

GACWORLD

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2011

A QUARTERLY PUBLICATION BY

FOR PROFESSIONALS IN SHIPPING AND LOGISTICS



wherever you go

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THE BULK OF THE MATTER



Neil Godfrey
Editor
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When it comes to the survival of the human race, dry bulk commodities sit high in the needs hierarchy. We can survive without our Blackberries and our i-Pads but our bread and rice and soya beans are not negotiable.

We might even survive without our platinum and our gold but we'd be struggling without iron and bauxite. And it is coal that keeps millions of home fires burning and the lights shining all over the world. Such is the depth of our dependence on the dry bulk trade. Most people on earth don't know that their lives are welded to the contents of 7,000 dry bulk vessels churning unglamorously but heroically across the world's oceans.

A Strategic Play

GAC's heritage lies mainly in the tanker trades. Nevertheless, the very first ships we ever handled (in Kuwait back in 1956) were dry cargo vessels and the Group has long had involvement in the dry bulk sector. Indeed, several years ago, the strategic decision was made to leverage our ship agency and logistics strengths to support Dry Bulk. Since then, Kostas Kakaris has worked ceaselessly to build our knowledge base and skill sets to ensure we have the right people in the right places to deliver a top-shelf service. We have been helped by our local knowledge, particularly in the coal market, in places like Australia and South Africa. Kostas' report begins on page 10.

Sustaining Relationships, Building New Ones

GAC's long and close relationship with Chevron continues with the renewal of our global agency agreement. Relationships in shipping, once forged, tend to persist and in the case of GAC and Chevron, we go back decades.

New on the radar is our friendly acquisition of John Nurminen Navis Oy in Finland. This tie up with the leading ship agency in the eastern Baltic adds further to our steadily increasing presence in northern waters, now reaching around Norway and up as far as Svalbard.

A New Region and A New Address

Our giant Europe-Mediterranean-Africa region expanded its geographical reach

steadily over recent years and reached the point where it was time to establish a separate Europe region (see page 5). It becomes operational on January 1st this year and I wish Ivo Verheyen, our new Group Vice President for Europe every success in his new territory. Also getting a trim down in size is our internet domain name (see page 7). In the age of email we decided that 'less is more' and have settled now on gac.com.

Supporting the Sailors' Society

We owe much to the sailors who work the sea lanes in all weathers and all latitudes. GAC has honoured seafarers everywhere by supporting the Sailors' Society, a charity which has been caring for the welfare of sailors since the early 1800s. Our profile of the Society and interview with the Reverend David Potterton, the Society's Principal Port Chaplain, start on page 14.

Into the Flood Zone

Caring is as essential to our survival as the dry bulk commodities which serve to make our daily bread. It is evident in the efforts of the Sailors' Society and of our Pakistan team and colleagues all over the GAC world who have contributed to the flood relief programme in Pakistan. These measures, small when compared to the needs of the nation, are nonetheless making a difference to thousands who have had their lives stripped bare by the ongoing effect of the floods, half a year after they happened.

Walking Into 2011

There are plenty of people who are probably glad to see the back of 2010, a year when nations, companies and individuals all took hard hits. Survival, something of a theme in this editorial, was the watchword for many. Few thrived or prospered.

Will 2011 be better? I am not outrageously optimistic. But I am cautiously positive. The signs are mixed and they vary quickly. Those business relationships that sustained us last year will be important this year too. Nurturing them will be a fundamental requirement for anyone with ships at sea or sending cargoes to distant shores.

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LEAD

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Globally, dry bulk is big business. Kostas Kakaris looks at the trade's vital role in the modern world.

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GACWORLD

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Back copies of GAC World are available for download at www.gac.com. Click on 'News' and then on 'GAC World magazine'.

CHEVRON SHIPPING COMPANY RENEWS GLOBAL AGENCY CONTRACT



The GAC Group's long-standing relationship with Chevron Shipping Company (CSC) continues with the renewal of its worldwide agency contract.

The new contract was signed at CSC's headquarters in San Ramon, California, by CSC General Manager for Commercial, Thomas Olinger, and GAC Group Vice President, Solutions, Christer Sjödoft.

Milestone

It is the latest milestone in a business relationship that dates back to the early 1970s, when GAC was a growing force in ship agency services in the Middle East.

In 1996, Chevron appointed GAC as its sole agent in the East Mediterranean, Black Sea, Middle East and Indian Subcontinent.

Three years later, that agreement was renewed with the addition of Africa and Europe. In 2002 the contract went global.

Continued Trust

Thomas Olinger says CSC's decision to stay with GAC stems from its consistently strong performance as a global agent, with high levels of service delivered at all locations.

"GAC has met the expectations we seek in a service partner," he says. "Thanks to our long relationship, GAC understands CSC's needs, wherever in the world we may be. We look forward to continued positive collaboration." **GW**



FORTUNE PLUM MAKES IT A COOL PANAMA MILLION

History was made when the dry bulk carrier, Fortune Plum, became the 1,000,000th vessel to transit through the Panama Canal. STX Pan Ocean appointed GAC-Wilford & McKay to handle the transit.

Five per cent of the world's sea-borne trade passes through the 80 kilometre (50-mile) canal every year.

