

GACWORLD

JAN - MAR 2015



HEADING FOR GOTHENBURG

03 Hullwiper in Sohar

08 Ship starts new life after
shipyard conversion

17 Maldives thanks
GAC Marine veteran

THE OTHER PERFORMANCE...

If all goes well, you'll never see them. You'll arrive for an event or a performance and everything will be in place for a great time. You won't see the loading-in, the provisioning, the checking, the testing; you won't remark that your coffee is hot or that the public toilets are well signposted and easy to find. You won't see the people responsible for making it all happen.



And that's how it should be. Whether it's the Volvo Ocean Race, the Extreme Sailing Series or the staff office party, it takes a ton of invisible planning and doing to create a successful outcome. This is the other performance, the one nobody sees or even cares about. But it's the performance that makes everything else possible. Our coverage of GAC Pindar's work for the Volvo Ocean Race and other extreme performances starts on page 10.

Help!

Sometimes we just need to talk to someone. Sometimes the email chain and the checklists aren't enough to meet the day's challenges. GAC has customers all over the world who discover unexpected needs and need action right away. The GAC 24x7 Helpdesk is designed to take the hassle out of these incidents. You can read more on page 3.

Ivo's people

Mature, advanced economies like Europe's are tough nuts to crack. Every Euro cent and every paperclip is counted. It's not a place for wildcat schemes nor for timid toes in the water. It's an economic zone that calls for balance and adroit teamwork. Ivo Verheyen, Group Vice President, Europe, has built a team for all seasons. Check out who's who on page 6.

Heavy metal

Big machines are fascinating. The Discovery Channel has whole programmes devoted to them. The metal press that Volvo wanted shipped from Germany to Sweden was a true heavyweight at more than 1,000 tonnes. Getting it broken down into shippable pieces, packing and lashing them and then moving all in unison to the final destination was Per Thornblom's job. Check it out on page 9.

A new year

I have a good feeling about 2015. My rational mind tells me it'll be a mix of fortune from January to December but my heart feels more positive than that. I have the notion that our people will work tighter with each other and more effectively and positively than ever with our customers. Call me a dreamer if you wish, but we'll know the truth of the matter in 12 months. Till then, I hope you enjoy reading GAC World. Drop me a line anytime.

Gurumurthi Shankar

Editor

WHENEVER... 24x7 helpdesk launched

GAC has launched a comprehensive helpdesk to guide customers to the people they need within the Group anytime, anywhere.

The GAC 24x7 service puts clients in touch with the people who can deliver a solution, especially in emergencies or when their usual contact is not available. Based at Group's Corporate Headquarters in Dubai, the 24x7 team works around the clock to receive and direct enquiries to the right GAC person for immediate attention.

Kris Zawisza, Group IT Service Delivery Manager says: "We have a worldwide network of people with strong skills and industry knowledge, ready to deliver solutions regardless of time and place. GAC 24x7 maximises our customers' access to that global human resource, whilst cutting down waiting times and getting the job done quickly and efficiently." **GW**



INTERNATIONAL BULK JOURNAL AWARD FOR HULLWIPER

GAC's HullWiper has won the Innovative Technology accolade at the prestigious International Bulk Journal (IBJ) Awards 2014.

The Innovative Technology Award is presented to an organisation which introduces new equipment that benefits the bulk sector. GAC EnvironHull's clean, green, cost-saving machine does just that by delivering the benefits of a fouling-free hull in a fraction of the time required by traditional methods using divers with brushes.

The Award was presented to Mark Van Den Akker, Managing Director of GAC Netherlands, at a ceremony in Rotterdam. **GW**



HULLWIPER STARTS OPERATIONS IN SOHAR

Oman's Ministry of Environment and Climate Affairs has granted GAC EnvironHull a permit to conduct underwater hull cleaning using the HullWiper system at the port of Sohar, just outside the Gulf of Hormuz. It is the fourth port in the Middle East where the revolutionary Remotely Operated Vehicle (ROV) is now available.

The expansion into Oman follows the launch of HullWiper in Dubai at the end of 2013 and the subsequent expansion of operations to Fujairah and Sharjah in the UAE and Gothenburg in Sweden.

The eco-friendly hull cleaning solution uses adjustable high-pressure sea water jets as its removal medium rather than brushes or abrasives, resulting in minimal damage to antifouling. Residues and harmful marine growths are disposed of in an environmentally-friendly manner instead of being discharged into the sea as done using traditional methods. Further, the cleaning operations can be carried while the vessel is alongside for loading or unloading and, as it does not use divers, the risk to human life is eliminated.

GAC EnvironHull Managing Director Simon Doran says Sohar was a natural choice for the next base for HullWiper due to its location close to international trade routes. As such, it is a port of call for many ships carrying general cargo, liquid shipments and containers – all of which can benefit from the increased efficiency and cost-savings that come with a foul-free hull. **GW**



For more about HullWiper, contact the GAC EnvironHull Head Office in Dubai (Tel: +971 4 435 3296, email: environhull@gac.com), or click on <http://youtu.be/9xf3AknxRrE> to find out how the HullWiper ROV can help to improve vessel's performance and save money.

For more what GAC can do for you in Oman, got to **www.gac.com/oman**

GAC BELGIUM OPENS



There's a new GAC office in Antwerp, Belgium, set up to cater for the traffic in Europe's second largest port. Volumes grew by more than 30% last year. Significant volumes of dry bulk and project cargo also pass through the port and it houses the biggest concentration of petrochemical industries outside of Houston, Texas.

