

Jan-Mar 2019 |

ISSUE
01

GACWORLD



Delivering your strategy.

04-05

New office openings
in UK, Panama & Brazil

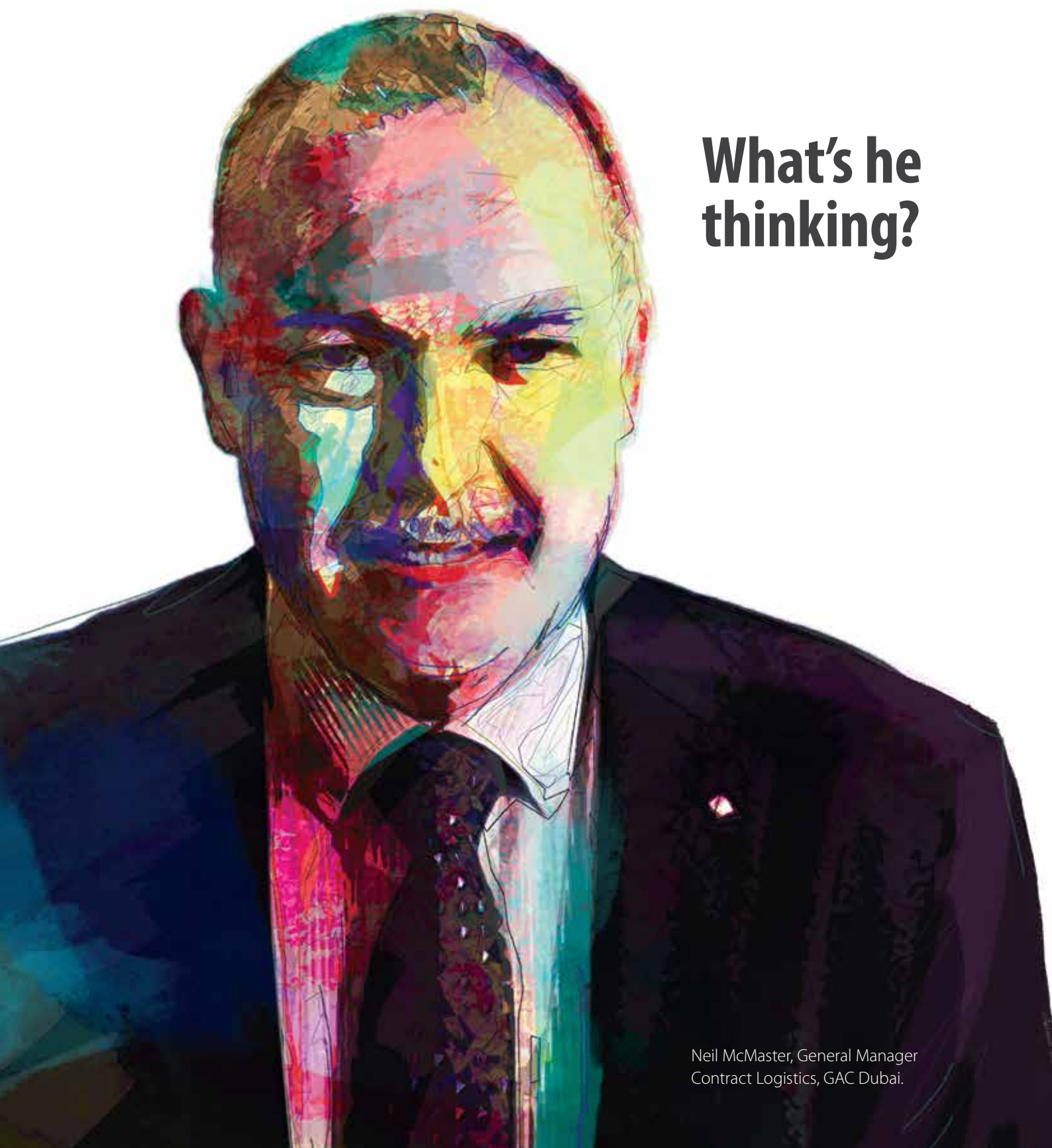
06

INSIGHT: Below
the waterline

19

Tribute to
Hilary Lister

What's he thinking?



Neil McMaster, General Manager
Contract Logistics, GAC Dubai.

Minding your Business...



In the Fast-Moving Consumer Goods sector, competition is razor-sharp and margins wafer-thin. This sector, and all others that make use of a supply chain, want their inventory management and re-distribution centres to achieve the highest levels of operational efficiency, cost control and value-add. That's why they need to know what a person like Neil McMaster is thinking.

As General Manager, Contract Logistics at GAC Dubai, McMaster has overseen a heady programme of facility upgrades, new-builds, service innovation, staff development and technological leaps. Together, these have given GAC Dubai customers a competitive advantage in getting their goods to market, both in the UAE and in the wider Gulf region. For his efforts, Neil was named Supply Chain Manager of the Year at last November's inaugural Logistics & Transport Awards. Find out what he thinks and what his priorities are starting on page 10.

Awards

As 2018 drew to close, the awards season kicked in and GAC took home a couple in Dubai (Page 9), a Transport & Logistics award for the Middle East-Subcontinent (Page 9), a ship agency gong in Hong Kong, a leadership award in Goa State in India, and another Transport and Logistics award in Sri Lanka (page 8).