H.S. Chang, STX Pan Ocean (America's) President and CEO, says: "As a long time customer of GAC-Wilford & McKay, the smooth transit through the Canal confirms their superb tradition of providing quality service and performance."

On the day the Fortune Plum made her historic passage, she was one of 31 vessels making the journey. **GW**

AGENCY ACQUISITION EXTENDS BALTIC REACH



Jan Lönnblad, Managing Director of John Nurminen Oy, and GAC Group President Lars Säfverström seal the deal that created GAC-Nurminen Navis Oy.

GAC's presence in the Baltic has expanded significantly following the amicable acquisition of leading Finnish ship agent, John Nurminen Navis Oy (JNN). The company is now rebranded as GAC-Nurminen Navis Oy.

"JNN is strongly represented in key sectors such as oil tankers, chemical carriers, dry bulk, and cruise ships," says GAC Group President Lars Säfverström. "These are all areas where GAC is strong globally, so this acquisition makes perfect sense to help us continue to thrive in the long term."

Greater Benefits

Jan Lönnblad, Managing Director of John Nurminen Oy says the GAC-JNN tie-up will bring important benefits for its customers and staff: "By combining our rich legacy of shipping services and local ship agency expertise and experience, with GAC's global strength and resources, we can offer even more to our existing and potential clients."

Growing Presence

The addition of Finland to the GAC network expands the Group's presence in the Nordic region, which has steadily grown since it took a majority stake in Ole R Olsen in Norway in 2007, followed by an alliance with Pole Position AS in Spitsbergen last year and the opening of new offices in Bergen and Sandnessjoen during 2010. **GW**

HISTORIC PRESENCE

JNN is a subsidiary of the John Nurminen Group, which was established in Rauma in 1886. The Group's diverse businesses cover fine art logistics, nautical chart sales, property development, ship agency and clean-tech venture capital investment.

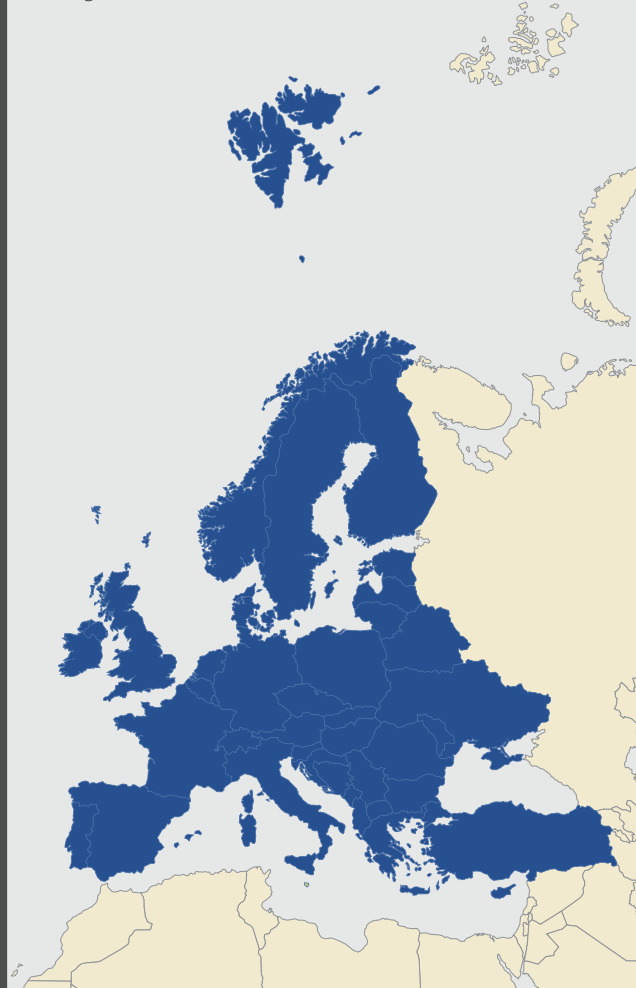
JNN is one of the top three ship agencies in Finland by market share, handling up to 3,000 port calls a year.

GROWTH LEADS TO CREATION OF SEPARATE EUROPE REGION

The steady growth of GAC in its Europe, Mediterranean, Black Sea and Africa (EMAF) region has led to an inevitable division. On 1 January 2011, a separate Europe region is established with former Managing Director of GAC Singapore, Ivo Verheyen, appointed as the new region's Group Vice President. He will be based in Rotterdam, Holland.

Former EMAF Group Vice President Erland Ebbersten will now become Group Vice President, Africa, while continuing to have responsibility for Russia, the Caspian region and Lebanon due to his long experience there and close involvement with GAC's Marine Services business.

Commenting on the development, GAC Group President Lars Säfverström, said: "Under Erland's leadership, the EMAF region has expanded to reach beyond the Arctic Circle to Spitzbergen and has taken in all of Europe, Russia, the Caspian, the Mediterranean and the whole of Africa. Erland's success in growing the region has led to this sensible division." **GW**



BETWEEN DESIRE AND DEMAND

BRIDGING THE MANNING GAP IN NIGERIA



by **Thomas David**
General Manager
GAC Manning
Services, Lagos



Nigeria has long been a big producer of hydrocarbons and currently ranks eighth in the world. A booming energy sector needs qualified people to keep operations running and local people want to be part of it.

