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GACWORLD



Delivering your strategy.

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Americas -
Drawing it
all together**



Lands of Hope...



North and South America are continents whose destinies have been defined by immigrants.

From the first who came via a northern land bridge more than 12,000 years ago to the families clogging the crossing points today between Mexico and the USA, the story of Las Americas has always been about reaching for the new: new wealth, new dreams, new horizons.

Our cover story takes us to all the locations where GAC operates in the Americas, from the choppy rhythms of Sao Paulo, to the languid, loping steps of Trinidad, and further on up the road to the kaleidoscope of talent and energy that propels the USA. The action starts on page 10.

With or without sulphur

Ship owners are facing serious decisions about the type of bunker fuel they put in their tanks and Nick

Browne can help. In our Insight section (page 6), Nick looks at the options for owners from January 2020 when new limits on sulphur content in fuel oil come into effect. Will you opt for scrubbers or for the higher priced low-sulphur fuel? Or a mix of both?

Indian infrastructure

The world's biggest democracy has recently completed the world's biggest election and incumbent Narendra Modi has won comfortably. That means the infrastructure renewal and development programme started in Modi's first term is going to expand further. GAC India is gearing up to meet the higher demand for project logistics and breakbulk services. See page 14.

Choose your Cruise

There was a time when going on a cruise meant joining several thousand other passengers on a big luxury liner. You'd go to well-known hotspots in the Mediterranean, the Caribbean or the South Pacific. Nowadays, your choices are far wider. GAC has been appointed by Poseidon Expeditions to handle their 114-passenger 'Sea Spirit' as it ventures into tiny ports around the coast and islands of Scotland. It's luxury with a low people count and it's a growing segment in the cruise industry. See page 18.

Getting a-head

Dutch sculptor Mark Manders has a big head. It measures 4.51 x 3.62 x 4.10m. GAC helped get Mark's head from a foundry in Belgium to its new home in New York (see page 5). There were a few headaches along the way but no dents or damage.

And in this artistic moment you can see something that defines the Americas. It is a magnet for people and for their talents and it likes to do things on a big scale. Whether it's a sculpted head in New York, a massive canal in Panama or the statue of Christ the Redeemer in Rio, size truly matters to Los Americanos.

Stuart Bowie

Editor

Integral logistics support for Special Olympics World Games Abu Dhabi 2019

The Special Olympics World Games Abu Dhabi 2019 was the largest sports and humanitarian event in the world this year.

Abu Dhabi was the first city in the Middle East to host a World Games. It welcomed more than 7,000 athletes and 3,000 coaches from 195 nations – all of whom needed equipment and infrastructure from around the world. GAC Abu Dhabi was appointed to ensure everything was where it should be, when it was needed.

Confidence

Youssef El Khouri, Logistics Manager for the Local Organisation Committee of Special Olympics World Games Abu Dhabi 2019, appreciated GAC's efforts: "Not only did GAC Abu Dhabi supply logistics and warehousing services, they also delivered a fantastic service supplying manpower across ten venues between Dubai and Abu Dhabi.

"Working with them gave us the confidence that we would have seamless interactions across these services – they delivered an outstanding and faultless service consistently and effectively."

Incident-free

The company deployed 177 staff across the ten venues to install all the equipment used by the athletes and the 20,000 support volunteers. In all, the GAC team clocked up more than 22,000 man-hours without a single HSSE incident. **GW**



177

staff across
ten venues

20,000

support
volunteers

22,000

man-hours without a
single HSSE incident

40 years in Qatar – and still growing



GAC Qatar General Manager Daniel Nordberg, GAC Group President Bengt Ekstrand and GAC Group Vice President for the Middle East Fredrik Nyström with the Ras Laffan team.

GAC Qatar has opened a full-service branch office at one of the world's largest hydrocarbons export ports, Ras Laffan.

The official opening comes as the company celebrates 40 years since its establishment and confirms its position as one of the leading providers of shipping and logistics services as well as support for offshore projects from the port. Previously, GAC handled operations at Ras Laffan as an OPA (Owners' Protecting Agent) and, from May 2017, with a team based there to provide ship agency and support services.

