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HSSE Central

Your Ship Agent Multi-tasking Mastered



Ships, Ports and Agents



Think of a ship as an electric plug and a port as a socket. When you plug into a socket, electricity flows. When a ship and a port link up, commerce flows. Vital economic energies are released and wealth is created and exchanged. The medium of exchange is the agent. By arranging all the details involved in bringing a vessel to berth for discharging, loading and then departing, the agent acts as a conductor, facilitating an elaborate range of services, charges and distributions. Our cover story looks at both where we are today with ship agency and where we might be heading, starting on page 10.

Cruise news

One area where a ship agent is vitally involved is the cruise sector. There is a growing demand for cruises, be they on luxury mega-liners or boutique vessels that can ease into small ports in faraway places. GAC's Cruise Manager Fergus Poole, looks at where cruising is heading next in our Insight column on page 6.

Education everywhere

Staying on the water, our colleagues in GAC Thailand have lent their support to a raft that's also a school. Located in the north of the country, the Bankorjadsan School caters for less fortunate youngsters, providing meals, accommodation (on the raft) and lessons. See page 17.

Top of the line

GAC Dubai's Contract Logistics team has opened a spanking new facility in Dubai South. It is chock full of eco-friendly design elements and is both temperature- and humidity-controlled. A great place for Value-Added Services too. The story is on page 4. Meanwhile the Contract Logistics team has won the FMCG Supply Chain award for the second year running (also page 4). This comes at the right time as Dubai starts gearing up for Expo 2020.

New growth

Developments continue in Thailand as the country expands its role as a trading hub. GAC has upgraded its joint warehousing facility there and is attracting high-value customers through its integration of shipping and logistics services (page 8). GAC Taiwan has inked a key LNG agency deal and we've expanded our relationship with our Oil and Gas partner in Vietnam (page 19). There's a new branch opening in South Africa (page 9) and a voyage management contract signed with an emerging Middle East LNG shipper (page 5).

The Dance

Whether you're practising the modern waltz or trying to get your vessel berthed and unloaded, you need a good partner. Your partner needs to be skilled in recognising your needs, your directions and your ultimate goals. Ship agents are a mixed bunch. Some look good in suits, others favour safety vests and hard hats. Whatever their preference, the one thing they have in common is a clear-sighted determination to solve problems and get things done for their customers. It's what gets them up in the morning - assuming they've had a chance to sleep and haven't been up all night attending a vessel.

Stuart Bowie

Editor

GAC Australia wins ONE deal

The world's sixth-largest container carrier, Ocean Network Express (ONE), has awarded GAC the agency contract to handle all its vessel calls in Australia covering the ports of Sydney, Melbourne, Brisbane, Adelaide and Fremantle. Under the agreement, GAC Australia will provide agency and husbandry services for more than 200 calls annually.



ONE is a joint venture formed by the integration of three major shipping lines in Japan – Nippon Yusen Kabushiki Kaisha, Kawasaki Kisen Kaisha and Mitsui OSK Lines.

GAC Australia Managing Director Scott Henderson says of the appointment: "GAC focuses on fruitful collaboration with partners through long-term strategic partnerships. Having worked as a partner with the shipping lines for a long time prior to their integration, we know the quality of the services they demand and have the resources and capabilities to deliver them."

GAC has operations at all Australian ports and terminals and is licensed to act as a corporate customs broker, handling clearance and delivery of ship spares and third party operations. **GW**



Time Critical Services go live in Singapore



GAC Group President Bengt Ekstrand cuts the ribbon to launch GAC Singapore's new operation to meet the 24/7 demand for fast, efficient turnarounds in the time-critical sector (TCS).

The TCS team provides support for urgent shipments of aircraft and vessel accessories, spares and perishables. The team was recently called on to deliver 23 transporter parts weighing more than 5 tonnes, arriving in Singapore on board a vessel from Le Havre in France. The parts were loaded direct onto 40ft trucks and given a police escort for the 30km road trip to the client's premises. **GW**

Need something done fast and with millimetre perfection? You'll find TCS at <https://www.gac.com/gac-worldwide/asia-pacific/singapore/services/time-critical/>



New contract logistics facility opens

GAC Dubai has a new contract logistics facility in the Logistics District of Dubai South. It adds to the company's existing contract logistics facilities in the Jebel Ali Free Zone and Dubai Industrial Park, bringing total capacity in the Emirate to over 170,000 pallet positions serving local and regional markets.

The 45,900 pallet, two-chamber temperature- and humidity-controlled facility is designed to handle a diverse range of products including fast moving consumer goods (FMCG), food and beverage, beauty products and dangerous goods (DG) of classes 2, 3, 5.1 and 8. It also features a 2,400sqm Value-Added Services (VAS) facility to meet customers' requirements and international quality standards.

Fredrik Nyström, GAC Group Vice President for the Middle East, says: "The new facility opens as GAC Dubai celebrates 25 years delivering contract logistics services. We were pioneers in the region back in 1993, and this latest addition signals our continuing commitment.