Natural, strategic progression

"Given the significance of Antwerp for regional and local trade, opening a GAC office there is a natural progression," says Ivo Verheyen, Group Vice President, Europe. "By extending our services to the energy and bulk sectors into Belgium, we are better placed to serve the needs of our clients in the ARA (Antwerp, Rotterdam, Amsterdam) region." **GW**



VESSEL PREPPED FOR ONWARD VOYAGE

The Teekay oil tanker 'Stena Alexita' dropped anchor off Helsinki on her way to the Russian Baltic port of Primorsk. There was a long shopping list.

Over ten days, a GAC team took care of 38 joining and departing crew. The team also arranged hotel reservations, embarking/disembarking technicians, removal and disposal of waste, and deliveries of provisions and spare parts.

Compass correction

"Although making all the arrangements to deal with 700kg of provisions and waste management offshore is quite a challenge, perhaps the toughest issue was a human one," says Cruise Agency Manager Arttu Kähönen. "During her stay, it emerged the 'Stena Alexita' needed the services of a Compass Adjustor. Although there are very few such technicians in Finland, our contacts in the local pilot community helped us find one who was willing to drive the 180km from Turku at short notice to make the necessary adjustments." **GW**



YOU'RE WELCOME



Cyprus

The strategic location of Cyprus, its European Union status and recent growth in the oil & gas industry, have made it a location of choice for crew changes. GAC Cyprus has accordingly boosted its services for crew joining or leaving ships, with new vehicles to transport mariners during their time on the island.

Services cover all legal airports and ports on the island. The GAC team welcomes crew on arrival, assists with any baggage claims, takes care of visa formalities, books accommodation, provides medical assistance when required and safely transports them to their destination. Arriving crew are given a handbook with useful information including practical tips, useful Greek phrases and contact details. **GW**

INGELA IN ACTION

Ingela Berntson, our General Manager for Shipping Services at GAC Sweden, is becoming quite a media star. She's featured in a promotional video for the Port of Gothenburg giving a snapshot of her daily duties as an agent at the busy west coast port. She's also been interviewed for the port's online magazine.

Check out the video on GAC YouTube at http://youtu.be/OtuyfJ_5xbE.gw



DELIVERING YOUR STRATEGY IN EUROPE

Europe is a mature and highly competitive market for the shipping, logistics and marine services the GAC Group provides. But, as Group Vice President **Ivo Verheyen** points out, it's also a stage on which boldness and caution can each play starring roles.

GAC has operations in Belgium, Finland, Germany, Netherlands, Norway, Poland, Sweden, Turkey, UK, Cyprus and Greece – all markets with high demands and tight margins. Success requires effective teamwork.

Team GAC Europe embodies the true meaning of synergy: a whole greater than the sum of its parts, referring to the matrix management and commercial structure created to build greater cooperation between company managers, regional specialists and a tireless marketing team.



Ivo Verheyen



Gavin Johnston

North Sea oil & gas support

For decades, the North Sea has been important for oil & gas companies. Rather than diminishing, as some pundits predicted, the sector is thriving today and demand for offshore support services is strong.

GAC has a well-established Oil and Gas base in Aberdeen headed by **Gavin Johnston**. From there, he and his shipping and logistics teams work with GAC's oil & gas people around the world to support energy players throughout Europe. Johnston and colleagues deliver a single-umbrella solution of services like ship agency, bunker fuels, barge chartering, project logistics, crew services and husbandry.

Mediterranean moves

Since the discovery of gas south of Cyprus, GAC has added onshore base management and upgraded its crew change services. In Greece, GAC teams support multinational companies entering the region as licenses to explore and exploit oil & gas reserves are granted.

Both Cyprus and Greece draw on the expertise and experience of Oil & Gas Business Development Manager **Simon Heywood** to achieve their goals.



Simon Heywood

Arctic ambitions

As the Arctic ice recedes and marine technology advances, ever more shipping players are venturing north. The area and the special demands of those operating there are priorities for GAC.

GAC Norway, proud owner of the Group's northern-most branch in Spitzbergen, is a key player in this, with Managing Director **Ahmet Özsoy** and his team working to anticipate and meet the challenges of Arctic operations, subject to applicable sanctions. GAC Norway is also the main shareholder in the newly-formed company, Solarctic, providing marine logistics for energy clients exploring remote Arctic locations. Further, GAC Norway, GAC Russia and our long-term partners POLOG and Pole Position Logistics are members of the Integrated Polar Services Association (IPSA), an association of like-minded innovators with a host of complementary specialities required for success in the frozen territory.



Ahmet Özsoy



Conor Mowlds

Training

Maritime workers need skills to perform well. GAC and the National Maritime College of Ireland have formed GAC Training and Service Solutions to provide those skills. Clients include energy majors like Chevron Shipping Company, which has contracted GTSS to train more than 450 officers over four years. For top seismic operators like CGG and Polarcus, GTSS has designed and delivered specialist simulation training. The operation is headed by Director **Conor Mowlds**, based at the College's flash USD100 million facility in County Cork.

Catching the wind

Another important niche market with exactly high standards is the luxury sailing and superyacht sector. Europe has many favoured 'yachtie' destinations and GAC has people in place to serve them.

Dimitra (Mimi) Maniati, based in the UK sailing hub of Southampton, focuses on needs of superyacht owners, captains and chief engineers in Europe, whether it be for bunker fuels, weather routing, hospitality, supplies or guest services. In the Mediterranean, GAC Greece Yachting Services' **Lykourgos** **Madouvalos** is connecting the dots to deliver to this high-end market.