Fully-fledged

GAC Qatar General Manager Daniel Nordberg says the decision to set up a fully-fledged office there was in direct response to growing activity and demand for services at the port. Ras Laffan is the only port in Qatar that supports offshore field operations. All field operators are based there.

In 2018, GAC Qatar handled 70% more ports calls than the previous year with much of that growth coming through Ras Laffan.

"We have been able to respond to growing demand for services at the port with the support of the authorities, for which we are very grateful," adds Nordberg.

"LNG is a key driver for growth in Qatar, with exports forecast to increase further by about 40%. We have what it takes to provide the logistics and shipping support for that sector, and we are keen to play our part to support Qatar Vision 2030, both in Ras Laffan and throughout the country." **GW**

GAC opens UK office No. 20 at Montrose

GAC UK has opened its 20th branch at the historic port of Montrose on the east coast of Scotland, just seven months after welcoming its 19th office at nearby Dundee.

Established in 1493, the port of Montrose is known as the "gateway to the North Sea" and is now a thriving support and service hub for the energy and shipping industries, as well as other shipping sectors including cruise.

Faster response

Montrose operations are overseen by GAC UK Agency Manager David Thorburn, who says: "This new base supports our growing oil, gas and renewables activities and enables us to respond faster to our customers' needs for their projects. It also puts us in the perfect position to further strengthen our ties with the port and local suppliers to better serve our customer base." **GW**



Agency Manager David Thorburn (left) with the Harbourmaster of Montrose Port Authority, Tom Hutchison and local legend Bamse the St Bernard.



Photo: Jason Wyche, Courtesy of Public Art Fund, NY

Getting ahead for art's sake

A giant human head reclines outside New York's Central Park. GAC UK ensured it made it to the Big Apple.

GAC UK's Dominic Watson and GAC Rotterdam's Michael Dijkstra responded to the call from Capital Logistics to help transport 'Tilted Head' by Dutch sculptor Mark Manders from the foundry in Belgium to its new home in New York. It is part of the city's Public Art Fund which brings dynamic contemporary art to a broad audience.

The sculpture, measuring 4.51 x 3.62 x 4.10m, was loaded onto a RoRo vessel in Zeebrugge for the voyage across the Atlantic. Once the head arrived in New York, Capital Logistics completed its move to its new urban home, where it is on display until 1 September. Heady stuff indeed. **GW**



Public Art Fund



Tilted Head

For more about the Public Art Fund and 'Tilted Head' go to publicartfund.org and vimeo.com/325431962

2020: Voyage to the Bottom of the Tank



Nicholas Browne,
Global Director of
GAC Bunker Fuels Ltd

On 1 January 2020, the International Maritime Organisation's (IMO) new sulphur limit for marine fuels will come into force. Nicholas Browne, Global Director of GAC Bunker Fuels Ltd casts a helpful eye over the looming transition.

"Sulphur emissions are the main source of acid rain. They also acidify waterways and corrode buildings and infrastructure. Noxious sulphur particles affect the respiratory health of every human that lives near a shipping channel or port. The IMO's new sulphur limit for bunker fuels is just 0.5%, giving us all a clear message about the seriousness of the sulphur emission problem. For the majority of shipping companies that are still burning fuel with 3.5% sulphur content, it's going to be a big adjustment, affecting costs and equipment.

The IMO has been working to reduce the harmful impacts of shipping on the environment since the 1960s; think ballast contaminants and anti-fouling rules. The upcoming lowering of sulphur oxide emissions is expected to have a significant benefit on the environment and on human health, particularly for people living in port cities and coastal communities. The *Yale School of Forestry & Environmental Studies* reckons that once the new sulphur cap takes effect, it will prevent roughly 150,000 premature deaths and 7.6 million childhood asthma cases globally each year.

