

GACWORLD

APR
JUN
2013



Delivering your strategy.

5

Exploration
in Burundi

6

The truth between
the headlines

14

New TRACE
certifications

A wide-angle photograph of the Doha skyline in Qatar, featuring several prominent skyscrapers like the Pearl Tower and the Doha Tower. In the foreground, a traditional wooden dhow boat with a canopy is sailing on the water. The sky is clear and blue.

SPOTLIGHT
ON QATAR

GLITTERING SANDS...

In the golden age of Islam, from the mid-8th to the mid-13th century, scholarship was honoured and Muslim thinkers, poets, philosophers, scientists and mathematicians melded and transformed the teachings of Classical Greece and Ancient India. They forged and preserved a unique system of learning that in turn became the foundation stones for the European Renaissance. Such was the glory of the golden age.

Welcome to the modern age. In these times, Qatar stands out as an heir to past glories. Ruled since the mid-1800s by the Al Thani family, this Gulf state combines wealth with a great civilising dream. Yes, you will find the gaudy towers and status symbols that oil-rich countries seem to admire. But you will also find commitment to education, women's development, cultural understanding, dialogue and international diplomacy. Qatar is a country with a destiny far larger than its land borders. Our story begins on page 10.

All things Greek

While Qatar prospers, Greece struggles. Not with past glories but with present dangers. But all is not as the news reports would suggest. Our Logistics Manager, Socrates Zorbas, takes a more balanced view of the situation on the ground (see page 6).

Supporting customers

GAC's customers are a diverse group. Their business takes them, and us, to far-flung corners of the globe. Whether we're supporting oil exploration in Burundi in Africa's Rift Valley, providing

protective solutions for vessels sailing through pirate waters, or delivering shipments into the arid north of Jordan, customer requirements boil down to getting a few things right. Reliability, safety, quality and clear communication lie at the heart of delivering a customer's strategy. These stories and more are in this edition of GAC World.

A safety culture

It's easy to talk about workplace safety. You can even have policies and manuals in place. But actions are what count. GAC Singapore has made 'safety first' an action point not only for its staff but for all who work with and for the company. No surprise then that staff and suppliers found themselves getting wet during their training in Man Overboard procedures (see page 14). All part of developing a safety culture.

Managing the wealth

Qatar is among the richest countries on earth. Hydrocarbon wealth has transformed a hot and sandy peninsula into a growth engine. In many rich oil countries, wealth has caused immense pain and social disruption. In Qatar,



since the ascendance of the present ruler, Emir Hamad Bin Khalifa Al Thani, wealth has served the greater good. In this way Qatar is setting standards not just for other Muslim nations but for all who aspire to do great things with their riches.

I hope you enjoy this edition of GAC World. Drop me a line any time.

Gurumurthi Shankar
Editor

10-13



LEAD

Tiny jewel, big sparkle

With the world's largest per capita GDP, Qatar is doing well for a nation that was considered a Gulf backwater just a generation ago.

INSIGHT 06



The truth between the headlines

Sensationalised media reports create an image of Greece held to ransom by demos, strikes, lay-offs and business closures. Socrates Zorbas sees a bigger picture.

GAC WRAP

04 West African coverage expands

07 Marine Security partnerships boost vessel protection

09 Team Raleigh sponsorship extended

13 Home from home holiday delivery

18 GAC in the community

20

Master of four ports



GACWORLD

EDITORIAL INFORMATION

Editor

Gumurthi Shankar, GAC HQ, Jebel Ali

Editorial Team

Greg Newbold and Amanda Millen

Art & Production

Lancer Design Pte Ltd, Singapore

Correspondence to

Amanda Millen

Email

gacworld@gac.com

Information quoted in this publication has been obtained from several sources. Whilst every care has been taken to ensure that details are correct, GAC cannot provide guarantees thereof.

Material in this publication may be freely quoted, provided the source is clearly identified. GAC World is printed on environmentally-friendly manufactured paper.

Contacting GAC

Want the contact details for a GAC office or staff member? Please visit the Contacts section of www.gac.com

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

FAREWELL TO 'JERASH'

When the Jordanian Government decided to sell an old oil-storage vessel that had lain at the port of Aqaba for almost two decades, it turned to GAC to send it on its way.

The 289,900 DWT, 344.5 m long 'Jerash' started life in Norway in 1976. After a career at sea, she was docked at Jordan's main port as storage space for 280,000 tons of oil. She is now making way for a new petroleum storage terminus.

GAC Jordan acted as the agent for the departure of the 'Jerash', working closely with her operator, the new owner, the tugboat used to move her, the Ministry of Energy, the Aqaba Board Corporation, the Jordanian Maritime Authority and Aqaba Board Marine Services. The 'Jerash' is undergoing repairs in Pakistan before starting its new life in India. **GW**

WEST AFRICAN ALLIANCE EXTENDS AGENCY COVERAGE

GAC has signed a Global Network Agency (GNA) agreement for ports in Ghana, Togo and Benin with Oil and Marine Agencies (OMA) Ltd, effective from 1 January 2013. The two companies have been working together to provide a range of shipping and logistics services since June 2010.

Erland Ebbersten, GAC's Group Vice President for Africa, Central Asia and Russia, notes that the corporate cultures of the two companies have many similarities, making the formation of the GAC-OMA alliance a natural addition to the GAC global network.