Business

When we weren't busy collecting awards, we achieved steady growth, helped by new and renewing customers. GAC Laser in South Africa had a big day out handling the logistics for a major defence show (page 13). Meanwhile GAC South Africa Shipping overcame several storms to help an oil & gas customer make it into port (page 14). We're now handling the chemical tanker fleet of Essberger in all Scandinavian ports (page 15) and if you need a canoe shipped anywhere, call us. After our work to collect and deliver the team canoes for six nations competing at an international event in Canada, we know where the pointy end is. See page 3.

Greener seas

GAC is an active supporter of the Green Award Foundation which provides a range of rewards and incentives to ship owners and charterers who achieve best practice benchmarks in shipping. GAC UK is the latest company to sign up to the programme (page 17). On page 6, you can read Simon Doran's thoughtful Insight article on the range of efforts under way to green the maritime sector.

Caring and Sharing

Finally, warmest congratulations to GAC Sri Lanka. The management team there introduced a programme of medical screenings, nutritional assessments and fitness activities for staff. The programme won a prize in our Chairman's Award for HSSE Excellence for 2018. More importantly, the prizemoney will help restore the Sivali Maha Vidyalaya School which was badly damaged by floods. One good thing leads to another - or several. ☺

2019

Knowing Neil McMaster well, I am sure he has more plans for 2019 and will have several pots simmering on the stove. In turbulent times, you have to be active on many fronts because you don't know exactly what your customers will need until they know that they need it. To all our customers, I wish you great success as the year rolls on and look forward to reporting your successes as much as our own in the pages of GAC World.

Stuart Bowie

Editor

Pulling together to get across the big pond



Elan Winter, Chief Referee in the UK for Canoe Polo, with some of the 144 canoes sent to Canada for the sport's World Championships.

What do you do when more than a quarter of a million Euros' worth of sporting gear needs to cross the Atlantic and arrive on time, on budget and intact for your sport's top competition?

That was the dilemma six national teams faced as they prepared for the International Canoe Federation Canoe Polo World Championships in Canada.

The GAC Pool

Teams from the UK, Germany, Spain, Portugal, Sweden and Poland had to send 144 canoes and lots of kit and accessories to Welland, near Toronto. It was a costly business but by pooling their resources and working with GAC teams in the UK and Netherlands, they managed to bring the shipping costs down to approximately €80 per canoe for the round trip. GAC also arranged canoe insurance.

Canoes and kit were mustered in Mechelen, Belgium, then taken to Rotterdam where they were packed into a 40' container for the voyage to Montreal. In Canada, the container continued its journey by rail to Toronto and then by road to Welland.

Return trip

After the games ended (Germany beat the UK to claim the world title), the return trip got a little heavier.

Instead of 448 items weighing in at 3,450kg and worth about €262,018, there were 582 items weighing over 4,000kg and valued at €340,498 due to the addition of the gear belonging to the Namibian team heading to Europe for a competition on their way home.

Support and expertise

Steve Watts from the Canoe Polo Organisation was delighted: "GAC's support and expertise has definitely opened up the possibility for us to take the sport to more locations in the future.

"They understood our needs and arranged everything to ensure the boats arrived on time. At every stage, we knew where our container was and when it was expected. Above all, costs were kept to a minimum, which was greatly appreciated by the competitors who are all self-funded." **GW**

GAC UK opens Dundee office



GAC UK has opened a new branch, its 19th, in the heart of Dundee harbour. Together with long-established branches at Aberdeen, Leith, Shetland, Invergordon, Orkney and Grangemouth, the new office enables GAC UK to better respond to the growing needs of its offshore and renewables client base in Scotland and beyond.

Adrian Henry, GAC UK's General Manager – Oil, Gas & Renewables, says: "The addition of a quayside facility in Dundee enables us to significantly enhance our multiple service offerings. The strategic location is a distinct advantage for delivering services to the expanding oil, gas and renewables market across the Firth of Tay."

Over the past 15 years GAC UK has accumulated extensive local supply chain knowledge in Dundee from its Leith and Aberdeen bases, gaining a strong reputation for delivering projects, ship agency, quayside logistics, cargo consolidation, general freight, project forwarding, bunker fuels and terminal

& marine services. According to Henry, it's the countless combinations of services that enable GAC UK to deliver solutions tailored to the specific needs of each sector, customer and task.

Upsurge

The new office is located close to where Forth Ports is investing more than £10 million to construct a new quayside with heavy-lift capability. This will push the Port of Dundee to the forefront of the North Sea oil & gas decommissioning and offshore wind sectors. A port-based GAC office is therefore essential. **GW**

Open in Panama



As part of its growth strategy for the Americas region, GAC has opened its own office in Panama, providing full shipping services to vessels calling at Panamanian ports or transiting the Panama Canal.

Panama's strategic location and having the U.S. as its most important trading partner make it a natural extension for GAC in the Americas region. Services include traditional ship agency, specialised husbandry, ship spares delivery, crew matters and repairs.

Strategic expansion

Bob Bandos, GAC's Group Vice President – Americas, says: "Our expansion into Panama reaffirms the Group's long-term commitment to the region. We are confident that Panama will be an important contributor to our global network as well as to our local customers."

Heading up the GAC Panama operations is Alexei Oduber, a 27-year industry veteran well versed in all aspects of the shipping industry as well as freight forwarding in the Panama Canal.

Previously, GAC used a GAC network agent for vessels in Panama. **GW**

GAC opens in Fortaleza

A growing focus on clean product imports has driven GAC Brazil's expansion into the north-east of the country with its 11th office opening, at the Port of Fortaleza.