The essential points

- From 1 January 2020, vessels taking on fuel oil for use on board must obtain a bunker delivery note stating the sulphur content of the fuel oil supplied.
- Samples may be taken for verification.
- Vessels must have an International Air Pollution Prevention (IAPP) Certificate issued by their Flag State.
- The certificate must include a section stating that the fuel oil's sulphur content does not exceed the applicable limit.

The switch over is a complex matter since a lot of transitional issues need to be taken into consideration by both Owners and Charterers. Among these issues are two that I believe are critical:

1. Where the burden of responsibility lies for ensuring a vessel is compliant.
2. What to do if no compliant fuel is available in the port where you are calling.



Customer is responsible

Since 1 January 2019, changes have been made to the Bunker Delivery Note (BDN) through Marpol Annex VI appendix V. There is now a declaration required, signed by the fuel oil supplier's representative, to certify that the fuel oil supplied by the supplier conforms with the regulation 14(1) or (4)(a) and regulation 18 (1) within the Annex. This implies that the bunker supplier is responsible for getting confirmation that the vessel has an approved Exhaust Gas Cleaning System (EGCS), but this is not the case. Notification is required but no proof.

This means that the weight of responsibility for compliance rests with the vessel owner/charterer, not the supplier. This doesn't preclude the supplier or bunker trader from enhancing its own Know Your Customer (KYC) process and asking for evidence that there is an approved EGCS on board.

What if the fuel you need is not available?

Although more and more suppliers are confirming availability of the new 0.5% fuel oil, some shipowners will discover that compliant fuel may not be available in their chosen bunkering port.

The good news is that the IMO has thought this issue through. The bad news is that the solution requires substantial

documentation via the IMO Fuel Oil Non Availability Report (FONAR). The IMO states:

'The ship shall present a record of the actions taken to attempt to achieve compliance; and provide evidence that it attempted to purchase compliant fuel oil in accordance with its voyage plan and, if it was not made available where planned, that attempts were made to locate alternative sources for such fuel oil and that despite best efforts to obtain compliant fuel oil, no such fuel oil was made available for purchase.'

The point to be taken from all the challenges involved in the new sulphur cap is that a cautious and quality approach is required to deal with all the complexities in an ordered fashion.

Discussions deep

GAC Bunker Fuels has been in deep discussions with our clients regarding the various options and timings for complying with the new sulphur content rules. We are now working with clients on their bespoke Fuel Changeover Plans. We may act as consultants or work directly with providers to arrange key services such as de-bunkering, tank cleaning and re-bunkering with compliant fuel.

If you think you might benefit from a conversation with us about the 2020 sulphur cap or your bunker procurement needs, drop us a line at bunkers2020@gac.com. GW



Happy smiles at the World Vision programme in Antique Province in the Philippines



These children are sponsored by GAC Singapore and were snapped with QHSSE Manager Desmond Goh during his visit to see first-hand how World Vision is working to overcome poverty and injustice for local children, families and communities.

The youngsters had a fun time with Desmond who engaged them in games, song & dance, T-shirt designing, face painting and other fun activities. He also handed over stationery, story books and toys from GAC. **GW**



For more about World Vision's work go to <http://worldvision.org.sg>

New life for donated office fittings

Furniture no longer needed by GAC UK in Manchester is helping to get formerly homeless people back on their feet.

What was once the reception desk at the GAC office is now the main counter at the upcycling furniture shop run by the Emmaus Bolton community, one of 29 across the country that give a stable home, supportive environment and meaningful work to formerly homeless people for as long as they need it.

The charity funds its work by collecting, renovating and reselling donated furniture and other items. GAC donated 18 chairs, three desks and nine cabinets and cupboards after a recent clear-out and renovation. **GW**

Research shows that every £1 spent with Emmaus has a return worth £11 in terms of social, economic and environmental benefits from savings to the benefits bill, healthcare, a reduction in criminal reoffending and less waste going to landfills. For more about Emmaus in Bolton and elsewhere, go to www.emmaus.org.uk



Reset your mind

Working together to reduce risks



Ship to ship transfers of personnel are an everyday occurrence in the shipping industry and have been for centuries. Therefore, it is alarming that even during routine events such as embarkation of a pilot, crew changeover or stevedores accessing the ship to work while in port, catastrophic injuries and even fatalities still occur. Despite an improving safety culture, more regulation and inspections, personnel transfers continue to be one of the big risks in the shipping and maritime industry.