Dimitra (Mimi) Maniati



Lykourgos Madouvalos



Aziz Oztoprak

Strategy & support

Standing behind GAC's operations is a regular army of strategic support staff, without which, none of our visions for the region could become reality. That army includes:

- **Commercial:** GAC UK's **Aziz Oztoprak**, Regional Key Account Manager **Jacques van Soest**, and GAC Norway's Business Development Manager **Nikka Feldskou** and **Simon Heywood** are focused on promoting and nurturing GAC's services to the oil & gas, automotive and general freight sectors and building regional sales.
- Other strategic teams focus on pan-European **Productivity & Innovation**, **Human Resources**, **IT**, **Business Processes** and **Communications**.



Jacques van Soest



Nikka Feldskou

Recipe for success

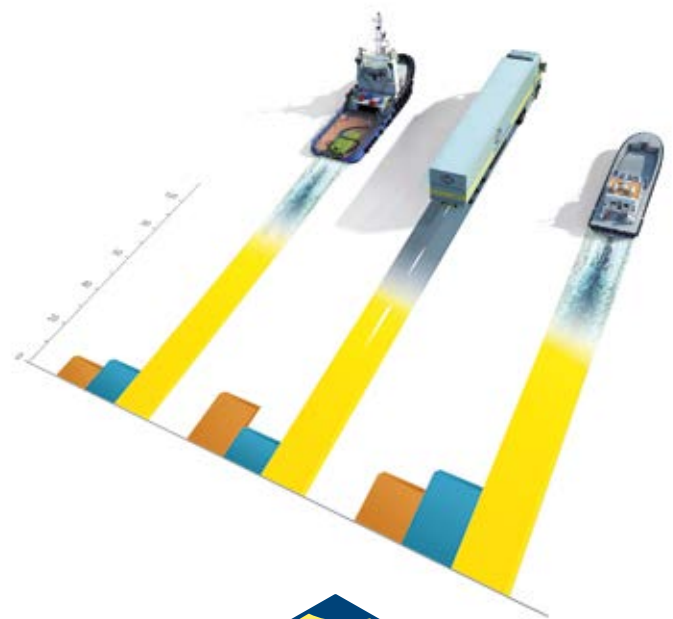
Our approach to Europe is much like that of a large kitchen producing a wide range of dishes to satisfy diverse appetites. It's a complex operation, with many people playing a part. Every component and every relationship has to function well and work in sync to produce a great end result. **GW**

Global strength to overtake your competition

Your partner in leading performance

Time is short; the competition is relentless. You need a strong partner who can take the strain, and take the lead. GAC delivers the innovation, creativity and certainty your business needs across land, sea and air, in ports and offshore, from Central Asia to Central London – with quality and security guaranteed by personal commitment. In shipping, logistics and marine services, we focus our skills and minds on delivering your results. Discover the strength of resources available to your business, and leave the competition behind.

Get there first at gac.com



Delivering your strategy.

SHIP STARTS NEW LIFE AFTER CONVERSION

After nine months at Singapore's Keppel Shipyard, the 'Armada Sterling II' has started her new life as a FPSO vessel supporting offshore oil & gas exploration and extraction. And GAC was one of the forwarders appointed to handle shipments for the project.

It took the concerted efforts of GAC companies in Singapore, the USA, India and Dubai to deliver vital parts from around the world, including the door-to-deck handling of parts for solar turbine equipment weighing in at 2,300T, to complete the conversion of the 100,810 DWT vessel.

Once the parts had arrived by sea and air, GAC Singapore took care of clearance and final transportation to the shipyard, as well as storage at its airport warehouse for some shipments. Some parts had to be delivered to Johor for fabrication work, and again, GAC's local team were on the job, arranging a barge to deliver the 177T load.

"The challenge of the project was in ensuring the huge and bulky items were properly handled, and we also had a fixed timeline that we needed to adhere to for the deliveries," says Nooraisah Peer Mohd, Key Account Manager, Oil & Gas – Projects. "Thanks to the dedication and support from the team and our colleagues from the air freight operations as well as overseas GAC offices, we delivered on time."

The completion of the project was celebrated at a Sail Away event before the 'Armada Sterling II' bid farewell to the shipyard, attended by Nooraisah and GAC Singapore's Managing Director Ronald Lichtenecker. **GW**



GAC Singapore's
Nooraisah Peer Mohd



GML HQ MOVES CLOSER TO KEY MARKETS

Ship spares specialist GAC Marine Logistics (GML) has relocated its head office to Singapore.

The Asia Pacific region has many shipowners and ship management companies that take advantage of GML's door-to-deck sourcing and delivery solution. By moving the company's central hub from Dubai in the UAE to Singapore, GML is placing itself at the heart of that growing market and in the same time zone.

Positive growth

"Our customer base in places like Singapore, Hong Kong, Korea and Japan has increased significantly over recent years and we have also seen positive growth in China," says Jan Kielmann, Director Global of GML. "It therefore made sound business sense to get closer to those key markets, whilst continuing to enhance our ability to work with our global GAC network to best serve our clients, wherever they are and wherever they need us."

In Dubai, the GML regional hub team serving the Middle East and Indian Subcontinent is now headed by Marcus Johansson. GML also has offices in Istanbul, London, Hamburg, Rotterdam, Piraeus, Houston and Sao Paulo, coordinating operations to more than 1,000 locations worldwide. **GW**



◀ Jan Kielmann



For more about GAC Marine Logistics go to
www.gac.com/shipspares

MASSIVE METAL PRESS GOES TO SWEDEN

It took some big trucks, a barge, two feeder vessels and several tonnes of planning and sweat.