It is only in the past 10 – 15 years that natural gas production has become widespread. Previously, it was common for gas to be flared (burnt off) from offshore facilities. But in the late 1990s concerns about the heavy environmental impact, and diversion of revenue from the national coffers, led to a Nigerian Government drive to halt the practice. That drive has been broadly successful. While flaring still continues in some older developments, more and more companies are developing gas fields and harvesting natural gas locally. Developments included the Brass LNG operation and the upgrading of several smaller facilities, mainly focused on feeding the local market for power generation.

Growing Demand

Nigeria Liquefied Natural Gas (NLNG) started exports in October 1999 and its fleet of LNG tankers now stands at 22. GAC Manning Services (GMS) counts the four ship-management companies that are part of the NLNG Project among its clients.

The growth of the gas sector and the fleet of vessels taking its product around

the world has created a rising demand for Nigerian seafarers.

The private sector is playing its part in local seafarers' training to meet that demand, with ever more training organisations upgrading facilities to meet the high standards of the LNG sector. This includes mandatory training in accordance with STCW (International Convention on Standards of Training, Certification and Watchkeeping for Seafarers).

By hiring local crew, operators save time and costs and seafarers can stay closer to home during their initial training.

Growing Ranks

GAC Manning Services has more than 700 Nigerian crew of all ranks on its books. Most are recruited and trained by us in direct response to the needs of our clients.

Nigeria has developed its maritime sector through ventures such as Nigerian National Shipping Line, the Pipelines & Products Marketing Company Ltd (PPMC), Nigerian National Petroleum Company (NNPC) and the Nigeria Maritime Academy at Oron, in Akwa Ibom state. GMS was

one of the first companies to support the Academy and some of its early graduates are still with us. Together, we have worked to raise standards and provide a platform from which to develop future seafarers.

When more specialised training is required, GMS calls on GAC Training & Service Solutions (GTSS), based at the National Maritime College in Cork, Ireland.

Principal Commitment

There are many bright, willing people in Nigeria who want to climb the career ladder. But they need to go beyond the government-provided education to maximise their development. And that is where companies like GMS and its partners and customers can make a real difference.

It is hugely rewarding to see the strong commitment many of our Principals have towards Nigeria and its people.

That commitment was evident recently when the CEO of BW Gas, Andreas Sohlen-Pao, took time out to meet some of the 42 cadets and 12 officers GMS had placed onboard his company's tankers. To have such a high-ranking executive make a personal visit and listen to their concerns was greatly appreciated by the GMS crew.

Our own commitment to the development of Nigerian seafarers is rewarded by the progress of some of our crew through the ranks from cadets to officers, with further promotion to Master-in-Command likely.

And that's something that benefits GMS, our clients, our crew and the country as a whole. **GW**

GAC OMAN NAMED BEST LOGISTICS OPERATOR

GAC Oman has been named 'Best GCC Logistics Brand Operating in Oman' in the country's Logistics Excellence Awards.

General Manager Patrik Hallden was presented with the accolade by Salem bin Mohammed al Nuami, Under-Secretary of the Ministry of Transport and Communications, at a gala dinner at Muscat's Al Bustan Palace Intercontinental Hotel, held in conjunction with the TransOman Transport, Shipping & Logistics Show.

Extensive Portfolio

Since GAC Oman opened its doors in 1971, it has grown to become one of the country's biggest shipping and logistics companies, offering a spectrum of high quality services including courier services, cargo consolidation, Customs clearance, international moving and much more.

Patrik Hallden says GAC Oman's 185 employees have every right to feel proud of the Award and the company's achievements, especially after weathering the storm of the economic slowdown. **GW**



GAC WELL INTO SECOND KICK-IT CONTEST

GAC launched its second football E-tipping contest in November last year, following the success of the inaugural 'Kick-it with GAC FA Cup' competition.

GAC is now in its third year as the official ESPN STAR Sports broadcast sponsor of the FA Cup in Asia. The 'Kick-it' competition was developed as a fun way to use the global appeal of 'The Beautiful Game' to touch base with existing and potential customers around the world.

The grand prize is two FA Cup Final tickets, with two economy return airfares to London and two nights' accommodation.

Alternatively, the winner can donate their winnings to the Sailors' Society (see story page 14).

The competition is open to all shipping, logistics and marine professionals as well as Sheffield United and Crystal Palace fans.

For more information, go to www.FAcup.gac.com **GW**



ONLINE EVOLUTION - GAC.COM IS HERE

Once upon a time GAC's online ID was gulfagencycompany.com. Then we shifted to gacworld.com. Now, in a further downshift in size and upshift in writing ease, we are gac.com.

The 'gac.com' domain is now the default for all GAC email addresses. The old 'gacworld.com' still works so emails sent to old addresses will continue to arrive at their destination during the transition period.

However, to avoid losing any important messages in future, we would ask our GAC World readers worldwide to update their email address lists to '@gac.com'. **GW**



NEWS BEAT >



Welcomed I

To Shuwaikh port in Kuwait, the Master and crew of the MV Mito. The vessel was on its maiden voyage to the port, delivering steel from Japan.

Delivered

Clothing and linen to the Red Crescent in Pakistan, to be distributed to people affected by the recent devastating floods. The clothing was collected by the families of children at the American School of Dubai, and packed up and delivered free of charge. The school's fund-raising effort also collected more than QR 7,000 for victims of the floods.