"Fortaleza is the capital of Ceara state and a major port city," says Luciana Laranjeiras, GAC Brazil's Commercial Northeast. "It has been identified as strategic to GAC's growth in the LNG import market in the coming years."

The new office is located between GAC's existing north-east bases in São Luis and Recife and also covers ship agency operations at the nearby Mururipe and the Pecém port complexes.

Rodrigo Kill, GAC Brazil's Shipping Manager, says: "This is the latest stage of our local strategy in the Brazilian clean products market, covering the major north-east states that import diesel and other clean products. Customers benefit from our local agency service boosted by our intel assistance including daily port line-ups." **GW**



Free zone office takes the duty out of customs

The recent change of GAC Abu Dhabi's airport office to free zone status has raised the benefits available to customers new and old.

GAC Abu Dhabi has had a base at the airport since 1994. Its air freight business goes back further to 1969, when Al Bateen airport first opened. The new free zone operation means cargo can now transit, be stored or be transferred to any other free zone in the UAE, without attracting customs duty. **GW**



Göran Eriksson, Managing Director of GAC Abu Dhabi (2nd from left) receives the free zone registration certificate from Adel Al Taheri, Acting GM of ADAFZ. Also present: (from left) Sultan Al Amiri, VP – Accounts of ADAFZ and (far right) Richard Rees, Business Manager – Logistics of GAC Abu Dhabi.

Below the waterline

The drive towards green shipping

by Simon Doran, Managing Director of HullWiper



Simon Doran is the Managing Director of HullWiper, which has developed a Remotely Operated Vehicle offering eco-friendly, diver- and brush-free hull cleaning at selected ports worldwide. It's an alternative to traditional methods which can be hazardous, time-consuming and potentially harmful to the sensitive marine ecosystem, and also helps boost vessel performance and fuel efficiency. Where available, HullWiper can be included as part of GAC's husbandry service package.

I remember my first dive. Every professional diver does. The feeling of the water, the filtered sunlight, the looming dark of the deep, the sound of my breathing: it was the start of my close and continuing relationship with the sea and the beginning of my career as a navy diver.

With 90% of world trade carried by sea, it's hardly surprising that calls for the commercial maritime sector to embrace 'green shipping' have become so loud.

This is a sector that truly must turn green. If the growth line of the last 150 years continues, nearly 23 billion tonnes of cargo will be transported by ship by 2060, compared to 8.5 billion tonnes in 2010.

That's an awful lot of tonnage plying the seas, burning fuels, using energy and pumping out emissions into a world already struggling to control the tide of pollution and waste.

I saw the effects of pollution up close during Desert Storm in 1991. I saw the sky turned black for weeks from the burning oil wells in the desert. I saw the blackness in the Gulf waters when I was part of a team tasked with stopping the flow from leaks in the Sea Island oil rig and two VLCCs. The corrosive hydrocarbons that we swam through required us to get new specialist diving kit almost every day. Expensive stuff - but nothing compared to the USD540 million that Kuwait spent on the cleanup.

Eco-targets

The consensus is that there are three primary eco-targets for shipping:

- **Ballast Water Treatment:** This is considered the main cause of the transfer of unwanted (and unwelcome) species between global regions. Organisms carried in ballast water can establish themselves in new environments, causing dramatic shifts in food webs, chemical cycles, diseases and the extinction rates of indigenous species. The Ballast Water Convention came into force in September 2017 after nearly 20 years of complex negotiations between International Maritime Organization (IMO) member states.
- **Global Sulphur Cap:** Ship engines emit oxides and greenhouse gases which affect air quality at sea and in ports. The primary type of bunker fuel used by vessels is heavy fuel oil, which is a residue of crude oil distillation. Burning it produces sulphur oxides (SOx) which are harmful to humans, produce acid rain, harm crops, forests and aquatic species, and contribute to the acidification of the oceans. The IMO has set a global limit for sulphur in fuel oil used in ships of 0.50% m/m (mass by mass) from 1 January 2020.
- **GloFouling Partnerships Project:** This is a collaboration between the Global Environment Facility, the United Nations Development Programme and the IMO to address the transfer of aquatic species through biofouling of ships below the waterline. The algae, barnacles, shipworms and other plant and invertebrate life that hitchhike around the world on ships' hulls is a growing threat to marine ecosystems everywhere. Progress is slow but it's getting there. The mandate is due for completion in 2023.

From the bottom up

Hull cleaning, once considered a necessary evil by some, is now taking a lead in achieving at least one of those three targets. Ship owners have recognised that not only is a clean hull good for the oceans, it's also good for their bottom line. Clean hulls boost operational efficiency and decrease fuel costs.

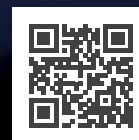
Back in 1836, Charles Darwin was concerned about the transfer of invasive species during his voyage to the Galapagos Islands on board HMS Beagle. "Fouling of a ship's hull could be the other means of transport of marine organisms from one location to another," he wrote.

183 years later, the IMO says invasive species pose "one of the greatest threats to the ecological and the economic well-being of the planet".

Upwards of USD\$5.7 billion is spent worldwide every year to prevent and control marine fouling and biofouling. And the fines that could be imposed on vessel owners and charterers who fail to comply with increasingly strict environmental control measures will amount to much more.

