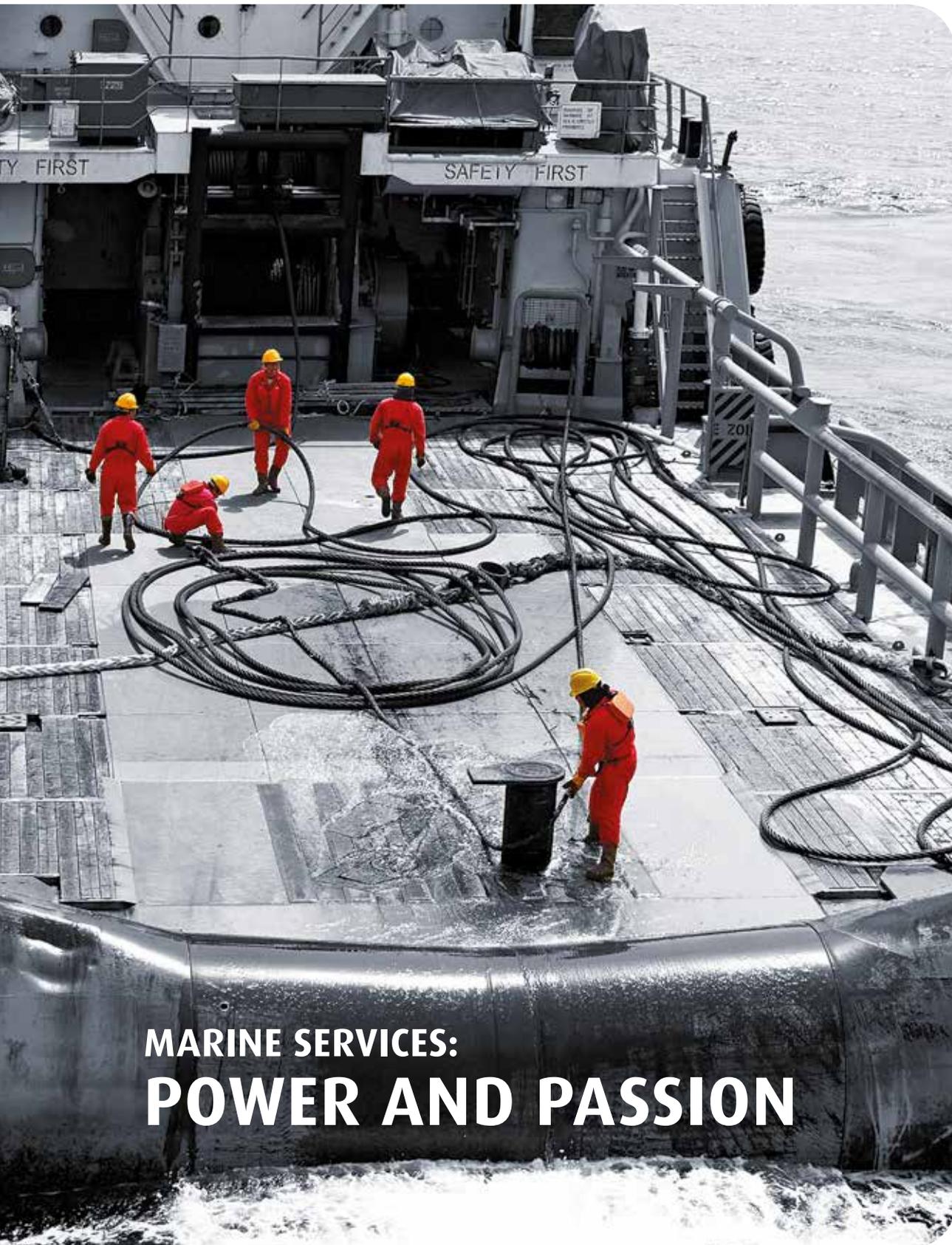


GACWORLD

JUL - SEP 2014



**MARINE SERVICES:
POWER AND PASSION**

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THE MARINE MACHINE...

Getting things done on solid ground is one thing and a whole other level of challenge when you're afloat. Traction and stability are earned at sea, not taken for granted as they are on land. For this reason, you need the right vessels and gear, all maintained for perfect performance.

Of course, much of what sustains GAC's marine operations does take place on solid ground - at GAC Marine's Construction and Maintenance base in the Mussafah Industrial Area in Abu Dhabi. Here you'll find the heartbeat that drives GAC's marine vigour. Our coverage of this essential service starts on page 10.

Cleaning hulls

Our Insight segment in this edition compares the use of divers and brushes with advanced remote-controlled hull cleaning systems. We're proud of our achievements in developing the HullWiper underwater hull cleaner because it provides a solution to an age-old problem for ocean-going vessels. The algae and other muck that sticks to a hull cuts its speed through the water while forcing the engines to work harder and use more fuel. Simon Doran's commentary shows that there truly is a better way to manage hull cleaning costs while boosting operating efficiency and eco-friendliness. See page 4.

Top shelf training

Our partnership with the National Maritime College of Ireland has steadily built a strong following among discerning customers seeking high-value maritime training for their people. The signing of a four-year training contract with Chevron Shipping Co is our most recent milestone. More on page 6.

New leadership Down Under

Scott Henderson is the new Managing Director at GAC Australia following the retirement of founding MD Phil Coolican. Managing a country with ports spread widely around 36,000km of coastline is a challenge few would relish but our man Down Under is up for the task. He answers our questions on page 8.

Spares worldwide

In English, when someone 'goes spare' it means they've 'lost their rag' and are 'fit to be tied' - all phrases that capture the anger and frustration that Marine Engineers can experience when something breaks down on their vessel and a new piece is needed. Spares logistics is all about timely delivery. An idle vessel is an expense no owner wants to suffer so it is no surprise that spares logistics services are built around speed. GAC Marine Logistics has established a global network that matches speed with reliability. The team is profiled on page 15.

