

GACWORLD



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2012



wherever you go

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platform launched

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Hope School's
first graduates

MADE-TO-MEASURE
BESPOKE SERVICES FOR
THE FASHION INDUSTRY

FASHIONING AN INDUSTRY...

The clothes we wear all have a history. Their patterns and styles and fabrics were designed, tested and made in myriad locations around the world. Even the lowly T-shirt has a story. It started out as the top half of a one-piece undergarment in the 19th century.



Along with a history, our clothes also have a journey. Getting fashion garments from point of manufacture to point of sale takes skill, determination and excellent timing. Reliability is the main ingredient in getting fashion into the shops and from there on to our backs. Our coverage of this vital service in the UK begins on Page 10.

Compliance and Sea Crime Prevention

GAC's Code of Ethics has been revamped to meet the changing demands of our times. New laws, applying internationally, are shaping how we define and enact our ethical behaviour. Our Group Vice President, Legal, Andrew Leach examines the core issues of compliance in our Insight section on page 4.

Out on the high seas, the law is under threat from sea criminals. We used to call these people 'pirates' but this title today conjures up images of Captain Jack Sparrow and the Pirates of the Caribbean. Sea criminals is a more accurate description. Preventing illegal boarding, hijacking and kidnapping is now a major concern of shipowners and their insurers. Finding non-lethal ways to stop maritime attacks is the

concern of Christer Sjödooff, Group Vice President of GAC Solutions. His considered thoughts on this issue are found on page 6.

Timely information lies at the heart of effective sea crime prevention and our high quality online weather routing application now provides sea crime updates too. In an age where information can sink or save an enterprise, getting it in good time and in good order is vital. See page 7.

Caspian moves

Getting vessels into the Caspian Sea is a summer time event. The link from the Caspian to the Black Sea relies on the Volga-Don Canal which freezes over in winter. Nevertheless, GAC has been boosting its fleet numbers in support of key clients. See our short update on page 14.

Turkish delights

Three stories in this issue come from GAC Turkey. The Turkish economy is thriving despite the financial wobbles of neighbouring EU countries and GAC's business there is doing the same. A new road-freight service to and from the UK, a 'big lift' to get the Madonna show in and out of Istanbul

and a day out on the waves for a group of orphans show the breadth of endeavour from our colleagues on the Bosphorus. See pages 14 and 16.

Moving on

This is the final edition of GAC World for 2012 and it will be my last as editor. I am moving on to other challenges within our Group and from next January a new editor will be in the chair. It has been a privilege to be your editor and to strive to provide you with good information, timely news and a hard look at some tough issues. My thanks also to the Editorial team of Amanda, Greg, Fongpyng, Audrey and Esther. It's been a blast.

Neil Godfrey

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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'.

COMPLIANCE AND ETHICS -

DOING THE RIGHT THING THE RIGHT WAY



by **Andrew Leach**
Group Vice President - Legal

In recent years, many companies have been fined – in some cases hundreds of millions of dollars – for breaching rules and regulations which apply to them and the business they do. This has been accompanied by a good deal of head shaking by their management, expressions of regret and promises to do things differently in the future.

How a company complies with all the applicable laws, regulations and internal policies can vary in a number of ways. At one extreme are the organisations that do just enough to stay on the right side of the law. At the other are those that have developed wide-ranging programmes with numerous written compliance policies covering every aspect of their business. Most companies manage compliance and ethics somewhere in between these two extremes.

Values check

No company's compliance and ethics programme can be effective unless it reflects the values of senior management, and those values in turn reflect an ethical approach to business. Integrity, honesty and fairness are essential components of such an ethical stance. "Compliance" then becomes a much easier message to understand and to promote throughout an organisation – it comes down to "doing the right thing" in all circumstances.

Once an organisation has clarified its values, it must live up to them in

every action undertaken from senior management downwards. There is no point in producing an ethics charter which states employees are to be treated with integrity if the organisation neglects HSSE or puts pressure on employees to achieve results at the expense of everything else.

Document it

The next step is to document your programme. Many organisations publish ethical charters which make general statements about ethics, state how all employees are expected to behave and also include a commitment to the communities and environments in which they operate. To be effective, such a document must also reference those policies which are central to the company's compliance programme. This ensures that the ethical charter is an accurate summary of the organisation's approach to compliance and ethics.

Once an organisation has written its ethical charter, it then must provide more specific guidance in certain areas. They will vary from company to company but

may well include the following:

- Anti-bribery
- Anti-money laundering
- Health, safety, security and environment
- Sanctions
- Whistleblowing

Communicate it

"Doing the right thing" also requires organisations to ensure all their employees are aware of the core ethical values and how the various elements of the compliance and ethics programme can, and should, be applied in their daily work. They must know the contents of the ethics charter and internal compliance policies and understand that everyone in the organisation is accountable for their application. This can be achieved in four steps.

First, an appropriate structure is needed and this will depend on the size and nature of the organisation. Typically it will include a committee of senior managers, a chief compliance officer and regional or local compliance officers. The structure's purpose is to ensure the compliance and ethics programme is followed, to gauge its effectiveness and to provide appropriate support.

Second, procedures should be established to guide the actions of management and staff, including a whistleblowing procedure to ensure any wrongdoing can be reported professionally and confidentially.

Third, training programmes are needed so that all employees understand the compliance and ethics programme and the practical ways of "doing the right thing".

Finally, appropriate measures are needed to gauge the effectiveness of the implementation and support provided to encourage continuous improvement.

How we do it

In the GAC Group our approach to compliance starts with the values set out in the GAC Code of Ethics. Following that, doing the right thing for GAC employees means complying with all relevant laws, regulations and GAC policies and observing the set of values which we call the GAC Spirit.

We have taken the steps outlined above and have a self-paced online course which all computer-linked staff are required to take.

For GAC, a relevant and effective compliance and ethics programme is not only essential in the business segments in which we operate today, it is also crucial to our future success. **GW**

GRACE UNDER PRESSURE

Trainees at the National Maritime College of Ireland come face to face with a blown seal on a watertight compartment.