Saving Nemo

It's seems the whole world went to the cinema to watch *Finding Nemo*, the feature-length story of a small clown fish who makes an epic journey down the east coast of Australia to find and rescue his son. Yes, the film was a bit mushy and over dramatic but it gave millions of people a visible reason to care about the ocean and all who sail in and on her. As a diver, I know the pure joy of being immersed in a clean ocean. I know exactly what we stand to lose. **GW**



For more information, go to
www.hullwiper.co

GAC recognised



Left to right: Dr Harsha De Silva, State Minister for National Policies and Economic Affairs, Mahesh Kurukulasuriya, Managing Director, GAC Sri Lanka and Capt. Lasitha Cumaratunga, Immediate Past Chairman, CILT Sri Lanka.

GAC Sri Lanka is the only ship agent to be recognised in the first National Logistics and Transport Excellence Awards organised by the Chartered Institute of Logistics and Transport Sri Lanka (CILT).

"We are proud to contribute to the economy and the growth of the industry with our full range of shipping and logistics services," says Managing Director Mahesh Kurukulasuriya. "I would like to thank the entire GAC Sri Lanka team and partners, the McLaren's Group, for the part each has played in this achievement."

In 2017, GAC Sri Lanka handled almost 7,000 shipping, marine and logistics jobs. Work is underway on one of the country's biggest integrated distribution facilities. The Spectra Logistics project, a joint venture between GAC Logistics Sri Lanka and Hemas Transportation, will be fully equipped for container handling, multiple container repairing, container washing and container rigging. **GW**

GAC India wins Goa State Logistics Leadership Award

A panel of industry leaders, researchers and academics has named GAC India the winner of the Logistics category in the Goa State Logistics Leadership Awards.

The company is the first winner of the Logistics Award, which was added this year to the annual honours presented in categories including entrepreneurs, NGOs, educational institutions, hoteliers and developers.

GAC first opened on the Indian Subcontinent in 1983. Today, it is one of India's leading providers of shipping and logistics services with 26 offices nationwide. **GW**



From left: Dr R. L. Bhatia, Founder of World CSR Day and World Sustainability Congress, Joseph Moras, GAC India Goa Branch Manager, Darshita Dessai, GAC India Goa Executive Shipping.

GAC Hong Kong wins ShipTek Best Ship Agency Award



From left: Dennis Lee, GAC Hong Kong's Business Manager, Shipping, Maria Lam, GAC Hong Kong's Managing Director and Sohan Roy, Founder Chairman & CEO, Aries Group of Companies (UAE).

A jury of maritime industry leaders has named GAC Hong Kong the winner of the Best Ship Agency Award in the ShipTek Maritime Awards.

GAC Hong Kong provides complete shipping and logistics solutions for local and international customers across a range of industries. It handled more than 2,000 port calls in 2017. **GW**

Double win for GAC Dubai at Logistics & Transport Awards

GAC Dubai and Neil McMaster, General Manager for Contract Logistics, struck gold twice at the inaugural Logistics & Transport Awards: once, for the FMCG Logistics Provider of the Year accolade and again when Neil was named Supply Chain Manager of the Year.

The awards came just months after GAC Dubai received the FMCG Supply Chain of the Year Award for the second year in the Logistics Middle East Awards and a day after the Group won the Transportation & Logistics accolade in The Maritime Standard Awards (see below).

Neil's award noted his strong organisational and problem-solving skills in managing the GAC's multi-streamed contract logistics and 3PL operations. Not only has he driven the expansion of GAC's services and the running of GAC Dubai's contract logistics operations, he also led the planning, construction and completion of the company's newest facility - a purpose-built, 45,900 pallet position two-chamber temperature and humidity-controlled contract logistics facility at Dubai South.

Neil said neither award would have been possible without the dedication of his incredible team, the support of



Neil McMaster accepted the FMCG Logistics Provider of the Year and Supply Chain Manager of the Year accolades at the inaugural Logistics & Transport Awards.

the GAC Board and the trust from longstanding customers and partners.

Ronald Lichtenecker, Managing Director of GAC Dubai, added: "It is particularly fitting that we should celebrate this double success in the same year that celebrate 25 years since the opening of GAC's first Distribution Centre in Dubai." **GW**

Transportation & Logistics gong goes to GAC

Ronald Lichtenecker, Managing Director of GAC Dubai, receives the Transportation & Logistics Award in The Maritime Standard Awards 2018.



GAC Group has won the Transportation & Logistics title in the The Maritime Standard Awards 2018.

The award recognises GAC's ability to meet customers' needs across a range of transportation and logistics services. It also applauds the Group's forward-looking application of technology to boost performance and the expansion of its operations throughout the region.

Fredrik Nyström, GAC Group Vice President for the Middle East, says: "This award is testament to our role as an industry leader, our passionate teams around the Middle East and Indian Subcontinent who work hard to deliver world-class solutions to a global client base, and our focus on innovation and technology to add value to our customers' business." **GW**

Managing for Success

Dubai's Contract Logistics facilities and services have been winning awards since they first opened for business back in 1993. Among the most recent was that of Supply Chain Manager of the Year, which went to Neil McMaster, General Manager of GAC Dubai Contract Logistics.

Neil has forgotten more than most of us will ever know about contract logistics and related sectors. He's a knowledge base and we've tapped him to share some of that knowledge about what it takes to thrive out on the jagged edge of the contract logistics sector.

Key Skills and Relationships

"A high-performing Contract Logistics (CL) Manager is usually a generalist but with some key technical and financial skills and supported by the ability to interact with people at all levels. It is absolutely vital to engage with and develop binding relationships with clients and in particular with the key decision makers or those who can influence the business. Creating trusting relationships with clients by listening, responding and providing quality value-creating services, will substantially enhance the prospects of long term business continuity. It also reduces the risk of competitors luring clients away and provides a platform for increased profitability."