Those magnificent men

Down in our Marine base in the Mussafah Industrial Area there are men whose names will never be known beyond the confines of their jobs and their families. But these men, the ones who cut and shape the steel and tighten the bolts that maintain our marine fleet, are magnificent. They are skilled, disciplined and well-led. We are grateful for their work. Our customers are grateful too even though they'll never meet them. Such people are the backbone and the arms and legs of quality service in the marine sector. And that is something we all can celebrate.

Happy reading.

Gurumurthi Shankar

Editor



BIG, RED AND IN TOKYO

They used to travel the streets of London, but now they're set for new operations in Japan as the country prepares for the 2020 Olympic Games.

Two 1960s Routemaster buses started their long journey from the port of Southampton courtesy of GAC UK.

The Routemaster bus is a London icon, recognisable around the world for its distinctive design and bright red livery. The two that GAC sent to Japan recently will join 30 Routemasters already in service in the country. **GW**

SUN RETURNS TO THE DEEP NORTH

The dark Arctic winter has ended and the spring sun touches our colleagues at GAC's base at Spitsbergen far to the north of the Norwegian mainland.

Our partner, Pole Position Logistics, captured this haunting shot of a vessel approaching the local port of Longyearbyen. **GW**

(Photo courtesy of Terje Aunevik)

HULL CLEANING – EVERYONE’S GOT A STORY TO TELL



by **Simon Doran**,
GAC EnvironHull Ltd

Talk about ‘Hull Cleaning’ to a diver and he’ll raise his eyebrows or just look to the skies. Talk to a shipping agent and he will say “Yeah, no problem, a five minute job”. But talk to a coating specialist and it becomes clear that it may well be classed as rocket science.

For as long as ships have been at sea, marine bio-fouling has been growing on them, and we have been looking at ways to remove it for just as long.

Around the world, governments and private shipowners spend more than USD5.7 billion every year to prevent and control marine bio-fouling. Hardly surprising when you consider that medium to heavy fouling of

with a pocket full of money and tales of daring.

Very few divers dream of scrubbing a hull for hours, often in freezing, murky and inhospitable waters, before watching the vessel sail into the sunset saving tons of fuel per day. Hull cleaning by divers is an onerous task and, depending on where in the world it is done, it can be deadly too.

The agent’s story

“We need our ship cleaned, tomorrow, in Shanghai,” the Superintendent says. No problem, says the agent, we will arrange it. He knows a



a ship’s hull significantly increases its drag through the water, reducing its overall hydrodynamic performance and pumping up fuel consumption dramatically.

The diver’s story

All divers like to think of themselves as ‘North Sea Tigers’ fighting extreme elements to get down to the seabed where a quick turn of the valve on a pipeline end manifold will avert certain disaster like we saw in the Gulf of Mexico a few years ago, then coming home

company that knows a company. Easy peasy lemon squeezy, and so the agent phones around, an e-mail here and there and he has a hull clean sorted. Little does he know that the company known by the company he knows is actually two men in a boat armed with half a scouring pad. The ship will get cleaned, the Superintendent is happy, so the agent is too.

But what nobody realises is that these two men with a boat and a scouring pad have caused



You can see Simon Doran explaining the benefits of the HullWiper hull cleaning system - not least the fact that it saves “a bucket-load of money” for operators – in a new video on the GAC YouTube channel at: <https://www.youtube.com/watch?v=9xf3AknxRrE&feature=youtu.be>

Aberdeen

SEAWARD-BOUND

USD100k of damage to the coating and significantly decreased the life of the anti-fouling system.

The coating representative's story

The coating representative knows his or her stuff. They know the products inside out - both their own, and their competitors'. They are coating nerds.

They can tell you the day the International Maritime Organisation enforced a worldwide ban on TBT "Tributyltin" (a toxic compound used in coatings of days gone by which has been described as the most toxic pollutant ever deliberately released into the ocean). Given half the chance, they'll also tell you in great detail about the alternatives they have been developing at huge cost and how the way ahead is 'low energy release' or state-of-the-art advanced fluoropolymer foul release coatings.

My story

I started off as a diver, first in the military and then in the commercial sector. I enjoyed hull cleaning – well, I enjoyed it for the first five days in the Caribbean. I liked diving and especially relished the engineering side of things: repairs, inspections and generally things that required me to think a bit more. What I didn't enjoy were the hours on end required to do a good hull cleaning job. And I don't believe many divers do.

Over the years, I've seen how commercial diving has progressed and become safer, especially inshore. I've also seen how hull cleaning is progressing with the use of alternative methods that don't require divers to suit up and spend hours under the water. Specifically, I'm talking about the use of ROVs (Remotely Operated Vehicles) to do the job.

Thanks to my background, I can see that with carefully selected solutions, a vessel's marine coating can be cleaned more often than previously anticipated, enabling owners and operators to enjoy longer-term benefits.

There are many stories told in the hull cleaning business. But the way I see it, there's only one worth telling. It's the tale with no drama, no damage and a clean, cost-effective happy ending. It might not make for riveting bedtime reading, but in the shipping industry it's the simple effective story with no plot twists that delivers the best result. **GW**

Three of GAC Aberdeen's finest head out to meet the MT 'Scott Spirit', one of the tankers under our care off the Scottish port. Like many of the vessels GAC UK handles in Aberdeen, the tanker is too big to enter the port so service boats perform crew changes and other support services.

Steven McWilliam, Tosan Fregene and Struan Chisholm (pictured on the bridge of the 'Scott Spirit') also inspected the McLachlan Marine support craft that delivered them as part of a safety review of launches we use. It passed. **GW**





LANDMARK TRAINING AGREEMENT SIGNED

GAC Training & Service Solutions (GTSS), the maritime training arm of GAC and the National Maritime College of Ireland (NMCI), has signed a four-year training contract with Chevron Shipping Company. It is the largest maritime training contract ever to be awarded in Ireland.



HOME AT LAST

After leaving almost 130 years ago, the clipper 'City of Adelaide' has returned to her home port in South Australia – with help from GAC.

It's estimated that a quarter of a million Australians can trace their ancestry back to settlers the ship brought from Britain between 1864 and 1887. The oldest of just two surviving wooden clipper ships, the 'City of Adelaide' had been in Irvine, Scotland, until a campaign for her return was started 13 years ago.