Damage control is one of many programmes studied at the college under conditions as close to real life as it can get. While no lives are endangered, the water is cold and comes in hard and fast. NMCI and GAC work together to promote high-level skills development in both the general maritime and offshore industries, including sea survival, ship handling, navigation and shipping operations in tankers, LNG and dry cargo.

Courses are held at the college in the port town of Cork or at a

customer's preferred location.

"We tailor courses to suit specific customer needs," says NMCI's Conor Mowlds. "Where officers and crews are required to work in high-risk environments, the training must reflect those conditions sufficiently to ensure there is true understanding of what it's like to confront danger and

know what to do to fix the problem.

"The same applies to those working ashore. We must equip them with business methods and concepts that ensure they can navigate the changing and challenging global economic and regulatory environment. That is the way to get a contribution to the bottom line." **GW**

QUALITY TREBLE FOR GAC NIGERIA

GAC Nigeria has scored a treble by gaining ISO certification for the quality management systems used in its three companies: GAC Shipping, GAC Logistics and GAC Manning.

The ISO 9001:2008 certification assesses the ability of companies to meet customer needs as well as statutory and regulatory requirements applicable to the services they provide. All three companies underwent a quality audit by certification body Bureau Veritas. **GW**



HHI APPOINTS GAC

GAC Qatar has signed with Hyundai Heavy Industries, Korea (HHI) to provide shipping, logistics and offshore support for pipe shipments to the USD 800m Qatar Barzan Offshore Gas Project.

Under the 22-month contract, GAC Qatar will work with GAC Marine and GAC Ras Al Khaimah to provide solutions including ship agency, bunkering, transportation, clearances and husbandry for vessels, equipment, materials and crew. HHI is delivering 60 separate pipe shipments from Ras Al Khaimah in the UAE to Qatar. **GW**



Christer Sjödoft
Group Vice President - Solutions

NON-LETHAL MEASURES LONG-TERM KEY TO COMBATING SEA CRIME

GAC Protective Solutions hosts debate on the future of sea crime solutions.

The current focus on armed support for vessels transiting high risk areas should not become the norm, GAC Solutions' Christer Sjödoft has told delegates from the shipping and offshore industries who gathered in London to debate long-term, effective ways to tackle the threat of sea crime.

Speaking at the 'Lunch and Learn' event hosted by GAC Protective Solutions, Sjödoft said that sole reliance on private maritime security companies is not a long-term solution to maritime security threats around the world.

GAC Protective Solutions - a strategic partnership between global shipping, logistics and marine services provider GAC and maritime intelligence agency AKE - detailed recent developments in sea crime across East and West Africa. Law firm Stronachs LLP, which provides legal diligence services to banks and equity providers in the oil and gas industry, also delivered an insight into the legal responsibilities and threats involved when operating in high-risk areas.

Intelligence and proactivity

Christer Sjödoft says: "We hosted the Lunch and Learn session to address long-term issues and developments

in sea crime globally, and to ensure that non-lethal preventive solutions are being seriously discussed.

"While there can be value in providing armed support on some vessels transiting high risk areas, we believe owners and operators should have access to the latest intelligence regarding current and developing patterns of sea crime, as well as the means to proactively harden their vessels and train all crew members ahead of any voyage, both of which are fundamental to combating sea crimes."

Sustainable solution

AKE's Maritime Director, Rick Filon, says: "As an industry, we have rushed to arm ourselves against a violent threat, which is understandable. However, this is neither a proportionate response nor a sustainable long-term solution. Further, the simple presence of arms on board may even lead to an escalation of violence.

"Whilst we must always remain vigilant, it is clear that effective risk mitigation and the use of preventative solutions provide a global, cost effective and safe response that is proportionate to the threat of sea crime." **GW**



FLEETWEB UPGRADE ADDS SEA CRIME ALERTS

Online application now includes data from GAC Protective Solutions.



GAC-SMHI Weather Solutions, the GAC Group's alliance with the Swedish Meteorological and Hydrological Institute (SMHI), has unveiled a new feature of its Fleetweb online application that provides users with co-ordinates and details of sea crime attacks.

Fleetweb already plays a vital role in providing operators with map-based intelligence covering vessel locations and weather conditions, enabling constant monitoring and optimisation of fleet routing and performance. Through Fleetweb's unique filter systems, operators have an overview of how their vessels are performing in terms of speed and fuel consumption, bunker buyers can check in real time what fuel volumes are required, and technical managers can better plan maintenance schedules.

Reducing risks

With the addition of the Sea Crime Solutions, security personnel can now use Fleetweb to reduce the risk of attacks on their vessels. This upgrade delivers sea crime alerts with precise co-ordinates and incident details. It also gives an accurate picture of the overall sea crime threat at any given time, particularly in high-risk waters.

Lennart Cederberg, Global Product Manager of GAC-SMHI Weather Solutions, explains: "Users are alerted in a highly visible way via a sea crime attack icon on the Fleetweb map. This in turn can prompt an

immediate assessment of the current location of their vessels in relation to the attack and what precautionary responses are required.

"The addition of the sea crime alerts feature is in direct response to customers' needs, providing them with all the data they need to protect their vessels, crews and cargoes."

Partnership

The new feature is facilitated by GAC Protective Solutions, a partnership between the GAC Group and AKE. AKE's Maritime Director, Rick Filon, says: "Shipping intelligence, information and education lie at the heart of all effective maritime security solutions and the upgraded Fleetweb service has a big role to play in helping operators to mitigate the risk to global shipping that all sea crime poses.

"Real-time intelligence like the information provided with Fleetweb is just one of the many ways in which operators can reduce the risk in a cost-effective fashion.

"Other effective measures we provide include pre-voyage training for seafarers or onboard preventive technologies, such as the latest citadel door protection from Intelligent Engineering (IE) or remotely-operated water cannon systems from Unifire."

For further information about Fleetweb, contact smhi@gac.com. For further information on GAC Protective Solutions, contact ake@gac.com. **GW**

SHANGHAI GETS FIRST ELECTRIC SCHOOL BUS



There's a new power getting kids to school in Shanghai.

GAC Automotive Logistics (GAL) has successfully handled the full importation of a US-assembled electric school bus.

