



# GAC Taiwan Shipping and Logistics Services

**Your trusted partner for integrated  
shipping and logistics services**

GAC Taiwan is your trusted provider of integrated shipping and logistics solutions. Combining local expertise with GAC Group's global coverage, we offer comprehensive services that cater to your unique requirements. Our dedicated team supports your operations and drives your business success every step of the way.



**Delivering your strategy.**

## Round the clock shipping services to keep your business moving

GAC Taiwan, part of the GAC Group since 1999, combines local and international expertise to offer a one-stop shop option for all shipping, logistics and distribution needs.

### 24/7 customer support

With a dedicated team assigned to each account, customers are always assured of prompt assistance for all their needs. GAC Taiwan operates round-the-clock and keep owners/operators/charterers informed of their vessel/cargo status throughout the port call.

### Time and cost efficiency

Our established relationships with relevant local authorities and contacts in regional shipping communities enable us to provide prompt turnaround for vessels in any situation.

### Serving diverse sectors

We manage all types of port calls, including load and discharge, bunker, cruise, and LNG. We also provide complete shipping and logistics solutions for the renewable energy sector (wind farms) that cover ship agency, husbandry, customs clearance, multimodal heavy lift transportation and more.

### Comprehensive coverage

We maintain a strong presence in key ports nationwide, providing consistent and reliable support for all your shipping needs. Our deep local expertise, coupled with strong relationships with port authorities and service providers, ensures exceptional service and handling at every port.



### Single point of contact

- Ship Agency
- Cruise Services
- Husbandry Services
- Bunker Fuels
- Ship Spares Logistics
- Port-on-Demand
- Protecting Agency
- Offshore Support Services





# Taking care of your needs from beginning to the end

## **Dedicated service**

A dedicated personnel will be appointed as your main contact point for all your port calls.

## **Your hassle-free experience**

### *Survey & planning*

- Provide port information/restrictions/tariffs
- Monitor market news and weather updates

### *Pre-arrival planning*

- Monitor and report vessel's ETA and berthing prospect on a daily basis
- Arrange for inward clearance (RPM and pre-arrival message, 4 – 72 hours prior to ETA)
- Register with relevant authorities, e.g. Harbour Authority, Immigration, Customs Authority on MT.net
- Submit quarantine RPM and confirm approval for entry
- Attend meeting and advise final berth prospect

### *Arrival reporting and arrangements*

- Issue arrival report as soon as vessel arrives

- Confirm berthing set-up (weather forecast, pilot schedule, tug boat and rope)
- Provide master with emergency contact list

### *Post berthing coordination*

- Arrange for crew temporary permit, inspection, customs, security checks in case of any issue (ship's chief officer, cargo surveyor, loading master)
- Act as terminal liaison for discharge/loading, timekeeping and daily reporting to charterer/shipowner
- Secure port clearance for master
- Resolve issues, if any (representation to local authorities, emergency response)
- Collect full sets of loading/discharging documents
- Confirm departure set up

### *Sailing*

- Provide sailing report and discharge documents to charterer/PPL

### *Post sailing finalisation*

- Check invoices and issue final D/A

# One-stop shop for all freight and logistics solutions



From Keelung in the north to Kaohsiung in the south, GAC Taiwan supports international trade with a comprehensive suite of logistics and supply chain services, all at competitive rates.

## Sea freight

With our international network and comprehensive sea freight services, GAC Taiwan has got your freight forwarding needs covered. We provide practical import and export options and ensure your product goes through customs properly and efficiently.

## Air freight

Be it domestic or international freight, our partnerships with major airlines give you priority access to space and competitive rates.

## Project logistics

Whether it's a single domestic delivery or a complex, multi-shipment and multi-modal job, our integrated service package meets your every need. We provide assistance for any complex project requirements that require air or vessel charter services.

## Ship spares logistics

When a vessel needs a spare part in a hurry, dealing with a global organisation that specialises in both shipping and logistics can make all the difference. Our dedicated team ensures that your spares reach you on time, every time, providing you with peace of mind and operational continuity.