Her voyage back Down Under involved a stop-over in London for a formal renaming ceremony by the Duke of Edinburgh before she was loaded onto the heavy lift ship 'MV Palanpur' for the voyage home.

On arrival, GAC Adelaide's Port Manager Alan Christie (pictured here with the clipper) and his team worked closely with local authorities, vessel operators Combi Lift and receivers to ensure she was safely offloaded to a waiting barge and moved to a dock where she will remain until a decision is made about her final resting. **GW**



Learn more about the clipper's story at <http://cityofadelaide.org.au/>

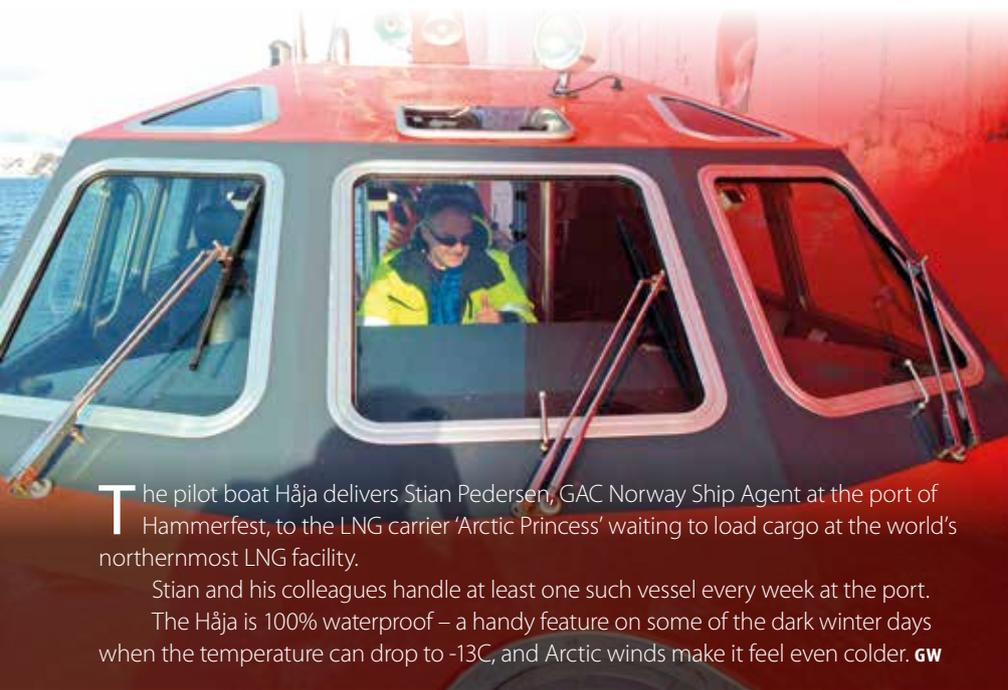
Delivering skills

Under the new agreement, GTSS will train Chevron Shipping's junior officer corps with basic skills training and provide engine room workshop skills for its junior engineers. Over the course of four years, more than 450 officers from around the world will receive maritime training through GTSS at the state-of-the-art National Maritime College of Ireland (NMCI) facility in Cork, Ireland.

Testament

GTSS Director and Head of the National Maritime College of Ireland Conor Mowlds says "This agreement is testament to the high regard in which GTSS's services are held by one of the world's foremost shipping companies, and further strengthens the NMCI's reputation as a world-class institution. We shall work closely with Chevron to deliver first class training for every one of their cadets who will walk through our doors over the course of the next four years." **GW**

COMING ALONGSIDE



The pilot boat Håja delivers Stian Pedersen, GAC Norway Ship Agent at the port of Hammerfest, to the LNG carrier 'Arctic Princess' waiting to load cargo at the world's northernmost LNG facility.

Stian and his colleagues handle at least one such vessel every week at the port.

The Håja is 100% waterproof – a handy feature on some of the dark winter days when the temperature can drop to -13C, and Arctic winds make it feel even colder. **GW**

CHINA TEAM RECOGNISED FOR CRUDE CARRIER BUILD



When the new Chevron crude tanker 'Libra Voyager' was officially named in Shanghai in February, it capped nearly a year's work by 20 staff at GAC offices in China and Hong Kong.

GAC was appointed to take care of all spares deliveries and owner's matters during the construction of the 318,000t vessel at Shanghai Waigaoqiao Shipyard.

GAC Shanghai's Shipping Service Manager Capt. Frank Xia and Senior Operations Clerk Yvonne Zhou were honoured for their coordination role by being invited to attend the naming ceremony.

The 'Libra Voyager' completed sea trials early in the year and has entered active service as a VLCC. **GW**

GET LINKEDIN WITH HOT PORT NEWS

There's yet another way to get the latest news and updates from ports around the world with GAC's free **HOT PORT NEWS** service.

In addition to updates on the GAC website, the daily email bulletin and ad hoc **RED HOT PORT NEWS** text alerts, you can now keep up-to-date through a new sub-Group in LinkedIn where the latest news is posted as it comes in.

Subscribers receive alerts whenever a new item is posted, and may respond to the same. It's one more way in which GAC is reaching out to the maritime community with our global reach and local know-how. **GW**



Get on board by signing up at

http://www.linkedin.com/group?home=&gid=7451498&trk=anet_ug_hm.

If you prefer to view the bulletins on the GAC website or register to receive the daily email bulletin, go to <http://gac.com/hpn>



HENDERSON HEADS GAC AUSTRALIA

Scott Henderson has been appointed Managing Director of GAC Australia following the retirement of Phil Coolican after seven years with the company and more than four decades in the shipping industry.

Previously the company's National Operations Manager, Henderson is now responsible for overseeing the continued growth of GAC Australia's business across Australia, New Zealand, Papua New Guinea and the Pacific Islands. **GW**

MORE SUPPORT FOR BRUNDLE'S HIGH-SPEED AMBITIONS



GAC has renewed its sponsorship of talented young British racing car driver Alex Brundle for the seventh consecutive year, as he prepares to compete in the 2014 Tudor United Sportsscar Championship (USCC).