"The era for electric automobiles is here", says Harry Chen, GAC China's newly appointed Contract Logistics Manager, who secured the bus account. "Increasingly, China is placing more emphasis on new energy solutions and this has opened up a whole new market segment for logistics service providers. The anticipated growth in demand for clean fuel vehicles is phenomenal, with the quantity forecasted to be in tens of thousands of units."

Specialised services

GAC China set up GAL in 2003 to offer services such as spare parts inbound logistics, finished products outbound logistics, completely knocked down (CKD) logistics and total supply chain management. GAL provides service to international and domestic auto spare parts manufacturers, suppliers and distributors. **GW**

NEW RIG IN IRISH SEA

A new oil platform stands proudly in the Irish Sea and GAC UK helped put it there.

In February, GAC's Mersey office was appointed by Dutch heavy engineering firm HSM Offshore to provide support services for the construction and hook-up of the Conwy platform, 40 nautical miles off the port of Liverpool.

The project began in April when a tug carrying the rig's jacket and topside – each weighing in at over 700 MT – left Rotterdam for Liverpool.

Stephen Deakin at GAC's Liverpool office says that in addition to handling all ship agency matters, his team were also involved in procuring plant and materials and arranging the construction of a quayside mattress to help spread the weight loads.

Clear choice

Koos Krispijn, Transport & Installation Manager for HSM Offshore, says that it was Stephen's understanding of their business, as well as GAC's back-up organisation and fair commercial approach that made it the company of choice out of the four agencies vying for the project.

"The Conwy Platform has now been installed successfully and we couldn't be more pleased to have chosen GAC in Liverpool," says Koos. **GW**

Hartlepool too!

It's not only in Liverpool that GAC UK has delivered the goods for the offshore sector. The Logistics team has just handled the transportation of a 200 tonne accommodation unit from Sharjah for a rig off Hartlepool in the north-east of England.



SRI LANKA RISES TO MEET SHIPPING DEMAND

As demand for ship supply services grows, so too does GAC Sri Lanka.

The company has moved into new, bigger premises at Galle and Trincomalee and opened a new branch in Hambantota to accommodate increased maritime activity and better meet its customers' needs.

Meeting growing demand

Director/Chief Executive Officer Preethilal Fernando says: "The strategic location of Galle Port, at the southern tip of the country, offers an excellent base for offshore ship supply service. Demand for such services is set to grow as the government opens up more areas for oil and gas exploration, and there has been an increase in the movement of security personnel at Galle due to growing concerns about sea crime in the Indian Ocean. To cater to that increased demand we needed a bigger base in Galle."

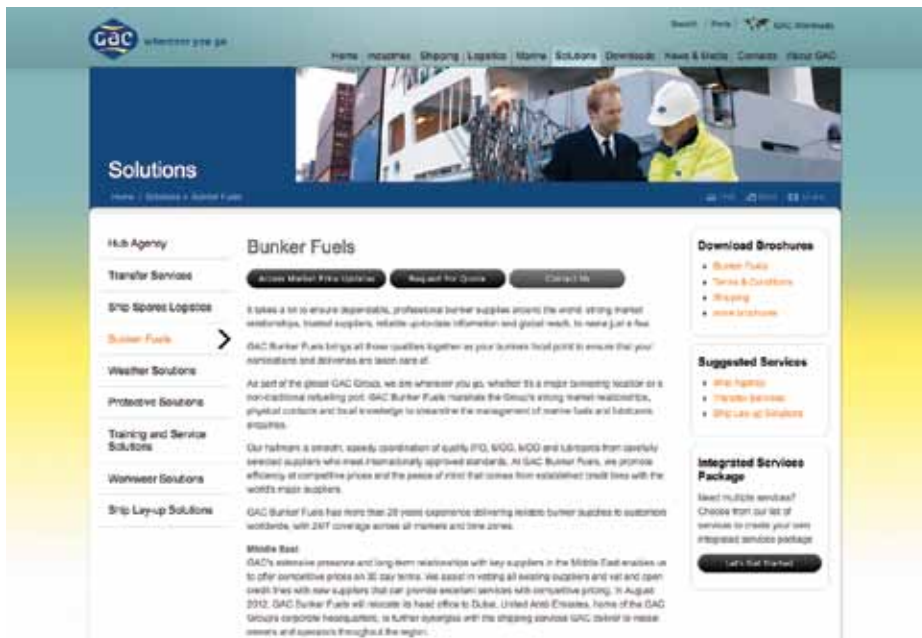
The new office, located near the new highway connecting Galle and Colombo, has helped to reduce the transfer time between the port and Colombo airport by more than three hours. Its close proximity to the local authorities also helps reduce clearance times. GAC's operations in Galle are supported by its own fleet of vehicles, including environmentally-friendly hybrid cars.

Newest branch

The country's newest port, Hambantota, is home to GAC Sri Lanka's newest office. Hambantota provides shipbuilding, ship repair, warehousing and bunkering facilities and its location on the south-east of the island nation makes it an ideal option for ships sailing to and from the Far East.

Preethilal says: "GAC is one of the first companies to provide agency and bunker services at Hambantota from our offices in Colombo, Galle and Trincomalee. Having our own office at every port gives us greater control, enabling us to provide our customers with enhanced service, faster response and greater cost efficiency." **GW**

ONLINE BUNKER PRICING PLATFORM LAUNCHED



GAC Bunker Fuels has launched a new web-based pricing and market information platform that enables customers to access the data required to make fast and informed fuel procurement decisions. The new service, where ship owners and operators can design their own daily pricing page, is available at <http://www.gac.com/bunkerfuels>

The service provides historical data so users can track and analyse market trends. The website also hosts ship agency details, information on specific ports and weather routing data, giving customers all the market intelligence needed to make efficient and cost-effective purchasing and operational decisions.

GAC Bunker Fuels is also launching a weekly market intelligence bulletin that will provide insight and information from across the GAC Group, including port congestion updates and bunker availability. Customers will also be able to customise this bulletin to suit their particular needs and interests. **GW**

GAC TAKES LOGISTICS TITLE



GAC has been named 'Best Logistics Service Provider Project Cargo' at the 26th Asian Freight and Supply Chain Awards (AFSCA) organised by Cargonews Asia.