Welcomed II

In bigger-than-Texas style the new Chevron tanker, Arcturus Voyager, when it arrived for the first time in US waters. The 317,052 dwt Very Large Crude Carrier (VLCC) arrived at the Galveston Offshore Lightering Area and all arrangements were handled by GAC's team in Freeport, including the all-important Certificate of Compliance (the annual inspection document the Coast Guard requires for all tankers calling at U.S. ports)



Treated

To a classic Swedish delicacy, visitors to the GAC-SMHI Weather Solutions and GAC Marine Logistics (GML) stand at the SMM exhibition in Hamburg. In addition to news and information about the Group's Weather Routing and Marine Spares Logistics services, delegates were served a traditional herring lunch with mustard, onions and Swedish 'knäckebröd' (crispbread). GAC-SMHI's Marketing Manager Tor Jarnberg says it proved a tasty attraction for many visitors, especially appreciated by German delegates.





SUSANNA TAKES THE LEAD

The largest single load ever to navigate the Mussafah Channel in the UAE had GAC Marine's tug 'Susanna' out in front.

The 12,000 ton Mobile Offshore Production Unit 'MOPUstor' was guided to Abu Dhabi Anchorage where she was loaded on to a semi-submersible heavy lift vessel for a four-week voyage to the North Sea.

And when the 'MOPUstor' arrived at its Nordic destination, it was GAC Norway that took care of Customs clearance and local deliveries. **GW**



BRAZZAVILLE-BOUND: GAC LASER GETS GIANT WAGONS MOVING

They were big, they were bulky, and they had to find their way from South Africa to the Congo. GAC Laser Logistics got them safely started on their way.

They were two butane tank wagons – each 16 metres long, 3.9 metres high and weighing 30.8 tonnes. They had to get from Boksburg, Gauteng to Durban, thence to Pointe Noire in the Congo, and finally to Brazzaville.

The tanks presented a special challenge for the GAC Laser Logistics team in Johannesburg. They were too massive for a standard trailer so low bed trailers with special bogies had to be used and special transport permits arranged. **GW**

DRY BULK: THE ESSENTIALS



by **Kostas Kakaris**
Dry Bulk Business Development Manager

Every day, thousands of vessels cross the world's oceans carrying dry bulk commodities to market. These are the shipments that fuel industry, build infrastructure and feed millions. The very stuff of modern life.

The global dry bulk trade is big business. Despite the shake-up of many markets, demand is strong – very strong. Indeed, 2009 was the best year for dry bulk since 1970.

With most markets far from the raw materials they need, cargoes are shipped in bulk carriers, of between 45,000 and 150,000 DWT capacity, some of which are designed for specific trades or routes. There are about 7,000 of these workhorses sailing the world's oceans, transporting iron ore, coal, bauxite, alumina, grains, steel, sugar, fertilizers, minerals, cement and more. About 2.5 billion tonnes of dry bulk cargo travel by sea every year.



Building Blocks

Coal and iron ore together represent more than 57% of the global bulk trade. Fast-track industrialisation in many developing countries continues to drive strong demand for these commodities.

Iron ore and steel (along with lesser bulk commodities like cement and copper) are the building blocks of infrastructure. Coal generates much of the energy needed to drive that growth.

Demand is unlikely to fall in the foreseeable future. China's growth remains up near 10% and India's coal imports are expected to rise from an estimated 70 million tonnes in 2010 to 200 million tonnes by 2020.

Power Hungry

Spiralling oil prices have led to the resurgence of previously out-of-favour forms of coal as a source of power. New carbon-capture technology and instability in oil-producing areas are making non-viable coal worth extracting again, even to the extent of re-opening mines in Poland.

Environmental concerns have increased demand for alternative 'green' fuels such as wood pellets and chips and other 'biomass' for thermal power or cement plants, and tremendous quantities of corn and sugar for ethanol production.

Immigration, urbanisation and changing dietary habits are also boosting world demand for an array of fertilizers to increase production of wheat, rice, soya, barley, sunflower seeds, corn, sugar and other crops.

External Factors

Amid all the tonnages lies a dizzying array of external factors that can affect the dry bulk business: natural disasters, droughts, political and social upheavals, even changing fashions.

Commodities – and the ships that carry them – are not always available. Conversely, the sudden arrival of vessels in a port or any disruption to the supply lines such as railway delays or derailments can cause severe congestion.

Such upheavals can have a significant impact on supply and demand and the ship agent must deal constantly with having his best-laid plans thrown up in the air.

It takes much more than just the ability to look after dry bulk ships in port to truly serve the sector.

Ship Agents must have thorough knowledge of the goods carried as well as the global presence to ensure that vessels are properly attended, wherever they go. After that, it is all the additional upstream and downstream services on top of ship agency that mark the difference between agents.

Such services include: customs clearance; stevedoring; bunker supplies, stores and spares logistics; equipment supply; land transportation; storage facilities; inventory management; blending; distribution; surveying; port intelligence; protective services; weather routing; and more.

The bubble can easily be burst by any number of unpredictable elements, which is why GAC has made a major investment in understanding the dry bulk business from end to end and everything that can have an impact – positive or negative – on the sector.

The day-to-day complexities of this business make it much more than 'just' another area of shipping. And for that reason you need more than 'just another agent'.