The partnership will put the GAC logo on Brundle's Morgan-Nissan LM P2 for all ten events in 2014, in addition to appearing on Brundle's helmet and race gear. The logo will also be on his car when he tries to go one better than last year and secure victory in the Le Mans 24 Hours.

The son of F1 legend Martin Brundle says: "I'm really pleased to have the continued support of GAC as I embark on another season. I was elated to take second place in the 2013 FIA World Endurance Championship in the LM P2 category and I will be looking for another strong season in 2014. The backing I receive from GAC helps make my ambitions possible." **GW**

Q&A WITH SCOTT HENDERSON

Born: 9 April 1963 in Edinburgh, Scotland

Before GAC: Seagoing career from 1980 to 1988. Came ashore in 1988 to serve as Port Control Officer for Dampier Port Authority until 1994 then joined Adsteam Agency as Operations Officer at Dampier. Served as Port Manager from 1997 until 2000 when appointed Adsteam's National Operations Manager, based in Sydney. From 2005 to 2007, National Operations Manager for OMS Australia.

Joined GAC: Upon establishment of GAC Australia in November 2007, as National Operations Manager. Appointed Managing Director in April 2014.

How do you manage a company that's spread out across a continent?

Managing a business in a large country like Australia certainly has its challenges. For a start, in the summer, there are five different time zones with some states applying summer time and others not. That means a three hour time difference between our head office in Sydney and Western Australia. Our offices in the major iron ore ports of Dampier and Port Hedland are actually 800 km closer to Singapore than Sydney.

The air corridor between Australia's two major cities, Sydney and Melbourne, is one of the busiest in the world and we regularly have to travel the 900km for the day to visit customers.

I also aim to visit all of our 14 offices at least once, if not twice, a year to meet with our staff. There is no substitute for face to face meetings with staff. It also enables me keep up with port developments first hand.

What aspects of business in Australia do your customers struggle with most?

Australian port costs are quite high in global terms and in general it is a high cost country in which to operate. It also has more regulations for immigration, quarantine, coastal trading and tax than most other countries - and they are rigidly applied.

Principals need a good, reliable agency to look after their interests to avoid the pitfalls and costs which can be incurred.

What are the main cargoes carried by vessels calling at the country's ports, and which are its key international markets?

Australia is a vast country with huge mineral resources. Coal, iron ore, LNG, grain and crude oil are all exported in huge quantities.

On the container trades, the balance is the other way, with a large proportion of Australia's manufactured consumer goods imported.

So what does Australia lack and must therefore import?

Australia is essentially a primary producer. In recent years we have seen the number of oil refineries reduced with a resulting increase in imported refined oil products. In the past few months, the last three remaining local car manufacturers have announced that they will cease production in the coming years.

This is a result of high local production costs coupled with a strong Australian dollar. We're likely to see a continuing trend towards a larger percentage of manufactured goods being imported.

What proportion of exports and imports go through the nation's ports?

Given Australia's geographic isolation as an island and the fact that our major exports are raw materials, it is no surprise that 99% of Australia's trade is carried by ships. By volume coal and iron ore are by far the biggest commodities.

How high on the national agenda are green issues and regulations to control the impact of shipping on the marine environment?

Environmental issues are extremely important in Australia. The country's ballast water regulations are extremely strict, not only for vessels arriving from overseas but also for vessels transiting between certain states.

Given that a number of Australia's major export ports are within the environmentally-sensitive Great Barrier Reef region, there are always pressures to ensure ongoing coastal development of ports is managed properly.

How would you describe the level of rules and regulations affecting you, your partners and customers?

As an agent, the documentary requirements to comply with the many different Government departments and their differing requirements can be time consuming. In recent years, various authorities have been downsized and agents required to undertake more duties and responsibilities that were previously the role of the Government.

How big an impact do extreme weather conditions like tropical cyclones, heavy rains and extreme heat have on the movement of the main commodities?

Tropical cyclones and associated rains are an issue in the northern half of the

country. The majority of the nation's coal and iron ore ports are potentially at risk. In an average year, the West Australian region can expect five cyclones and Queensland four, which means that ports and upstream infrastructure have a high risk of damage related to cyclones. The ports themselves are built to withstand the storm force winds of a cyclone, but inland regions are vulnerable to disruption as a result of post-cyclonic rains. After a cyclone crosses the coast, it can bring huge rainfall affecting the mines and railroads feeding the port.

Given the huge geographic area, it's impossible to 'cyclone proof' all infrastructure, and delays are minimised by carrying out repairs as quickly as possible after the floods recede.

What new business sectors do you believe will play a role in the country's economy?

I believe Australia will continue to be a source of raw materials for global industry in the coming decades.

There has been a slowdown in the development of new coal & iron ore mines and ports, due to a drop in the prices of the raw materials. However, the country still has vast untapped reserves of these commodities and when prices recover, development will pick up again.

This year will see the first of three LNG export terminals commence exporting from the port of Gladstone. When all three terminals are working by 2016, there will be around 25 million tonnes of LNG exported annually. The Gorgon Project at Barrow Island, Western Australia, is due to start exports in 2015 with annual capacity of 15 million tonnes, and the Wheatstone and Ichthys Projects will follow before the end of the decade. The majority of this gas will go to North Asia.

What is the biggest issue facing vessels calling at Australian ports?

In the bulk trades, the big issue is congestion. When exports are strong, there are long delays regularly at the coal, iron ore and grain ports.

For breakbulk operators, the lack of facilities in the resource ports is a problem and can cause congestion.

Does Australia's geographical position present an obstacle or advantage for international trade? If so, how?

In bulk cargo, that all depends on the destination of the cargo.

For iron ore trades, Australia is far closer to the main import markets of North Asia than our main competitor, Brazil. This makes the cost of delivering the cargo cheaper. Coal is more widely traded with strong competition from South Africa and Indonesia.

All in all, Australia is in a great location to take advantage of the booming markets in Asia. **GW**





GAC MARINE – STRENGTH OFFSHORE



by **Johan Fulke**,
GAC Marine Managing Director

Since the start of GAC's marine activities in the Gulf in the early 1970s, Abu Dhabi has been the base.