"Due to its strategic location, world-class infrastructure and open economic system, Dubai is the region's leading commercial and trading hub as well as its key re-export centre. Growth in tourism, trade and aviation sectors in the lead-up to Expo 2020 is set to drive increased domestic

consumption and our new contract logistics facility will be able to meet the growth projections of our customers locally, regionally and globally."

Efficiency and sustainability

The warehouse and its supporting facilities have an environmentally-friendly cooling plant and advanced building management systems. It uses solar power, recycled water and has LED lighting with motion sensors. It also has a black water treatment plant that recycles water for use in cooling towers.

Neil McMaster, GAC Dubai's General Manager of Contract Logistics, adds: "With its close links to Jebel Ali port, direct access to Al Maktoum International Airport and exit gates leading directly to the UAE's main trans-Emirates highways, our 24/7 transportation and distribution services at Dubai South enable us to meet our customers' needs for speedy time-to-market delivery. It's all about delivering value to our local and regional customers' supply chains and helping them achieve their strategic goals."

GAC Dubai is ISO 9001:2015, ISO 22000:2005 (Food Safety Management System), ISO 13485:2016 (Medical Devices), ISO 14001:2015 and OHSAS 18001:2007 accredited.

GW



FMCG Supply Chain of the Year - again



Neil McMaster, GAC Dubai's General Manager of Contract Logistics, receives the FMCG Supply Chain of the Year Award at a ceremony held at Grosvenor House Marina. (Picture courtesy of ITP Media Group)

For the second consecutive year, GAC Dubai has been named the FMCG Supply Chain of the Year in the Logistics Middle East Awards. The 2018 award, like last year's, acknowledges the company's outstanding service to the Middle East's busy Fast Moving Consumer Goods sector.

The accolade was accepted by Neil McMaster, General Manager of Contract Logistics. "Fast-moving industries like food and beverages demand speed, accuracy and quick response," he says. "GAC Dubai has, once again, proven its abilities to meet all these and more. This award is a recognition of the team work, commitment and innovative spirit that have long been the hallmark of GAC." **GW**

GAC Taiwan lands DSLNG contract



GAC Taiwan has secured an agency contract from Donggi Senoro Liquefied Natural Gas (DSLNG), Indonesia's leading liquefied natural gas provider. It will handle its vessel calls and provide discharge agency and husbandry services at the ports of Taichung and Yung An.

The contract win follows the steady growth in agency business for all types of vessels, including LNG carriers, since the opening of GAC Taiwan's shipping office in Kaohsiung in 2017.

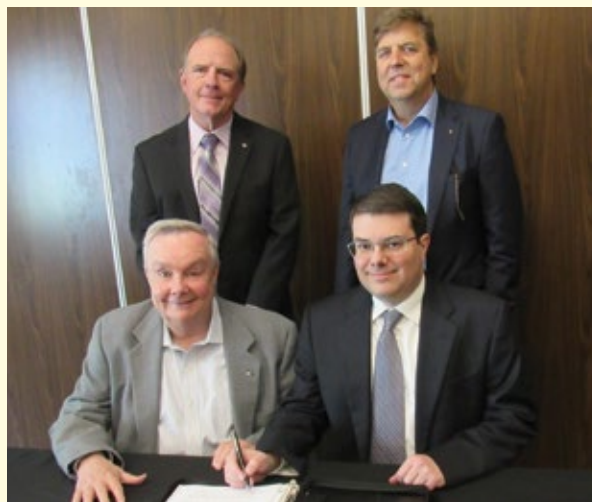
Managing Director Kenny So says: "Winning the DSLNG business reinforces our optimism about the future of the LNG agency business in Taiwan, which is the world's fifth largest LNG buyer. We expect the number of LNG calls to rise as Taiwan increases its LNG imports to drive power sector growth." **GW**

Voyage management services inked with Translux Limited

GAC LNG Services has secured a global contract to provide voyage management services to Translux Limited as they enter the liquefied natural gas (LNG) business.

Formed in 2016, GAC LNG Services provides a full-service solution for the sector, covering charterers' vessel operations, technical and commercial information. Under the Translux agreement, GAC's global network of offices and approved agents will support operations, overseen by GAC LNG Services in Houston.

Bob Bandos, GAC's Group Vice President – Americas, says: "We are excited for the new opportunities an exclusive contract with Translux Limited will provide for GAC LNG Services. As we continue to grow our LNG market, it becomes increasingly apparent that there is a strong need for the voyage management provided by GAC LNG Services every step of the way."



Signing the contract with Translux Limited. Pictured are: (Front row, from left): GAC Group Vice President – Americas Bob Bandos and Managing Director of LNG for Translux Marcellus Catalano. (Second row, from left): GAC LNG Services Business Manager Tim Karl and GAC Group President Bengt Ekstrand.

Translux Limited has been an active supplier and distributor of various energy products across the Middle East for more than 13 years. The firm has expanded into natural gas to support its existing customers in the Middle East, Europe and Asia.