The Volvo Car Corporation needed a 1,000+ tonne metal press delivered to its works in Olofström, Sweden which it had to be shipped from 'just down the road' in Kaiserslautern in Germany. Getting it shipped was an exercise in Project Logistics at its most complex.

Getting there

Three big pieces of the press were trucked from Kaiserslautern to the Rheine river port of Ludwigshafen. From there, the cargo went into a barge and travelled for three days downriver to reach Rotterdam in Holland. There, the parts were reunited with other segments of the press that had travelled overland to the port.

In Rotterdam, the barge tied up alongside the coastal feeder vessel Theseus and the pieces were lifted up and into the coaster's hold, joining the parts that had come by truck. While all this was happening, a separate convoy was trucking 20 containers of press parts up through Germany to the port of Hamburg for loading on to another feeder vessel.

Challenges

The size and weight of the press parts meant lots of planning and placement challenges for Group Project Logistics Director, Per Thornblom. Stabilising and lashing heavy cargo is both an art and a science, whether it's going into a hold or on to a heavy-lift trailer. "The bigger pieces needed a lot of attention," says Thornblom. "We used lots of hardwood blocks to support the loads and then had to work out the right bracing and lashing to hold them all together for the journeys by road, barge and ship."



Then there were the timing issues. "There was a huge amount of planning needed to connect all the dots in this project," says Thornblom. "Our timings were on target, which means we did our planning well and we didn't have any unexpected delays along the routes we chose for the shipments."

It took three weeks to get all the pieces from Kaiserslautern firstly to the Swedish port of Karlshamn and then by truck (again) to Olofström. All without mishap.

World leaders

"Volvo cars are known worldwide for their safety and reliability," says Thornblom. "GAC's task was to deliver that same level of safety and reliability throughout the project. It's all about attention to detail, something that both Volvo and GAC are known for."

The press now stands in Olofström, awaiting assembly and activation. Soon it'll be forming metal for those famous cars. **GW**



GAC PINDAR - TYING IT ALL TOGETHER

Yachting enthusiasts wax lyrical about the thrills of their sport: the wind in your face, the snap of the sail, the freedom of the open water. More and more people are joining them out on the waves and as spectators.

But it's an equipment-intensive endeavour, even for weekend yachtsmen. And when you enter the world of competitive sailing, the demands head towards the stratosphere. Failure is not an option – everything must be where it needs to be, on time and in good shape. Navigating the logistics of sailing events takes strong individual skills, intense teamwork onboard and onshore and a damned good compass. The costs in elite racing are high. There's a lot at stake.

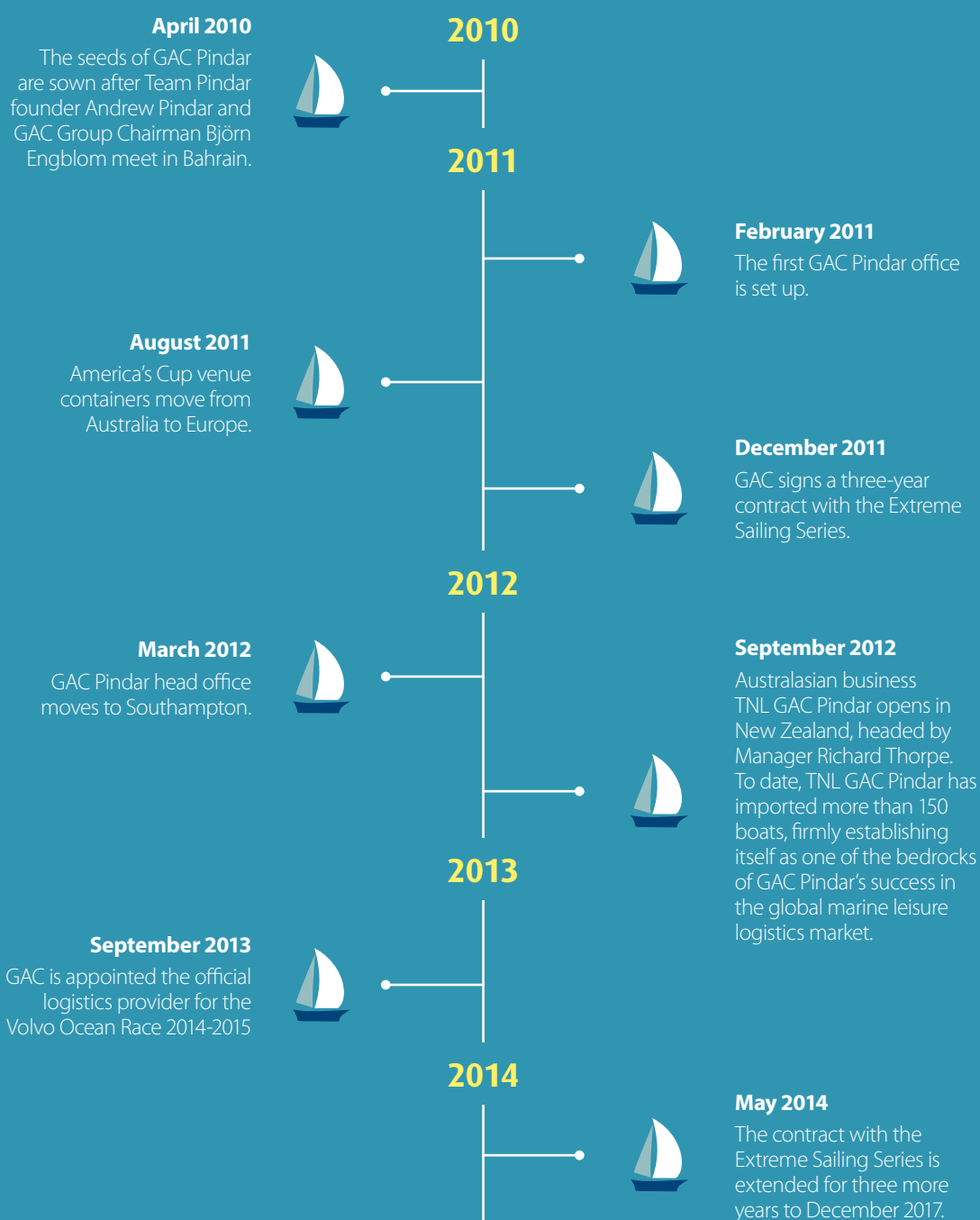
Credit: Matt Knighton/Abu Dhabi Ocean Race/Volvo Ocean Race