Gary Miller, OMA's Managing Director, says: "It is a great honour and privilege for OMA to have been accepted into the GAC fold. We are all excited by this opportunity and we look forward to adding value and developing both the GAC and OMA brands in West Africa in the years ahead." **GW**

OILING THE WHEELS

It took GAC Jordan 55 trucks, lots of sleepless nights and tons of careful planning to clear, load and transport a consignment of 106 tons of base oil up country recently.

The shipment arrived at the port of Aqaba in the south, packed in flexi-bags and loaded into 20 containers. It was destined for the Jaber Free Zone in northern Jordan, where leading lubricant company Global Oil Industries has a terminal serving both the domestic and neighbouring markets. **GW**

GAC Jordan's Rami Odeh (Land Transport) and Logistics & Project Manager Amjad Nasser with Global Oil's Operation & Factory Manager, Hussein Almanajer.



OIL EXPLORATION IN BURUNDI

FLEXIBILITY AND 'CAN DO' ATTITUDE DELIVER SUCCESS

As the search for oil and gas goes further afield, companies have to be prepared for the unexpected – and so do the service providers who support them. UK-based exploration company Surestream Petroleum Limited (SSPL) was glad to have GAC UK alongside for a vital delivery for its Burundi Project.

SSPL needed 60 tons of mixed cargo – ranging from clothes, stores, tools and chemicals to high value sonar equipment and a chase boat – for their ongoing seismic operations on Lake Tanganika. SSPL appointed GAC UK for the job. It also asked GAC to act as main agent for airfreighting stores to Burundi and for a high-priority shipment to and from Malawi.

Kevin O'Shea, GAC UK's National Manager of Specialised Services, says all the freight was first collected at their Ipswich warehouse. The main consignment was then sent in containers by sea to Dar-Es-Salaam, Tanzania, where GAC-Seaforth Tanzania handled the land transportation to Burundi's capital, Bujumbura. Selected items were sent by air.



Stop-start

The initial delivery timeline was six months but local conditions and the regional security situation made it a stop-start task. Flexibility and a 'can do' attitude were vital.

Kevin says: "A major curve ball was thrown in our direction when it emerged that the dangerous goods in the shipment had not been packed or labeled in accordance with regulations. Undeterred, we worked with the client to get all the goods ready at very short notice."

"Because of the diverse nature of the cargo, the goods were covered by various export licenses which made the booking and documentation processes akin to sitting a rocket science exam."

High maintenance

A Surestream spokesman says: "Due to circumstances outside our control, we were quite a challenging customer and we have at all times been grateful for GAC UK's support and responsive communications."

"GAC UK was selected initially based on cost. However, customer confidence adds value. They delivered on our Burundi Project, despite the complications and date changes. Throughout the project, GAC UK coordinated the passage of information from various sources and that has been a real source of customer confidence. We look forward to continuing to do business with GAC UK in the future." **GW**



THE TRUTH BETWEEN THE HEADLINES



Sensationalised media reports create an image of Greece held to ransom by daily demonstrations, strikes, lay-offs and business closures. Socrates Zorbas, GAC Greece's Logistics Manager, sees a bigger picture.

Undeniably, the Greek people are facing one of their toughest tests. Unemployment is running at around 25% and those in work face tax hikes, wage freezes or reductions and rising utility bills. As a result, the Greek market has taken a hit, with imports plummeting by about 35% in the past two years.

But that's just one side of the coin. The other side is a tale that sounds a note of cautious optimism.

Good news

Several positive developments have not received the global media attention they deserve, including stories of well-known multinational companies recognising Greece's potential and investing accordingly.

Exports are booming, rising by about 20% during 2012. In combination with reduced imports, this has started to have a positive effect on the country's trade balance. Agricultural exports like olives, olive oil, fruits and vegetables, wines, etc. are among the best in the world and there is a move to form a cohesive marketing strategy to make the most of those precious resources.

In November 2012, the UK-Dutch consumer goods giant Unilever announced that 110 line items currently imported into Greece will be produced domestically – both for the local market and for export.

American IT giant Hewlett Packard will use the Port of Piraeus Free Zone as its redistribution centre for Central & Eastern Europe, Eastern Mediterranean and North Africa. In addition to the port facilities, the Greek train network will be used as part of their distribution strategy, boosting

the country's intermodal transportation solutions and showcasing Greece as a key entry point into Europe.

Piraeus is experiencing massive growth with a 96% increase in productivity at its container terminals in the past year. It is emerging as a hub port for the region. Three of the world's top five container lines now use it for transshipments. Further development is underway to boost the port's throughput.

The test of time

There have always been challenges to doing business here. Despite recent efforts to reduce the mass of red tape that has always been part of doing business in Greece, bureaucratic tangles remain daunting. The climate has always been fiercely competitive.

More than survival

GAC Greece is ahead in the commercial survival race. From the day of its inception in 1986, it has been the exclusive agent of one of the world's biggest liner companies. We have a very strong presence in the cruise sector (a major contributor to our economy) as well as other sectors like bulk

cargo and international freight forwarding. And we are keeping our eyes open for new opportunities at all times.

The Eastern Mediterranean is now an area of focus in the search for oil & gas. Drilling is already underway in Cyprus and exploration has recently started in Greek territorial waters. Although no results have been announced yet, experts say there are substantial reserves which could secure Greece's energy future. GAC Greece is doing some exploration of its own by looking for ways to integrate our local knowledge with the GAC Group's global energy expertise so we can support the energy sector effectively.