Marcellus Catalano, Managing Director of LNG for Translux, says: "The development of a global LNG capability is a natural expansion for Translux Limited. GAC LNG Services provides the perfect support to meet our LNG shipping needs and facilitate our transition from a regional to global commodities firm." **GW**



Cruise Sector Growth Continues



Fergus Poole,
GAC Cruise
Manager &
Superyacht
Services

Fleet building spree will raise demand for support services
by Fergus Poole – GAC Cruise Manager & Superyacht Services

The Cruise sector is bucking the trend in shipping circles. At a time when orders for vessels in many categories are down, most major cruise lines are expanding their fleets. As of December last year, there were 99 cruise ships on the order books at a total cost of USD 57 billion.

Carnival Corp (which owns AIDA, Holland America, Costa, P&O, Cunard, and Princess Cruises) is building 20 vessels over the next six years. Royal Caribbean International (owners of Celebrity, Azamara and Royal Caribbean) is planning ten

new vessels. Other key lines – such as Norwegian Cruise Holdings, MSC, Disney and Crystal – are hot on their heels, and newcomers to the industry are also making their mark with Virgin planning three ships and the Ritz Carlton Group entering the fray with a cruise new build in 2019.

Biggest vessels

Many pundits point to growth in the biggest end of the business. Massive liners catering for an all-inclusive onboard experience where the ship is as much the destination as the ports she visits.

In April this year, Royal Caribbean International's *Symphony of the Seas* sailed into the record books as the world's largest cruise vessel. Weighing in at over 228,000 GT, with capacity for 6,680 passengers and 2,200 crew, she surpassed the previous record-holder, her fleet sister *Harmony of the Seas*.



It remains to be seen how long she will hold that record, as there are already 28 new builds in the 4,000+ passenger category due for delivery by 2027. That will bring the current global fleet of 30 up by a staggering 93% in less than a decade.

The elite experience

While the industry's behemoths continue to build bigger and bigger vessels, there is also significant growth in demand for smaller, elite liners catering for discerning travellers who want to explore new destinations. There are 28 new build cruise liners catering for up to just 400 passengers due to set sail by 2027, increasing the current fleet of 63 in that category by more than 44%.

This growth is being fuelled – at least in part - by both established operators and new players responding to greater interest in what are termed 'transformational' and 'bucket list' experiences.

One of GAC's key clients, Ponant, is building seven new vessels in the next few years, all catering for between 180 and 400 passengers. Like others in this niche sector, Ponant is seeking to create new, interesting, and off-the-beaten-track itineraries that go beyond the traditional cruise hotspots. These destinations often cannot accommodate the giant liners carrying 5,000 passengers or more.

Agents of trust

Growth without strength and substance is destined to fail. The cruise industry relies on specialised 360° support when

the liners arrive in port. Not only do they need an agent they can trust to take care of berthing arrangements, husbandry, and supplies, they also need someone on the ground to arrange immigration and customs issues, liaise with local providers for excursions ashore, and arrange assistance in case of an emergency.

Small villages in the Norwegian fjords are dream destinations for many. And while they may be accessible for the ships, they also bring with them demand for, say, 60 buses and 60 tour guides speaking a range of languages. This raises the bar even higher for the shipping and logistics agents the lines work with.

GAC has been meeting those needs with its portfolio of integrated shipping and logistics services and local expertise since the late 1990s. We are continuing to build our international reputation and reach within cruise circles. Just this year, we have further cemented our place in the sector by participating in Seatrade Cruise Global in the USA, with colleagues from Turkey, Sri Lanka, Indonesia, Hong Kong, Singapore, Denmark, Norway, UK and Middle East present to 'spread the GAC word'.

Our teams in Indonesia, India, Norway and Scandinavia continue to build on successes and several new key clients have come on board such as Holland America in Norway and Fred Olsen in the UK.

The cruise sector shows no sign of slowing its rate of growth. Our job at GAC is to make sure we continue to meet the expanding demand for bespoke services wherever the sector goes. **GW**



▲ GAC Thoresen Logistics' 20,000sqm food-grade distribution facility in Amata Nakorn.



25 years in Thailand celebrated with a pledge

A major distribution facility upgrade signaled GAC Thailand's continuing commitment to the country, Lars Bergström, GAC's Group Vice President, Asia Pacific & Indian Subcontinent told guests during celebrations marking the company's 25 years of operations.

Since its establishment in December 1992 with just four staff offering shipping services, the company has grown to become one of Thailand's leading providers of integrated shipping and logistics services. It now has offices in Bangkok, Suvarnabhumi, Laem Chabang, Map Ta Phut and Songkhla, and over 150 employees handling more than 800 shipping and 6,000 logistics jobs in 2017.

>150
employees

>800
shipping jobs

>6,000
logistics jobs

GAC Thoresen Logistics, a joint venture between GAC and leading Asian investment group Thoresen Thai Agencies plc, operates warehousing facilities in Amata Nakorn and Bang Pa-In.

Eastern Economic Corridor

Lars said: "Thailand's strategic location and sound port infrastructure has made it an attractive country for maritime players. Ongoing infrastructure development programmes aimed at reducing logistics and transportation costs will increase its appeal as an international trading centre. The investments in the Eastern Economic Corridor (EEC) will transform its Eastern provinces into a transport hub, bolstering the country's role as the gateway to Asia.