Internal Comms

"The CL Manager needs to establish and maintain strong lines of communication internally particularly to manage expectations. CL by its very nature is a capital-intensive business (buildings and machinery) and requires a long-term vision supported by intelligent planning and investment. Keeping Board members and senior managers up to speed and aligned to the long term goals is an essential tool for any successful CL manager."



The Team

"With all complex logistics operations, in particular shared user or campus platforms, it is essential to surround yourself with a competent and motivated team of managers and specialists. GAC Dubai's team has eight primarily operations-focused managers supported by specialists in their own fields such as HSSE, Quality, Facilities, and Commercial. It is vital that all these team members are aligned with the strategic goals of the business. Directing, supporting and communicating with this team are vital parts of my duties."

Where to focus

"Contract Logistics Dubai's products are warehousing, transportation and value-added services targeting FMCG, Food and Beverage, Fashion and Pharmaceuticals. Within these categories, a successful CL manager needs to identify two key areas and focus on these in broadly equal parts. One of these focus areas should be the clients - supporting and growing their business by creating value for them in the supply chain. The other focus should be on growing the company's business (and shareholder value) through the provision of assets, services and staff. These should be underpinned by a strategy that is aligned with both focus areas. This is what we've done in Dubai and it's been pretty successful so far."

Attracting new business/retaining old business

"Firstly you must identify, create or promote your business's USPs (Unique Selling Points). Contract Logistics Dubai operates in a highly competitive market where warehousing is seen as something anybody can do and that is generally true. The trick is to determine what makes you different. Being good at what you do isn't good enough anymore. You have to be doing something special or different. GAC Dubai has been operating here since 1967, far longer than our competitors. However it's what keeps us ahead of the trailing pack that is important and I think these can be summarised as follows:

- We have a unique system application in GACWare which we promote strongly. GACWare allows us to provide tailor-made IT solutions, specific to the needs of our clients.
- We have a senior management team with almost 100 years of collective experience within GAC and significantly more than that in the industry.
- Our service offering has a greater scale and breadth than our competitors. Being a one-stop shop is seen as an attractive option.
- Personally I have been trying to drive more and more environmental initiatives specifically along the lines of energy consumption and waste management, both of which are becoming key elements within a tender process and the subject of much discussion with our clients.
- A strong focus on HSSE/Quality not just in words but in action."

Achieving consistency

"When managing an extensive multilingual and multicultural team, the output has to be uniform and of a consistently high standard. Achieving this can be challenging: the business must be supported by a set of documented standards and procedures. Performance is then monitored against these standards and linked to ongoing training and development for all staff. Over the past few years we have been meticulous in seeking and gaining certification in a number of ISO standards which have been aligned with our strategic focus."

It's the facility, stupid

"Your facilities need to arise out of your strategic plan with particular reference to commodity category and required environmental conditions such as temperature and humidity control, frozen or chilled. As the Dubai and regional markets continue to mature, with many multinational companies both importing and manufacturing locally, greater pressure and regulation will come into play. I see this as another opportunity for us to invest in infrastructure, staff and training to meet these fresh challenges and to ensure that we continue to offer globally-recognised services to blue chip organisations."

Training

"I consider Contract Logistics Dubai to be the Group leader in driving forward many of the supporting acts of a successful business. With around 10% of GAC's global workforce, it is imperative that we set the bar as high as possible and that I encourage my own business and others to aspire to the highest standards possible. HSSE and Quality are key components of this. Training is treated as an extension of our day-to-day activities from manual handling at the lowest level through to high performance managers. Such an approach is both a necessary good business practice and a way to differentiate us from others. Whilst many clients review training processes and procedures as part of their due diligence or audit process, our training should not be seen as simply a box-ticking exercise. I aim for it to be part of our working fabric – something that makes us who we are and provides us with opportunities to grow professionally."

Finally...

"I frequently find my job being compared to that of an orchestra conductor so I looked up the definition of conducting: *"the ability to direct the simultaneous performance of several players or singers by the use of gesture."* As I cannot play a single musical instrument, I am left holding the baton and directing others. Thus far the sounds have been harmonious. The real point here is that I don't have to be the best at any one thing. I have specialists for that. All I have to do keep us all singing the same song." **GW**

GAC inaugurates new Dubai South facility

AED 100 million investment underlines contract logistics pioneer's commitment to the region



A quarter of a century after opening the first distribution centre in the Middle East, GAC Dubai has officially unveiled its new purpose-built contract logistics facility at Dubai South.

The AED 100 million (USD 27 million) facility, which broke ground in December 2016 and began operations in May 2018, is the largest and most sophisticated in the company's history. Services tailored to local and regional customers cover storage, transportation, value added services and documentation requirements.

45,900

pallet, two-chamber temperature- and humidity-controlled facility

2,400sqm

Value-Added Services (VAS) facility

Pioneering

Speaking at the inauguration, GAC Group President, Bengt Ekstrand noted the length of GAC's engagement in contract logistics in Dubai: "GAC was a pioneer when we arrived in Dubai in 1967, and again when we opened the region's first distribution centre in 1993. Our latest addition in Dubai South continues that pioneering tradition with a facility that will give our customers the highest standards of service, security and cost-effectiveness in the UAE."

"The new Dubai South contract logistics facility has been designed to meet a higher standard than what is currently available in the market, from operational efficiency and dynamism through to environmental systems," adds Neil McMaster, GAC Dubai's General Manager for Contract Logistics. "The facility has been extremely well-received, and this is thanks to the dedication and synergy of the team that worked on this project."