The award recognised GAC's dedication, consistent quality and innovation in serving the complex and challenging project cargo sector. It was accepted by GAC China's Projects Manager Stanley Zhang at a ceremony in Shanghai. **GW**



FOR WHOM THE BELL TOLLS...

...it tolls for Christiania Shipbrokers, whose team won GAC Norway's second annual Spring Quiz.

The winner took home the engraved ship's bell trophy from the friendly quiz night hosted by GAC. The night aims to bring together members of the local shipping community in Oslo for an evening of fun and friendly competition. Members of the winning team were: N. William Nilsen, Espen Arentz-Grastvedt, Steinar Stubbsrud, Mauritz Wahl, Tor Madsen, and Jan Fredrik Hammer. **GW**

A LA MODE: FASHIONING SERVICES FOR A DEMANDING INDUSTRY

Any fashionista worth her Louboutin heels knows that the fashion world is fast and intensely demanding.

To get the goods delivered from designers to clients, there is no 'one size fits all' solution. Every supplier wants a made-to-measure service. This is particularly so in the UK.

Whether handling wholesale orders that peak in two seasonal flurries in June and January, or the constant flow of online orders, GAC's Fashion Brands arm tailors its services to suit client needs.

A client may need to re-label goods for export, manage online orders from start to finish, gift-wrap individual deliveries or take care of the special handling and bar-coding for third party outlets. Each of these services must be understood in detail and then solutions found that are both cost effective and efficient.

Mix & match

Clients can mix and match solutions that include:

Order management: A start-to-finish solution whereby GAC accepts orders direct from clients' customers, issues invoices, confirms availability and sources items to be shipped from stock, then packs and ships the order.

Fulfilment services: GAC's Fashion Brands team is equipped with the systems and bar-coding technology required to manage a product catalogue and ship hundreds of orders around the world every day, both to retailers and to private addresses. GAC is one of the few forwarding companies in the UK that does this.

E-Commerce fulfilment: Online orders come direct from clients' websites into GAC's bespoke system designed for the fashion trade. The system processes orders, checks availability, gift-wraps where necessary and sends out to customers by courier.

Returns management (for clients in the UK): In cases where goods are unacceptable or not required.

Liaison with channel specialists: GAC works with companies specialising in out-of-season stock, both in the UK and overseas.

Process modelling & optimisation: Determining the optimum level of mechanisation for each operation.

Facility design & layout: Working with racking and material handling equipment.

Home Delivery: Nothing makes consumers happier than getting what they ordered delivered to their door on time, as promised. By combining Distribution Centre operations with its home and office delivery, GAC helps fashion retailers serve their customers more efficiently and effectively.

Official partner

In 2009, GAC UK joined the UK Fashion & Textile Association to gain a greater insight and understanding of the industry's demands and priorities. This year, the company was named Association's official key logistics partner. **GW**



SATISFIED CUSTOMERS



HALO & Co

Over the past 20 years, **Halo & Co** has become one of the UK's leading suppliers of bridal accessories with a growing network of international markets.

Halo & Co came across GAC at a charity event attended by GAC's Suzanne Reid. Its Managing Director Nicola Ball says: "Normally we avoid shipping companies as they are often pushy and don't have any solutions, but this time it was different. Suzanne offered some great advice about importing and exporting and for the first time, we were trying to persuade her to find time to come and meet with us! The rest is history."

As a small company, Halo initially thought they wouldn't be able to use GAC, but Suzanne was able to visualise their plans for growth and put together a package to help support expansion. As a result of

using GAC's fulfilment services, rather than handling orders in-house, Halo & Co has avoided a move into an industrial unit and all their stock is now held at the GAC warehouse. The GAC team handle whatever is thrown at them, including rushed or large orders, taking care of paperwork and keeping Halo up-to-date every step of the way.

"We really feel they are an extension to our business but without the hassle - what more could you want?" adds Nicola. "All of our resources and thinking power are now focused on driving the company forward. We have been able to put all our energy into the recent launch of our luxury costume jewellery collection rather than looking at the details of distribution and putting out fires every day.

"I have total confidence in GAC and with their help the sky's the limit for Halo & Co."

Ally Capellino make high quality bags and accessories for men and women, using mainly Italian leathers and cotton canvasses. The company has built a reputation for classic, unadorned but beautiful bags.

Founder and Director Alison Lloyd (pictured right) says they started using GAC UK's services after a tip-off from a contact at the UK Fashion and Textile Association.

In addition to handling the import of all their foreign-made goods and shipping to wholesale customers ranging from small boutiques and department stores to the warehouses of Apple Europe, GAC has also recently started providing Pick & Pack services for the Ally Capellino webshop.

Alison says that by outsourcing the logistics side of the business to the experts at GAC, she was able to keep her small team together and focused on their forte - design.



PERIDOT LONDON

Launched in 2009, **Peridot London** combines luxury fabrics and innovative design to create collections of chic business wear, sophisticated cocktail wear and contemporary daywear.

"GAC was recommended to us by the UK Fashion & Textile Association (UKFT), whose opinion we highly value," says Sales Manager Nicola Musetti. "They offered an excellent service combined with competitive pricing and offered great knowledge of the areas of the world we work within, which gave us great confidence in the work they could do for Peridot London.

"GAC provides a package of services for us including warehousing, quality control, packaging and shipping, as well as providing an economical and rapid inter-office delivery system between our London office and Perth in Australia." **GW**

CUTTING HER CLOTH TO SUIT THE CLIENT

Suzanne Reid



Suzanne Reid never planned to work in fashion but she's now a rag trade regular.

"I started off in the air force and then I went on to work for commercial airlines before joining GAC Logistics UK," says the Aberdeen lass in charge of the company's Fashion Brands business. "Gradually, we started dealing with more and more clients from the fashion sector and the potential for some very healthy niche business became apparent.

"Before long, a buzz had been created in the industry about GAC UK, and the business developed organically from there."