"All these developments have created plenty of opportunities for shipping and logistics companies operating within the country. The completion of a major upgrade of our distribution facility in Amata Nakorn last year reflects our confidence in this economy and its growth potential."

Alwyn Mendonca, Managing Director of GAC Thailand, added: "We will constantly upgrade and where necessary, increase our resources including hiring new talent and nurturing existing ones to cater to the anticipated rise in port activities once the developments are complete."

He attributed the company's success in the country to its dedicated workforce and unique offering of integrated shipping and logistics solutions: "By maintaining greater control from end-to-end over the entire supply chain, we can help our customers achieve higher operational efficiency and more competitive pricing." **GW**

Supporting a Sentinel on her mission



*Lundy Sentinel
at Piraeus*

GAC Greece's Operations Manager George P. Fragos poses in front of the EU Fishery Inspection vessel, the *Lundy Sentinel*, during her port call to Piraeus. The Safety and Rescue ship owned by Sentinel Marine is chartered by the European Fisheries Control Agency (EFCA) and deployed primarily as a fisheries patrol vessel in international, EU and - where possible - third country waters.

Over two days in Piraeus, GAC Greece provided her with a range of services including husbandry and bunkers, garbage disposal and personnel changes. The GAC team also made all the arrangements for her passage through the Corinth Canal after leaving port.

Earlier, as the *Lundy Sentinel* made her way to Greece, GAC's Global Offshore Agency Services team arranged ship agency and husbandry support covering 15 port calls and transits. **GW**

Increased demand drives Port Elizabeth opening



Eric Barnard,
Managing Director
for GAC Shipping

GAC South Africa has opened in Port Elizabeth and its neighbour port Ngqura/Coega to provide a portfolio of shipping services for oil & gas projects and LPG shipments.

The company has served customers with vessels calling at Port Elizabeth through a sub-agent for more than ten years and is now expanding its operations in response to growing demand for GAC's shipping, logistics and complementary services.

"Increasing our presence to include Port Elizabeth allows us to offer a complete package of integrated services for all types of business at the port," says Eric Barnard, Managing Director for GAC Shipping. "The combined global experience of the GAC Group and our local skills ensure we continue to provide world-class support."

Services provided include ship agency, husbandry, bunker fuel supplies, offshore support, dry-docking and project logistics, as well as lay-ups and repairs for rigs and vessels calling at Ngqura/Coega.

GAC Shipping covers all major South African ports from its head office in Cape Town. **GW**



Ship Agency Today

Defined

Agent (n):

1. a person who acts on behalf of another person or group.
2. a person or thing that takes an active role or produces a specified effect.

From the Latin agere: to set in motion, to perform, to drive forward



by Bengt Ekstrand,
Group President

You'd think that ship agents would have been around for as long as ships, but no. The Romans didn't have agents because under Roman Law, a contract was a personal undertaking and could not be delegated to third parties. Roman slaves had some limited scope to act on behalf of their masters but it was only in the 13th century that the idea of an agent started to carry legal and commercial weight. The accepted practices of agents were only established in law in the 1600s and not fully worked out until after the Napoleonic period.

The speedy rise of long distance maritime trade in the 1700s established the place of the ship agent in the mercantile nations of Europe and their colonial possessions. The rules that applied in, say, 1756 still applied to a large degree when GAC started operations in 1956.

A matter of...

In truth, there is only one thing that matters in the ship agency business: Trust. If an agent is trusted, and in turn, trusts the principal, then much can be achieved in the interests of both.

Before the rise of the internet and near-instant communications, trust was a personal matter. Instead of a ship owner going to every port to establish contractual relationships, like a Roman owner would, the owner would engage a 'trusted agent' to act on their behalf.

Similarly, a GAC ship agent would approach an owner and present their credentials and seek to establish trust as the basis for doing



business. While price was and remains an important consideration, it was trust that mattered most. Could the agent get the owner's vessel berthed, loaded/unloaded, supplied, repaired and back out to sea in the shortest possible time and with all I's dotted and T's crossed, all regulations observed and all charges invoiced and receipted?

Where is trust today?

Today, trust is less personal. The ship agent must now show the owner/operator certificates to prove his/her trustworthiness. Safety, Quality, Security, Financial stability, Ethical standards, all come with certifications and approvals by qualified third parties. Why? Because personal trust is too, well, personal. Contemporary rules and practices seek to limit the personal touch and the personal relationship between a principal and an agent or service provider.

For a principal and agent to like each other and possibly develop a friendship is no longer an easy and accepted practice.

These days the personal relationship must not put the commercial relationship at risk. Restrictions on accepting gifts, dinners, sporting tickets, etc are now becoming the standard operating procedure. So today, we are in a transition phase from the personal touch to the documentation and certification touch.