One of the pillars of GAC Marine since the beginning has been tug and barge operations. In the early days, lightering of barges from the anchorage into what would become Mina Zayed was an important activity and the tug and barge market continues to be a core part of GAC Marine. The tugs and barges have grown bigger and more sophisticated while serving mainly the oil & gas sector though civil construction is also playing a vital role.

Anchor Handling is another important market for GAC Marine, served mainly by three in-house built Anchor Handling Tugs (AHT). The GAC AHTs are used to support crane- and pipe laying barges and also for rig moves and Floating, Storage & Offloading (FSO) vessel support.

The third pillar of GAC Marine is our fleet of crew/supply boats supporting activities such as GAC's Ship Supply Service (SSS) and GAC's new HullWiper (for more on HullWiper, see our Insight story on page 4.).

The market focus is still mainly the Arabian Gulf and the West coast of India. However in 2000 two AHTs and a dry-dock barge were mobilised from Abu Dhabi to Turkmenistan at a customer's request. This was the beginning of what would become GAC Turkmenistan.

The most obvious trend in the 40 years that GAC Marine has been in business is that the equipment has got bigger and more sophisticated and the demands on crew and company procedures have constantly increased. The demands from the oil & gas sector in particular are very stringent on both men and machinery.

GAC Marine has a competitive advantage in having a well-equipped marine base (see following story). This ensures we can meet increased customer requirements in a cost effective and efficient way.

The procedures surrounding HSSE and Ethics & Compliance are also ever increasing but thanks to early adoption of a strong quality and safety culture and continuous effort, GAC Marine meets the requirements of all relevant regulatory bodies and customers.



31 Total fleet

45,000+

Combined Horsepower



10 Tugs

Anchor Handling Tugs **3**

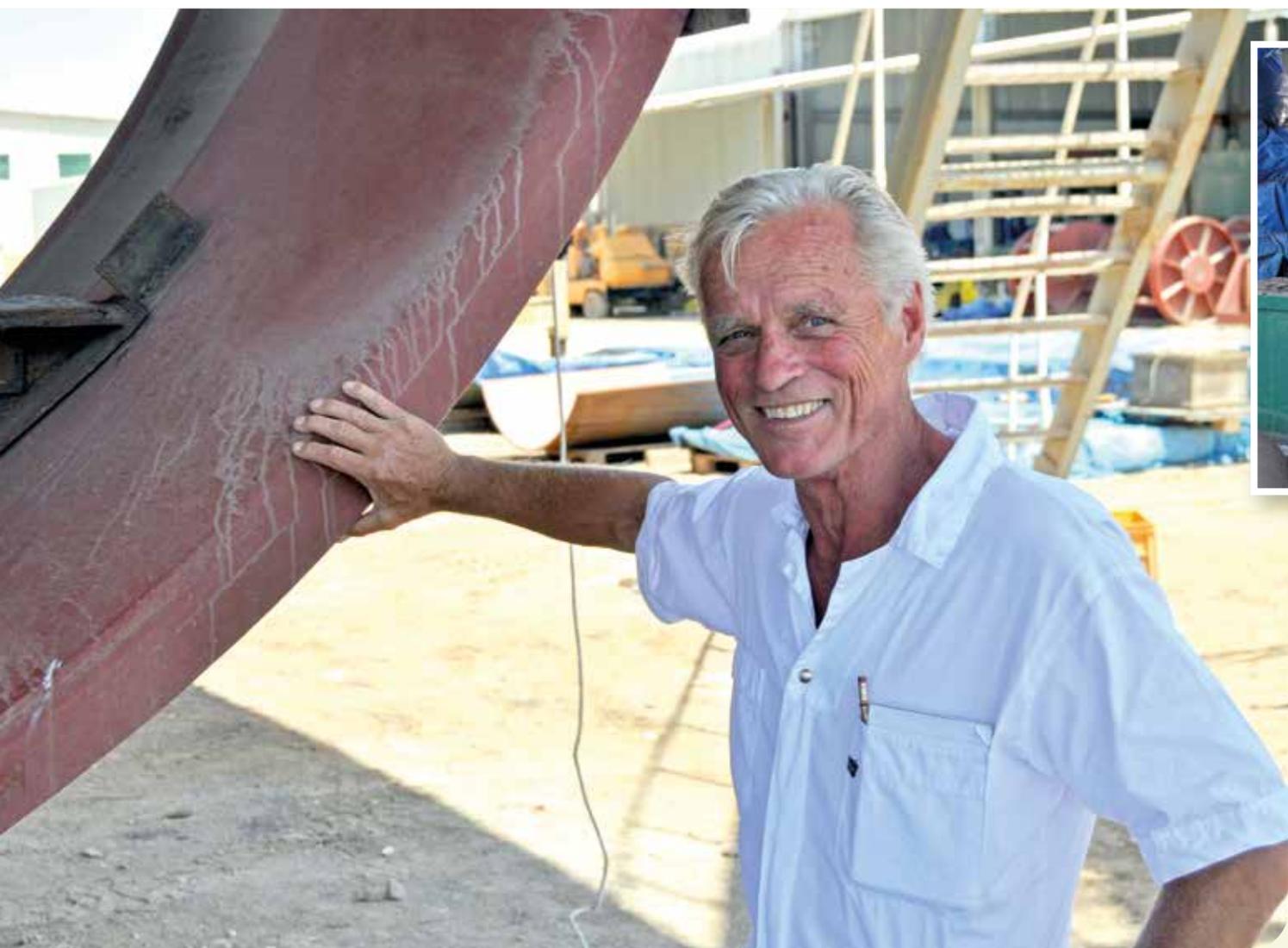
8

Crew Boats

8

Utility Boats





MUSSAFAH MARINE BASE

by **Bengt Olsson**,
GAC Marine Technical Director

GAC has used its in-house capacity for repair and maintenance of its fleet of boats and barges since the early days in Abu Dhabi. I started the setup in 1975 with a 20-foot container on a beach, a knocked-together slipway, an old barge reconditioned and fitted with a ramp and workshop shed, and some second hand workshop machinery from Sweden. Back then, having the only dry-docking facilities in the area meant many local boats, barges and dredgers turned up and were repaired at our facility. This provided income and lots of goodwill.