GAC Pindar was formed four years ago to serve the global yachting community through the insight and understanding of sailing insiders.

The team knows the business inside and out – both as providers of the logistics support that captains and crews need and as sailors themselves. That know-how was built firstly by supporting the GAC Pindar racing team as it notched up successes in competitions like the Extreme Sailing Series and Alpari World Match Racing Tour. From there, GAC Pindar's logistics specialists have gone on to deliver their special brand of support for the Extreme Sailing Series, Offshore Challenges, GC32 Foiling Catamarans, RC44 Fleet Transport, Oman Sail, the Volvo Ocean Race and numerous national events.

"It's a challenge equal to anything the wave and wind can throw at you," says GAC Pindar Principal, Andrew Pindar. "It's never predictable and often pushes us to our limits but it's always a thrill when everything falls into place." **GW**

THE VOYAGE SO FAR...



VOLVO OCEAN RACE THE LOGISTICS CHALLENGE

The 12th edition of the Volvo Ocean Race is underway – and GAC Pindar is in the thick of it.

As the Race's official logistics provider, GAC Pindar runs the whole logistics operation, clearing and shipping entire race villages and gear for the crews, and delivering emergency spare parts during the race.

GAC Pindar Principal Andrew Pindar says: "The Volvo Ocean Race is a testing logistics challenge, one of the biggest events we've ever undertaken, but it's one that the whole GAC Pindar team relish and are well equipped to deal with. We have been working closely with the organisers and have travelled over 30,000 miles to recce each of the host ports and understand their specific requirements.

"By the end of the race in June, our employees, including eleven permanent staff, will have worked over 21,000 man hours to complete this unique logistics test."

Nick Bice, Head of Boatyard, Volvo Ocean Race, adds: "GAC Pindar is crucial to the smooth running of the whole Volvo Ocean Race operation. Not only will their role ensure that each of the race villages is in place by deadline, but they will also be instrumental in making sure the race runs smoothly. GAC Pindar is responsible for over 2.5 million dollars' worth of spare boat parts stored in Auckland, Dubai and Rotterdam and carried in the Boatyard containers, ready to be dispatched to a team anywhere in the world at a moment's notice."

The 12th edition of the Volvo Ocean Race started from Alicante, Spain, on 11 October 2014 and will finish in Gothenburg, Sweden, at the end of June 2015. **GW**



Credit: Ainhao Sanchez/Volvo Ocean Race



DELIVERING THE GOODS FOR A WORLD CLASS EVENT

by **Andy Tourell**, Extreme Sailing Series Event Director

For the past five years, the GAC Pindar name has been one of the best known in the Extreme Sailing Series (ESS), thanks to their team's entry in the contest. Since 2011, it has also been one of the supporting pillars of the Series as our official logistics partner. Following a very successful first three years, that agreement has been extended and GAC Pindar will take care of the specialised logistics for the Series and race participants in 2015, 2016 and 2017.

The GAC Pindar crew works closely with ESS, providing valuable input on the logistical considerations when securing host venues and developing the Series. Once venues are confirmed, they prepare a shipping package, detailing collection and arrival ports with dates and associated costs, for the entire Series. They are responsible for the containers holding everything we need (26 in total for the 2014 Series), from origin to destination. This includes Customs clearance as well as any additional containers or extra consignments and anything needed for additional invitational events and partner activations.

It's a complex, time-sensitive operation with considerable challenges, especially in new venues like St Petersburg, Russia (new in 2014), and Qingdao in China. But we know from experience that we can rely on the GAC Pindar team led by Andrew Pindar, Nick Crabtree and Mike Millar to deliver the goods.

Strong relationships count for a lot in the world of competitive sailing. And we know that the trust and collaboration on which our relationship with GAC Pindar is based means that both parties will go beyond the requirements laid out in the partnership contract, whenever needed. **GW**

Due to the sheer size of the race –

38,739

nautical miles

across five oceans and eleven ports over nine months – two identical race villages are leapfrogging across the globe to cover each stage.



WHEN THE WIND HITS THE SAIL



by **Lars Säfverström**,
GAC Group Co-Chairman

There's a moment, out on the water, when the sails and the wind align. Everything snaps tight and the yacht surges. It is a very satisfying moment.

Getting to that moment is a whole other matter. In Alicante in October, I saw in detail what goes into getting a fleet of ocean racing yachts prepped and ready to catch their own moment.

Teamwork was everywhere at Alicante. The crews, their support teams, the event management teams, the sponsors; it was teams all the way down. And then there was our team, GAC Pindar.

We're the nuts and bolts team, the official logistics provider. Our task is to have everything in place when, where and in whatever configuration is required to make a race event possible. As I write this, the team is gathering in Cape Town for the next stop. This will go on around the world to the finish in Gothenburg in June 2015.

