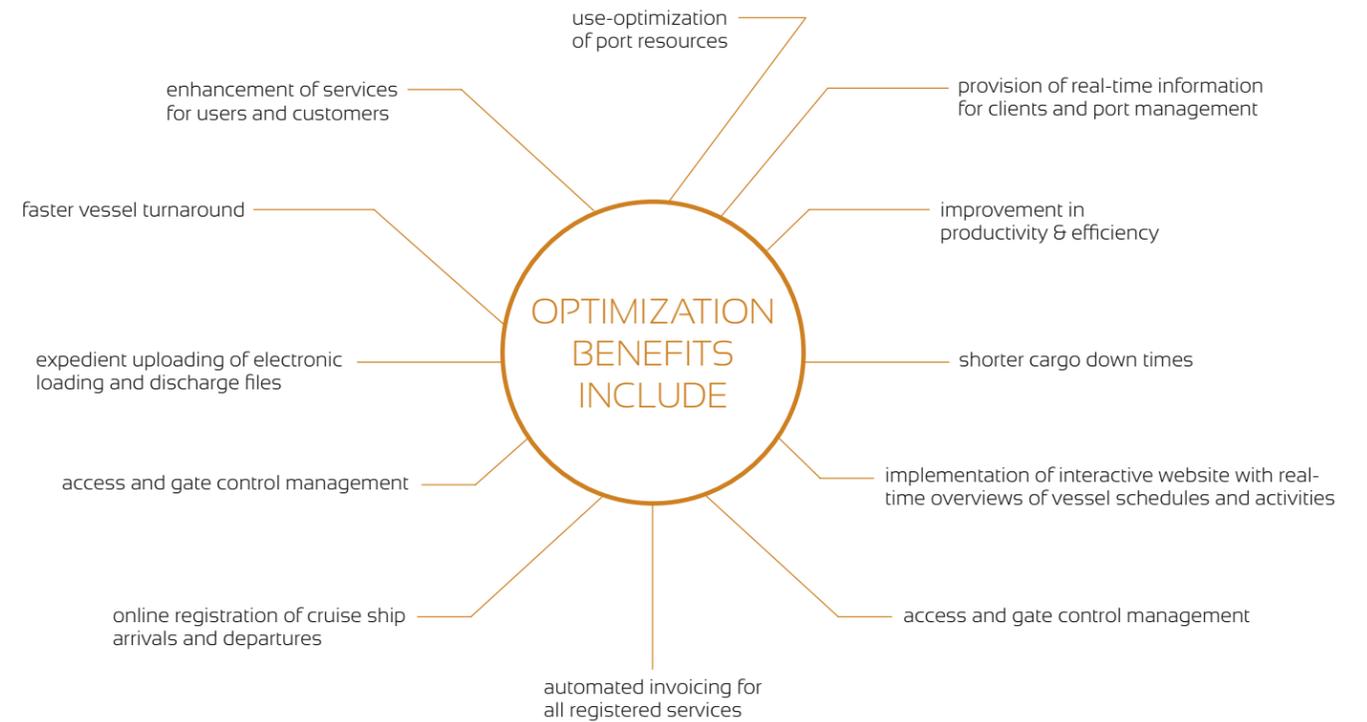
## PRODUCTIVITY THROUGH THE GLOBAL LOGISTIC SYSTEM.

Our port has been fully automated since we introduced the GLS software. In partnership with Dutch companies IT Partner BV and Dalosy Industrial Systems(DIS), The Global Logistic System (GLS) software was implemented at the port in 2009 using a modified version of the company's standard software package.

A computer system customized for us by adding cruise, marina and port management modules and including bridge opening and fuel supply components. GLS is used for vessel planning, container, general cargo and ro-ro operations, dock master/berth planning, cruise and marina services as well as for billing and invoicing.