As GAC Sales Director Neil Godfrey explains in his article on page 12, a ship agent has to be able to offer either the personal or the documentation approach, depending on what the principal prefers. In the future, it's likely the relationship between agent and principal will be purely transactional. A warm, intelligent and helpful personality will be less important than a suite of certifications and transparency policies and practices.

Nevertheless, the world of ships and ports and agents is neither standardised nor unified - yet. Kumar Ganesan, GAC's company manager in Angola knows the value of being reliable, proactive and energetic on behalf of the vessels that berth under his management. He reflects on these points and others on page 13.

In robots we trust

Will we be happy when the ship agency business is turned over to smart devices and automated artificial intelligences? Well, the research indicates we trust robots more than we trust each other. A study at Harvard Business School (https://www.hbs.edu/faculty/Publication%20Files/17-086_610956b6-7d91-4337-90cc-5bb5245316a8.pdf) showed that people preferred the assessment of an algorithm ahead of a real person to judge things like which song is likely to be a hit and which face is more attractive. It seems our faith in our systems and our datasets is stronger than our faith in each other. In the future we will indeed be entrusting our agency applications, nominations and approvals to the machines. If the Harvard research is conclusive, the debate about machine agency management will not be lengthy.

We can fix this

In the meantime, we must continue to demonstrate to our principals and the authorities that we humans are trustworthy, capable, and able to handle the affairs of owners and charterers in ports worldwide. GAC runs annual mandatory compliance and ethics courses (and refreshers) at our Corporate Academy. Every GAC manager and staff member must do them. We are constantly upgrading our IT systems to ensure both their capability and their security. So both our people and our machines are responding to the challenges of the marketplace. I fully expect this to continue indefinitely as shipping and commerce evolve locally and globally. **GW**

Download the PDF here:



Ship Agency Worldwide

"Ship agent: The party representing the ship's owner and/or charterer (the Principal) in port. If so instructed, the agent is responsible to the Principal for arranging, together with the port, a berth, all relevant port and husbandry services, tending to the requirements of the Master and crew, clearing the ship with the port and other authorities (including preparation and submission of appropriate documentation) along with releasing or receiving cargo on behalf of the Principal."

– Definition by the new IMO Facilitation of International Maritime Traffic (FAL) Convention, effective from January 2018

1,149

Shipping agents listed worldwide in the Lloyd's List directory

500+

in the United Kingdom alone

52,000+

merchant ships trading internationally as at 1 January 2017*

60

countries listed as full or associate members of the Federation of National Associations of Ship Brokers and Agents (FONASBA)**

97,000+

number of container ship calls made to ports worldwide in the first half of 2017***

* Source: www.statista.com statistics portal

** Source: <https://www.fonasba.com/membership-list>

*** Source: IHS Markit intelligence provider <https://ihsmarkit.com>



The Agent



**by Neil Godfrey,
Group Sales
Director**

Ship owners and operators can't be everywhere their vessels call. That's why agents exist: to act on their behalf, to protect their interests. The agent's work can

range from getting port costs paid on time and ensuring cargo operations, repairs or transits happen promptly, to anything that a vessel, cargo, crew or passenger may require: shore excursions, surveys and inspections, spare parts deliveries, supplies and crew changes.

An agent can consider they have done a good job if a vessel under their care concludes a port call as quickly, safely and economically as possible, in compliance with all applicable local and international regulations.

Selling agency

To successfully sell ship agency, you must know your customer. Substantial ship agents have a wide spread of potential customers - ship owners, operators and managers, commodity producers, receivers/traders, liner operators, cruise lines, offshore construction/dredging and survey companies, navies, fishery companies, research organisations, sport and luxury yacht owners and skippers. To persuade those customers to work with us, rather than our competitors, we must convince decision-makers that we understand their needs and can meet them. That's the traditional view, but it remains valid. It gets business done.

At the other end of the spectrum lie commercial opportunities floated on an open market basis - auction sites, where it is assumed bidders all meet a minimum standard in terms of capability, geographical reach, safety, compliance, etc. All that remains is to post prices. Perhaps the only sales effort involved in this process lies in getting on the list of companies invited to bid. That can take significant effort, or be based on the fact that you bid last time. Sometimes, opportunities are found in an open invitation to bid online.

We're already seeing this method of selecting an agent, and it's set to become more prevalent. As it does, it will erode the value of the principal/agent relationship, something some say is still key. Others believe impersonal processes should prevail to ensure strict compliance and elimination of favouritism in commercial decision making. The debate continues.

Sales success may also rely on what else a ship agent can offer. While the first requirement is competence to handle a vessel call, customers may need add-ons like cargo management, customs brokerage services, advice on local conditions, logistics, market information and more.

Active, effective communication adds an advantage when selling ship agency. An agent needs to be able to reach their customers through whatever media they favour. The role of PR, press releases and social media should not be under-estimated.

Nor should Corporate Social Responsibility. Companies that demonstrate a commitment beyond the confines of the port and shipping channels by helping people and communities in need of support gain credence.