It's personal

People are key to our success. GAC Greece is a family business and all 85 members of staff are seen as part of that family.

Our people have years of experience and enthusiasm, which in turn offers a sense of assurance and confidence to customers. Their deep knowledge of the market, understanding of local business, and long-term personal relationships have played a key role in our success.

Looking forward

The past three years have brought many changes for Greece. Difficult decisions have been taken and unpopular measures put in place. People have suffered financial losses as the result of radical treatments aimed at curing the ills of decades. But though these are tough times, it looks like better days are ahead.

The survival gene is a strong component of the Greek DNA. It is the stamina and creativity of the Greek people that will get the country back on track. And GAC Greece is among those working for a better tomorrow. **GW**

MARITIME SECURITY PARTNERSHIPS BOOST VESSEL PROTECTION

GAC Maritime Security (formerly GAC Protective Solutions) has strengthened its non-lethal protective measures with two new products.

PirateFence™

A partnership with Mobile Defense Systems LLC provides anti-grapple razor wire to protect vessels from attacks by sea criminals. PirateFence™ is a modular-based perimeter protection system with anti-climb and grapple-resistant components. The coil is applied in sections to avoid any attempts by attackers to peel the system away in its entirety, a common problem with many existing systems.

The system uses Razor Ribbon® with a galvanized steel core and sharp razorblade edges. But its easy-use 'roll' design ensures that the risk of crew injury is virtually eliminated during installation or transportation. The entire PirateFence™ system is purpose-designed to withstand saltwater.

Anti-boarding device

GAC Maritime Security has also added the P-trap anti-boarding device, winner at the 5th Safety at Sea International Awards and a finalist in the Seatrade Awards and Lloyd's List Awards in 2011. Created by Netherlands-based Westmark BV, this patented anti-boarding device creates a secure, non-lethal barrier around a ship, adding an additional layer of protection from attack.

A set of long, thin lines is carried on side booms extending up to 10 metres from the ship's bow on both sides of the ship just below the waterline. Any vessel entering this security zone will run into these lines, which trap the propeller and disable the engines. Designed to be deployed before entering high-risk areas, the P-trap provides continuous protection against multiple attacks, day and night, without the need for crew involvement or constant vigilance.



Systematic and multi-layered

GAC Maritime Security, Powered by AKE, is a partnership between GAC and AKE Group. Christer Sjödooff, Group Vice President, GAC Solutions, says: "We are committed to offering non-lethal vessel protection that can be deployed by vessel owners and operators as part of a systematic, multi-layered approach to sea defense." **GW**

For further details about any of the services available from GAC Maritime Security, email ake@gac.com.

SMOOTH OPERATOR OPET FUCHS TURKEY RENEWS LUBES TRANSPORT CONTRACT

GAC Turkey Liquid Division's handling of ISO Tank transportation for industrial lubricants company OPET Fuchs Turkey continues into 2013. GAC Turkey has held the contract since March 2012.

WHAT'S AN ISO TANK?

An ISO Tank is a steel pill-shaped container meeting ISO (International Standards Organisation) standards, is used to transport bulk liquids. **GW**



GAC TRINIDAD & TOBAGO

As the search for new energy sources takes oil & gas majors to new areas, GAC is following with offices equipped to support their needs. One of those is in Trinidad & Tobago where GAC Energy and Marine Services (GEMS) has set up shop.

Rising shipping volumes and anticipated growth in oil & gas business led GAC to open there in June 2011. Then, it consisted of a Manager and a Boarding Officer. Today, the San Fernando-based team has grown to ten, providing a range of shipping and logistics services.

Of Trinidad & Tobago's 34 offshore blocks yet to be developed, six were awarded in 2011 and a further two in 2012. GAC has already assisted several oil & gas contractors to submit their exploration bids to the government.

"A lot of offshore activity is anticipated during the next five years and GAC has positioned itself to be 'ready for business,'" says Managing Director, Gobind Kukreja (pictured second from right, below). "We have combined local experience and expertise with the GAC Group's global resources and reach to provide top-notch support and help deliver our customers' strategy in Trinidad & Tobago."

Gobind and his team work closely with colleagues in GAC's worldwide network to deliver ship agency for cargo



and husbandry, ship spares logistics, crew handling, cash to master, arranging stores & provisions, logistics support, vessel chartering, etc. The list is long. **GW**





TEAM RALEIGH SPONSORSHIP EXTENDED

GAC is continuing its support for UK-based Team Raleigh cycling squad for another two years. The sponsorship includes handling all the team's logistics needs until 2015.

With cycling on a tidal wave of popularity in the UK in the wake of British successes in the 2012 Tour de France and London Olympics, the team's launch at Raleigh's UK headquarters in Nottingham created considerable interest.

Raleigh's Marketing Director Geoff Giddings said: "2012 was a highly successful year for the team, seeing us achieve over

50 podium places, including wins in high profile races such as the UK Tour Series and the Vuelta Mexico. We are determined to build on this as we continue in our desire to reach the pinnacle of professional cycling."

William Hill, GAC's Executive Group Vice President, says: "GAC is delighted to continue its support of Team Raleigh and encourage greater participation in this highly competitive and eco-friendly sport." **GW**

CUTTING THE RIBBON...