Expert assistance

Will Smetham, GAC Logistics UK's Operations Director, knew all about fulfillment services. He drew on his years of logistics experience to help Suzanne

set up a system custom-made to the demands of fashion world clients.

Tight-knit

Suzanne and her team work mostly with small and medium-sized businesses that don't have the resources to set up their own pick & pack or warehousing operations to serve their clients. And because the UK fashion sector is a tight-knit community, GAC's reputation has spread.

"We have developed a strong sense of how the industry works and what it demands," adds Suzanne. "I really believe that being industry-specific is the way ahead for sales. You develop a network in the small, specialised sector and soon you are seen as a trusted advisor." **GW**



BRINGING TOP BRANDS TO THE WORLD

Fashion is global. So is GAC. Around the world, big name brands reach their clients online and on the high street with our help.

In the Middle East, GAC Dubai provides a broad portfolio of services including clearance of incoming containers, unpacking, storage, stock replenishment and transportation to Marks & Spencer's 11 stores in the UAE.

Further up the Gulf, GAC Bahrain handles imports of Burberry goods from the UK and GAC Qatar looks after BHS shipments, also coming in from the UK.

In Singapore, GAC's daily airfreight service imports and exports goods for leading brands including the Arcadia Group, Karen Millen, Coast and Warehouse.

In Malaysia, GAC has established a comprehensive service for delivering fashion items to online shoppers in Australia and elsewhere.

In the Mediterranean, GAC Cyprus takes care of imports of shipments from Debenhams, Peacocks, Next and Jane Norman from the UK. **GW**

EVENT HORIZONS >

POSIDONIA VICTORY FOR GAC YACHT

GAC's sponsored yacht marked this year's gathering of the maritime world in Greece by claiming victory in the Posidonia Cup Yacht Race.

Since 2000, the Lloyd's Register-sponsored regatta has been a highlight of the week-long Posidonia International Shipping Exhibition attended by shipping professionals from all over the world. This year, the GAC-sponsored yacht "Quicksilver" - crewed by Antonis Boudouris, GAC's Senior Marketing Manager Nikos Marmatsouris, Alexey Suomin and Alexey Didenko from Felion Shipping, Victoria Sofianidou of Piraeus Marine Services, Fotis Kontodimas of Hewlett-Packard and Effie Loli - won the "ORC Standard" class. **GW**



TALKING COAL BUSINESS IN BALI

Delegates at Coaltrans Asia 2012 in Bali, Indonesia, had received plenty of GAC handshakes by the end of the three-day event.

Representatives from GAC in Indonesia and India (both major coal countries) as well as the Asia Pacific Regional Office manned the company booth to welcome about 150 visitors and inform them about the Group's coal, coke and other dry bulk shipping capabilities. **GW**

UK-TURKEY ROAD FREIGHT SERVICE LAUNCHED

GAC has launched a new road freight groupage service linking Turkey and the UK. This addresses the growing demand for effective less-than-truckload (LTL) transportation across Europe.

The service, which leaves the UK daily and Turkey twice weekly, offers stop-offs in Germany, France, Belgium and notably Rotterdam - home of GAC's regional base and a key oil & gas and breakbulk location.

Responding to growth

Ivo Verheyen, GAC's Group Vice President, Europe, notes that Istanbul is emerging as a hub for exporters and importers, especially from the fast-growing CIS countries and Iraq. He sees a clear need for competitive road freight solutions to and from Turkey, where GAC has nine long-established offices.

"This latest development of our core services builds on our strengths and expertise - including project logistics - in both Turkey and the UK. It was a natural step for GAC in Europe," he says.

All cargoes

The GAC groupage service is available for exporters and importers and has existing clients from diverse sectors - anything from energy majors to fashion outlets. A full range of trailers including low bed, three metre high and tilt models is available. **GW**

TURKISH DELIGHT! GAC GETS INTO THE GROOVE FOR THE MADONNA SHOW

When the MDNA Tour rolled into Istanbul, GAC made sure everything was delivered in time to give Madonna fans a show to remember.

GAC Turkey's five-strong crew (and 15 loading/unloading workers) cleared and delivered more than 400 tons of stage sets, lights, sound gear, musical instruments, power systems, costumes and make-up needed for the extravaganza. The load also included Madonna's personal gym. All the cargo entered the country with ATA Carnet control, enabling rapid re-export once the show ended.

One shot

GAC Turkey Air Cargo Manager Berna Sen and her team were well prepared for the import and delivery challenge.

She says: "In preparation for the task, we went to Dubai to observe the cargo before it arrived in Turkey. We couldn't take any risks - we had just one shot at this, and it was Madonna coming! Despite some serious unforeseen problems and lots of pressure, we completed the operation with great success."

Berna and her team worked hand-in-hand with the entertainment logistics specialists Sound Moves UK to get the MDNA show to Istanbul.

Martin Corr, Sound Moves UK's Managing Director, adds: "Despite some last minute unavoidable technical issues with an aircraft, we were able to call upon Berna and her team at very short notice to reschedule customs, handlers and trucks to ensure that not a second was wasted. The result was a truly seamless operation, thanks to a perfect set-up and execution." **GW**



Safe hands - GAC Turkey's Berna Sen with some of the equipment for the MDNA show

CASPIAN FLEET GROWS

GAC Marine Turkmenistan has added four newly built anchor handling supply vessels, three new-build anchor handling tugs and a new fast crew boat to its fleet.

The company now has 28 craft operating offshore Turkmenistan and Kazakhstan and has commenced new charter contracts with long-standing client Petronas Carigali Turkmenistan for eight of its offshore support vessels, including the new craft. **GW**



GAC'S STRATEGIC OIL & GAS AFRICA TEAM

Energy is the heartbeat of Africa today. The continent's natural resources, including oil and gas, are driving growth in many of its nations and attracting foreign investment from others seeking fuel to drive their own development.

Increasing global demand and decreasing oil & gas production in traditional regions like the Middle East has prompted a rise in exploration in Africa. Sub-Saharan nations in particular have witnessed a rise in exploration, extraction and production. And when such resources are tapped, there's demand for support services to keep the energy lines flowing smoothly.

