

GACWORLD

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Delivering your strategy.

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Awards ahoy!

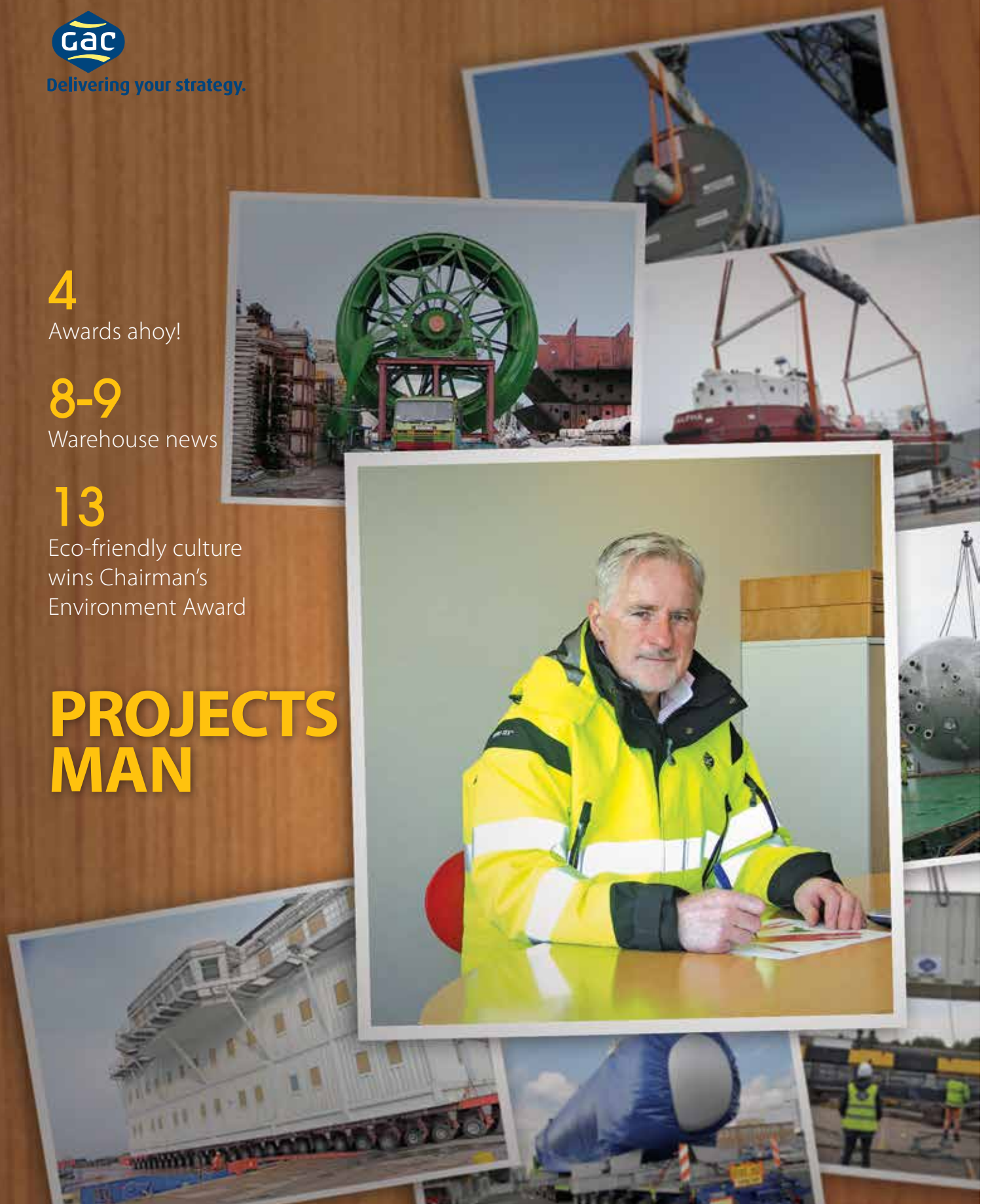
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Eco-friendly culture
wins Chairman's
Environment Award

PROJECTS MAN



PROJECTS WITH PASSION!

Humans love to do projects. Whether it's the Egyptian Pyramids, the Great Wall of China, the architecture of Dubai or a kid with a toy construction kit, projects dominate our world.

Getting them done is difficult. All parts must fit together neatly, arrive in the correct sequence and at the right time. And they're big, heavy and bulky (but don't dare forget a single screw or rivet!).

This is Per Thörnblom's world. As Group Project Logistics Manager, his head is filled with the minute calculations and large scale visions needed to fulfil a customer's project. The whole process is governed by strict operating standards and incredibly high client expectations, particularly on timing. Our examination of Per's passion for the dark arts of project logistics starts on page 10.

High Seas Protection

Pirates are a varied bunch. They range from petty thieves to murderous gangs with targets as small as a raid on cash and food or as big as the theft of whole vessels and cargoes and the taking of hostages. It all depends on which part of the world they operate in. Rory Lamrock is Intelligence Analyst for AKE, GAC's maritime protection partner. His insight into criminal activity on the high seas is on page 6.

1000 days

Wharfs and berths in the port of Aberdeen are busy with lots of heavy gear on the move. There are plenty of opportunities for accidents, minor and major. So all praise to our Energy and Marine Services team – and their contractors and suppliers – for achieving one thousand days without a single 'lost-time' incident. Such an achievement is possible when attention to details becomes a daily practice. It's this sort of discipline which both saves lives and is very good for business.

Breaking ground

And good business is being done. In Houston we're breaking ground on a new office and warehouse facility. We're gearing up for a major rise in LNG business in Singapore. We have further expansion of our distribution complex in Jakarta and now we have opened a supply base on the Caspian Sea port of Turkmenbashi to support our oil and gas customers there.