The inauguration of GAC Taiwan's new office in Taipei was presided over by MD Kenny So (left), GAC Group President Bengt Ekstrand (centre) and Group Vice President - Asia Pacific Dan Hjalmarsson. **GW**

AFTER THE FLOOD GAC THAILAND BRINGS DAMAGED TURBINES HOME

When floods caused widespread damage and disruption in Thailand, GAC was entrusted with sending some massive gas turbines to Germany for repairs. Now they're back home – once again thanks to GAC.

Five 13-ton turbines were damaged in October 2011 when water surged into the Rojana Power Co. Ltd's site at Ayutthaya, north of Bangkok.

The first phase of their reinstatement is now complete after GAC Thailand delivered two of the turbines using a special aerodynamic "Air Ride Truck" truck to transport them the 85km from Bangkok International Airport to site. Given their size – 5.60 x 2.60 x 2.53 m – and sensitivity, the engines could only be transported at max 60kph. **GW**

TINY JEWEL, BIG SPARKLE

At a time when the world seems dominated by doomsayers with dark visions, Qatar offers a gem of good news, casting its light widely.



Qatar has the world's largest per capita GDP. Its economy expanded by 14.8% in 2011, the biggest rise in the world that year. Expansion continued in 2012, albeit at a slower rate estimated at 5.4%, and the International Monetary Fund forecasts further growth of around 4.9% this year. Not bad for a nation of just 11,000 km² that was considered a Gulf backwater a generation ago.

Opening up

Qatar's influence now extends beyond its borders and it is using its wealth to buy skyscrapers, football clubs, hotels, rare art collections and other status symbols. It is home to the Arab television network Al Jazeera, in itself a high status product. The country's far-seeing leader, Emir Hamad Bin Khalifa Al Thani, plays an increasing role in regional politics.

At home, there are programmes to upgrade the country's educational, healthcare and infrastructure. These include:

- The Doha Metro/Railway Project
- Lusail Energy City
- Qatar-Bahrain Causeway
- New Doha domestic airport
- New Wakrah Port
- Qatar Space City

Energy bankrolls change

Qatar has the world's third largest natural gas reserves and experts predict it will become the fourth-largest hydrocarbon producer in oil equivalents after Saudi Arabia, Russia and the US.



Meanwhile, the country is putting big money into diversifying its economy, aiming at financial services, major event hosting, and the wider service and knowledge economies. A USD 130 billion infrastructure programme aims to attract a bigger slice of private investment, particularly in construction, engineering, finance, technical services and logistics.

"Everywhere you look there is development," says Mikko Wieru, GAC Qatar's General Manager. "We're in the middle of an unprecedented real estate and construction boom. The road network is being revamped, and a public transport network – until now non-existent – is being developed.

"None of this was here 20 years ago. Today's Qatar is the product of the stable rule and reforms by Emir Hamad bin Khalifah Al Thani, who took power from his father Khalifah in 1995."

Even on the political front there is change as Qatar takes its first steps away from an absolute monarchy. The country's first elections are planned for later this year.

Sports star

During the past decade Qatar has poured a pile of cash into sporting facilities. It hosted the 2006 Asian Games, the 2010 Asian Cup and the 2011 Arab Games, and hosts an annual round of the Moto GP championship.

The biggest test of Qatar's sporting credentials will come in 2022 when it hosts the FIFA World Cup. A USD 4 billion construction programme includes nine new carbon-neutral stadiums powered by solar energy. Three existing stadiums will also be refurbished.

The GAC angle

GAC's opened an office in Qatar in 1976, anticipating the break-up of the monopoly on shipping agency services. As it turned out, that monopoly was not lifted until much later so the company focused on logistics services. By the mid-80s, it was heavily involved in major infrastructure projects, clearing and forwarding power generators and the like.

An increasingly prosperous population was soon demanding more imported goods so GAC set up tailor-made consolidated import services for both large and small retailers.

The company finally got its ship agency licence in May 2001, when the monopoly was finally lifted. This has allowed GAC to focus on greater integration of its shipping, logistics and marine services.



GAC Qatar today: A snapshot

- Over 350 employees nationwide
- Full range of logistics, supply chain solutions and shipping services
- Approximately 14,000 m² covered warehousing
- Approximately 200,000 m² open yard storage
- Fleet of more than 200 vehicles, ranging from small pick-ups to 50-tonne cranes
- ISO 9001, ISO 14001 & OHSAS 18001-certified



Mikko Wieru, GAC's Qatar's General Manager, says today's Qatar is the product of the stable rule and reforms by Emir Hamad bin Khalifah Al Thani.

But energy remains the biggest game in town. GAC Qatar's Oil & Gas Department is headed by Deri Morgan who oversees two supply bases handling logistics for clients such as Maersk Oil Qatar, Qatar Shell, Qatar Gas, Wintershall Holding GmbH, Branch Qatar, and GDF Suez. The bases provide more than 140,000 m² of offices, warehouses, workshops and equipment inspection spaces. Given the energy sector's intense concerns about safety, a big part of Morgan's job is ensuring that highest health, safety, security and environmental standards are in force across all operations.