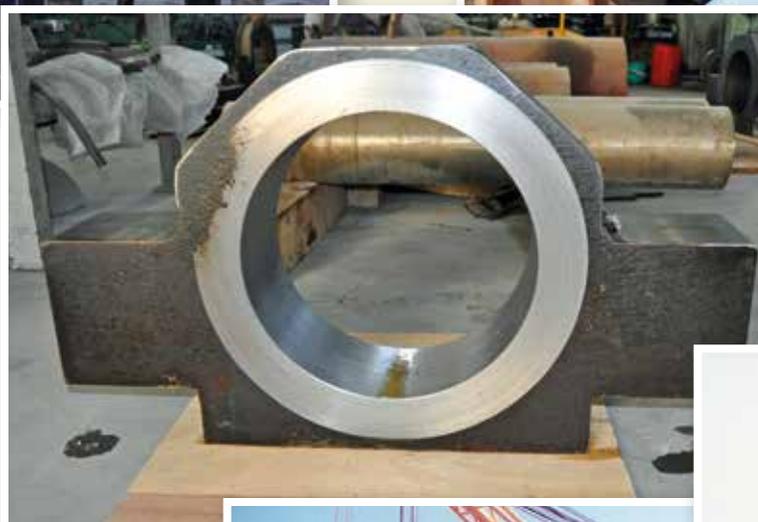
From the early 1980s, bigger tugs and barges, both new and second hand, were refurbished at the marine base and added to the fleet. One slipway was not enough so a floating dry-dock and a 500-ton sheer leg crane barge was constructed in-house to support the workshop activities. The crane barge has since gone on to conduct many salvage and heavy lift jobs.

In 1996 we moved from our beach site to a site in Mussafah Industrial Area where we've built up a comprehensive vessel construction, modification and repair facility.

GAC Marine's new building projects have varied in size and complexity. The most high profile projects were three Anchor Handling Tugs built from 1999 onwards, and the AHT/Supply Boat currently under construction at Mussafah.

GAC Marine's in-house capacity allows it to modify equipment to meet special requirements from customers and regulatory bodies. This is sometimes the deciding factor for customers when choosing a marine supplier. Our in-house capabilities also allow GAC Marine to have short turn-around times for class surveys, modifications or repair and maintenance and very good operational flexibility to maximise the utilisation of the fleet. **GW**

◀ Workshop welder lights up



▶ Precision Parts - Made in GAC



◀▶ New-builds.



◀ A-frame Oscar 10 turning and assembling sections for NB-012, later named Ann Sofie.

DRIVERS AWARDED

Three drivers from the NSGAC Abu Dhabi freight team have been recognised by the Emirate’s Department of Transport for their commitment to safety, efficiency, innovation and professionalism.

Between them, Idris Haroon, Parameshwar Goru Lal and Pulikkal Ramadas Udayavarman have clocked up nearly four decades of exemplary performance in delivering goods for GAC customers in Abu Dhabi. They were among a handful to be singled out and presented with the Truck Driver Award under the Department’s Master Plan to develop the transportation and roads sectors, as part of Abu Dhabi Vision 2030. **GW**



Pulikkal Ramadas Udayavarman (far right) received the Truck Drivers’ Award on behalf of his colleagues from Mohamed Nasser Al Otaiba, Director of Freight Division at the Department of Transport in Abu Dhabi.

IMS CERTIFICATION IN MUSCAT

Classification society Det Norske Veritas (DNV) presented GAC Oman with its Integrated Management System (IMS) certification for ship agency and logistics services at the 2014 Oil & Gas West Asia Expo held in Muscat in April.

The certificate was awarded after GAC Oman’s operations were audited and it was handed over to General Manager Daniel Nordberg by DNV Business Assurance Oman’s Farshad Ferdowsi. **GW**

STREETWISE

Busy city streets can present many distractions and dangers. That’s why GAC Singapore sent ten of its drivers and dispatch riders on a course run by one of the city’s big driving centres. The course added to their skills and armed them with more knowledge and techniques to make sure they get from A to B - and back again - safely. **GW**



GAC MARINE LOGISTICS



▲ GREECE

Harris Theodorakis is our key person for Greece, Cyprus, Italy and Spain. He is supported by the charming and knowledgeable Elli Karamargiou with Elena Alekou taking care of the day-to-day operation.



▲ SINGAPORE

Sadan Nair relocated from Hong Kong to Singapore just over a year ago, with a mission to increase awareness about GML locally and throughout the Asia Pacific Region. We now handle a large portfolio of Ship Owners and Ship Management Companies in Singapore, Hong Kong and South Korea. Sadan is coming up for retirement later this year so Oshadha Warnapura is working with him in preparation to take over his role.”

Shipping is a costly business with ever tightening profit margins. So when a spare part is needed in a hurry, the right partner can make a big difference in avoiding expensive delays. GAC Marine Logistics (GML) promises a seamless single-source service from pick-up at the supplier's door to delivery on deck.

Jan Kielmann, GML's Director of Global Marine Logistics, introduces the teams around the world who help deliver on that promise.

"Our teams in Asia, the Middle East, Europe and the Americas work closely with customers to identify the mode of transport that best meets their needs and budget: air freight, courier, sea freight, road transportation, hand carried, or any combination you can imagine."

Our people work in a global network of coordination offices to make it all happen. By knowing the options available and working closely with GAC shipping and logistics colleagues around the world, they make sure your spares arrive where they need to be, quickly, efficiently and with minimal fuss and expense. Those key coordination offices are:



GERMANY

Germany is the world's second largest shipping market, so naturally a key market for us. From their base in Hamburg, Katja Springmeyer and the GML Germany GmbH team cover the markets of Germany, France and Switzerland.



DUBAI

The Middle East was where the GML story started 11 years ago. Our experienced team in Dubai covers the Middle East and the Indian Sub-Continent. Our key Managers are Rajshree Kurup (Customer Service), Johnson BG (Finance) and Melamie Malaluan (PA and Administration).