A recent Shell study on the downstream maritime sector showed that about 150,000 personnel transfers on water take place annually across the world. Further review of the data indicated that, of these, 15-25% are related to agents boarding the vessel. The study also showed that there was a potential to eliminate 15-20% of overall transfers, as not operationally necessary.

As Singapore is one of the key shipping hubs, Shell partnered with GAC Singapore to run a pilot programme there, aiming to reduce the number of personnel transfers. The programme built on the idea that elimination of an activity is the first step to the reduction of the risk, asking "Is boarding always necessary?", "Why do ship chandlers need to board the vessel, or can the crew transfer be planned to take place when the vessel is alongside?" and, specifically for agents, "Is there an alternative solution for transferring documents?".

GAC stepped up, organising engagement sessions with its boarding officers and Shell to raise awareness of the need to reduce unnecessary transfers. Instead of going aboard vessels, GAC's agents coordinated operations by phone and email, and arranged the transfer of documentation in waterproof bags.

"Any incident that happens on the job is one too many," says GAC Singapore's Managing Director, Henrik Althén. "We are happy to support Shell in their initiative to help keep our launch crew safe. No job is so important and no service so urgent that we cannot make an effort to perform safely."

Results

The results speak for themselves: in a two-week trial earlier this year, 78 transfers were made while 43 (approximately 55%) were avoided.

During a recent meeting with Shell representatives, it was noted that "GAC Singapore has achieved commendable results in this journey. We have been sharing this success internally at the highest level and will continue to work with GAC to introduce these initiatives to our other locations globally."

The next step is to replicate what GAC Singapore has done across other GAC offices, moving the initiative to a global stage. **GW**

Las Americas The Americas As Americas Les Amériques De Amerika's Amerik yo

The landmass stretches from the frozen north to the icy south,
something in the order of 14,000km.

Within its span lie 55 sovereign states. Some are giants like the USA and Brazil.

Others are tiny islands swimming in the Gulf Stream.

Las Americas is rich in natural and human resources.

It is home to the most technologically advanced people in the world and
to tiny jungle tribes having little or no contact with outsiders.

What a wonder is The Americas.

For Bob Bandos, Group Vice President – Americas, the first challenge is to decide what to do next. With such a huge canvas to work on, a simple strategy is needed.

"We expand in the direction and at the pace that our customers require," he says. "GAC has a history of listening to our customers and opening offices in locations where they want us to be located. This, coupled with the continued growth in the number of customers we serve, is the primary driver of our expansion."

The second challenge Bandos faces is to stand for something more than price and profit.

"Our customers choose us because they know that GAC is committed to ethics and compliance in all aspects of our business," he says. "In today's environment, compliance is crucial for the success of our customers in delivering their respective strategies."



**Bob Bandos,
Group Vice President
– Americas**

"When you couple compliance with an established and active programme for QHSSE, you have the ingredients for a credible and compelling offering to customers who demand the highest service standards."

Operations

GAC operates in six countries and has established global network agents in other countries in the region.

What follows here is a profile of GAC's operations in Amerik yo. Meanwhile, Bob Bandos continues listening to customers to guide his next steps.

“The US is set to become a net exporter of crude oil and LNG by 2022, according to the US Department of Energy. Pipelines and docks are being built to accommodate this anticipated growth. US refineries will continue to run at or near full capacity depending on market conditions.”