To learn more about what GAC's dry bulk cargo business, go to www.gac.com or contact Kostas at kostas.kakaris@gac.com. **GW**

BROBULK: THE CHARTERER'S VIEW

GAC's unique insight into the dry bulk sector comes from both sides of the trade, thanks to the know-how of the team that runs the Group's fully-owned ship operator, Brobulk Ltd.

Brobulk offers trading companies and other charterers the ability to outsource bulk ocean freight requirements. It focuses on chartering ships, usually in the 20-35,000 DWT range, on short- and long-term charters.

In 2009, Brobulk was the largest single carrier of rice to Iraq (500,000 metric tonnes), shipped over two million tonnes to Africa and handled more than 60% of Uruguay's bulk ocean-going rice exports. Other cargoes handled included sugar, wheat, soya beans/peas, fertilizers and scrap.

Managing Director Urban Paulsson says: "We help import and export companies who require a higher level of local expertise, supported by the global reach and resources of the GAC Group.

"For many years, we have traded to areas such as Iraq, Africa and where projects are in their infancy. Working with GAC's local offices, we can offer a one-point solution with one price from up river or from an inland terminal to final destination."

Service Package

In addition to port-to-port freight cover, Brobulk offers customers integrated services covering ocean freight, ship agency, stevedoring, customs clearance and inland transport to final destination, using bills of lading as required. Services are available for both single and multiple cargoes and can be further combined with ship/shore services, such as pre-carriage, cargo surveying and bagging. Other services include:

- Forward freight cover in single shipments and contracts
- Provision of supercargoes
- Ocean freight feasibility studies
- Commercial management of vessels and cargo
- Trucking
- Bagging (including provision of bagging machines, where necessary)
- Storage

For more information about Brobulk, contact Urban Paulsson at brobulk@gac.com.

DRY BULK AROUND THE WORLD



Canada

Grains, coal, minerals and fertilizers to Europe, the Far East and South America.

United States

Exports: Coal, grain, rice, petcoke, phosphates and potash to Europe, the Far East and South America.
Imports: Coal and minerals.

Argentina

Grains and soya to China, Europe and the Middle East.

Brazil

Iron ore, sugar, steel products and soya to China, Europe, the Middle East and Far East.

Colombia

Coal to Europe (approximately 36 million tonnes exported Jan to June 2010).

Venezuela

Coal to Europe.

Norway

Iron ore to Europe.

Poland

Coal to Europe.

Russia

Coal, fertilizers, grains and minerals to Europe, South America, Middle East, China, Far East and India.

Ukraine

Coal, fertilizers, grains and minerals to Europe, South America, Middle East, China, Far East and India.

Mozambique

Coal to India and the Middle East.

West Africa

Minerals and phosphates to Europe, India and the Far East.

South Africa

Coal (60-70% destined for India, with the balance going to China, North-East Asia, Europe and the Americas) and iron ore (more than 60% to China, with the remainder going to Japan/Korea and Europe). Richards Bay Coal Terminal is the world's largest single coal export terminal, operating around the clock with an export capacity of 91 million tonnes per annum.



Middle East

Fertilizers and cement to India, Pakistan and Southeast Asia.

Saudi Arabia

Imports: Barley (approx. 6-7million MT per year from Australia and Europe), wheat (approx. 2million MT per annum from Canada, Germany, Latvia and Lithuania), corn & soya (about 1.8million MT from Brazil, Argentina and USA) and raw sugar (from Australia, Brazil & South Africa).
Exports: Bulk sulphur, urea.

Ras Al Khaimah

Imports: Clinker and coal for local cement factories.
Exports: Aggregates to Kuwait, Qatar & Bahrain; limestone to India; cement & clinker to Sudan, Qatar & Iraq.
The main port of Ras Al Khaimah, Mina Saqr, handles more than 24 million tons of bulk cargo every year.

India

Imports: Coal and fertilizers.
Exports: Iron ore (117 million tons exported in the Financial Year 2009-10, making India the third largest exporter by volume). Although India is the world's third largest producer of coal, domestic supplies and transportation networks cannot keep pace with demand. The country relies on imports to fill the gap. In the Financial Year 2009-10 73.25 million MT of coal were imported, up 24% from the previous year, and estimates for 2010-11 anticipate the import of 85 million MT or more. By 2012 the import requirement could hit 135 million MT. For fertilizers, although India is a major producer, domestic supply is not sufficient to meet demand to help feed the world's largest population.

Australia

Exports: Coal, iron ore, grains and minerals to Europe, the Middle East, China, Far East and India.
Australia has suffered from severe drought over the past five years, however the 2010 harvest is estimated to reach around 22 million tonnes, mostly exported.

Indonesia

Coal to Europe, China, Far East and India.

Thailand

Exports: Rice (approx. 5million-7million MT per year) to the Middle East, West Africa and Europe. Also tapioca chips & starches (1.2million MT), gypsum (about 1.2million MT) and clinker (about 9 million).
Imports: Fertilizer (2million MT) and coal (10million MT).

THE SAILOR'S SOCIETY: PUTTING SEAFARERS FIRST

2010 was the International Maritime Organisation's Year of the Seafarer, a year in which GAC strengthened its relationship with the Sailors' Society – a charity that helps seafarers and their dependents worldwide. GAC's Lynne Elliott reports.