The sense I got about the whole event at Alicante was that everyone involved was aiming high. I saw precision planning and execution everywhere. I saw it out on the water and in the combined skills of GAC and Team Pindar. It's one of those 'wind hits the

sail' moments to see a global logistics provider and a specialist yachting team getting the mix right.

And the end result was to become invisible – hidden in plain sight. We do structure. We create the space and all the connections where the event happens. Nobody really cares much about the existence of a pavilion or a viewing balcony or the food and conveniences at the Volvo Ocean Race's waterfront venues. It's just the stuff that goes with any event.

But the day after it ends and the yachts have sailed, pavilions, balconies and everything gets broken down and shipped to their next location.

There are two of these fit-outs moving around the world, keeping a step ahead of the race. There's a mountain of planning and execution.

And lots of learning. We're on the first leg. Teams are getting into their groove. As the race continues, I expect the precision will grow.

GAC Pindar is racing with all the other teams. We're booking and building and clearing; you name it. The pace is hot and we're only at the start. It's going to be a great race. **GW**



A PARTNERSHIP



by **Andrew Pindar**, OBE DL,
Founder of Team Pindar and
Partner & Sailing Team Head at
GAC Pindar

When I was asked to write something for this magazine, I hardly knew where I would find the time. We were deep into the delivery phase of the Volvo Ocean Race which started in October. We were about to announce a new three-year logistics contract for the Land Rover-partnered Extreme Sailing Series. We had a fleet of RC44 racing yachts on a ship bound from Sweden to Oman and we were moving numerous yachts in and out of countries around the world and were bidding on a host of other business.

But I welcomed the challenge as a way to recall what brought together GAC and Team Pindar four years ago, to reflect on how and why we joined forces, how far we have come and how far we can go.

An idea is born

The GAC Group has a reputation as a world-leading international ship agent and freight forwarding company that works hard for its customers across a range of sectors. Until 2010, the markets it served did not include the world of sailing, a niche market dominated by a few boutique freight forwarding and logistics companies.

At Team Pindar, we had been a customer of those boutique providers for many years and we had written many sizeable cheques in their favour. But after an introduction to GAC at a sailing event in the Middle East, the germ of an idea formed that – if executed – could change the game.

This is the story of the very special partnership that emerged from that idea.

Kindred spirits

Our first contact with GAC came in 2008 when they helped us with the complex logistics required to bring a number of high performance yachts to Manama for the Sail Bahrain initiative.

In GAC, we found a kindred commercial spirit who shared our vision for the project. We started exploring ways we could bring together Pindar's sailing experience to promote GAC, and maybe even create a new business stream serving the marine sport, leisure and events market. After a brief courtship, we married the Pindar name, deep knowledge and deep relationships within the sector with the resources, business systems, buying strength and global footprint of GAC in 2010.

Since tying the knot to create GAC Pindar, we have strived to be the best specialist logistics provider in our defined niche – no easy task in such a market. However, our symbiotic relationship makes for a powerful union. Our understanding of the needs of sailors, yacht owners and event organisers helps us find better ways to provide cost-effective and efficient logistics for boats and sailing events.

Our greatest adventure

Our biggest adventure to date is the 2014-2015 Volvo Ocean Race. It's a huge challenge, requiring commitment, dedication, meticulous planning and a lot of work beyond the 9-to-5.

Winning a contract of such size, scale and importance might tempt complacency in some, but not us. Eternal vigilance is the key to success, driven by a keen desire to be part of the Volvo Ocean Race adventure not just now, but for the next race in 2017 and again in 2020. **GW**



STAR TERN

The symbol of GAC Pindar is the Arctic Tern (*Sterna paradisaea*), also known as the Sea Swallow. Andrew Pindar explains why.

"We're in the business of yachting migration and the Arctic Tern has by far the longest migration pattern in the animal kingdom," he says. "It's not the biggest bird in the world, but its distinctive bright orange bill certainly makes it stand out from the crowd. Arctic Terns are incredibly hard-working and very loyal – staying with the same mate for their lifespan of about 30 years. They're also very peaceable birds in normal circumstances – until their territory is threatened and then they will fight like hell to defend it.

"I can't think of anything that better encompasses everything that GAC Pindar stands for."

Q&A WITH CLAUS SCHENSEMA

Born: 6 February 1970 in Port Elizabeth, South Africa

Before GAC: Started his career in 1988 as a Management Trainee with Rohlig & Co., GmbH in Bremen, before becoming Route Development Manager with Rohlig Far East Ltd in Hong Kong in 1991. Joined Geodis (HK) Ltd in 1995 as Sales Manager and was appointed Managing Director of Geodis E&T China Ltd. in 1996.

Joined GAC: In June 2002, as Managing Director of GAC China. Joined GAC North America Logistics in July 2014 as Managing Director, Logistics.



What elements do you rate as essential for developing well-functioning teams?

As stated above, humility, loyalty and mutual trust.

How many languages do you speak?

German, English, Afrikaans and Mandarin Chinese.

How important do you consider the ability to speak more than one language is in today's global business arena?

Being multilingual, like the ability to multitask, is a big advantage in today's truly global society. It is key in getting your message across to colleagues and clients alike. Languages build bridges.

What are your main guiding principles for achieving effective cross-cultural communication?

Don't underestimate or exaggerate issues. Don't let tensions simmer, instead resolve conflicts with open communication and tolerance for other cultures.

Logistics is a complex field, with countless things that can go wrong and factors that have to be considered. What do you believe is the secret of a successful logistics operation?