Howzat!

Then there's the cricket. I confess to being something of a cricket tragic, hardly surprising for one born on the subcontinent. How pleasing it was then to see India trounce the visiting Australian team that had been our tormentors for so many years. How more pleasing still to see that GAC India contributed to the whole success of the tour by shipping essential gear around to the various test match venues. I call that 'caught and bowled'!

The passion

Per Thörnblom knows very little about cricket (I checked!). He is confused by LBW and Leg Cutters and bored by strike rates. But he will happily talk project logistics all day and show you mindmaps and detailed CAD designs. He truly is a passionate man with a clear mission. Just ask him.

Gurumurthi Shankar
Editor

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LEAD

Thinking BIG

Big projects mean big shipments. Whether it's an offshore drilling platform, a power plant, a port development, pipeline, wind farm or paper mill, they all need parts that are too big, heavy or oddly shaped to fit into neat little packages for transportation.



INSIGHT 06

Sea crime – know your enemy

Intelligence analyst Rory Lamrock considers the methods and motivations of sea criminals around the world.

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In conversation with GAC Greece's Logistics Manager

GACWORLD

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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'.

AWARDS AHOY!

GAC has won the "Shipping Agent of the Year – General Cargo" title at this year's E-Service Excellence Awards in Dubai.

The Awards, now in their fifth year, are presented by Dubai Trade, the region's number one global trade facilitator.

GAC's Award was received by GAC Dubai Managing Director Stuart Bowie, who says: "Though GAC is no stranger to awards, it is particularly gratifying to receive this recognition of the e-services and e-solutions we offer our customers. This Award is a great motivation to continue to strive for growth and excellence in this field."



Stuart Bowie, Managing Director of GAC Dubai collects the award from H.E. Sultan Ahmed bin Sulayem – Chairman of DP World and Mahmood Al Bastaki – CEO of Dubai Trade.

OUTSTANDING INDIA



GAC India has been presented with the "Outstanding Logistics Service Provider" award by key customer, Navin Fluorine International Limited, part of the Mafatlal Group of Companies.

Navin Fluorine is a large-scale manufacturer of liquid and gas chemicals, which are distributed both domestically and internationally. GAC India helps ship a product called BF3 in Navin Fluorine's own cylinders to its customer in Taiwan, where GAC Taiwan handles the bookings for the return of the empty cylinders.

Working together, both GAC offices helped streamline the documentation process at both ends of the supply chain. As a result, the entire process, which initially took almost 235 days to complete due to customs clearance delays, was slashed to just 140 days after GAC took over.

Mr Haridas P.S., Navin Fluorine's Vice President of Supply Chain Management, says: "GAC has demonstrated excellence in business planning and operational distinction. They mean it when they say they help deliver their clients' strategies."

AIRLINES DELIVER PRAISE FOR ATHENS FREIGHT TEAM

The professionalism and consistently strong performance of GAC Greece's Air Freight Team at Athens' international airport have been formally recognised.

The seven-strong team led by Airfreight Manager Menios Constandaras handled more than 960,000 kg of air freight cargo in 2012, ranging from pharmaceuticals to musical instruments for orchestras performing in Greece. The team has been listed among IATA's top ten agents operating in the country since gaining approval in 2007.

European Air Transport Leipzig GmbH has named GAC Greece its Agent of the Year 2012, acknowledging the team's top ranking in terms of volumes handled in 2012.

GAC has consistently featured among their top two since 2008, claiming

the No.1 slot in 2008 and 2010.

Vicky Teloni, European Air Transport's Cargo Manager for Greece and Romania, says the team demonstrates high levels of professionalism: "GAC is a reliable company enjoying high reputation and respect in the Greek cargo market."

British Airways World Cargo has also presented Menios and his team with their Top Customer Award in appreciation of its support over the past year, while Emirates Sky Cargo has hailed them as "a valuable associate" and commended their excellent service and successful cooperation with airlines.

GAC Greece also has an air freight department in Greece's second largest city, Thessaloniki, in the north of the country.





GETTING INTO GEAR

A giant gear box destined for the Cochin Shipyard is lifted carefully onto a barge waiting to take it ashore. GAC India was appointed by Elecon Engineering Company Limited to transport the spare part, weighing about 100 tonnes, in close coordination with the Captain and port authorities to ensure that it reached its final destination safe and sound. **GW**

GOLD STANDARD FOR INTERNATIONAL MOVING

GAC has been named a 'FIDI Academy Gold Supporter' in recognition of its work with the training arm of the global alliance of independent international removal companies during 2012. **GW**



SARJAK LINER AGENCY EXTENDED

Mumbai-based Sarjak Container Lines Pvt Ltd (Sarjak) has extended its relationship with GAC India by appointing it as its liner agent for Cochin and Tuticorin. The two companies began working together in 2011 covering Delhi, northern India and Chennai. **GW**

ENERGY IN THE EAST MED

Simon Heywood (right), GAC's Business Development Manager, Oil & Gas Europe – East Mediterranean is seen here deep in discussion with a visitor to the GAC stand at the Cypriot-Greek Oil & Gas Summit held recently in Limassol. Oil and gas exploration is currently lighting up the East Mediterranean and GAC is placing its experience and resources at the service of energy companies operating in the region. **GW**



BIG TOYS IN DUBAI

The boys from GAC Dubai's logistics team pose with one of the prize exhibits at this year's Big Boys Toys exhibition held at Atlantis in The Palm, Dubai – a Soleil Motors SRL Anadi powered by a 6.2 litre supercharged V-8 engine. The high performance vehicle was just one of the shipments they handled for exhibitors as official freight forwarders and site handling agents for the annual expo which showcases innovative gadgets, top brands and high-performance products to the Middle East public. **GW**



SEA CRIME – KNOW YOUR ENEMY



by **Rory Lamrock**
Intelligence Analyst with AKE Limited

Mention 'piracy' these days and most people will think of Somalis in fast skiffs, brandishing AK47s as they attempt to capture ships to hold for ransom. But the realities of global maritime security demand a different term to reflect the range of risks that crews and vessels face around the world: sea crime.