Good sports

GAC Qatar has also developed its skills in sports logistics. It was appointed official

logistics provider for the 2006 Asian Games and 2011 Arab Games and for almost a decade, has supported Qatar Motor and Motorcycle Federation events like the Moto GP, the Asian Road Racing Championship and the Qatar International Rally. This year it adds the Motor Cross championship MX1/MX2 to the list.

Aiding ambition

"We work closely with both the public and private sector, helping customers deliver their own strategies in Qatar," says General Manager Mikko Wieru.

"The Government has taken the initiative to streamline commercial activity in the country and we intend to continue to play our part in its future development." **GW**

BUDDING ECO-CONSCIENCE STARTING TO BLOSSOM

The choice of Doha to host the United Nations Climate Change Conference in November last year raised a few eyebrows. After all, Qatar is hardly a paragon of greenery. It owes its wealth to hydrocarbons and has the world's biggest carbon footprint per person. Yet some argue it could become a leading green economy.

Reducing emissions

Despite its huge gas reserves, Qatar is steadily switching to renewable energy sources. The Qatar Foundation was set up in part to move the nation from a hydrocarbon economy to a 'knowledge economy' and billions of dollars are being spent to reduce fossil fuel dependence. Solar panels now power desalination plants and greenhouses. A manufacturing plant to produce polysilicon (used to make solar cells) is well underway.

The Qatar National Convention Centre – where the UN summit was staged – is certified as a Leader in Energy and Environment Design.

Qatar's growing environmental confidence is evident in its plans to host a carbon-neutral FIFA World Cup in 2022 and produce 20% of its energy from renewables by 2024. Big ambitions

are common in the Gulf. Judging by progress so far, these particular goals may well be achieved.

Sustainable development

Rising eco-consciousness among Qatar's leaders is also greening up the way the country manages infrastructure developments.

Florida-based CSA Ocean Sciences has been tasked with the world's biggest ever reef relocation job. It will relocate 10,000 corals from within the New Port Project site at Doha to protect them and associated marine life from construction works. It is the latest in a series of reef moves aimed at preserving Qatar's marine environment.

GAC Qatar has worked with CSA on a range of projects during the past ten years. **GW**

QATAR: THE NUMBERS

POPULATION

1.8 million



(Qatari locals make up a tiny percentage of this figure.)

SURFACE AREA

11,000 KM²



**GDP PER CAPITA
(THE WORLD'S HIGHEST)**

USD 106,394

ECONOMIC GROWTH IN 2011

14.8%



PERSONALLY SPEAKING



by **Fatima Mubarak Nasralla**
Manager - Customs Affairs GAC Qatar

In my view, today's Qatar is the fruit of the creativity of Qatari nationals and the insightful leadership of His Highness Sheikh Hamad Bin Khalifa Al Thani, may God bless him.

During my parents' time, culture was very much family-driven. Neighbours were treated as one big family and people would get together every evening sharing food and going for prayers together.

Doha used to be much more of a village so you were always bumping into the same people. Plus people used to entertain a lot more at home which made life great fun. That said, it's good to have so many more choices now. There

are loads of restaurants, malls and plenty of options when it comes to weekend excursions and things to do. I do miss the village life where everyone knew everyone, but the changes in Doha have made it a more vibrant city and an easier place to live.

Even though Doha now has an abundance of five-star hotels, towers, world class sporting events and 75% of the world's Land Cruiser population, underneath it the people are unchanged and the culture is deeply engrained.

Nevertheless, with the rapid changes taking place, Qatari people are expecting to live in a completely modern city with

**VALUE OF INVESTMENTS PLANNED
FOR THE 2011-2016 PERIOD**

USD 225 billion

**TONNES OF LNG PRODUCED
PER ANNUM BY 2010**

77 million

**FORECAST BARRELS PER DAY (BPD)
PRODUCTION OF RAW LIQUID
HYDROCARBONS, CRUDE OIL,
CONDENSATES AND NATURAL
GAS LIQUID FOR 2013**

1.9 million



**ESTIMATED COST OF DOHA'S PLANNED
METRO AND RAIL NETWORK**

USD 25 billion



the latest technology. I expect Doha, during the next 20 years, to be one of the most important cities of the world.

To keep up with the modern technology, it has become essential for a woman to be educated/ business driven compared to my parents' time. I am personally grateful to Sheikha Mozah Bint Nasser Al Missned, the wife of Qatar's Emir, for her support for woman's education. I am also grateful to the management of GAC for the opportunities they have given me to learn and gain experience in many business areas, and their support for local nationals. **GW**

HOME FROM HOME

DELIVERING PERFORMANCE FOR HOLIDAY SPECIALISTS

When leading UK holiday firm Mark Warner wanted to equip hotels in the French, Italian and Austrian Alps with everything needed to give guests a memorable winter break, it turned to GAC to deliver the goods.

From board games, toys, tableware, IT equipment and stationery to furniture, uniforms and spa products, all were gathered from UK suppliers and stored at GAC's warehouse in Ipswich. They were then sorted, consolidated and packed into 11 palletised loads, each bound for a different hotel at one of eight alpine resorts. In all, five tonnes of holiday essentials were sent to help holidaying Britons feel at home.

Sam Trollope of Mark Warner says the GAC UK team provided a rare level of attention: "I cannot be everywhere at once and at times I have to totally rely on my logistics provider to act with initiative whilst dealing with deliveries, storage and shipping.