## SECURITY

Software plays a vital role in port security procedures. Monitoring of gate activities as well as monitoring of vessel and personnel movements within the port is vital. We are watching. An electronic access card system has been implemented for all port staff, operators and customers. Future integration with the HR department is also under consideration.





THE GROWTH  
WILL CONTINUE.

## CARGO HANDLING STATISTICS

CARGO TYPE	IN	OUT
Automobiles	3,181	220
Heavy equipment	15	10
Boats	38	3
Cement (tonnes)	45,714	7,185
Teu	50,484	30,171
General cargo (tonnes)	22	2,777
Gravel (tonnes)	29,120	400
Sand (tonnes)	67,391	1,400

## OPTIMIZATION

Everything happens timely. In real-time. Saving time. The big picture. Any time. On time. At all times. Time is money. All harbour employee system-users are fully trained and certified by IT Partner BV. Higher employee efficiency = higher employee satisfaction. Closer cooperation between stevedores and port management allows for high customer satisfaction due to high productivity.

Accuracy and efficiency. Waste not want not. We do it faster. Our GSL software speeds up clearance from days to just minutes. Crane operations achieve rates of up to a max of 23 moves/hour (5 moves/hour more than average)! We do it better. Our port is your port. Our cargo sector and its transshipment future is bright. Our port facilitates grow for St. Maarten. Widespread optimism abounds.

# YACHTING

ST. MAARTEN, THE LEADING PORT IN THE CARIBBEAN

Full-service Premier Yachting Destination.

## PREMIER YACHTING DESTINATION

St. Maarten has become one of the Caribbean's premier yachting destinations hosting some of the most exclusive and luxurious vessels in the world. We also have a thriving long-term and stopover cruising sector. The Simpson Bay Lagoon, in the island's west houses the main facilities for yachts. The border cuts through the lagoon and divides St. Maarten from St. Martin. The Dutch side has most of the major marinas as well as a wide range of service companies and suppliers.

### LANDMARK PROJECT CAUSEWAY

Investment has not been limited to PSGC. In December 2013 construction was completed of a 760-meter causeway connecting Airport Boulevard to Cole Bay. The idea of the causeway was first considered in 2001 and the landmark project has been realized. The principal aim was to ease congestion in the area by providing an alternative route to the Simpson Bay Bridge.

It includes two traffic lanes, walkways on both sides and protective barriers. Located almost along the Dutch-French border, the causeway includes a state-of-the-art swing bridge. This allows yachts to pass in both directions when open. When closed, it has an overhead clearance of 6.0 meters.

### MARINAS

Anything a captain or a ship might need can be found in St. Maarten. We're boat country! Over 10 marinas can provide provisioning stores, sail makers, boat builders and chandleries. Haul-out services are available at various locations with three travel lifts with 75-150 ton capacity.

### DIVERSE. VERSATILE. ACCOMMODATING.

Elsewhere in St. Maarten, Dock Maarten in Great Bay, the closest marina to the cruise terminal, can accommodate

40 vessels of up to 120 ft in length, while Captain Oliver's Marina offers 150 berths in Oyster Pond on the east side of the island, which straddles the French/Dutch border. Yachts up to a maximum beam of 56 ft (17 meters) and a maximum draft of 17.0 ft (5.0 meters) can enter the Simpson Bay Lagoon through the John Sainsborough Lejuez Bridge.

### GIGA YACHTS

Giga yachts and vessels too large to enter the lagoon can be catered to elsewhere, including at designated windjammer berths beside the cruise facility in Great Bay or, depending on the cruise ship schedule, can berth alongside the cruise pier.

Fueling services are available to giga yachts in Great Bay; a fuel station has been installed at the windjammer berth. St. Maarten Harbour Fueling Company N.V., a subsidiary of SMHG operates this facility and handles all refueling operations.

### FUEL STATION

Opened in 2011, the fuel station was set up solely to handle giga yachts unable to enter the Simpson Bay Lagoon due to depth restrictions. Three 20,000-liter tanks are for delivery at the berths and larger volumes can be delivered by road tanker.