In September 2011, the GAC Group set up its Strategic Oil & Gas Africa Team (SOGAT) in response to increasing demand for specialised shipping, logistics and marine solutions for the continent's energy sector. Composed of GAC country and company managers from throughout sub-Saharan Africa, the team sharpens the Group's focus on the needs of the region's energy industry.



Michael Sturesson
GAC Angola

Angola

GAC's logistics team has built a strong reputation for dealing with Angola's often complex and challenging customs procedures. The company also provides shipping and logistics support for operations in the neighbouring Republic of Congo.

Michael Sturesson, General Manager of GAC Shipping and Logistics Angola, says: "By having a dedicated team dealing directly with the Ministry of Commerce, we can reduce the time our customers have to allow for formalities – a huge benefit for our seismic customers who cannot afford any delays for their highly sophisticated fleets".

Nigeria

In Africa's largest oil producing country, GAC has long been involved with the industry, combining local know-how and its network of offices with a global outlook to serve oil majors operating in the resource-rich Niger Delta and Nigeria's offshore waters. Managing Director Neale Proctor says that in addition to a comprehensive range of shipping, logistics and marine services, GAC Nigeria also has a manning division providing qualified and experienced Nigerian marine crew for the offshore industry in Nigeria.

"The numbers speak for themselves," he says. "In 2011, we handled more than 10,000 crew movements in Nigeria and safely delivered more than 14,500 tonnes of inbound project cargoes."



Neale Proctor
GAC Nigeria



Gerrit Laubscher

Focal point

Gerrit Laubscher has been appointed as SOGAT's Business Development Manager for the region. It's a sector he knows well, thanks to valuable operational experience gained with GAC Angola.

"Through GAC's global network of facilities in key oil and gas locations like Houston, Aberdeen, Rotterdam, Dubai and Singapore, we can provide our customers with end-to-end solutions," he says. "This allows them to focus their energy and resources on what they are good at, in the knowledge that support services are in safe hands." **GW**

South Africa

Cape Town is a popular repair and maintenance hub for sub-Saharan Africa's oil and gas industries. GAC's twin South African operations – GAC Shipping SA and GAC Laser – work in tandem to provide a turnkey service including ship agency, husbandry support, procurement, clearing and forwarding and warehousing and distribution both in Cape Town and throughout the country.

"Our record in serving FPSOs, EPCs and drilling companies have made us the expert service provider for the energy sector," says GAC Shipping MD David Hitchman.

His GAC Laser counterpart, CEO Simon Hayes, says support for the oil & gas industry extends beyond South Africa to neighbouring countries, particularly for new developments emerging in Mozambique and the rest of East Africa.



David Hitchman
GAC Shipping South Africa



Simon Hayes
GAC Laser South Africa



SMILES ALL ROUND IN ISTANBUL

When the Extreme Sailing Series came to Istanbul in June, GAC Turkey had its hands full working with GAC Pindar to handle the logistics for the event. But time was found to give children from local orphanages a taste of competitive sailing.

Over three days, 36 youngsters from three orphanages were welcomed aboard the GAC Pindar EX40 yacht by one of the crew and taken for a sail before the day's races began.

Joy

The treat was organised by GAC Turkey's Nilufer Tonay and Davina Ashbolt-Smith, a GAC Pindar associate who works with underprivileged children in the UK.

Nilufer says the children's happiness was infectious: "There have been very few days in my life that I have felt so fulfilled. During those three days, I reconnected with my humanity. I saw sheer joy in the eyes of these kids, most of whom were onboard a boat for the first time in their lives. Many said it was the happiest day of their lives. I know it was an experience I shall never forget."

The scheme was the brainchild of Managing Director Timur Makzume, who adds: "Looking at a kid smiling from ear to ear in thanks is a truly emotional moment. This event was made possible by the dedication of a few and the work of all of the GAC Turkey family. We will certainly work on making this a recurring event." **GW**



Photos by Atelier Tjap Pintoe



HOPE SCHOOL'S FIRST GRADUATES

They've benefited from the support of GAC China and now the first 35 pupils have graduated from the GAC Hope School.

In 2009 GAC Shanghai began supporting the local Longnan Primary School's Green Bamboo scheme, which provides a basic

education for children from rural areas whose parents work in the city. GAC has since provided material support and GAC China staff regularly engage with the children through special days devoted to games, environmental education and hygiene.

Says GAC China MD Claus Schensema: "We are heartened that, despite their disadvantaged backgrounds, these students have such a positive outlook on life, reflecting the GAC 'can-do' spirit.

"As we said farewell to our first graduating class, we also renewed our commitment to the school through sponsorship of a new class of students who will commence school in August 2012." **GW**

RENOWNED GUITARIST JOINS GAC'S STABLE OF BRAND AMBASSADORS

American master guitarist/composer Preston Reed is the first musician to become a GAC Brand Ambassador, joining a sports-heavy A-list including English cricketer Stuart Broad, South African golfer George Coetzee and English racing driver Alex Brundle.

Reed is renowned for his innovative percussive guitar approach, which has had a global impact on a new generation of players. Over the course of his 40 year career he has received many critical accolades. Total Guitar Magazine says he is "widely thought of as the world's most gifted acoustic guitarist".

The two-year sponsorship agreement will see GAC lending its full support to Preston as he continues to compose, record and tour globally. At the same time, GAC customers can look forward to some personal appearances from Preston at GAC events.

Synergy

Bill Hill, GAC's Executive Group Vice President, says: "We sponsored Preston's tour of the United States last year and not only were we astounded by his unique musical ability and craftsmanship, we also recognised a synergy between his approach to music and our company ethos. Partnering with Preston as a Brand Ambassador is a reflection of the importance that we place on dedication, skill and the ability to think outside the box that we encourage in our own employees and which we feel is something that should be celebrated."

Preston Reed is on the road across Europe with the Guitar Master's Tour, alongside Andy McKee and Jon Gomm, starting in the UK in September 2012. Preston and Andy will be joined by Antoin Dufour for the European leg of the tour in October and November. Check out clips and Preston's tour dates at <http://prestonreed.com/tour.html>. **GW**



Q&A WITH JAN KIELMANN GLOBAL DIRECTOR - GAC MARINE LOGISTICS

What do customers look for from their marine logistics provider?