Different parts of the world suffer from very different forms of sea crime, with the techniques, types of attack and ultimate objective of attackers varying from region to region. Accurate knowledge and insight are vital to deliver protective measures that are effective and proportional to the threat.

The Somali story

Off the Horn of Africa, attackers almost always aim to hijack a commercial vessel to hold it for ransom. There has been a decline in Somali piracy, with attacks dropping by around 80% over the last year. Thanks to improved security on board merchant vessels and naval operations, there hasn't been a hijack since the MT Smyrni was taken off Oman in May 2012. The money men behind the attacks from Somalia have realised it is an unreliable criminal investment and are now looking at other ways of making money. As a

result, Somali piracy is now a high impact, but very low probability, risk and expensive armed guards are not commensurate to the statistical risk of attack, which is now less than 0.1%.

However, a handful of groups remain active and committed, driven by the big potential gains set against the backdrop of widespread poverty that grips the country. Average ransoms are around USD 5 million, though they have been as high as USD 13.5 million. When searching for a slow moving target, attackers will play a game of 'cat and

mouse' with naval patrols for weeks on end, using mother ships across the Gulf of Aden, Arabian Sea and Indian Ocean. Driven by desperation and faced with starvation, arrest or possible death if they don't capture a ship, Somali attack groups will be persistent.



Higher risk, lower impact

By contrast, the risk of attack is far higher in south-east Asia – particularly in Indonesian waters where around one-third of the world's sea crimes occur – but the impact is less. Almost all attacks are opportunistic 'smash and grab' type robberies on vessels in port or at anchor. The aim is usually to steal stores, cash and valuables, then escape as quickly as possible without being noticed. However, the robbers are often armed with knives or small arms, so crew members can face threats or actual violence. Basic security measures, such as deck lighting and alarm systems are effective in deterring most attacks.

Complex

The Gulf of Guinea represents the most complex maritime security environment. Attacks range from low level robberies like those in south-east Asia, to armed robbery of vessels underway, kidnap of specific crew members for ransom, and hijack of entire tankers to steal their cargo to sell on the black market.

Since January 2012, at least 50 vessels

SEA CRIME DEFENSE SYSTEM (SCDS)



1. Searchlights



2. Water Cannons



3. P-trap



4. SeaDefence



5. Sound Waves



6. Citadel Protection



7. Onboard training

have been boarded off West Africa. 11 attacks resulted in the abduction of 44 crew members. Another nine vessels were hijacked completely.

Sea crime off West Africa tends to be more violent than elsewhere. At least five crew members have been killed since January last year, and an unknown number injured.

Slow moving, low freeboard vessels – including oil field supply craft – are generally the most vulnerable as they are the easiest to board from small skiffs. Vessels at anchor, drifting, carrying out STS operations or awaiting entry to port face the highest risk of attack. The nationality of the crew also plays a role, as foreign crew members will generally fetch a higher ransom.

Mitigating the risk

Carefully selected maritime security solutions can ensure the safety of vessels, crew and cargo, taking into account the reality of the risks specific to the region. Off West Africa, for example, assessment of where and how vessels anchor and carry out STS transfers is needed.

A vessel's characteristics and the long-

term benefits of any security measures should be assessed on a case-by-case basis. Non-lethal security equipment like remotely operated water jets and re-useable anti-boarding mechanisms represent a lasting investment that a vessel will benefit from voyage after voyage. Armed guards, on the other hand, only provide protection whilst they are on board.

Above all, proper insight into the myths and realities of global sea crime – and its root causes – inform decision making and reduce risk in an effective manner. After all, it pays to know the enemy. **GW**



Security expert AKE is GAC's partner in GAC Maritime Security Services, which combines the resources and reach of the GAC Group with AKE's extensive experience in reducing risk to people and organisations in hostile environments to protect ships, cargoes and crew from maritime security threats.

1,000 SAFE DAYS IN ABERDEEN

GAC UK's Aberdeen branch has completed 1,000 days with no lost time due to injury (LTI) in a notoriously hazardous and fast-moving quayside environment.



Steve Gibson, GAC UK's General Manager of Energy & Marine Services, says: "This achievement is attributable to the comprehensive GAC HSSE Policy supplemented by the Aberdeen team's willingness to go beyond simply following rules and regulations. They're constantly on the lookout for ways to be even safer and this proactive mind-set has been adopted by clients, subcontractors and visitors. Everyone is encouraged and happy to suggest ideas to improve our procedures still further."

Teamwork and training

The Aberdeen HSSE team comprises GAC staff and other tenants that share the portside base. In addition to the standard HSSE

training in place in most workplaces today, all contractors must complete a comprehensive induction on arrival at the GAC site and 'tool box talks' are given before any lifting of large objects takes place, no matter how often the need arises.

Steven McGregor, Warehouse & Yard Manager, says management support and encouragement is crucial: "The risk factors are clear. We often have extreme weather conditions, heavy fenders and 16 ton forklifts deployed and the support provided to clients at quayside is complex. Our staff have demonstrated incredible professionalism in carrying out their operations without injury to themselves or others." **GW**

PHASE IV EXTENSION ADDS MORE MUSCLE TO DISTRIBUTION CENTRE

An additional 15,000 m² has been added to the GAC Samudera Logistics (GSL) warehouse and distribution centre in Cikarang, near Jakarta. GAC was already one of Indonesia's largest third-party logistics (3PL) providers and the Phase IV extension has added further capacity. The Cikarang facility now covers 36,000 m² and offers 60,500 pallet positions.