# PREMIER YACHTING DESTINATION.



## ST. MAARTEN YACHT CLUB

Yachting has great growth potential. The Simpson Bay Lagoon Authority Corporation (SLAC) has plans to further market and expand this sector. A subsidiary of PSGC, SLAC is responsible for both the lagoon and the John Sainsborough Lejuez Bridge which spans the only

channel in Dutch St. Maarten between the lagoon and the sea. Endless sailing events. Year round. Organized by the Sint Maarten Yacht Club. Yachts of all sizes from across the region come to the main annual sailing event, the St. Maarten Heineken Regatta.

# LAGOON AUTHORITY FULFILS VITAL ROLES.

The Simpson Bay Lagoon is a vast enclosed area of relatively shallow water on the western side of St. Maarten, and is separated from the sea with a narrow strip of land on three sides. Straddling the border between St. Maarten/Saint Martin it is a haven for yachts and mega yachts from across the region. One draw bridge allows vessels out into Simpson Bay and the open sea. The Simpson Bay Lagoon Authority Corporation is responsible for managing this stretch of water as well as the operation of the bridge.

In addition to managing, developing and controlling Simpson Bay, the Simpson Bay Lagoon and the John Sainsborough Lejeuz Bridge (the Simpson Bay Bridge) SLAC also strives to enhance and improve the environment. It encourages visitors and vessels to comply with local rules and regulations and to keep the lagoon and its facilities safe and free of pollution. It aims to ensure that St. Maarten is one of the best, most pleasant and enjoyable yachting destinations in the Eastern Caribbean. SLAC is also a driving force in the development of economically and environmentally-sustainable and durable yachting tourism in St. Maarten.

## LAGOON MANAGEMENT

Within the lagoon, SLAC collects mooring fees and is involved in the maintenance of the lagoon. The Lagoon Authority also manages issues concerning dredging and navigation systems. SLAC works in conjunction with the St. Maarten police force and the coastguard to ensure users operate safely. The maritime police force, the St. Maarten Police Force and the coastguard work together.

## BRIDGE

Opened three times a day for both inbound and outbound traffic, a nominal fee is charge. Small vessels with a clearance of less than 8.6 ft can transit the bridge free of charge while closed. The bridge was installed in 1986 and the current structure will require replacement around 2017.

## SECURITY

In 2012, cameras were installed on the bridge for security purposes. Improved monitoring and security supported by

the airport and the Ministry of Justice. As a result, illegal activity has been significantly reduced.

## CUSTOMER CARE FROM SHIP TO GATE

The PSGC is known for good customer relations practice. Ensuring smooth, safe and efficient operations is of utmost importance. The key to this objective is a well-trained staff. Cargo handling, vessel services and the passenger experience can depend on it.

## SAFETY AND SECURITY

Vast numbers of passengers as well as transshipment containers pass through our harbour daily. Security and safety is a priority at PSGC. The GLS has revolutionized the secure handling of port cargo. A police sub-station is strategically placed on the Captain Hodge Wharf. Security measures and practices are visible across the terminal – a comforting message to the passenger far away from home.



# REAL ESTATE

ST. MAARTEN, THE LEADING PORT IN THE CARIBBEAN

Market leader shares its know-how.



## INVESTMENTS IN PORT FACILITIES AND ELSEWHERE

2007-2014 saw incredible levels of investment in harbour facilities at St. Maarten:

- the building of Pier 2
- the expansion of the cargo quay
- land reclamation for a cruise village
- additional cargo storage areas
- the setting-up of a crane company
- a new inter-island cargo facility
- two windjammer berths for mega yachts
- the development of new port software.
- and the construction of the Walter Plantz Square

Widespread investment has also been made elsewhere on the island:

- camera security systems at the Simpson Bay Lagoon
- the beautification of Philipsburg
- the 760-meter Simpson Bay Lagoon Causeway
- and the Purchase of the Gottwald Model 6 Crane

Being the port's leading business sector, the cruise industry received the most attention concerning investment; the 2009 pier completion allows for the reception of the new Genesis-type cruise ships, the largest in operation. 445 m long and 21 m wide, the pier can accommodate two vessels at once.