The Society was established in a London tavern nearly two centuries ago during a boom in British shipping when you could walk across the Thames by stepping from ship to ship. Its founders were Christian ministers, Members of Parliament and other dignitaries concerned about the welfare of mariners on the high seas. They purchased the brig-sloop, the HMS Speedy, which became the world's first seafarers' support centre.

Today, a 40-strong team of Sailors' Society Chaplains helps crews with anything from details of the best local jazz club to bereavement counselling.

The Society helps prepare new recruits for their life at sea, working with maritime colleges around the world, and takes care of mariners at the end of their voyages, with a retirement home in the UK and another in Australia. It also provides nautical grants for those in dire need, such as one which paid for a hip operation for the mother of a Sri Lankan sailor. The grant allowed the sailor to hold on to his job and continue his studies.

Dedication & Creativity

The Society's Chaplains are dedicated humanitarians who are creative and courageous in the most difficult situations.

In Visakhapatnam, India, a seriously injured sailor with a rare



A PLEASURE TO BE OF ASSISTANCE

During the Year of the Mariner, GAC helped the Sailors' Society by:

- Distributing 20,000 woolly hats knitted by volunteers worldwide;
- Entering three teams in the Society's Wilderness Challenge, and another in the Three Peaks Challenge, raising a total of 5,485 British pounds in sponsorship;
- Inviting fundraisers to key industry events to help spread the word.

blood type was in urgent need of a blood transfusion and the local hospital couldn't source the type needed. "Will mine do?" asked the Society Port Chaplain. It did. The sailor made a full recovery.

At Leith Docks in Edinburgh, Scotland, a newly-arrived seafarer with only basic English proclaimed "I want some grass". The Chaplain explained he couldn't provide illegal substances, but after some discussion, it became clear that the sailor simply wanted to feel some green grass between his toes. The Chaplain took him to Arthur's Seat in Edinburgh to enjoy the view and greenery, and as soon as they reached the top, off went the sailor's shoes.

GAC World talked to Revd David Potterton, the Society's Principal Port Chaplain at its headquarters in Southampton, England, to find out more about the organisation's work:



Tom Ericson hands a cheque worth around USD 19,375 to Kanwar Waseem, Provincial Secretary of Pakistan Red Crescent Society.

FLOOD RELIEF GETS BOOST FROM THE GAC SPIRIT

As GAC Pakistan staff prepared to celebrate their National Day back in August, their thoughts and feelings were constantly being drawn to the suffering of the millions of men, women and children caught by Pakistan's worst floods in generations.

So they set up an appeal for donations in support of the Red Crescent/Red Cross Society of Pakistan.

Over the course of a month, staff and management at GAC Pakistan and its sister company ICS chipped in whatever they could afford, along with their colleagues from GAC Headquarters and several other Group companies.

When the appeal closed, PKR 1,661,484 (approximately USD 19,375) was gathered. Managing Director Tom Ericson presented a cheque for the amount to Kanwar Waseem, Provincial Secretary of the Red Crescent Society. **GW**



The Sailors' Society's Principal Port Chaplain, the Reverend David Potterton.

What is the Sailors' Society port chaplains' standard operating procedure when a ship docks?

Sailors' Society Chaplains will board the vessel and after completing the necessary security protocols, introduce themselves to the captain and crew to offer help and answer any questions about the local area. They'll be equipped with SIM and phone cards, so crew members can call home as soon as possible, and copies of the latest news coverage from the crew's home countries. They also carry a selection of DVDs, books and devotional material.

Occasionally, they need to provide urgent support to crew members who have received news of a tragedy at home, or need to be hospitalised on arrival.

What are the most common requests on boarding the ship?

The Top 5 requests (yes, we log them) are for information about: the Seafarers' Centre; Internet cafés; shopping malls; places of interest; and bank/money exchange. One seafarer visiting Montrose asked us to arrange visits to a Roman Catholic church, a jazz club, a museum and the local university, as well as the best place to buy tea!

More and more, we're asked where free WiFi is available, an interesting sign of the times.

How has the Sailors' Society's role changed over the years?

Over the past two centuries, shipping has changed immeasurably – and will continue to do so. However, the Society's work helping seafarers to tackle isolation is more critical than ever before. Although modern technology facilitates communication between the mariner and his home and family, that very technology can exacerbate the 'so near, yet so far' sense of loneliness.

Another more recent concern, aside from the well-publicised increase in piracy, is the growing number of arrested vessels and abandoned crews we encounter as a result of the global financial crisis.

With so many things taking up shipping companies' attention – expanding ports, increased automation and diminishing crews – attention to the human element can slip. I think it's fair to say that shipping lags behind the rest of the commercial world in terms of concern for workers' wellbeing.

What's the relationship between local ship agents and Society chaplains?

We believe that the Society complements agents' activities – while the agent focuses on technical aspects of the port call, our Chaplains focus on the recreational and spiritual needs of the crew.

GAC boarding officers, in particular, are very good at sharing our contact details with ships' captains in the early stages.

How does the Society answer to the needs of non-Christian sailors? Does it require a different approach?