Flexible storage solutions

The distribution centre provides customers with cost-effective warehousing solutions on a monthly 'pay by use' basis, providing flexible storage solutions to manage seasonal demands or market fluctuations. It is equipped with a docking area, canopy, finger dock, generator set, dock leveler and parking to avoid the bottlenecks and delays common at leased facilities in the area. Every day, more than 100 trucks leave the distribution centre for more than 120 destinations.

At the centre's official opening Björn Engblom, GAC Group Co-Chairman, said: "Our growth in Cikarang has been built on the needs of our customers. Their faith in our services has allowed us to grow so we can continue to serve their needs as the markets



(From left) Hari Krishnan, Managing Director, GAC Samudera Logistics; Yudi Riyadi, Sales and Marketing Group Director, Samudera Indonesia; Masli Mulia, President Director, PT Samudera Indonesia Tbk; Shanti L. Poesposoetjipto, Chairman, Samudera Indonesia; Björn Engblom, Co-Chairman, GAC; Dan Hjalmarsson, Group Vice President for Asia Pacific Region, GAC; and Gurumurthi Shankar, Group Sales Director, GAC, at the opening ceremony for Phase IV of GAC Samudera Logistics Distribution Centre at Cikarang.

expand. With our partners, our customers and our people working together, we have a bright and profitable future to share."

A dream fulfilled

Masli Mulia, President Director of PT Samudera Indonesia, added: "I had this dream in the 90s – to own a large, state-of-the-art distribution facility in Indonesia. When we had the groundbreaking in 2002, I knew it was no longer just a dream. Today, I can proudly declare my dream has come true!" **GW**

A MOVING EXPERIENCE, GAC STYLE

It took just 48 hours for the PT GAC Samudera Freight Services team led by Cecilia Mustika to load seven 74-tonne Transportable Electrical Switch Room Platforms on to trucks at Cikarang, Indonesia, and deliver them to Tanjung Priok Port for shipment to India. Upon arrival in Mumbai, GAC India took over, arranging customs clearance and delivery by road to the customer's premises. **GW**



NEW TURKMENISTAN BASE SIGNALS COMMITMENT TO OFFSHORE SECTOR AND LOCAL COMMUNITY

GAC Turkmenistan has opened its new Offshore Supply Base and Logistics Support Centre in the Port of Turkmenbashi. The 11,000 m² base will improve the efficiency and safety of GAC's marine and logistics services for the offshore sector in the Caspian Sea, and will provide employment and training opportunities for the country's people.

The official ribbon-cutting ceremony was held recently, with President and Deputy Minister of State Maritime and River Lines Aman Gurdov, GAC Group President Bengt Ekstrand and GAC Turkmenistan Base Manager Oraz Kurbanmuradov doing the honours.

The new facility has clear water access, cargo lay down and storage areas, multifunctional warehouse facilities and an energy centre supplying backup power and heating. It adds to GAC's established presence in Turkmenistan, where it operates a fleet of 30 vessels and provides shipping, marine and logistics services, with particular emphasis on the oil & gas industry.

Partnership

The base was developed in partnership with the Turkmenistan



Government. The entire infrastructure, as built, will revert to the people of Turkmenistan upon expiry of GAC's long-term lease.

Gerry Rowlands, General Manager of GAC Turkmenistan, says: "Globally, the GAC Group aims to do well, but also to do good wherever we can. It's important for us to give something back to the communities that host us. This new Turkmenbashi base is concrete proof of GAC's long-term commitment to Turkmenistan and its people, offering an encouraging and stable business environment in which to operate." **GW**

BREAKING GROUND IN HOUSTON

Construction has started on GAC USA's new office and warehouse building in Houston's Central Green Business Park.

The company's existing warehouses will be consolidated with the new LEED (Leader in Energy and Environment Design) registered 181,067 square-foot cross dock building which includes four acres of outside storage space. The building is due for completion in mid-July 2013.

"This new warehouse and office demonstrates GAC's long-term commitment to customers in Houston who benefit from our local presence and our ability to deliver their solutions globally," says Lars Heisselberg, GAC Group Vice President, Americas.

Benefits

There'll be cost savings for GAC's import and export freight customers due to the warehouse's location within a designated Foreign Trade Zone (FTZ), as well the considerable convenience offered by its close proximity to George Bush Intercontinental Airport. GAC is C-TPAT-certified. This security rating is only awarded to companies after intense scrutiny of practices and on-going security commitments throughout the supply chain.



Carlos Arrieta, President, GAC Energy & Marine Services, says the development will also open up opportunities for the local community in terms of jobs and business from the oil and gas markets.

The warehouse is being built in partnership with commercial real estate developers Liberty Property Trust. Liberty is one of the leading developers in high-performance green buildings. GAC's existing 65,000 square-foot dedicated oil and gas warehouse in Laredo, Texas continues to operate as a separate facility near the Mexican border, where GAC's oil and gas customers require daily cross-border transport. **GW**



THINKING BIG

THE SUPERSIZED CHALLENGES
OF PROJECT LOGISTICS

Big projects mean big shipments. Whether it's an offshore drilling platform, a power plant, a port development, pipeline, wind farm or paper mill, they all need parts that are too big, too heavy, or too oddly shaped to fit into neat little packages for transportation.

Moving such shipments takes skill, experience and the right equipment. GAC established its reputation for handling such shipments in the early 1970s.

Competition

Per Thörnblom, Group Project Logistics Manager, says GAC's blend of global shipping, logistics and marine expertise means it can deliver the goods where others fear to go and has the staying power, even when demand is depressed.