They expect us to provide them with solutions in a cost effective way – a priority for GML. Many of our customers trade in so-called difficult areas such as West Africa and Brazil, where solutions, information and an innovative approach are the key to saving a lot of money for them.

How has the marine logistics sector evolved in recent years?

The shipping industry has seen better times and as a result companies are now more cost-orientated than ever. We therefore have to be more efficient in finding ways to reduce costs for ship owners and managers.

Another aspect of the business that has become much more important in recent years is Health, Safety, Security and the Environment (HSSE). At GAC, this is a matter given priority at Group level and it is always high on our agenda.

Are there any new regulatory issues which will affect the marine logistics industry and your operations?

Import and export regulations do change. For example, just recently the import regulations for Argentina changed, affecting the supply chain. Nevertheless, as long as you adapt to the new regulations and keep your customers well informed, then you will ensure that operations keep running smoothly.

How does the GML service differ from its competitors?

GAC Marine Logistics offers ship owners and management companies a global "door-to-deck" (or door to arrival port) delivery service for ship spares and marine parts through our network of offices. This specialised supply chain management service integrates the Group's global infrastructure and expertise in freight forwarding, warehousing, supply chain management, ship agency, ship supply and marine and offshore support.

GML chooses transport modes to match customers timing and cost concerns and takes responsibility for the entire supply chain. There are less than a handful of marine logistics providers that can offer a similar service.

What are the biggest challenges involved in ship spares logistics, and how do you tackle them?

The shipping business is still very traditional and many ship owners prefer their own way of arranging logistics, namely, with a general freight forwarder.

The services of GML are entirely tailored to ship's spares and the needs of our shipping clients. However it takes time for some owners and ship management companies to appreciate the benefits of our specialised services.

What role does technology play in the delivery of GML's services?

Technology plays an important role. Over the years, we have developed a very good IT system which is constantly being upgraded specifically to the requirements of our customers.

However, ship spares logistics is not only about technology – it's about the people handling the job.

They say that any chain is only as strong as its weakest link. How do you ensure the integrity of each link in the GML supply chain?

Things can go wrong because most shipments are highly time-sensitive. However, most of my GML colleagues have been handling ship's spares for more than ten years and they are very experienced and knowledgeable. While this doesn't guarantee that we are always 100% error free, it certainly reduces the risk to a minimum.

Describe your management style.

I am part of a great team of experts and it feels good to see how well we work together. This is very important as I have



Born: 13 July, 1961 in Bad Bevensen, Germany

Family: Married to Sabine since August 1983.

Before GAC: Worked as the delegate for one of Germany's leading project forwarders, DACOTRANS Grosskopf, in Jeddah, Saudi Arabia from 1983 to 1987. Later joined Con-Carriers NVOCC, which was the agent for CargoGulf in Germany.

Joined GAC: In April 1992, as Managing Director for GAC partner, Interworld, in Germany. Later served as General Manager for GAC Malaysia, General Manager - Logistics for GAC Saudi Arabia, Director Logistics for GAC South Africa and General Manager - Logistics for GAC Dubai. Appointed Global Director for GAC Marine Logistics (GML) in 2011.

always been a team player, and as such I have an open door policy and try to lead by example.

What are your plans for the next two years?

One-stop-shop solutions for our customers are high on our agenda. Who in the industry can offer ships spares logistics combined with the other GAC Solutions products such as weather routing, husbandry, bunkering, etc. all under one umbrella? Further, we shall continue to increase our efficiency by introducing bar-coding of all shipments handled.

How do you unwind at the end of a busy day?

The marine logistics business keeps you busy almost around the clock, but when I get the chance I do enjoy a nice round of golf with my friends and a glass of Sauvignon Blanc at the 19th hole. **GW**

APPOINTMENTS

GAC FACES

GAC QATAR



Jonas Ericsson
Business Manager, Logistics
Previously
Sales & Freight Service
Manager



Eric Lampinen
Sales & Freight Service
Manager
Previously
Business Process Manager
at GAC HQ



Suren Anthony Motha
Operations Manager
Previously
Supervisor, On-shore
Shipping



Jaisudhir K.G. Nair
Business Manager, Shipping
Services
Previously
Operations Manager



Jarma L.K. Kihlstrom
International Moving
Manager
Previously
Country Manager with
Crown Relocations, Kuwait

GAC HEADQUARTERS, JEBEL ALI



Patrik Hallden
Group Vice President,
Human Resources
Previously
General Manager of GAC
Oman



Marten Helg
Business Process Manager,
Freight Services
Previously
Business Manager, Logistics
with GAC Qatar

GAC INDIA



Nagadhar Veera
Branch Manager, Kakinada
Previously
Worked for a shipping
company in Kakinada,
part of the Saraf Group of
companies UAE



Vishwas Dastane
Assistant General Manager,
Operations (Logistics)
Previously
Senior Manager, Operations
for MOL

GAC BUNKER FUELS, DUBAI



Georgia Paravalou
Bunker Trader (UAE)
Previously
Shipbroker in repairs,
conversions of vessels at
A.P. & A. Ltd



Anthony Inglis
Bunker Trader (UAE)
Previously
Procurement and
Logistics Co-ordinator at
Weatherford International

GAC BRAZIL



Rodrigo Kill
Dry Bulk Manager
Previously
More than ten years in
dry bulk operations at
Brazilian ports



Georges Barthel
Tanker Manager
Previously
Operations Manager

GAC INDIAN SUB CONTINENT REGION



Arun Julka
Regional Business
Development Manager, Oil
& Gas, ISC region
Previously
General Manager, Business
Development, Oil & Gas
Support Services for GAC India

GAC MIDDLE EAST REGION



Shanaka Fernando
Regional Key Accounts
Manager, Oil & Gas, Middle
East Region, based at GAC
Bahrain
Previously
Business Manager, Shipping
Services with GAC Thailand