Specialists

GAC's core approach to knowing our customers and selling ship agency is to harness specialist knowledge. Our Group Marketing Team is divided into sales managers, dedicated to attending to the needs of all customers within a specific territory and with deep knowledge about GAC's ship agency and related services around the world. Many have a sharp focus on a specific product or service. They are our customers' local point of contact for global service and the combined effect of their efforts is to give customers certainty about the services GAC provides, when, where and how.

Transition

Ship agency is in a state of disruption and transition, in an environment in which both traditional and contemporary approaches must have a place. Ship agents must be able to offer the full package: global but local, steady but agile, traditional but innovative, compliant but pioneering, personal but technical.

Achieving success in such an environment is what gets me up in the morning. **GW**

The View from Luanda



Kumar Ganesan,
GM GAC Angola

The role of a ship agent varies, depending on the country and the port where the agent works. In Angola, conditions can be challenging. GAC Company Manager Kumar Ganesan scans the role of the ship agent from his office in Luanda.

For a ship in port, every minute counts. If a crew change, spares delivery or port clearance is delayed, more money is spent. Every ship needs a reliable agent to act as a partner who recognises that time is money and acts accordingly.

Busy busy

How busy can a ship agent be? Very. A survey conducted by FONASBA identified more than 130 services/operations that an agent may be required to undertake. Port calls are complex and an owner/operator needs someone 'on the ground' to ensure the call's success and profitability.

A reliable agent is fully conversant with the local regulations, has good rapport with the authorities and solid local knowledge and, crucially, keeps the owner/operator up to date. Ships operate around the clock, so agents must be on-call 24/7.

It's a matter of being on top of everything that happens (or could happen) during a port call, from pre-arrival notifications, arrivals, loading/unloading, departures and all paperwork and communications involved.

Digitalisation is having a positive and growing impact on how ship agents work. Take, for instance, website/tracking apps for vessel line-ups. Proforma disbursements which used to take significant time due to complexities like tariff regimes, are now dispatched in minutes. Telexes and faxes are now dinosaurs,

and even email is giving way to instant communication/messaging apps.

Developed countries achieve valuable productivity gains by reducing red tape and moving to electronic data transmission (EDT) which link key entities involved in port calls. Although Angola is taking baby steps, here too there is a drive to digitise at least part of the documentation process.

In Angola, the need for an agent is clear and compelling. Despite vigorous planning, situations will always arise that need hands-on engagement by the agent to ensure the port call is completed in the most efficient manner. The ship agent in Angola has an important role as a problem solver and as the one willing to go the extra mile when needed.

Agent fees

The constant hammering down of fees is a challenge for ship agents. However, good service comes at a cost. A properly rewarded ship agent will save the owner/operator significant sums through their efforts to achieve faster turnarounds. A good agent becomes priceless in emergency situations such as a medevac or hand-delivering a vital engine part.

Ultimate goal

A ship agent links all the parties involved in a port call. They must be reliable and dependable, someone that owners/operators can consider their strategic partner. When the ship agent is included in their business planning, vessel operations are more successful and more profitable. It's the reward that's achieved when trust is converted into action. **GW**



Reset your mind

UK Sustainability Challenge

GAC UK has launched a Sustainability Challenge to mark this year's Earth Day and its continuing support of the Volvo Ocean Race #cleanseas initiative.

The Challenge encourages GAC people around the country to take positive action to combat pollution. Each completed task earns points. Taking part in a river clean-up earns 200 points and, at the other end of the scale, recycling coffee grounds for fertiliser earns 10. The person who earns the most points will be named GAC UK Sustainability Champion 2018 and win a trophy made from recycled materials.

"Words alone are not enough to end plastic pollution," says QHSSE Manager Laura Grizzell. "We have to take action – and we have to take it now."

Progress

Every GAC company in Europe has signed up to a pledge, which includes implementing measurable actions to reduce single use plastic waste and inspiring staff, stakeholders and suppliers to do likewise.

GAC UK Managing Director Herman Jorgensen says: "Our Sustainability Team already has taken part in a local river clean event, switched to bottled milk deliveries, provided reusable water bottles for every employee, and coffee cups for colleagues on the road. Our people are also taking up the individual challenge by saying no to straws and boycotting plastic bags and products containing microbeads.

"We now look at potential suppliers' environmental and sustainability ethos and hope that when our clients do likewise, they will see that GAC UK means business." **GW**



Volvo Ocean Race and GAC UK Sustainability Teams turning the tide on plastic together. © James Tomlinson



Sealing the deal for safety

JK Kim, President of GasLog Asia (left) and GAC Singapore's Managing Director Henrik Althén seal an agreement under which GasLog has pledged its support and participation in GAC Singapore's "PEERS" (Put Extra Efforts into Recognising Safety) programme.

Since its Introduction in 2015, the programme has recognised and rewarded the crew of GAC Singapore's launch service who complies with the company's stringent safety and housekeeping requirements. To date, more than 20 crew members have been rewarded under the programme.

During 2017, GAC Singapore handled 84 port calls for GasLog, for which almost 200 launch trips were made.

Capt. Michael Bourekas, GasLog's Safety and Marine Manager, says: "We are committed to ensuring highest levels of safety in every aspect of company operations, so we are very pleased to support GAC in the excellent PEERS initiative to further enhance best safety practices in the maritime industry."