"Like liner shipping, the project cargo sector has suffered as a result of the global financial crisis which started in 2009," he says. "Today the market is slowly recovering, although many large infrastructure projects are still not yet back on track."

Coming soon

Prospects are looking up however. A boom is expected in the coming few years to catch up with the infrastructure development lag caused by the financial crisis.

The number of enquiries that GAC received for project shipments increased significantly during 2012, compared to previous years. That figure is still on the rise, signaling the gradual recovery of the market.

"It is also an indication of our standing," says Thörnblom. "Clients value our technical and practical know-how and we are well placed to meet demand, even in the most challenging locations, as the market picks up."

"Today the market is slowly recovering, although many large infrastructure projects are still not yet back on track."



Full package

GAC draws on its shipping, logistics and marine expertise at key locations around the world to provide a wide range of services to include:

- Packaging & crating
- Stuffing and stripping
- Lashings and securing calculations
- Terminal services
- Stevedoring
- Computer Aided Drawings (CAD) – see article on page 12
- Forward planning and cargo handling method statements
- Inland road and rail transportation using all kinds of trailers
- Barge shipping
- Ocean transport using heavy lift vessels as well as conventional and container ships
- Air freight
- LCL shipments.

Confidence

Thörnblom is passionate about project logistics and confident about its future.

"We are one of the very few companies able to combine worldwide nautical knowledge with decades of project experience. It gives us an edge

when it comes to ensuring the efficiency of every job undertaken," he adds.

In October this year, GAC's use of CAD technology and state-of-the-art software for lashing calculations will be key parts of Thörnblom's address to the Powerlogistics conference in Singapore. **GW**

THE CAD ADVANTAGE

Computer Aided Drawing (CAD) allows skilled users to create, modify, analyse and optimise designs for shipping project cargoes. It offers accurate 3D drawings and computerised scale models in formats that are easy to view, adaptable and easily copied, pasted and emailed.

In logistics planning, CAD helps Per Thörnblom and his team achieve optimum use of space – even for oddly shaped or oversized cargoes. Designs for securing and lashing a cargo can be checked in a virtual environment, eliminating the time, expense and effort involved in testing different options by trial and error. It increases planners' productivity, improves communications through documentation, and creates a database for future reference.

The puzzle

In the past, cargo planning was performed with pens and rulers, creating scaled drawings on stiff paper. Cargo drawings were cut out and the Chief Officer on board would then try to fit the pieces of the puzzle together, matching the drawings with a plan of the cargo hold drawn to the same scale.

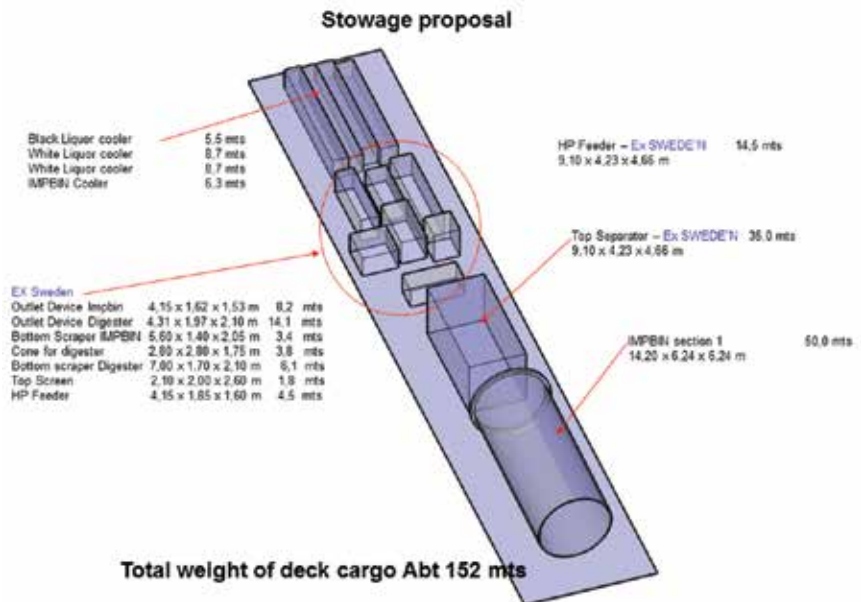
With CAD technology it is easy to shuffle the pieces of the puzzle around on screen to make the necessary amendments.

Detailed plans

GAC is one of few companies in the market able to create and use advanced CAD drawings and has recently invested in software to produce Method Statements based on lashings calculations.

GAC Supercargoes (or Port Captains) use CAD software to draw up optimal stowage, loading and discharging procedures for heavy lift cargoes. Drawings are based on the specifications of the vessel carrying the cargo and the detailed plans are shared with vessel masters, stevedores, crane operators and lashing companies.

"An experienced CAD operator can enter all the complex aspects of a job into the system to engineer a solution in about 20 hours."



Per Thörnblom says: "An experienced CAD operator can enter all the complex aspects of a job into the system to engineer a solution in about 20 hours. If a customer had to find a local company in, say, Norway to do the same it would take weeks and involve many yard visits and hours of meetings, even before the design process starts." **GW**



PER THÖRNBLOM'S JOURNEY

GAC's Group Project Logistics Manager has worked in dry cargo chartering and liner shipping for nearly 40 years, and has more than 30 years of project cargo experience.

After graduating from University in Gothenburg as a Master Mariner, Per spent ten years in the Swedish Merchant Navy and then worked with a number of shipping and forwarding companies in Sweden, Dubai, Atlanta, Rotterdam and Hamburg, before joining Transweco (part of the Lehmann Nordic Group AB) in 2004. When GAC acquired Lehmann's shipping subsidiaries in January 2012, Per was appointed Managing Director of GAC Sweden.