"I was impressed with GAC's professionalism when dealing directly with our suppliers regarding delivery issues. This was exactly the support Mark Warner looks for. Everything was quick and efficient, and I am generally very happy."

As a result, GAC UK will be handling shipments for Mark Warner again soon as they prepare resorts for the upcoming summer season. **GW**



"I cannot be everywhere at once and at times I have to totally rely on my logistics provider to act with initiative whilst dealing with deliveries, storage and shipping."

ISO CERTIFICATION FOR BUNKER TEAM

Standards agency Det Norske Veritas (DNV) has given the tick to GAC Bunker Fuels' Quality Management System, awarding it the ISO 9001:2008 certificate.

The move recognises the company's best management practices in the trade and brokerage of marine fuels and lubricants across its global office network.

"Our ISO 9001 certification gives customers further assurance of top service quality and the highest grades of marine fuels and lubricants when they deal with us," says Nicholas Browne, Global Director of GAC Bunker Fuels. **GW**

MOB MENTALITY HIGH LEVEL TRAINING IN SINGAPORE

Knowing what to do when a man (or woman) goes overboard can make the difference between life and death. That's why GAC Singapore took on Singapore Polytechnic's customised half-day course to equip the Masters and crews of its vessels with the knowledge and skills to handle a Man Over Board (MOB) event. The course covers all procedures, equipment use and liaison with local authorities and also teaches Masters MOB plotting on GPS.

GAC Singapore Managing Director Ronald Lichteneker says: "Our launch operator makes more than 9,000 trips a year transporting crews. It is therefore imperative that the launch master and deckhands know what to do and how to react if someone falls overboard."

As a bizSAFE Level 4-certified operation, GAC Singapore insists on the same level of HSSE commitment from its suppliers and contractors. **GW**

Our launch operator makes more than 9,000 trips a year transporting crews. It is therefore imperative that the launch master and deckhands know what to do and how to react if someone falls overboard.

NEW TRACE CERTIFICATIONS

GROWING GROUP OF GAC OPERATIONS NOW MEMBERS OF ANTI-BRIBERY BODY



GAC operations in India, Singapore, Bahrain and Cyprus are the latest to have their commitment to ethical practices confirmed with certification by TRACE International.

TRACE International, Inc. is a non-profit group that offers practical and cost-effective anti-bribery compliance solutions for multinational companies.

In a globalised economy, multinational companies are required to conduct sufficient due diligence on prospective agents and vendors to ensure that they are committed to transparent business practices regardless of business pressure, local law or custom.

Growing band

GAC India, GAC Singapore, GAC Bahrain and GAC Cyprus join existing holders of TRACE certification Dubai, Indonesia, Nigeria, South Africa and the USA.

Companies currently working towards certification include those in Abu Dhabi, Angola, Egypt, Greece, Russia, Saudi Arabia, UK, and GAC Bunker Fuels. **GW**

IMPLEMENTING ETHICS

TRACE certification underlines the GAC Group's strict compliance and ethics policies implemented for all operations around the world, as well as a training course to be completed by all personnel.

Andrew Leach, the Group's Vice President – Legal, says GAC's approach to compliance is based on the values out in its Code of Ethics, which clearly states that everyone who works for GAC (employees, suppliers of sub-contractors) must comply with all applicable laws, regulations and Group policies. Those policies cover a range of related issues, including:

- Anti-Corruption and Bribery
- Whistleblowing
- Sanctions
- Quality
- HSSE (Health, Safety, Security & Environment)

GAC PINDAR AND TNL INTERNATIONAL STRENGTHEN AUSTRALASIAN OPS

GAC Pindar has announced a tie-up with global freight forwarder TNL International, to deliver specialist marine leisure logistics services within the growing Australasian market.

The partnership, named TNL GAC Pindar, is headquartered in Auckland, New Zealand. It serves Australia, New Zealand and the Pacific Islands, providing services including yacht transportation, superyacht services, air, sea and road freight, agency services and specialist superyacht bunkering.

Freight forwarder Richard Thorpe is the new Manager of TNL GAC Pindar, Australasia. A freight industry veteran, Thorpe has spent nearly a decade in yacht handling logistics across the region.

BESPOKE SOLUTIONS

TNL GAC Pindar has already delivered a 7.6 MT Stamas 363 motorboat from Georgia, USA, to Auckland, New Zealand.

The motorboat, which is 3.93 metres high and 12.58 metres long, was shrink-wrapped and cradled on a special mafi trailer before being loaded onto a ship bound for Auckland.

Once the craft arrived in New Zealand, TNL GAC Pindar worked closely with the port authorities and stevedores to negotiate a waiver of extra storage fees while taking care of all customs clearance and taxation procedures. **GW**



GOOD GOING ON THE GREENS



GAC-sponsored golfers have made a swinging start to 2013.

Chris Wood's breath-taking eagle on the last hole secured victory in the Commercial Bank Qatar Masters at the end of January, making him the first Englishman to win the tournament.

Just two weeks later, Richard Sterne put his injury problems behind him and won the Johannesburg Open, his first European Tour title in just over four years.

In both tournaments, their fellow GAC ambassador George Coetzee was close behind, finishing second in Qatar and tying for third place in South Africa.

Sterne was also a runner-up in the recent Omega Dubai Desert Classic. **GW**

Q&A WITH JESSIE GONG

How does your full Chinese name translate into English?