GAC MARINE LOGISTICS, GERMANY



Stephan Bennfeldt
Manager, Ship Spares
Logistics
Previously
Freight Forwarding Centre
Manager, International Ship
Spares Logistics for a leading
marine services company

GAC CORPORATE COMMUNICATIONS, SOUTH AFRICA



Jean Richmond –
Communications Manager,
Africa, Russia & Central Asia
Previously
Most recently, Bunker Trader
with SABT. Prior to that served
as Business Process Manager
and Group Insurance
Administrator for GAC

GAC MARINE LOGISTICS, UK



Simon Scarff
GML Manager (UK)
Previously
International Spares Logistics
Manager for a leading
marine services company

GAC ASIA PACIFIC REGIONAL OFFICE



Lena Seah
Regional HR Manager,
Personal Assistant to Group
Vice President, Asia Pacific
Previously
Personal Assistant to Group
Vice President, Asia Pacific

GAC MARINE LOGISTICS, SINGAPORE



Desmond Loh
Customer Service Manager
Previously
Customer Service Manager
for GAC Singapore
warehouse operations

GAC OMAN

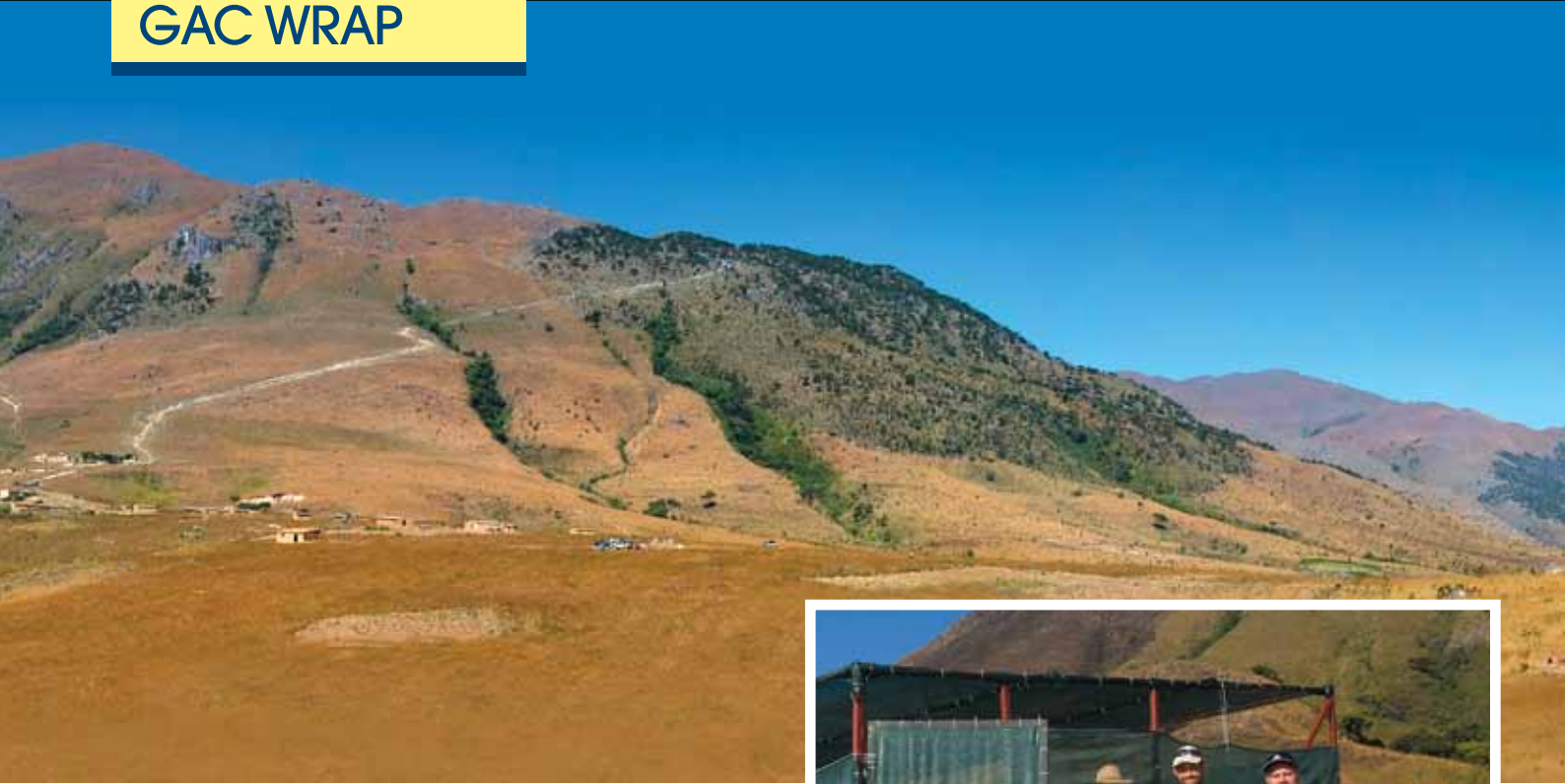


Daniel Nordberg
General Manager
Previously
Regional Business
Controller based in Cairo

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.



ANGOLA'S HIGH FORESTS GET COMEBACK BOOST

GAC Angola is working with conservationists to fight deforestation on the country's tallest peak.

Land clearing and forest fires have reduced the high forests on the slopes of Mount Moco (2,620m) to a few patches, robbing many plants and animals of their natural home.

In July 2010, the Mount Moco Project responded by establishing a small nursery to raise native hardwood saplings for planting on the mountain slopes.

Hands-on

In May this year, a new, larger nursery was designed and built with the support of GAC Angola. In addition to providing approximately USD 5,000, the company weighed in with professional services to help complete the project.

When it was time to put it all together, GAC Angola's former General Manager Gerrit Laubscher, his son Herman, and new GM Michael Sturesson went hands-on to help with the construction.

The 5m x 20m shade-cloth nursery is now waiting for October's rainy season when the team will pot up 400 new



saplings. These will go with the 120 from the original nursery and it's expected that some of the saplings will be tall enough to plant on the mountain next year.

For more about the Mount Moco Project, go to www.mountmoco.org. **GW**