Per's extensive expertise and understanding of the heavy-lift and breakbulk business made him the natural choice for Group Project Logistics Manager when GAC made the strategic decision to manage its global Project Logistics business from Europe, in the same time zone as many of the sector's major players. **GW**



SUSTAINED ECO-FRIENDLY CULTURE WINS GAC GROUP CHAIRMAN'S ENVIRONMENT AWARD

Thinking green has become a way of life at GAC Hong Kong. And now, the company's many eco-friendly efforts have been rewarded with the First Prize in the GAC Group Chairman's Award for Environmental Excellence for 2012.

Since 2009, the company has been recycling paper, aluminum, plastic, toner cartridges, electronic equipment and more. In 2011, GAC Hong Kong's recycling efforts helped it reduce its carbon footprint by almost four tonnes, and earned it the second prize in the Chairman's Award. In 2012, its broad and sustained commitment continued, and the company's carbon footprint was reduced by more than five tonnes.

If that wasn't enough, the company's commitment to preserving the environment went beyond the office, with staff volunteering for coastal clean-ups and tree-planting schemes organised by local environmental groups.

Björn Engblom, GAC Group Co-Chairman and Principal Trustee, says these three schemes show a long-term approach and proof that a green culture is alive, well and thriving at GAC Hong Kong.

Small measures, big results

Ecological action through small investments can bring significant economic benefits as shown by the efforts of second prize winner, GAC Samudera in Indonesia.

By installing an automatic control device in its air-conditioning and lighting systems, the company reduced its electricity consumption by 720 hours for the year, cut its carbon emissions by nearly 228 tonnes and saved approximately USD 22,650.

Lower CO₂

In Norway, the purchase of two electrical vans for GAC's bases in Bergen and Monstagn, as well as three LPG-fuelled forklifts demonstrated the company's commitment to reducing the impact of its vehicle fleet.

The electric cars produced savings of about 6.5 tons of CO₂, reduced dust and engine noise. Compared to conventional diesel-powered trucks, the LPG forklifts produce 93% less CO₂ emissions. They also earned the company third prize in the Chairman's Award for 2012. **GW**



SEA ASIA DRAWS BIG CROWDS TO SINGAPORE

Delegates from more than 350 companies from around the world descended on Marina Bay Sands in Singapore in April for Sea Asia 2013, the region's premier maritime exhibition and conference.



GAC again sponsored one of the most popular pre-conference events, the GAC Sea Asia 2013 Golf Classic, at Raffles Country Club. More than 70 enthusiastic golfers, including partners, customers and staff, braved the drizzle to complete their 18 holes.

Group Sales Director Gurumurthi Shankar says: "The tournament was a great opportunity to network with customers, partners and other Sea Asia exhibitors and conference speakers." **GW**



GAC HUMANITARIAN AID TEAM (GHAT)

When disaster strikes, the most vulnerable suffer first – and worst. That's why the global aid community needs a service provider that can help deliver urgent shipments to those who need it most with minimum fuss and maximum efficiency.

The GAC Group has been working with aid groups throughout its history, including organisations like the United Nations' World Food Programme (WFP) and other charities. In 2011, a dedicated task force – the GAC Humanitarian Aid Team (GHAT) – was formed to focus on the Group's global resources on delivering integrated logistics services to aid agencies.

Most recently, GAC has been working with the WFP, handling hundreds of containers of foodstuffs through Dubai and Turkey to feed refugees from Syrian war zones.

Whether it's a simple container shipment, a full charter, or delivery from start to finish, GAC has the reach and resources to help meet that need.

The Humanitarian Aid Team brings together some of the Group's top logistics professionals to support and coordinate the local response from GAC offices working with organisations to expedite relief response, maintain a constant flow of sustenance and navigate the delicate geopolitical landscapes in the places where aid is needed. They are:

Robert Gennuso –
GAC Logistics Senior USA
Representative:

Robert has 30 years of logistics, transportation, distribution and warehousing experience in the US, Canada and surrounding regions. He has spent time with the UN and the International Federation of the Red Cross/Red Crescent, handling business for the Panama branch in places such as Haiti and the Dominican Republic.



Alan Newton –
GAC Logistics UK Freight Manager,
London:

Alan is a logistics veteran of 30 years, specialising in airfreight projects and aircraft charters. His aid experience comes from work with East African nations for the Red Cross and other charities.



Stuart Bowie –
GAC Dubai Managing Director:

Stuart has served in a variety of operational, sales and management positions in shipping and logistics over the past three decades, including 23 years in Saudi Arabia, UAE and Hong Kong/China. He is directly involved in WFP shipping and logistics matters as well as numerous local air, land and sea logistics support activities.



The Humanitarian Aid Team brings together some of the Group's top logistics professionals to support and coordinate the local response from GAC offices working with organisations to expedite relief response



Gunnar Lundgren –
Group Commercial Data Manager:

Originally an airfreight man, Gunnar's experience in humanitarian aid projects comes from handling air charters from donor countries in Scandinavia to recipient countries in Africa. He has been personally involved in shipments for the WFP such as flour from Turkey to Sri Lanka and wheat from Egypt to Sudan.



Ivo Verheyen –
Group Vice President, Europe:

Ivo's exposure to the aid business goes back to his days in Bangkok as MD of GAC Thailand. During his time there, GAC was agent for break-bulk rice vessels loading in Ko Si Chang for the WFP and handled containers from Bangkok to Kuwait for forwarding to Iraq, as well as intra-Asia to various disaster-stricken countries.

Colin Henderson –
GAC Sharjah Managing Director:

Colin's background is in express courier and logistics. Whilst stationed in Kuwait he handled projects for the renovation of hospitals in Iraq after the 2003 Gulf War. When based in Malaysia, he and his team worked with the UN Humanitarian Response Depot (UNHRD), helping to move their Asian support base from Cambodia to Malaysia. They have also moved shipments for the WFP, primarily to Africa and Sri Lanka.