Gong Haiyun. Coincidentally, my name is pronounced the same as the Chinese word for "shipping". However, my grandma originally gave me the name to grant me good luck.

The past decade or so has seen massive business growth for China. More recently, that rate of growth has slowed. Does this mean the Chinese bubble has deflated?

China's business growth has definitely been affected by the crisis starting from 2009 with drops in commodity prices, weak exports and factory closures. In shipping there has been a drop in imports of raw materials, reduced freight and fewer new orders. However, the economy remains steady and continuous urbanisation will generate domestic demand, support the real estate market and general consumption.

Head or heart – which rules you?

I am ruled by both my head and my heart. Which one dominates depends on the situation.

What is your home town and what has it gained and lost during China's recent rapid growth?

I'm Shanghai born and raised. The changes it has experienced during past few years have been so great. It has gained the attention of the world, attracting multinational companies to do business here. Thanks to her people's open minded mentality, the city has become accepting of foreign cultures and accommodates different ways of living.

However, everything has a double edge. The city is getting busier but so are the people. The roads have become wider but there is more traffic. Communication is now easier but there is less personal contact.

How are traditional qualities expressed in Chinese life today?

Some traditional qualities still rule the Chinese. These are mainly the Confucian values of courtesy, reliability, wisdom, loyalty, a focus on family, the Tao theory of balance, cause and effect, etc.

In today's business climate, these principles are more treasured than ever. The faith and ethics of one company decides their future. Without them, the individual or company can hardly survive.

Is it possible to talk about a country as vast and varied as China as a single entity, or is it a union of different communities and culture? How do business practices differ from place to place?

China has 56 ethnic groups, each of which has a distinct culture, and many have their own language.

Business practices can also vary. For example, in the north, effective business negotiation is often done at the dining table, with toasts. In Fujian Province, opposite Taiwan, people prefer to have tea whenever possible. Further south, people are more inclined to believe in luck and fate. Wherever you are, it is important to pay attention to local customs.

What do you have to do well to succeed in your business?

Keep good relationships with clients, listen to their needs, build trust, put yourself in your customers' shoes. Meanwhile, gain trust and support from within, build effective communication, protect and balance the interests of both customer and your own company.

Do you have a routine that helps you prepare for the challenges of your working day?

Yes, I break down annual targets into each week, and categorise matters in a four-



Born: 11 December 1979 in Shanghai, China.

Before GAC: Served as PA to the Chief Representative of a shipping agency company for about four years, then worked for two years with a Swedish trading firm before joining GAC.

Joined GAC: On 1 January 2009, as Marketing Manager, Shipping Services based in Shanghai, with primary focus on developing new accounts

quadrant, to get a clear picture on what to do every day. This helps me achieve my targets on time.

What do you do when you are not working?

Travel, take photographs, hang out with friends, read.

What's a good Chinese proverb that you think is worth sharing?

God helps those who help themselves. **GW**

LET'S GET SOCIAL!

The official GAC pages on Facebook (www.facebook.com/GACgroup) and LinkedIn (www.linkedin.com/company/gac-group) are now up and running. Join us today and be part of our social community. Send your comments and suggestions for the pages to socialmedia@gac.com **GW**

LinkedIn

facebook

EVENT HORIZONS >

GUESS-THE-WEIGHT CONTEST DRIVES MESSAGE HOME AT AIDEX

GAC Humanitarian Aid Team's (GHAT) Gunnar Lundgren tries to guess the weight of a jar of rice at the Aidex 2012 conference in Brussels.



Rice is one of the staple foodstuffs and millions of tonnes of it are shipped as aid every year.

Aidex 2012 brought together more than 2,300 delegates from the transportation, humanitarian aid and development communities to seek solutions to the challenge of efficiently delivering assistance to the world's most needy. GHAT was one of more than 200 exhibitors, showcasing the GAC Group's shipping and logistics capabilities.

GHAT team leader Simon Heywood says: "Aidex 2012 was a great opportunity for us to renew old friendships, extend our field of contacts and demonstrate how GAC can interact with the aid community – all in the name providing help where it is most needed."

Oh, and the 'guess the weight of the rice' contest was won by Steve Harrison of Power Cube. **GW**

LAGOS LAUNCH: PARTY MARKS NEW LINER AGENCY DEAL



Representatives from GAC and Hapag-Lloyd gathered at the Radisson Blu Hotel, on Victoria Island in Lagos, to celebrate the commencement of the agency agreement with the global liner shipping company in Nigeria.

Those present for the launch included GAC Nigeria's Managing Director Neale Proctor and General Manager Liner Services Richard Mallen, as well as Jörg P. Erdmann, Holger Schwesig and Thorben Nibbe from Hapag-Lloyd, and Steen Möch-Petersen of OMA Ghana (OMA is working with GAC to provide agency services for Hapag Lloyd in Ghana) and several key import/export trade customers. 70 guests enjoyed an evening of networking opportunities and the chance to win a return ticket to Europe on Lufthansa. **GW**

GAC IN THE COMMUNITY

BOOKS BY BUS IN OMAN

As GAC celebrates 40 years in Oman, the company has focused part of its support for community causes on funding a mobile library to take books into remote towns and villages.