I am still a student after nearly 25 years. However, my philosophy – as my former Chinese colleagues and now my new Houston team have probably heard more times than they care to recall – can be summed up with the simple mantra: "Mean what you say, and say what you mean."

What is your go-to guidebook for Management techniques?

The "Spirit & Confidence" book published in 2006 to commemorate GAC's 50th anniversary. It's the story of the Group's first five decades and its pages are littered with many lessons to learn from GAC pioneers and their 'can-do' attitude.

I'm also a voracious reader of biographies, and one which I have read a dozen or more times is "Tiny Rowland, a Rebel Tycoon" by Tom Bower. Like the GAC pioneers, Rowland's attitude of loyalty to colleagues first, business second rings true, even in 2014.

When you daydream about the future of logistics, what do you imagine the future to involve?

Daydream? Nightmares more like it, such as a world a decade from now, where a block of carriers will dominate the ocean trades, airlines will merge and offer one stop shops with the integrators. The future of logistics, and indeed ship agency, belongs to behemoths and niche players. It's up to us to adapt to that changing reality to continue to serve the markets. **GW**

You spent 12 years in Shanghai building GAC's logistics and ship agency services business in China. What lessons did you learn?

The most important lesson I learned was the importance of humility, loyalty and mutual trust. Taking a company from its infancy, and employing professionals with a long-term vision for GAC's success is vital – a classic example being my successor, Simon Xu. It is key to trust one's gut instinct with employees, clients and vendors with a good mix of commercial sense endorsed by facts. If the 'chemistry' is missing, the outcome is predetermined. I come back to the word 'trust' – if our employees don't trust us, and we do not trust them, it is a recipe for disaster.

Can those lessons be applied in North America?

Many aspects of what I have learned are already in place and are being reinforced as new staff come on board. GAC North America Logistics is a young team made up of an eclectic mix of professionals specialising in oil & gas and we are applying our combined experience to pave our own way.

What are the key differences, and similarities, between the logistics arena in China and North America?

Cultural and geographical differences aside, these two markets have many similarities in the business GAC handles: challenging clients, demanding schedules, 'customer is always right' mentality, rigid adherence to ethics, compliance and HSSE, to name just a few.

I see our role as the middle man, the one tasked by the client, via the use of third party carriers, to overcome what at times seem to be unsurmountable odds. We are the ones who get the goods from A-Z in the agreed time and at the agreed price.

What is the most important lesson your children have taught you?

Never say yes to a school event then fail to attend it. Children are like elephants; they never forget.

WEIGHTY TASK

GAC Qatar's project logistics team has delivered a 22T turbine to their colleagues at GAC Sweden in a joint operation to bring it from the Middle East to Örebro for repairs.

The super-sized shipment had been used on one of Maersk Oil's offshore rigs in the Gulf.

A Ilyushin IL-76 cargo plane was chartered due to the bulk of the shipment. GAC teams in Qatar and Sweden provided on-site supervision to ensure a safe and seamless job. **GW**



A TOAST TO 40 YEARS OF SUCCESS

Cheers! GAC Hong Kong marked 40 years of operations with a celebration at the Hyatt Regency hotel, attended by customers, partners and colleagues from across the GAC Group, including Group Co-Chairman, Capt. Lars Säfverström and Group President, Bengt Ekstrand.

When GAC Hong Kong was first established as a three-person trading outfit in 1974, it was the Group's first operation in Asia. Today, it has a staff of 78 at two locations in Hong Kong, and a sister office in Shenzhen, China, providing complete supply chain solutions for local and international customers. **GW**



MALDIVES THANKS GAC MARINE LEGEND

GAC Marine's Technical Director, Bengt Olsson, has been presented with a special award by the Maldives Government in recognition of his support for the country's seafarers. He also nominated five long-standing colleagues from the Maldivian maritime community who have worked with him during the past 40 years.

Shipmates

Olsson was presented with his award by Capt. Abdul Latheef Mohamed, now the Maldives' Minister of State for Transport and Communication and a former GAC Marine 'shipmate' at GAC Marine's Abu Dhabi base in the 1980s. In his speech, the Minister paid tribute to the diligence, work ethic and discipline of Maldivian seafarers as well as to companies and individuals – like Olsson – who employ them. He noted that Olsson had provided jobs for Maldivians with the GAC Marine fleet since 1973.

"On behalf of the Maldives government I thank him for this generosity," said Capt. Abdul Latheef. "He has trained several Maldivians for various posts of his fleet. His ways of training the seafarers were remarkable. His choice of Maldivian seamen to his company gave an enormous benefit to our economy and to our families. Some of those who have worked under him are now successful businessmen, boat builders, engineers and some of them are holding prominent posts in the government."

"Mr Olsson is an innovator, a lover of marine engineering and a mentor to many." **GW**



LUXURY AT LARGE



Two of the world's largest sailing yachts received premium GAC service during their recent travels.

Smooth transit

In Egypt, GAC's Suez Canal Transit Service smoothed the transit for the world's largest private sailing yacht, the 93-metre long, three-masted Bermuda-rigged schooner 'Eos', through the waterway to the Red Sea.

Once through the Canal, she set her course for Salalah in Oman, where GAC took care of port clearances in and out, as well as supplies of fuel and provisions. Then the yacht set a course for Sri Lanka to drop off her security detail – again with GAC as agent.

...and more

On the same day that the 'Eos' entered the Suez Canal, the 90-metre long three-masted schooner 'Athena' took on fuel at Nice in France, arranged by GAC Bunker Fuels.