Storage options and value-added

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

Take-up

There has been enthusiastic take-up since operations started in May, with several new contracts signed with clients from the retail travel, FMCG and other sectors. Currently, the facility holds 21,500 occupied pallet positions and handles around 60 vehicle movements per day.

Ceremony

The inauguration ceremony for the new centre was officiated by His Excellency Khalifa Al Zaffin, Executive Chairman of Dubai Aviation City Corporation (DACC) & Dubai South, and GAC Group President Bengt Ekstrand. In attendance were GAC Group Vice President for the Middle East Fredrik Nyström, GAC Dubai Managing Director Ronald Lichtenecker, and Saadi Abdul Rahim Hassan Al Rais, Chairman of the Board for GAC Dubai, as well as partners and customers. **GW**

Taint going nowhere

GAC Dubai Contract Logistics is using HVAC (Heating, Ventilation & Air Conditioning) technology to prevent tainting of customers' stored foodstuffs.

A new 1,700 pallet facility in Jebel Ali is dedicated to goods that emit a strong scent which can affect other foodstuffs. To avoid tainting, the room in which they are stored is air tight and maintained under negative pressure. The facility's first admissions were for peppermint-flavoured chewing gum and candy. **GW**



Paramount's FLASH helicopter on display at the AAD2018 expo.

GAC Laser oversees defence expo logistics

GAC Laser Specialised Logistics delivered the necessary smooth handling of dangerous goods and defence-related cargo for the Africa Aerospace & Defence Exhibition (AAD) 2018. It was the fourth consecutive time that the company was entrusted with the sensitive cargoes as the Official On-Site Freight Contractor and sole freight agent of the bi-annual exhibition.

Held at the Waterkloof Airforce Base in Tshwane, Pretoria, AAD is Africa's only aerospace and defence expo that combines a trade exhibition and an air show to demonstrate the latest defence technologies and solutions.

Sensitive cargo

Getting everything to the site on time was a complex operation due to the sensitive and potentially dangerous nature of some of the cargo. Compliance with all international and local regulations encompassed South African Revenue Services (SARS), the National Conventional Arms Control Committee (NCACC), the Chief Inspectorate of Explosives (CIE), Defence Intelligence (DI), The Independent

Communications Authority of South Africa and the Border Management Agency (BMA).

The shipments took up more than 20 containers and included 30 tons of air freight. After customs clearance – where special inspections and procedures were required – the GAC Laser team stored the containers in the base warehouse and set about unloading and transporting the goods to the exhibition stands. When the exhibition finished, GAC Laser handled the return of goods to their country of origin or to events elsewhere.

Complex task

"Managing and overseeing such a large and complex project is our speciality," says Nico Troostheide, GAC Laser Specialised Logistics Managing Executive. "We handled over 70 permit applications for the import, clearance and delivery from various countries in Africa and at least 60 countries globally."

GAC Laser Specialised Logistics also handled the delivery of a M345 Jet Trainer and a fully-equipped AS550 FLASH helicopter to the venue for the Paramount Group.

Youth

GAC Laser was a major contributor to the AAD's Youth Development Programme in partnership with Paramount Group. This entailed the delivery of drones, mazes, a life-size robot and a university-built vehicle used to raise awareness among young people of the importance of STEM (Science, Technology, Engineering and Mathematics) for career development. **GW**

Beating the wild weather for BW Offshore

Cape Town is a regular stopover port for vessels shuttling between the offshore oilfields of Africa and Asia.

So the appointment to handle the passage of two tugs towing the floating production storage and offloading vessel (FPSO) *Berge Helene* from Mauritania to Indonesia was all in a day's work for GAC South Africa.

Appointed by BW Offshore Limited, a provider of floating production services to the oil & gas industry, the GAC team was facing the usual tight deadlines as they waited for the convoy to arrive for refuelling, spares, provisions and crew changes.

Stormy weather

Then, the weather changed. As the tow crews neared the

port, big winter cold fronts battered Cape Town and forced the tugs to shelter near South Africa's St Helena Bay, 12 hours' sail away.

After the fronts passed, GAC needed to get the operation back on schedule. It did so by chartering a local tug to help stabilise *Berge Helene* while the tow tugs took turns to resupply in Cape Town. Immigration and customs clearances were arranged for 37 crew. Some disembarked by helicopter from St Helena Bay, others once the tugs and vessel reached port.

Lars Mølberg, BW Offshore's Technical & Maintenance Manager for FPSO *Berge Helene*, commented: "Upon reaching the Cape of Good Hope, the convoy faced adverse sea and weather conditions that required timely expertise to be able to navigate safely for the vessel, tow tugs and crews. Working with GAC ensured their safe transit with minimal delay."

GAC South Africa covers all major South African ports from its offices in Cape Town, Saldanha Bay, Durban, Richards Bay and Port Elizabeth. **GW**



The Berge Helene Off Port Limits at St. Helena Bay, Cape Town, South Africa.

Angola renews ship agency contract with POSH Semco

Offshore marine services provider PACC Offshore Services Holdings Ltd. (POSH) has renewed its ship agency contract with GAC Angola for the ports of Soyo and Luanda and extended the agreement to Cabinda.

GAC now serves the POSH fleet at all Angolan ports, covering crew handling, spares clearance and delivery, bunker fuels and inward/outward clearance of vessels.