UK

From his base in Felixstowe, and with more than two decades of shipping & logistics experience, Simon Scarff takes care of the UK, Benelux countries and Scandinavia as part of our recently revamped European structure.



TURKEY

In Istanbul, we have a dedicated team focusing on ship spares. Tarik Ilter, Erdem Akbas and Sercan Kentenci have great knowledge and are great supporters of the GML network.



BRAZIL

Rodrigo De Marco is our key person for South America and the US, supported by an excellent crew in Rio de Janeiro and Sao Paulo. In markets with complex local regulations like Brazil, clear operational procedures and dedicated personal are key in the successful handling of deck deliveries. **GW**

THE GENTEEL ART OF THE P&I CORRESPONDENT

There's a saying about the first three letters in the word 'assume' and it's one every P&I (Protection & Indemnity) correspondent should remember when managing the expectations of a Club or its members. In fact, it's a pretty good rule for life in general.

Always make sure you understand exactly what is expected of you – even if that means asking what may feel like foolish questions to get clarity.

A P&I correspondent is, in effect, an extension of our Principal's team. We always have to keep the interests of the Clubs and their members in mind and understand their pressures, problems and priorities, whilst maintaining our professional integrity.

by **Meena Mathews**,
Regional P&I Manager
– Middle East

Understanding

These days there is increasing pressure to cut costs in the world of shipping. This applies equally to P&I Clubs who seek to settle claims on the lowest possible terms or even repudiate them, depending on circumstances.

As correspondents, we have to live up to their high expectations – and that can be a challenge in some jurisdictions.

Timing

Casualties usually occur at the worst possible times, at weekends, holidays or in the small hours of the morning. I remember getting a call one Christmas Eve, just as I was about to trim the turkey, telling me a ship had been arrested. That phone call marked the end of my family Christmas that year as I then sought to contact the best lawyers (also planning or enjoying their own celebrations) to get them involved. After that my phone never stopped ringing. It took all our goodwill and strong relations with the port and Coast Guard office to resolve the matter.

When a vessel is arrested, the last thing the owner/charterer wants to hear about is the problems the P&I correspondents face. They want resolution as quickly as possible with the least financial impact. The correspondent is their Mr (or Ms) Fix-It. We have to be fully conversant with local laws, regulations and business customs and have the right contacts with the right people in authority.

Juggling act

It's important for us to understand the needs of the Club/Member, and of the claimant, to resolve the problem quickly. We have to juggle roles - acting as a warrior fighting on behalf of the Club/Member, whilst also being a sympathetic advocate who will voice the claimant's concerns to your Principals. It's a learned skill that comes with experience.

The largest claims have been settled at the lowest amounts only because we have been able to juggle these roles in perfect balance.

The human touch

We often deal with issues affecting crew where we have to exercise tact and compassion. We have to be sensitive in recognising, acknowledging and understanding different cultures. You also need to be resilient and rational.

One of the emotionally exhausting cases we dealt with involved seven crew members held in jail over a death on board their ship. We had to deal with the media, embassies, local authorities, managers, owners and – not least – families of both the deceased man and the accused crew members. It was mentally and physically exhausting. Our phones never stopped, and as it was a criminal case the Club was in a very difficult position with regards to the cover, but the owners stood by their crew and requested our continued intervention.

In such cases you simply have to go beyond the call of duty. When you do, it is surprising what can be achieved – sometimes even the seemingly impossible. The best reward in such cases is not monetary benefits but the friendships you build and the happy smiles of reunited families when we have stood by individuals caught up in circumstances in a strange land where there was no-one else to look out for them.

Stowaways are another emotive subject. On one hand, you are dealing with individuals who have sometimes risked their lives to escape poverty or persecution, but on the other hand no country wants to accept the burden and they can pose a threat to the crew. You have to do the right thing to protect the interests of the Club, whilst still wearing your 'human hat', despite the great complexities involved.

Walking the tightrope

Maturity and poise play an important part in the role of a P&I correspondent. They sign no contracts with the Clubs they represent - it is a mutual relationship which is based on trust and integrity. Maintaining the balance between the interests of different parties is like walking a tightrope - we must constantly be aware of all the perspectives and never lean too far to one side or the other.

It's essential to hold on to your sense of humour. Whilst some of the work we do is serious stuff, it helps us to maintain the emotional distance we need to be objective and professional.

Dancing in the rain

The life of a P&I correspondent is not about waiting for the storm to pass - it's about learning to dance in the rain. No matter what the future brings, the P&I Club correspondent will continue to play a key role in the shipping world. We just have to be ready for every eventuality. **cw**



HEAVY, LONG AND HEADED FOR SINGAPORE

With a weight of 60t, it was one of the heaviest single pieces of freight ever to be carried on a Boeing 747. At 86 feet (26.2m) from end to the end, it must have been one of the longest too. And when the massive telescopic riser needed to get from Texas to the other side of the world in a hurry, it was GAC North America Logistics (formerly known as GEMS) that made it happen.

The riser is an essential component in deep water drilling. It was built in Houston but was needed in Singapore. Fast. No trouble for the GAC shipment crew, led by Yalonda Henderson, who coordinated receiving, storage, packing, and land transport. **GW**

N-SEA OFFSHORE APPOINTS GAC UK

Integrated subsea infrastructure services provider N-Sea Offshore Ltd has appointed GAC Shipping UK as its agent for UK port calls.

Under the agreement, GAC will provide N-Sea-chartered vessels with a package of services covering agency, logistics and marine services.

N-Sea was founded in the 1930s by Dutch interests and has expanded to become an international subsea contractor operating in the oil & gas, renewables, cable, energy and telecom industries with locations in Aberdeen (UK) and Zierikzee (NL). Along with its offshore activities, N-Sea is active in coastal, harbour and inland civil works. **GW**

HILARY AGAIN IN RECORD BOOKS



GAC Pindar ambassador and quadriplegic sailor Hilary Lister has set a new trans-oceanic record by becoming the first paralysed person to complete the 850 nautical mile voyage from Mumbai to Muscat. Her sailing partner, Omani yachtswoman Nashwa Al Kindi, also set a record of her own as the first Arab woman sailor to complete the trip.