The programme also has the support of another key client, Chevron Shipping Co LLC (CSC), for which GAC Singapore handled about 400 port calls and conducted 700 launch trips last year. At CSC's request, half of its contribution goes to crew rewards, and half towards uniforms and to equipping all launches with new AV equipment. **GW**

2 million and going strong

GAC staff in the USA have clocked up 2 million work hours without a single lost time incident. Adrian Randle, GAC North America's HSSE and Compliance Manager, says: "I'm proud of the effort we put into making safety our top priority."

The milestone was celebrated with staff at the Houston head office along with GAC Group President Bengt Ekstrand (left), Adrian (centre) and GAC Group Vice President – Americas, Bob Bandos. **GW**



GAC Greece joins Green Award Foundation

GAC Greece is the latest GAC company to sign on to the Green Award (GA) Foundation.

The Foundation is a non-profit, independent international platform for the maritime industry to stimulate safer, cleaner shipping by supporting vessels that go beyond legally required standards. Participating ports and maritime service providers provide incentives for vessels through the scheme, to achieve a safer, greener and sustainable future.

Under the scheme, GA-certified ships that use GAC's ship agency services at Greek ports can claim a 10% discount on the company's agency fees.

GA Foundation Chairman Capt. Dimitrios Mattheou welcomed GAC Greece to the scheme when he presented its participation certificate to Assistant General Manager Socrates Zorbas and Group Sales Director Neil Godfrey at the GAC stand at the Posidonia 2018 Exhibition held in June in the Greek capital.

Environmental responsibility

"We are delighted to have such a value-oriented company as GAC Greece on board," says Capt. Mattheou. "Its willingness to offer our members the incentive of a discount on its agency fees clearly demonstrates a commitment to improve standards in shipping."

"Environmental responsibility and safe operations are elements that fit very well with the values of the GAC Group."

"As well as promoting extra safe and extra environmentally-friendly shipping, the Green Award is about creating a platform from which to help frontrunners get the recognition they deserve and a strong foundation for industry-wide maritime Corporate Social Responsibility. Again, a perfect match with our new incentive provider GAC Greece."

George P. Fragos, GAC Greece's Operations Manager, says: "At a time when the environment is at the top of the agenda for many, we are delighted to work with Green Award to help its members save costs."

GAC Greece is the third GAC company in Europe to join the Green Award incentive scheme. GAC Belgium and GAC Netherlands signed up in 2015. **GW**



On-site logistics for Special Olympics

When Abu Dhabi hosted the Special Olympics Middle East and North Africa (MENA) 9th Regional Games, GAC handled all the on-site logistics.



The GAC team moving a football dugout shelter into position at Zayed Sports City complex.

The Special Olympics is the world's largest sports organisation for children and adults with intellectual disabilities, providing year-round training and competitions to 5 million athletes in 172 countries.

GAC Abu Dhabi was appointed to ensure smooth running behind the scenes including specialised packing and crating, inventory management, receipt/dispatch from suppliers and stakeholders, local transportation and delivery, stock replenishment and coordination of dedicated on-site storage and warehousing operations. The entire project - from planning to on-ground execution and post-event arrangements - spanned three weeks.

GAC Abu Dhabi's Business Manager - Logistics, Richard Rees, says: "Our staff worked tirelessly, clocking more than 3,000-man hours over the three-week period, to ensure that the event ran smoothly. We are no stranger to delivering top-notch services to the fast-moving event logistics sector, so despite tight deadlines and lack of storage facilities, our team handled the challenges adeptly and efficiently."

Youssef El Khouri, Logistics and Arrivals & Departures Manager, Operations, for the Special Olympics World Games, Abu Dhabi 2019, thanked GAC Abu Dhabi for the great support that the team has provided to the MENA Games. The company is now providing storage for some of the cargo until the Special Olympics World Summer Games, hosted by Abu Dhabi, next year. **GW**

In-Country Value certification

GAC Abu Dhabi has been certified under the Abu Dhabi National Oil Company's (ADNOC) In-Country Value (ICV) programme to support local businesses and their role in driving economic diversification and GDP growth in the UAE.

Launched in February, the programme seeks to stimulate private sector partnerships and initiatives resulting from the UAE's 2030 growth strategy. These in turn will catalyse socio-economic development, improve knowledge transfer and create additional employment for UAE nationals. All business partnerships with ADNOC must now include an ICV assessment as part of the tender evaluation and award process.

GAC Abu Dhabi's certification follows a review of its local sourcing, employment and development opportunities for Emiratis, in-country spend of subcontractors, the company's investment in the UAE, and expatriate contribution in the country.

Managing Director Göran Eriksson believes the company's certification will bring stronger, closer relationships with local companies and optimise GAC Abu Dhabi's use of local products, facilities, services and infrastructure while growing alongside ADNOC.