GAC Oman supported the Women's Guild in Oman's (WGO) annual Crystal Ball to raise money for the 'Let's Read Book Bus'. Children and older readers will be able to borrow books and return them on the mobile library's next visit.

"During our four decades in Oman, we have built strong ties with the community," says GAC Oman General Manager, Daniel Nordberg. "We want to give something back to this society. We see it as a way of expressing our gratitude and solidarity with the people of Oman."

CLEANUP TIME!

They're not afraid to get their hands dirty for a cause at GAC Hong Kong. 17 GAC volunteers proved that when they took part in the Hong Kong Cleanup Challenge.

Hong Kong generates 6 million tonnes of waste every year, and only a small portion is recycled. With landfills almost full, some of that rubbish inevitably escapes.

The GAC gang did their bit to put that right when they descended on Little Palm Beach in Sai Kung. Some hours later they had picked up more than 900 pieces of rubbish – including bags, bottles, fishing line, pallets and even car parts – and filled 12 large bags for disposal.



LANKAN CHAMPS HELP STRUGGLING FAMILY



When GAC Sri Lanka's Wharf Team won their intra-departmental six-a-side cricket tournament, they decided to donate the prize money to the family of a young cancer patient.

Nine-year-old Adisha Dilshan has been ill for the past year and a half, and his parents struggle to meet the costs of his care and look after their other two children. The donation by GAC Sri Lanka's champion cricketers will help ease that burden.

FESTIVE CHEER IN THE GRANITE CITY

Staff and managers at GAC UK's Aberdeen branch made sure underprivileged children from north-east Scotland had at least one gift to open for Christmas 2012.

The GAC team arranged a collection for the local charity "Cash for Kids" with the proceeds going towards presents and the chance to bring smiles to the faces of the children that the charity supports.



GUMBOOTS MAKE SPLASH ON RAINY SCHOOL DAY

Wet weather couldn't dampen the exuberant mood at the GAC Hope School when young performers from South Africa's Kliptown Youth Programme turned up to dance and sing for students and teachers.

Kliptown is an underprivileged locality about 17km south west of Johannesburg. The gumboot dancers, aged between nine and 14, visited the GAC Hope School in Shanghai as part of their 2012 Chinese tour. GAC China has co-sponsored their Chinese performances since 2009.



APPOINTMENTS

GAC DUBAI



Neil McMaster
General Manager,
Contract Logistics
Previously
General Manager for
Culina Logistics, UK

GAC PHILIPPINES



Clariza B. Tapel
Finance & Administration
Manager
Previously
Accounting Manager



Marivic B. Ramos
Accounting Manager
Previously
Cashier



Liezl Librando
Accounting Supervisor
Previously
Accounting staff



Shiela G. Verayin
Cashier
Previously
Accounting staff

GAC PHILIPPINES



Amy Dela Cruz
Human Resources/QMR
Manager
Previously
Customer Service Manager



Rollan J. Tecson
Davao Branch Manager
Previously
Operation staff

GAC NORWAY



Christer Benjaminsen
Bunker Fuels Agent and
Ship Agent
Previously
Ship Agent

GAC MARINE ABU DHABI



Rejees Pathrose
Human Resources
Coordinator
Previously
Eight years working
with shipping and oil
companies, most recently
as Crewing Coordinator
for Seaways International

GAC CORPORATE COMMUNICATIONS, SINGAPORE



Hweesan Teng
Senior Manager, Corporate
Communications
Previously
Corporate
Communications Manager



Kristal Loh
Intranet Manager
Previously
Senior Communications
Executive

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 "Contacts" section of the site.

BUSINESS EXCELLENCE AWARDS SUCCESS

GAC Sri Lanka has scooped two top prizes in the National Business Excellence Awards winning Gold in the 'Shipping & Shipping-related Services Sector' and 'Medium Category Companies - Sri Lanka' categories.

Sri Lanka Director/CEO, Preethilal Fernando says: "This is the first time we have won a Gold Award at national level. We are very proud of this achievement, which recognises our efforts in building and growing both the company and the GAC brand name in Sri Lanka. The Awards attest to our commitment to the strong management values of the GAC Group as well as transparency and ethical business practices."

Established in 1991, GAC Sri Lanka offers a full ship agency and related service and handles all types of vessels and cargoes. It covers all ports, terminals, anchorages, holding areas and repair yards throughout the country. One of its major activities is running ship supply services out to offshore shipping lanes from the southern port of Galle. **GW**



MASTERS OF FOUR PORTS

The ports of Antwerp, Ghent, Rotterdam and Amsterdam (ARA) represent a giant Euro swingdoor. Cargoes enter and leave Europe at a staggering rate. Combined throughput for the ARA ports in 2012 was 740 million tons, with Rotterdam port contribution more than half to that total.

Handling these ports for GAC customers is a 12-person GAC Netherlands team. The team combines youth and experience with the added benefit of advanced IT systems and a passion for quality.

"For the ARA ports, we have a single point of contact, a single invoicing process and a wealth of knowledge for handling complex calls out of our Rotterdam office," says Kees Vlug, GAC Netherlands' Business Manager, Shipping. "We cover the full range of non-liner vessels with a special focus on LNG/LPG and parcel tankers."

"Parcel tankers need special care because they often require several berthings plus simultaneous loading & discharging during one call. You need knowledge and good contacts to minimise customer fees and charges and to ensure smooth handling of all the vessel's needs." **GW**