Simon Heywood –
Business Development Manager, Oil and Gas Europe – East Mediterranean:

Simon's experience in aid cargoes goes back to his time with Voluntary Services Overseas (VSO) in South Sudan in the late 1970s, followed by seven years handling commercial cargoes and aid shipments for the UN and WFP in East Africa. He is GAC's Key Account Manager for the World Food Programme.



Jacques van Soest –
Regional Key Account Manager, Logistic Services, Europe Region:

Jacques has worked in logistics in Europe for more than 20 years. He is experienced in air & ground distribution, air & ocean freight, warehousing and trucking, and has been involved in projects for several NGOs.



Patrik Halldén –
Group Vice President, Human Resources:

Patrik's 25 years in logistics gave him the experience and expertise he needs to help meet the needs of key Humanitarian Aid clients. In 2003, the WFP appointed GAC as their agent in Turkey, Lebanon, Syria, Egypt and all Gulf Cooperation Council (GCC) states. GAC Kuwait, where Patrik was Managing Director (MD) at the time, served as the coordinating office under his direct guidance. He also established and built the team that served the WFP when GAC was appointed in Iraq, and has worked closely with other NGOs.

Q&A WITH SOCRATES ZORBAS



How would you describe yourself?

I don't like talking for myself. I prefer to listen to what other people say about me... polite, patient, perfectionist, full of energy, inquiring minded, business oriented, team player, leading by example and actions, are some.

This year marks your 21st anniversary with GAC. Have you changed much since 1992?

Well, the truth is that I have put on 4-5 kilos but it doesn't look bad. When I first joined the company I was just over 20 years of age. My colleagues and management made me feel right at home and part of the family. I matured, personally and professionally, through the years and I cannot imagine having worked in a better environment.

How have the markets you serve, and the way you serve them, changed since you joined the company?

The past 20-30 years have brought tremendous changes to the way we live and work. The two core differences are globalisation of markets and information flow/access. Back then, even the biggest companies were sourcing products mostly on a regional rather than on an international level, while communications included telex and fax machines.

Are you an optimist or a pessimist?

I consider myself to be a reserved optimist.

What determines the success of a business?

Without any doubt, its people. The most important asset of any company.

How do you handle difficult customers?

I listen to them and remain calm. I avoid reacting instantly and prefer to analyse the situation before responding. It's a fact of life that whenever one reacts without thinking, it is usually regretted later.

What sectors are you focusing on for GAC's logistics business in Greece?

The two main freight forwarding activities we focus on are sea freight and air freight. We are also doing some international road freight within Europe and some warehousing and distribution.

Do you see any opportunities that you believe will help lead the Greek economy to recovery?

Increasingly, Piraeus port is becoming a hub for several container lines. The infrastructure is being developed and it will soon become one of the top ports in Europe. Combined with the development of our rail infrastructure, it is already attracting the attention of multinational companies that see Piraeus as their ideal redistribution point for their European, Middle East and North African markets.

At the same time we have oil & gas exploration underway in Greek territorial waters and the first indications show considerable reserves available. This would potentially make the country one of the energy players of the region and, combined with the possibility of one of the pipelines carrying natural gas from Azerbaijan to Europe crossing Greece, demonstrates the importance of this industry to our country.

In your view, what is required to promote growth?

Vision, strategic planning, adequate resources, operational excellence, desire to meet and exceed customer expectations.

What's your motto or catchphrase?

One I often repeat to my colleagues is that we are in the business of "transporting" information. The one that performs faster and efficiently wins.

What qualities do you think dynamic economies and dynamic companies have in common?

Integrity, ethics, strategic planning,

Born: April 1972 in Piraeus, Greece.

Before GAC: Before joining GAC I worked as a freelance accountant.

Joined GAC: On 3 August 1992, as the third member of the newly established Freight Forwarding Department. Appointed Head of the Department in 1997. Today, still manages the company's freight forwarding activities in Greece, but also serves as GAC Liaison Officer for the GAC Corporate Academy and is responsible for Quality Management Reporting.

measurable targets, people dedicated to executing the plan.

What do you believe is the secret to successful communication?

Honesty, clear statements, good command of language used, patience, and proactive thinking.

Who is your favorite Greek philosopher, and why?

Not surprisingly, Socrates! Apart from having his name (but not his wisdom, I'm afraid) after reading about him as a schoolboy, I was particularly impressed by three things. The first was a method he used during debates called the "elenctic method" which is a form of inquiry and debate between individuals with opposing viewpoints based on asking and answering questions to stimulate critical thinking and to illuminate ideas. The second was that someone with his wisdom saying that "I only know that I know nothing" proves that we can never stop learning new things. And the third was the fact that, even when he was sentenced to death for his beliefs, he stood firmly by them until the end. **GW**

THE SIGNS AND SMILES SAY IT ALL

"It was fun, and I would love to do it again if I have the chance in future!" says 12-year-old Shariffah Faaiah Bte Syed Abdullah Alkaff. Except that she isn't saying it, she's signing it.

Twelve youngsters from the Singapore School for the Deaf went sailing with the GAC Pindar team in their EX40 catamaran, brought to town for Act 2 of the Extreme Sailing Series.

Signs Shariffah: "That was my first time sailing. I was a bit scared at first but, after a while, I was enjoying myself. I liked the breeze and the water."