Shipping is a multi-cultural and multi-faith business with sailors coming from all corners of the world. As such, our Chaplains are experienced in working across cultures and faiths. Our work is firmly focused on the well-being of sailors so we are as likely to offer directions to a local mosque as we are to a local church. Our goal is to extend the hand of friendship and hospitality to all who call on us for assistance, irrespective of nationality or faith. **GW**

THAILAND TEAM MAKES MISSION POSSIBLE

The not-for-profit group, Women With a Mission, wanted to bring aid and comfort to migrant children and their families living on the Thai/Burma border. GAC Thailand made it possible by providing free transport of clothes, linen, shoes and toys to the border region.

Formed in 2006 to help tsunami relief efforts in southern Thailand, Women With a Mission now focuses on the education and health needs of refugee and migrant children, and supporting impoverished families living with disabilities in Thailand.

Women With a Mission was co-founded by GAC Corporate Academy facilitator Kylie Grimmer (seen here with some of the GAC team who helped deliver the goods to Mae Sot, in north-western Thailand) together with Rosanne Diamante and Bronwyn Little. **GW**



Q&A WITH ANDREW LEACH GROUP VICE PRESIDENT LEGAL

Why does GAC need a Group Vice President for legal matters?

GAC operates globally with both in-country operations and cross-border activities. This generates a wide range of legal matters from corporate acquisitions and joint ventures to contract negotiations, risk management, corporate governance and compliance issues and much in between.

How has your role evolved over the years?

The major changes have included ever greater focus on corporate governance, corporate legal issues and, most recently, the addition of the management of the Group's insurance coverage as well as maintaining the Group's Company Secretary function.

Tell us about your team. How do you manage your workload?

There is a team of four people directly involved with the various company secretarial, legal and insurance functions as well as a number of others who are indirectly involved. The members of the team have specific accountability for certain issues and we also use the services of a range of brokers, outside counsel and other service providers.

What are the most pertinent legal issues facing the maritime and logistics industry today?

Currently the most pressing issue is to ensure compliance with the increasing framework of national, international and supranational regulations.

GAC focuses strongly on ethical practice - how can that be good for business when there are many unethical places, especially in developing countries?

By operating ethically we have developed a reputation for integrity. This matches well with our operational standards of excellence. Together, these commitments stand us in good stead with our customers.

Why is your job like a rugby scrum?

This is a tricky one – but you could say that the legal function is a solid base for the distribution of essential business concepts throughout the organisation. (*Editor's Note: Andrew is a big rugby union fan who has been known to play a match or two at an age when he really should know better!*)



Born: Heswall, England, 1963. Married to Catherine, sons Thomas 16, and Sam 13.

Before GAC: Qualified and worked as a solicitor in London followed by 13 years in the insurance industry in China, Thailand, Hong Kong and Indonesia.

Joined GAC: June 2005 as Group Corporate Secretary, accountable for company secretarial, Group legal and the Group's life and pensions insurances. Title was changed to Group Corporate Secretary and Corporate Counsel in 2007 and following the reorganisation of the group in January 2010 became Group Vice President - Legal.

Is globalisation making the legal issues international businesses face simpler or more complex?

The answer is both. Globalisation is bringing down barriers in terms of expectations, culture and common practices between different parts of the world. It is, at the same time, generating a much wider range of issues as companies have to be geared up to service their customers' needs in a wide range of locations.

What impact do legal matters have on personal relationships in business?

The most significant impact legal matters can have on personal relationships is to create certainty by ensuring contracts are transparent, regulatory codes are complied with and the ethics of the organisation are clear and well-communicated.

How much can the concept of international law be applied to the operations of a global organisation like GAC? Aren't there always local variations that have to be taken into consideration?

Apart from supranational requirements which arise from the regulations issued by bodies such as the UN, most legal issues are, in fact, related to local laws. This can be challenging when negotiating a contract between two entities from different countries to provide services in a third territory which are provided subject to the law of a fourth jurisdiction! (*2nd Editor's note: Yes, you are allowed to feel confused.*)

What is the biggest lesson you've learned since joining GAC?

That it is important to empower people at every level of the organisation. **GW**



TEAM MAKES LIGHT WORK OF HEAVY LIFT

At 745 metric tonnes, the reactor unit was a big load for the crane loading it onto a SAL heavy-lift vessel at Dubai's Jebel Ali port. It took two hours to complete the task and that was just one of the challenges the GAC team made light work of while loading more than 1,000 MT of cargo.

GAC arranged a special berth to ensure the reactor, an additional 245 MT of parts and two Rubber Tyred Gantry cranes were loaded without fuss. **GW**

TRIPLE GAC PLAY PUTS BARGE ON WAY TO UAE

Acting as broker for Marine Management Group, GAC Houston supervised the towage of the pipe-laying barge 'Global Shawnee' 145 nautical miles from Carlyss, Louisiana to Freeport, Texas. The GAC team at Lake Charles took care of the operational details.

Once the 9,029 MT barge arrived at Freeport, GAC's Port Manager Linda Hooser liaised with shippers and port authorities to get it loaded on to the COSCO heavy lift ship MV 'Tai An Kou' for the voyage to Dubai.

Challenges

The first challenge was getting the barge to Freeport, due to a shortage of tugs.

The next challenge was getting the submersible vessel ballasted down at Freeport's 65ft sinkhole for the loading. The GAC team was kept busy juggling port traffic, weather-related towage matters, timings, connections, barge listings, daylight restrictions, documentation and P&I approvals.