"The fact that the two largest sailing superyachts have turned to GAC shows the degree of trust we have gained in this market," says Murray Bishop, who heads GAC Bunker Fuels' specialised yachting team based in the UK.

"Trust is something that must be earned. It is hard to win and very easy to lose. We pull out all the stops every time to continue to demonstrate our commitment to meeting the high standards of the superyacht industry." **GW**

Helping 'Anastasia' make up lost time

Time was tight when the 75-metre superyacht 'Anastasia' fell behind schedule following delays passing the Suez Canal and in the security transit of the Red Sea.

Not a problem for GAC's team at Salalah, who worked with port authorities to get the yacht cleared to enter the port with armed guards on board and to take on fuel supplies. They were so swift that the 'Anastasia' set sail again in just four hours.

SINGAPORE STINGS – AND LIFEJACKETS

Man Overboard Drill

GAC Singapore Boarding Officer Calvin Ong is helped back on board by deckhand Htin Lin Aung. It's this regular MOB practice that makes the difference when things go wrong.

"During an emergency, panic and fear will kick in and we may not be able to think logically," says Managing Director Ronald Lichtenecker. "That is why we provide a structured and hands-on training programme for our people."

Basic first aid training is included in the course so the crew can sustain life until the medicos arrive. The team also tested self-inflating life jackets which have replaced conventional foam floaters.



Health? Check!

Noel Canete, from Group IT in Singapore puts on a brave face as his blood is drawn.

All GAC staff located in Singapore had the same opportunity for a free check of their BMI, blood pressure, cholesterol and lipid levels.

Staff wellbeing is essential from both a human and a business point of view.

"Employee sickness directly affects productivity by compromising performance and increasing absenteeism," says Lichtenecker. "Concern for the staff's wellbeing isn't only about being nice. They spend most of their waking hours at work so it makes sense to do what we can to promote good health." **GW**



APPOINTMENTS

GAC GLOBAL HUB SERVICES, DUBAI



Lena De Geer

Senior IT Project Manager

Previously

Project Manager at Moment, Stockholm

GAC ANGOLA



Hugh O'Kerwin

General Manager, Logistics

Previously

Branch Manager for Kuehne & Nagel, Angola

GAC HONG KONG



Marten Helg

Business Manager, Logistics

Previously

Business Process Manager – Logistics, GAC HQ

GAC INDIA



Miriam Mathews

Director

Previously

Marketing Trainee



Capt. S. Srinivasan

General Manager Operations, Chennai

Previously

Deputy General Manager at J.M. Baxi & Co

GAC UK



Peter Cole

Director, Risk Management

Previously

Managing Director



Herman Jorgensen

Managing Director

Previously

General Manager, GAC Norway

GAC UK



Anthony Mollet

Business Development Manager

Previously

General Manager

GAC MARINE LOGISTICS HEAD OFFICE, SINGAPORE



Jan Kielmann

Managing Director

Previously

Managing Director, formerly based in Dubai



Oshadha Warnapura

Sales Manager, Asia Pacific

Previously

Sales Manager, Middle East/ Indian Subcontinent

GAC MARINE LOGISTICS DUBAI



Marcus Johansson

Company Manager

Previously

Finance & Business Support, GAC Kuwait



Melamie Malaluan

QHSSE & Administration Manager

Previously

Personal Assistant to Global Director

GAC BUNKER FUELS, NORWAY



Per Steffen Bolstad

Bunker Trader

Previously

Branch Manager, GAC Norway, Bergen

EDITORIAL INFORMATION

Editor

Gurumurthi Shankar, GAC HQ, Jebel Ali

Editorial Team

Greg Newbold and Amanda Millen

Art & Production

Lancer Design Pte Ltd, Singapore

Correspondence to

Amanda Millen

Email

gacworld@gac.com

Print run

30,000

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

Material in this publication may be freely quoted, provided the source is clearly identified.

GAC World is printed on environmentally-friendly manufactured paper.

Contacting GAC

Want the contact details for a GAC office or staff member?

Please visit the Contacts section of www.gac.com

Back copies of GAC World are available for download at www.gac.com/magazine.

SPONSORSHIP ROUND-UP

Doha College

GAC Qatar and Doha College have signed another three-year deal to sponsor the sporting kit worn by primary and secondary school students at the College's Al Waab and West Bay campuses. The relationship is now in its seventh year.

Under the agreement, the GAC logo will grace the official sportswear of over 400 students aged 7-18 when they compete in more than 400 fixtures.

GAC Qatar has been providing logistics and shipping services for almost four decades and is now the country's leading provider of integrated shipping, logistics and marine services, including specialist services for a wide range of sporting events like the Doha Asian Games.

Three more for the road

GAC has signed a new three-year sponsorship agreement with Team Raleigh Professional Cycling Team and Cherie Pridham Racing. Under the deal, the team is now known as Team Raleigh-GAC and the GAC logo is again on the front of the Raleigh team jersey and shorts.



Jacksonville Touchdown

American football is the latest sport to join the list of athletic endeavours supported by GAC, after the company became the Jacksonville Jaguars NFL team sponsor for the 2014/2015 season.

The deal gives GAC a platform from which to promote its brand to a receptive business audience. Jacksonville has been named one of the top three foreign trade

zones in the world and one of the USA's 'Top 10 Logistics-Friendly Cities'.

Bill Hill, GAC's Executive Group Vice President, says: "Jacksonville and The Jaguars make perfect sense for us in business terms. The city's growing population and reputation as a central logistics hub provide us with the ideal platform to promote everything GAC has to offer." **GW**