Kelvin Teo, POSH Director Offshore Supply Vessels, says that having a strong ship agency partner is critical to ensure timely operations and service quality for their clients: "The GAC team impresses with their professionalism, expertise and knowledge. We are thankful for their support over the years, especially in the region of Africa, which is a key growth market for POSH."

Kumar Ganesan, GAC Angola's General Manager, says: "The renewal of our contract with POSH bears witness to our compliance with their stringent operational standards and requirements. We have recently celebrated 20 years of operations in Angola, and we have the local knowledge to help our clients meet their challenges and ensure smooth port calls and swift turnaround." **GW**



POSH Champion carrying out supply duties in Mafumeira Oil Field, Angola.

Essberger inks Scandinavia deal



*GAC Sweden's Commercial Manager
Henrik Lundberg at Uddevalla port.*

European chemical tanker operator Essberger has entrusted its ship agency requirements to GAC in Norway, Sweden, Denmark and Finland. Under the agreement, GAC will handle 600-800 port calls a year for Essberger vessels.

The expanded deal comes after more than 20 years of managing Essberger's port calls in Finland. The benefits of improved business processes are already evident and continuous review will ensure GAC maintains its levels of support to give Essberger the most cost-effective and efficient ship agency operations.

Testament

Peter Österman, GAC's Commercial Manager in Scandinavia, says: "This contract is testament to the breadth of support GAC can provide in the region and is a clear sign that our strategy of staff investment, continuous improvement and a wide network of offices is working.

"Essberger Tankers is known for its first-rate service and their people demand the same from their suppliers. GAC is proud and privileged to be appointed their ship agency partner throughout Scandinavia." **GW**

Far East supply chain outsourcing reaps savings for Finnish company

Finnish interior detailing and finishing products specialist Duuri Oy needed a partner in the Far East to manage its supply chain. GAC Hong Kong is now handling its products coming from factories in China and Malaysia.

For GAC Hong Kong's Commercial Manager - Logistics, Iiro Mikkola, it's an exercise in co-operation: with the customer, with the factories, and with sister GAC companies in Asia and Europe.

"Once Duuri Oy places its orders with its factories in the region, we take over," says Iiro. "We work with our sister companies in China and Malaysia to handle shipments from their countries, liaise with suppliers, negotiate the best rates, arrange vessel bookings and work with our counterparts in Finland to arrange delivery in Helsinki.

"It's a new mode of operation for us and an increasingly popular one. The customer cuts out the middle men in supply chain management and deals solely with us for everything from logistics follow-up to billing. A long-standing client based in the UK has also switched to this system."

Peace of mind

GAC Hong Kong acts as Duuri Oy's single contact for all Far East supply chain matters, saving time, effort and money and gaining peace of mind from constant status updates.

Jari Plattonen, Purchasing and Logistics Manager at Duuri Oy, says: "It is important to have a logistics partner who can monitor all our cargo movements and keep us updated at every step in the supply chain." **GW**



GAC Pindar appointed Golden Globe Race official logistics provider

Fresh from the successful conclusion of the Volvo Ocean Race 2017-18, GAC Pindar has moved on to be the official logistics provider for the Golden Globe Race. Competitors have reached the high wind and wave latitudes of the Southern Ocean.

'Back to basics' race around the world

The race marks 50 years since nine men set off on the original Sunday Times Golden Globe Race: sailing alone and unaided by today's sailing technology. It took 312 days for Sir Robin Knox-Johnston to complete his global circumnavigation and win the £5,000 prize.



Follow the Golden Globe Race at
goldenglobrace.com/livetracker

Sir Robin was at the starting point in Les Sables d'Olonne, in France, to see the 18 sailors set off in yachts similar to those used in 1968 and navigating using only the equipment - sextants, paper charts, wind-up chronometers and barometers - that was available to their predecessors half a century ago.

Standing by

Throughout the race around the world, GAC Pindar is ready to swing into action and provide logistics services anywhere they're needed.

Golden Globe Race event organiser Don McIntyre says: "The knowledge that GAC Pindar is there to assist the competitors if required will inevitably help the sailor's mental preparations and is of great benefit to us as event organisers. While we are monitoring the sailors 24 hours a day it is added value to have GAC Pindar's own monitoring service in action in the background." **GW**

Rising to the challenge

It was a big shipment. But just part of a day's work for the team at GAC Malaysia.

The company was appointed to move 137 drilling risers and eight crates of accessories weighing more than 3,000 MT from Port Klang to a shipyard in Geoje Island, South Korea.

GAC's Logistics Representative in South Korea, Steve Cho, joined the GAC Malaysia

team led by Head of Projects Kenneth Skriver Pedersen to oversee the loading at Port Klang.

When hot weather and delays in the preparation of the risers disrupted loading, the team took immediate action to arrange for additional resources including cranes to prevent further hold-ups. GAC also took care of vessel bookings, cargo loading and all customs arrangements. The shipment might be big and heavy but it's the little things that make the difference. **GW**



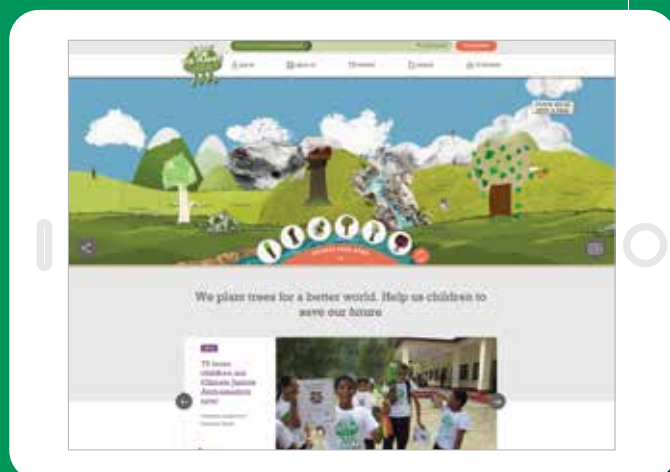
Reset your mind

Giving back some green

GAC Dubai has offset its paper usage by working with Plant-for-the-Planet which is planting 1,200 trees in its name in the Yucatán Peninsula, Mexico.