Sectors we serve include consumer goods, textiles, pharmaceuticals, automotive, electronics, oil & gas and renewable energy (wind farms)

**Customs brokerage**

We understand the importance of proper documentation. Our experienced team stays updated on the latest regulations and leverages strong relationship with customs authority to ensure your goods move smoothly, allowing you to focus on your business operations.

**Strong partnership**

We combine our local expertise with the global infrastructure and resources of the GAC Group to serve as your strategic partner throughout Taiwan. Cost efficiency is ensured through our centralised freight purchasing unit and strong carrier and supplier relationships. We promise time definite deliveries wherever the destination.

**Reliable and experienced team**

Our strong and experienced team of professionals is committed to meeting all your logistics needs. Whether you need delivery updates, cargo movement, or emergency support, our team is available round-the-clock.

**Advanced IT capabilities**

Our in-house IT processes give total transparency of the progress of your cargo at every step of the supply chain. We also provide you with management reports on statistics, inventory flow and key performance indicators. In addition, you can benefit from EDI transfers such as pre- alerts, manifests, and more.



# 360° support for your energy business



It takes a lot to keep the energy industry running smoothly and efficiently - GAC Taiwan has the experience, resources and coverage and expertise to do just that.

Whether it's transporting a drill pipe to a land-based yard, getting wind turbines to onshore or offshore destinations, rig mobilisation, agency services for supplies and personnel, or moving specialised heavy equipment and spare parts through an integrated supply chain, GAC Taiwan delivers – on time, on budget, from vendor to vessel deck, rig floor or any other destination.

## Supply chain management

- Planning, commissioning & management of supply bases
- Warehouse, inventory & procurement management
- Equipment rental
- PO/inventory management & data services with 24/7 real time visibility
- Tug & barge operations

## Freight services

- Air & sea freight
- Land transportation
- Project logistics & heavy lifts
- Charters
- Rig & vessel moves

- Customs clearance & brokerage

## Agency services

- Offshore agency & support
- Husbandry
- Support for rig/vessel lay-up/repair
- Statutory clearance
- Provisions & bunker fuels

## Crew support

- Crew changes
- Meet & greet
- Visas & accommodation
- Security
- Crew husbandry



Our 360° support for the energy sector draws upon our core competencies in supply chain, offshore and agency services complemented by a portfolio of integrated shipping, logistics and marine solutions.

# Highest standards of quality, safety and sustainability



## Compliance and ethics

Our commitment to ethical business practices aligns with the GAC Code of Ethics, as well as the Group's Anti-Corruption and Bribery, Whistleblowing, Sanctions and Quality policies.

## Professionalism and safety

We know our clients demand total peace of mind. That is why we spare no efforts to ensure our operations adhere strictly with the Group's Health, Safety, Security and Environment (HSSE) policy. GAC Taiwan is part of the C-TPAT network, and complies with US Customs AMS regulation.

## Sustainability

Sustainability is at the core of our identity and operations, driving us to create a better future for the planet and its people. We help our customers achieve their strategic goals while taking responsibility for our environmental impact. GAC is committed to reducing emissions and achieving Net Zero Carbon. We are part of the Global Maritime

Forum's Getting To Zero Coalition, an alliance of more than 140 industry leaders working to accelerate decarbonisation of shipping by developing and deploying zero emission vessels (ZEVs) by 2030.



# Get ahead of your competition with our integrated services



## About the GAC Group

GAC Group is a global provider of integrated shipping, logistics and marine services. Emphasising world-class performance, a long-term approach, innovation, ethics and a strong human touch, GAC delivers a flexible and value-adding portfolio to help customers achieve their strategic goals. Established since 1956, the privately-owned group employs over 7,500 people in more than 300 offices worldwide.

## The GAC Taiwan advantage

- Flexible, integrated portfolio of shipping, logistics and support services that meet the needs of diverse industries
- Skilled local staff, fluent in English, Mandarin and Taiwanese
- Single point of contact
- 24/7 operations
- Emergency response plan and contact list in place



The highest standards of quality, ethics and safety in everything we do.

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