But everything was handled meticulously and the ship departed, barge aboard, for the Middle East. **GW**



GAC TRAVEL UK

GAC Travel UK started in 1987, primarily serving OBC Shipping's marine and offshore clients seeking reliable travel solutions, including transport to platforms in the North Sea.

More than two decades later, and following the GAC Group's amicable acquisition of OBC Shipping in 2008, GAC Travel is now a leading provider of travel solutions to ship agents, offshore engineering & personnel companies, solicitors, construction companies, sports providers, local governments and many more. Every year the company books an average of 24,000 flights with marine and offshore clients making up about half the business.

The company also provides Conferencing & Event Management and Sports Group Co-ordination services.

Chemistry

"We do more than make reservations," says Director Joanne Vicente. "We approach every request as an individual challenge. Building a personal chemistry with the client is a priority for us and we do



The Aberdeen team (left to right):
Esther Cohen, Angela Reid and Sarah Marsh

everything in our power to get people to the right place, at the right time.

"The GAC story started with the Swedish owner of a travel company more than half a century ago, so perhaps it is fitting that GAC Travel is now part of the Group." **GW**



The GAC Travel UK team in Stockton-on-Tees

Back row (left to right): Joanne Vicente, Nicole Sanchez-Coull, Geoff Norman, Andrea Blowman, Tony Jamison, Gemma Meehan and Vannessa Stott

Front row (left to right): Pam Cline, Claire McCrone, Helen Laverack, Cheryl Johnson, Lisa Devison and Abby Sayers



ARAB YOUTH GET GAC SUPPORT

GAC Jordan and its local partner Amin Kawar & Sons Co. are supporting a new youth leadership programme launched by Save The Children.

The Siraj Leadership Tool Kit provides leadership competencies, case studies and skills for the leaders of tomorrow.

Under a Memorandum of Understanding signed with Save The Children, GAC Jordan and Amin Kawar shipped 650 Leadership Tool Kits to five Arab countries where the Siraj programme is being implemented: Egypt, Jordan, Lebanon, West Bank/Gaza and Yemen.

Paulette Hassell, co-Country Director of Save The Children's offices in Jordan and Lebanon, says GAC Jordan and Amin Kawar & Sons Co. allowed Save The Children to provide hundreds of thousands of young people with Siraj Leadership Kits.

She adds: "Save The Children believes in the importance of building strong partnerships with the private sector as they play an extremely important role in supporting our development projects." **GW**

APPOINTMENTS

GAC HEADQUARTERS, JEBEL ALI



Gunnar Lundgren

Group Commercial Data Manager

Previously:
Regional Logistics Manager based in Prague, Czech Republic

GAC SHIPPING, AUSTRALIA



Gareth Long

Commercial Manager

Previously:
Port Manager at GAC Mackay

GAC KAZAKHSTAN LLP



Jan Jiyeukulov

General Director

Previously:
General Manager, Logistics

GAC PAKISTAN



Captain Abid Mukhtar Ahmed

Managing Director

Previously:
General Manager for GAC Pakistan

GAC MARINE TURKMENISTAN LLP



Tim Parkins

General Director

Previously:
General Manager, Marine for GAC Kazakhstan

GAC TURKMENISTAN



Matthew Towse

Regional Logistics Manager

Previously:
General Manager

GAC HONG KONG



Thomas Okbo

Senior Sales Manager – South China & Hong Kong, Logistics Department

Previously:
Regional Development Manager for Canvass Cargo International based at GAC HQ in Jebel Ali

GAC ENERGY AND MARINE SERVICES, LLP, HOUSTON



Sarah Salvo

Vice President, Brokerage/Import

Previously:
Responsible for compliance with Customs & Border Protection and other government agency regulations at a US customs brokerage company

Looking for contact details?

Contact details for many GAC staff are listed in our website www.gac.com

Just type in the surname of the person you are looking for in the Name Search field in the "Contact" section of the site.



PERSONAL DELIVERY GETS AT&T WILLIAMS TO POLE POSITION

When Nico Hulkenberg claimed pole position for the AT&T Williams team at the Brazilian Grand Prix in São Paulo, a vital member of the team that contributed to his success was a 21-year-old GAC Import Clerk from London, England.

If not for Kirsty Green and her colleagues from GAC Logistics UK's sports logistics team, it could have been a very different story.

Race Against Time

In the high-tech battlefield of Formula One, the AT&T Williams team suffered a critical IT hardware failure less than 36 hours before the all-important Saturday Qualifying session. Replacement parts had to go from the AT&T Williams factory in England halfway round the world to São Paulo. So GAC swung into action.

By midday on Friday the IT hardware had been collected from the factory in Grove, Oxfordshire. To make sure the gear arrived on time and in good shape, Kirsty volunteered to fly to Brazil and deliver in person.

The sport logistics team hurried to arrange all the special paperwork, the airline bookings and Customs clearance. The result was Kirsty handing over the precious package to AT&T Williams' team manager Dickie Stanford at the circuit in the early hours of Saturday morning. In time for Hulkenberg to blitz the field in Qualifying.

Critical Needs

"GAC is used to meeting critical needs in the sports logistics business and we were all thrilled to assist in getting the part to Brazil on time", said Rob Cotton, GAC Logistics' Key Account Manager (Sports). **GW**