Back on dry land, Hilary says the hardest part was leaving the boat: "I never wanted to get off!"

She adds: "We had a few challenges, but for me it's all about pushing yourself to the limit. It's meeting those challenges that gives me so much pleasure.

"We had some fun moments too. There were dolphins and whales along the way – I even got slapped in the face by a flying fish. And at night, the sight of phosphorescence on the water and clear starry skies was absolutely beautiful."

Hilary first made it to the record books in 2005 when she sailed the English Channel and again in 2009 when she sailed solo around Britain.

Inspiration

Before setting off on her latest challenge, Hilary had taken time out to share some of her inspiration and experiences with the GAC Oman team when she visited the company's head office in Muscat.

Daniel Nordberg, GAC Oman's General Manager, says: "Hilary's powerful speech delivered a positive message about having the courage to live your life to the full, no matter what the odds." **GW**

ALL ABOARD!

Youth take to the waves

Fifteen boys and girls from Oman Childcare Centre joined the GAC Pindar crew on board their 40ft racing catamaran during the Extreme Sailing Series in Muscat.

It was part of GAC's support for the local communities that host it around the world and its commitment to nurturing a love of the outdoors among young people.

The gesture was not lost on the youngsters. After the experience, one of them now hopes to make a career at sea as a sailor. **GW**



STRONG START TO WORLD MATCH RACE SEASON

Ian Williams and his GAC Pindar crew finished second at the 50th anniversary of the Congressional Cup in Long Beach, USA, in March.

Williams narrowly missed out on repeating his Congressional Cup victories in 2011 and 2012, after opponent Taylor Canfield took two wins to his one. The final day was filled with drama, including Williams' boat colliding with Canfield's, resulting in damage to the stern and a penalty which ultimately cost Williams the title.

The final battle between the world's top two-ranking skippers gave a taste of the excitement to come on the 2014 World Match Racing Tour. Reigning World Match Racing Champion Canfield and Williams, a four-time World Champion, both know what it takes to win at the top level of their sport. **GW**

For more information about GAC Pindar and the Congressional Cup, go to:

www.gacpindar.com

www.facebook.com/teamgacpindar

www.twitter.com/gacpindar

www.thecongressionalcup.com



Top row from L-R, Daniel Nordberg General Manager GAC Oman, Nick Crabtree Team Director GAC Pindar and Sonia Prabhakar GAC Regional Communications Manager - Middle East

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GAC CORPORATE HQ, JEBEL ALI



Håkan Wester

Group Vice President,
Business Control

Previously

Group Vice President,
Business Processes



Gopalakrishnan Srinivasan

Group IT Director

Previously

Development Manager with GAC
Group IT, Singapore

GAC AUSTRALIA



Scott Henderson

Managing Director

Previously

National Operations Manager



Gareth Long

National Operations Manager

Previously

Commercial Manager

GAC TURKMENISTAN



Nigel Bush

Client Manager

Previously

Senior Engineering Superintendent
with Topaz, Brazil

GAC MARINE, ABU DHABI



Sivashankar Sreenivasan

Client Manager

Previously

Managing Director for Arupath
Shipping and Trading,
South Africa

GAC UK, ABERDEEN



Sarah Garden

QHSE Coordinator

Previously

Environmental Monitoring
Officer, Aberdeenshire Council,
Waste Management

GAC PINDAR, SOUTHAMPTON, UK



Dominic Watson

Operations Manager, Seafreight

Previously

Worked in a variety of
operations/managerial roles
in the RORO, projects and
automotive sectors

GAC UK HUB AGENCY CENTRE, GRANGEMOUTH



Wynne Raymond

Business Manager

Previously

LNG Voyage Manager for
Teekay and Vessel Operator
for BP Shipping

GAC BUNKER FUELS USA



Chris Brooks

Bunker Trader, US Gulf Coast

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Click on 'News & Media' and then on 'GAC World Magazine'.

GREEN NEW-BUILD WINS CHAIRMAN'S ENVIRONMENT AWARD

Combining business smarts and sustainability

The new office and warehouse of GAC North America in Houston, Texas, has earned First Prize in the GAC Group Chairman's Award for Environmental Excellence for 2013.

The 180,000+ sq ft LEED (Leader in Energy & Environmental Design) facility opened in September 2013.

Built on a previously developed site to avoid destroying natural habitat, the building's 'green' design produces energy and water savings of 34% and 40%, respectively, compared to a conventional office/warehouse building. 23% of the materials used in its construction were recycled and 34% were locally produced, reducing the overall carbon footprint of the project. Almost 90% of the construction waste was sent for recycling instead of going into a landfill. All paints, sealants, coatings and floor systems have low or no chemical emissions and all cleaning products used since its opening carry the 'green seal of approval' in line with LEED building maintenance guidelines.

Björn Engblom, GAC Group Co-Chairman and Principal Trustee, says: "Sustainability requires much more than a quick fix. It can only be achieved with a tangible commitment to minimising the environmental impact of our facilities and our operations. The investment made in the planning and construction of our new facility in Texas displays exactly the kind of commitment to sustainability that we believe is the way forward."

And in Bangkok...

Second prize went to GAC Thailand for its dual recycling and tree planting initiatives during the year. Monthly collections sent more than 900kg of paper, plastic and aluminium to recycling rather than ending up in landfill, or worse. That translates into a CO2 emission reduction of 2.35 tonnes. In parallel, 90 staff members got their hands dirty as part of a project to plant 500 trees in Samut Songkran province, south-west of Bangkok. Mangrove forests are vital wildlife nurseries. They protect the coastline from erosion and absorb 2-4 times as much carbon dioxide as tropical rainforests. It is estimated that over their lifetimes, the 500 trees that GAC Thailand volunteers helped to plant will reduce pollutants by 700kg a year and increase released oxygen by 100,000 litres per annum.

And in Muscat...

GAC Oman cut overall fuel consumption by 16.4% through mindful driver conduct and close monitoring and maintenance of vehicles. This stopped more than 250 tonnes of carbon dioxide being released into the atmosphere from January to November 2013. It also earned the company third prize in this year's Environmental Awards. **GW**