2011 saw the initiation of the windjammer berths being used for giga yachts as well as for refueling operations. The Captain David Cargo Quay was extended from 270 to 540 meters and a new breakwater at the southern end of the quay was installed. There are also ro-ro berths at both ends of the quay.

An inter-Island cargo pier was completed in 2010 alongside 444 m<sup>2</sup> of warehousing. Separate from container operations, it is hoped to encourage safer and more efficient operations by inter-island vessels. A final major investment was made in port management software. Full automation has enabled the port utmost efficiency, productivity and safety.

## FUTURE PLANS

Future investment planned consists of further dredging, the repaving of cargo areas with concrete, the activation of a cement bagging facility, expansion of cruise water storage areas, installment of a helipad to serve giga-yachts, the erection of a new port authority control building, the evaluation of an LPG station, the building of a further fueling berth on Pier 2 and the extension of the breakwater.

## MARKET LEADER SHARES ITS KNOW-HOW

In the course of our successful development, growth and expansion, the SMHG has acquired a broad, in-depth base of knowledge and operational expertise, both of which have been widely sought after by port competitors and other entities. In 2011 we established the St. Maarten Harbour Consultancy Company to generate revenue for the group by sharing this know-how. Our competitors have looked to us as a role model for operations at their own ports. We've decided to capitalize on our knowledge and expertise by "sharing the wealth".

# AMBITIOUS INVESTMENT = BIG BENEFITS.

After a period of considerable investment in new facilities and infrastructure, the PSGC is reaping the benefits of a carefully-planned strategy as well as looking with confidence toward the future for new opportunity.

The key to St. Maarten's successful commercial strategy is PSGC's ability to work with its customers to consider their needs and to respond accordingly. Investment in the harbour has been shaped by the requests and suggestions of the shipping lines. Pier 2 was developed after partnering with two of PSGC's major cruise ship customers.

An aerial, top-down view of a tropical beach development. In the center, a long, grey concrete pier extends into the clear blue ocean. On the pier, three large, white, octagonal umbrellas are spaced out. To the left of the pier, a white motorboat is docked. To the right of the pier, a red and white striped boat is docked. The beach is sandy and features several palm trees, lounge chairs, and colorful umbrellas (pink, blue, white). A rocky shoreline separates the beach from the water. The overall scene is bright and sunny, suggesting a vibrant, developed waterfront area.

# NEWLY DEVELOPED CULTURAL & HERITAGE LANDMARK

## WALTER PLANTZ SQUARE

Port St. Maarten is building a new Square for cruise passengers by developing Down Street Philipsburg with a new spirit of life. Showcasing our cultural heritage is part and parcel of Port St. Maarten's plan to reinvent cruise St. Maarten.



The PSGC owns and manages a wide range of commercial real estate across the island. While this pillar currently generates only 3% of the Group's annual revenue, opportunity lies ahead. Our objective is to increase to 10-15% by 2017.

The first stop for most cruise passengers upon arrival and therefore invaluable, the Harbour Pointe Village, was our first real estate development. Containing a shopping arcade built in old Caribbean-style charm, it is home to a range of replica Creole houses and quaint market stalls.

The Group-owned Captain Hodge Wharf and Walter Plantz Square is also an income generator. Just in front of Wathey Square and the main access point for passengers using the water taxi service between the terminal and Philipsburg, stores and retail outlets are strategically situated so that passengers can browse or shop upon arrival or departure.

Because space is at a premium at the port, acquisition of property around it is our greatest goal. The St. Maarten Port Development NV looks out for and oversees the Group's real estate needs.





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