It's part of GAC Dubai's drive for sustainability and reducing its impact on the planet.

Copyright: Plant-for-the-Planet



For more information, go to
<https://www.plant-for-the-planet.org/en/home>



First UK agent in Green Award Foundation

GAC is the first ship agency in the UK to sign on to the Green Award (GA) Foundation. Under the scheme, GA-certified ships that use GAC's ship agency services at ports around the UK can earn a 10% discount on the company's agency fees.

Green Award promotes best practices and elimination of sub-standard shipping to maritime organisations and companies on a voluntary basis. Participating ports and maritime service providers offer incentives for vessels to achieve a safer, greener and sustainable future.

Sustainability

Herman Jorgensen, Managing Director at GAC UK, says: "We have taken numerous measures to promote sustainability in our business and beyond. We welcome initiatives like Green Award which are good for the environment and great for business, too. Signing up to Green Award underlines our commitment to improving the environment by supporting shipowners and operators with the same ethos, recognising and rewarding companies with a 10% reduction on GAC UK ship agency fees."

GAC UK handles around 7000 calls at ports around the UK every year. It is the fourth GAC company in Europe to join the Green Award incentive scheme; GAC Belgium and GAC Netherlands signed up in 2015, followed by GAC Greece in June 2018. **GW**

More support for flood-hit Sri Lanka school



When GAC Sri Lanka's programme of medical screenings, nutritional assessments and fitness activities for staff earned it a prize in the 2017 Chairman's Award for HSSE Excellence, management knew exactly where the prize money should go.

Since 2017, the company has been helping to restore the Sivali Maha Vidyalaya School in the Ratnapura district that was badly damaged by floods. The USD 2,500 prize money, plus another USD 700, were ploughed into more works to improve the school's infrastructure. **GW**

The Chairman's Award for HSSE Excellence celebrates and rewards tangible measures taken by GAC, with prizes taking the form of a donation to each company's charity of choice.

Appointments



Alexei Oduber



Johan Ehn

GAC Panama

Alexei Oduber

Managing Director
Previously: Operations and Marine Solutions Director at Alliance Transport Logistics (ATL), Panama

GAC Sweden

Johan Ehn

Company Manager
Previously: Managing Director of Georg Hansen Shipping AB, Sweden

Group Marketing

Daniel Young

Marketing Manager, Shipping, for North-East USA

Previously: Senior Manager for Government Operations with Crane Worldwide Logistics. Prior to that, General Manager for Business Development – Government Services with Inchcape Shipping Services, and as a Country Manager in Inchcape Shipping Services' Asia-Pacific Region



Daniel Young

Farewell to an 'indomitable spirit'



Hilary Lister celebrating with transatlantic sailor and mentor Emma Richards and her husband Clifford.

Quadriplegic sailor Hilary Lister died at the age of 46 on 18 August having lived a life that embraced the highest levels of courage and achievement. The GAC Group and its sailing logistics arm, GAC Pindar, had supported and sponsored her sailing endeavours since 2010.

Lister suffered from the progressive condition Reflex Sympathetic Dystrophy, eventually losing the use of her legs and arms. She learned to sail in 2003 using pioneering 'sip and puff' technology – something she often described as like being given wings. In 2005, she became the first quadriplegic to sail solo across the English Channel.

More achievements followed: the first female quadriplegic to sail solo around the Isle of Wight (2007); the first disabled woman to sail solo around Britain (2009); sailing around the Kingdom of Bahrain in support of Bahrain Mobility International (2010); and making the 850-mile Oman Sail/GAC Pindar Mumbai to Muscat crossing in 2014 with Oman's Nashwa al-Kindi, the first Arab woman to complete the voyage.

Lister received a multitude of accolades including Woman of the Year in 2005 and 2006, The Royal Cruising Club's Seamanship Award 2005, the Helen Rollason Award for inspiration in the Sunday Times Sportswomen of the Year 2007, the Cosmopolitan Superhero Award and the Vitalise "Woman of Achievement" Award in 2009. She was also shortlisted for the Rolex World Sailor of the Year Award. **GW**

Editorial Information

Editor

Stuart Bowie, GAC HQ, Jebel Ali

Editorial Team

Greg Newbold and Amanda Millen

Distribution coordinator

Fongpyng Chin

Art & Production

Lancer Design Pte Ltd, Singapore

Correspondence to

Amanda Millen

Email

gacworld@gac.com

Print run

13,000

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 paper.

Contacting GAC

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

Please visit the GAC Worldwide section of www.gac.com

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


From any angle


...it pays to know

You can't be everywhere your ships go, so it's good to have someone you trust to keep you up-to-date with key developments at ports around the world. GAC's Hot Port News provides reliable updates from our global network of offices and agents to give you what you need to plan smart. Get wise and subscribe to the free, daily e-mail bulletin today.

gac.com/subscribe



 fb.com/GACgroup

 linkedin.com/company/gac-group



Delivering your strategy.

No animals were harmed in the making of this advertisement.