"Our certification rings true to GAC's long-standing pledge to put our customers' ambitions and strategic targets at the heart of everything we do," he says. **GW**

Bright idea supports crafty rafters



Children from poor fishing families in far northern Thailand will benefit from GAC Thoresen Logistics' recognition in the 2017 Chairman's Award for HSSE Excellence.

The Bankorjadsan School - the only school in the country operating on a raft - is the recipient of the USD 5,000 prize money awarded to the company in recognition of its initiative to replace incandescent lightbulbs with Light-Emitting Diodes (LEDs) in and around its warehouse. The scheme earned the company second place in the annual awards that recognise and reward tangible measures taken by GAC companies to improve health, safety, security and the environment. Prizes take the form of a donation to a winning company's charity of choice.

GAC Thoresen Logistics Managing Director Alwyn Mendonca says: "No child should be deprived of basic education but schools like Bankorjadsan get limited government funding. We felt that helping in any small way to support children who are good at studies but struggling for timely educational support, was the best thing we could do."



Bankorjadsan School caters for children from kindergarten up to Grade 6 in a single floating classroom with one teacher for all ages. Due to its remote location, pupils stay at the school (and on the raft) from Monday to Friday. GAC's donation will help pay for their education, meals and accommodation, as well as necessary raft repairs. **GW**



Supporting young talent in Singapore

Briana Wong poses with GAC Singapore's QHSSE Manager Desmond Goh at the Singapore Maritime Academy graduation ceremony. Briana is this year's recipient of the company's book prize which aims to nurture talented young people and reward their outstanding performance. **GW**

President Shawn



GAC's Shawn Wood has been elected President of the Middle East North Africa chapter of FIDI, the global alliance of professional international moving and relocation companies.

Canadian-born Shawn is a long-time resident of the Middle East and has been working in the moving sector since 2005. He was appointed GAC's Regional International Moving Manager in 2017. **GW**

Appointments



Ravindu Rodrigo



Bony Somanathan



Markus Johansson



Shafiq Urrehman



Sudhir Jai



Tryggve Bengtsson



Darren Martin



John Lindquist



Shanaka Fernando



Madhu Vallur



Caroline Gosztanyi

GAC Bahrain

Ravindu Rodrigo

Business Manager, Shipping
Previously: Shipping Manager

Bony Somanathan

Business Manager, Navy
Previously: Shipping Manager – Operations

GAC Marine Abu Dhabi

Markus Johansson

Finance Manager and
Regional Business Controller
for Marine Region
Previously: Finance Manager
for GAC Qatar

GAC Qatar

Shafiq Urrehman

Finance Manager
Previously: Finance Manager
for GAC Bunker Fuels

Sudhir Jai

Business Manager, Shipping
Previously: Business Manager,
Ras Laffan

GAC Saudi Arabia

Tryggve Bengtsson

Business Manager – Shipping,
based in Dammam
Previously: Business Manager –
Shipping for GAC Qatar

GAC North America – Shipping

Darren Martin

Managing Director
Previously: General Manager –
Shipping

John Lindquist

Commercial Manager
Previously: Bunker Trader – GAC
Bunker Fuels

GAC North America – Logistics

Shanaka Fernando

Regional Business Development
Manager, Oil & Gas
Previously: Regional Business
Development Manager, Oil &
Gas, Middle East

GAC Middle East Region

Madhu Vallur

Regional Business
Development Manager, Oil
& Gas, Middle East & Group
Vender Manager, Oil & Gas
Previously: Regional Business
Development Manager, Oil &
Gas, Europe & Group Vender
Manager, Oil & Gas

GAC Bunker Fuels

Caroline Gosztanyi

Finance Manager
Previously: Group Finance
Controller at GAC Corporate
Headquarters

Shiv Kapur tees off for GAC



GAC has signed a multi-year partnership with professional golfer Shiv Kapur.

Kapur, from New Delhi in India, has enjoyed considerable success since turning professional in 2004. In 2017, he secured three titles on the Asian Tour with victories in Taiwan, Thailand and India. In April 2018, he was crowned the inaugural Panasonic SWING champion in a series of tournaments across five countries in Asia.

Stuart Bowie, GAC's Group Vice President – Commercial, says: "It is very exciting to add Shiv to GAC's outstanding team of sporting ambassadors. We are really looking forward to working closely with such a talented player. We believe this partnership will further strengthen GAC's global brand visibility and recognition."

Kapur adds: "It's an honour to be starting the relationship with GAC and I'm looking forward to representing the company when I compete on both the Asian and European Tours." **GW**

New agreement for stronger Oil & Gas cooperation

The GAC Group is extending its cooperation with SME Logistics, our logistics partners for Oil & Gas business in Vietnam. Under the new agreement, GAC will also provide Oil & Gas training for SME personnel through the GAC Corporate Academy.

The deal was agreed when GAC Executive Group Vice President – Oil & Gas, William Hill, and Regional Oil & Gas Manager Lailah Soon visited the SME Logistics head office in Hanoi. They are shown here with SME General Directors Quang Vu and Vu Ba Khanh, as well as Project Manager Nguyen Thi Anh and Marketing Manager Hoang Ngoc Minh. **GW**



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