The children, aged between 10 and 15, were accompanied by two of their teachers. One of them, Barbara D' Cotta, says: "The children may not be able to hear, but they can see and feel with their hearts. They were really excited about the event. And we took the opportunity to learn about the different parts of a boat." **GW**



HOISTING THE CUP HIGH



When Crystal Palace FC beat rivals Watford in the play-off finals to win promotion to the UK Premier League, the cheers could be heard all the way from London and around the GAC world. It was one of the high points of the Club that has been sponsored by GAC since 2004, and Group Co-Chairman & Principal Trustee Björn Engblom and Bill Hill (Executive Group Vice President, Commercial) were at Wembley to witness their triumph first hand. **GW**

FLYING FIFTEENS GET PINDAR SUPPORT

When the world's top sailors descend on Hong Kong for the Flying Fifteen World Championships in November this year, GAC Pindar will take care of their shipping and logistics needs.

As the event's official shipping and logistics partner, the yacht logistics specialists will work with GAC Hong Kong to ensure the delivery of boats and gear for the event, hosted by the Royal Hong Kong Yacht Club.

GAC Pindar was last year named the Club's official shipping and logistics services provider through to December 2015. **GW**

HIGH SCORES AND SMILES IN SA SETTLEMENT



Young Black Stars footballers from Kenville settlement near Durban proudly show off their new kit, courtesy of GAC Laser. In their first game in the new shirts, they won 5-1.

The Black Stars was started three years ago by coach Ayanda Moletshe (right) to keep local children off the streets and give them the chance to play the game they love. After seeing them playing in the street with a broken ball last year, GAC Laser's Carol Holland (far left) decided to lend her support by providing training equipment. This year, GAC Laser is covering 50% of sponsorship costs and has provided new shirts, boots and balls as well as school supplies. [GW](#)

EYE ON THE BALL



The GAC-sponsored Wanderers Hockey Club take control as they power to a 5-2 victory in a fast-paced game against Doha Hockey Club. Founded in 1979, the Wanderers is Qatar's oldest and most successful hockey club, with three of its players included in the national team. GAC Qatar has been sponsoring the club since 2010. [GW](#)



GETTING READY FOR LNG

In keeping with the global move towards cleaner fuels, Singapore is building an LNG receiving terminal at Jurong Island, due for completion this year.

In preparation, GAC Singapore MD Ronald Lichteneker and some of his team attended a training course covering operational aspects and safe handling of LNG. GAC Singapore is expected to deliver its first shipment to the terminal by mid-2013. [GW](#)

APPOINTMENTS

GAC SRI LANKA



Navin Perera

General Manager,
Operations

Previously
Commercial for GAC Marine
Services Pvt Limited



Mohan Rodrigo

General Manager,
Operations (Marine)

Previously
GAC Galle Station
Manager



Gayantha Jayakody

Manager, Finance

Previously
Accountant



S. Subanandan

Manager, Marine
Department

Previously
Manager, Wharf Division

GAC BUNKER FUELS HEAD OFFICE, DUBAI



Ashan Silva

Business Development
Manager

Previously
General Manager Operations
for GAC Shipping Sri Lanka



Katy Sleta

Marketing Executive

Previously
Marketing Manager for a
chain of medical centres in
Dubai

GAC GHANA



Neale Proctor

Managing Director

Previously
Managing Director of GAC
Nigeria

GAC NIGERIA



Robert Bal

Managing Director

Previously
Extensive West Africa
experience, most recently
as Cluster Manager at
the APMT Terminals in
Abidjan, Ivory Coast



Casper Bahnson

Line Manager for Hapag
Lloyd/Eukor

Previously
Regional Business
Development Manager
Europe for an international
ship agency firm

GAC REGIONAL OFFICE - AFRICA, RUSSIA & CENTRAL ASIA



Craig Stewart

Regional HR Manager

Previously
Group HR Manager for
Bridge Shipping Group, a
member of the C.Steinweg
Group, in Johannesburg,
South Africa

GAC DUBAI



Facundo Mendoza

Senior IT Project Manager

Previously
Projects Director for
TIS GmbH in Cologne,
Germany

PT ANDHIKA GAC, INDONESIA



Francois Traversa

Managing Director

Previously
Shipping Manager with
GAC Angola

GAC TURKMENISTAN



Curt (Curtis) Walters

HSSE Manager

Previously
Senior QHSE Manager with
Mermaid Offshore Services
in Pattaya, Thailand

GAC ENERGY & MARINE SERVICES (GEMS) USA



Jana Rodriguez

Vice President, Key
Accounts

Previously
14 years' global oil &
gas industry supply
chain management
experience, in a variety of
management positions

GAC GROUP HEADQUARTERS, JEBEL ALI



Sean Bradley

Group Marketing Director

Previously
More than 27 years of
international management,
sales and marketing
experience, most recently
with a logistics consultancy
working with clients across
a wide range of industries



Richard Mallen

Group SPU Manager
(Ocean & Air)

Previously
General Manager, Liner
Services with GAC Nigeria

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.

HOWZAT!

WINNING DELIVERY IN INDIA-AUSTRALIA TEST SERIES

Cricket is big in India. In terms of spectators, it far outstrips field hockey, the official national sport. GAC claimed its piece of the cricket action when it delivered essential support equipment for the Australian touring team which faced hosts India in a four-test series.

"Our extensive network and resources across India enabled us to deliver the items to all the match locations in good time."

More than a tonne of gear, physiotherapy aids, leisure sports items and 150 kg of energy drinks was shipped from Melbourne to Chennai by GAC Australia. In Chennai, GAC India took over, handling storage and delivery to the test match venues. And once the last ball had been bowled in the final match in New Delhi, everything was packed up and sent on its way to the UK, for the Australian team's next tour.

Sunil Kapoor, GAC India's Regional Manager for North India, says: "Our extensive network and resources across India enabled us to deliver the items to all the match locations in good time. We are grateful for the support of the Board of Cricket Control of India and the Indian customs, which helped to facilitate the smooth delivery." **GW**

*Editor's note: India thrashed Australia 4-0 in the test series!