USA



“We remain focused on maintaining our position as market leader in LNG here in the US, whilst continually seeking new business opportunities either in agency or other shipping related services.” Darren Martin, Managing Director of GAC North America - Shipping



“Our growth initiatives coast to coast are focused on developing a customer base which drives profitable opportunities and is a good fit not just for GAC locally but also for our global network.” Patrik Ziegler, Managing Director of GAC North America - Logistics

Brazil



“Brazil has a large, developed economy and important oil, gas and chemical industries. GAC's roots in the tanker business, combined with the expertise of local staff and the country's current momentum, put us in a strong position as a niche specialist provider in the liquids sector.” Rodrigo De Marco, Managing Director

GAC North America

Coverage	Shipping: All ports in the USA. Logistics: GAC offices in Houston (main office), Atlanta, Chicago and Los Angeles cover all USA regions and locations.
Services offered	Shipping services including ship agency, husbandry, protective agency, bunker fuels and marine agency for the oil & gas sector. Full range of logistics services including airfreight, ocean freight, domestic trucking, customs brokerage, warehousing, contract logistics, heavy lift and project cargoes.
Opened	Shipping: 2002 Logistics: 2010
Key business	Shipping: Tankers (crude, products, LNG, LPG, chemicals), RoRo vessels, dry bulk carriers, offshore oil & gas, etc. Logistics: Oil & gas upstream, ship spares, automotive and general cargo including consumer goods
Opportunities	Shipping: The growth of shale extraction is driving exports of LNG, crude and products. Logistics: Oil & gas is a mature and well-established part of our business which continues to offer significant opportunities for further expansion. Ship Spares is developing very quickly and the momentum is most encouraging. The general cargo market - especially for our branches on the East & West Coasts and the Mid-West - is focusing on trade lane development covering Asia, Europe and the Middle-East.

GAC Logistica Do Brasil Ltda

Coverage	Nationwide
Services offered	Shipping, forwarding and customs clearance
Opened	July 2006
Why?	Brazil has a huge economy, bountiful natural resources (agricultural products, mining resources, oil fields and renewable energy sources) and well-developed, diversified industrial sector.
Key business	Tankers, offshore and chemicals on the shipping agency side; oil & gas, metallurgical, marine spares and automotive on the forwarding and clearance sides.
Opportunities	Development and upgrading of infrastructure covering ports, roads, airports and rail. The country's infrastructure is still considered behind compared to other big economies
Problems/Challenges	Political instability has had a negative influence on foreign investment in the country. One of the main challenges is the need to revamp its overcrowded public pension system and a tax regime.



"GAC Panama was established to provide critical solutions and information to our customers.

The Panama Canal provides connectivity and opportunities second to none in the shipping world today and GAC Panama is part of this." Alexei Oduber, Managing Director



The opening of GAC Panama in October last year has afforded us the ability to offer combined and integrated services in multiple locations."



GAC Panama Shipping, S.A.

Coverage	All major ports of Panama, including but not limited to tanker terminals and LNG facilities, Bonded Warehousing, as well as the Panama Canal.
Services offered	Canal transits, ship agency, husbandry, hull cleaning, container operations, bonded warehousing.
Opened	GAC has served customers in Panama since 2000 through its network agent. It opened its own offices in Colon, Balboa and Panama Pacifico in 2018.
Why now?	Larger ships need an agent who will not only act on their behalf but also foresee and resolve problems. The expanded canal is now a channel for more than 8% of the world's trade.
Key business	Logistics and distribution centres, port services, transit services.
Opportunities	Oil & gas, growing demand for project cargo, and specialised vessel transits.

Panama rendezvous

Group Chairman Bjorn Engblom was in Panama recently. While there, he visited the Panama Canal Locks at Cocoli and the Control Tower for neopanamax locks, with Managing Director Alexei Oduber, and met with the Canal's Deputy Administrator Manuel Benítez, VP for Ancillary Business Rafael Pirro and Manager for Business Development Ricardo Díaz.



Trinidad and Tobago

Guyana

Uruguay

Panama

GAC Energy and Marine Services Limited Trinidad & Tobago

Coverage	All commercial ports in Trinidad
Services offered	Ship Agency, Husbandry Services, Offshore Project Support, Ships' Spares Logistics, OPL Services.
Opened	2011
Key business	Shipping and Logistics



"Over the past eight years, we have built a strong team that can handle all shipping and logistics services."

Gobind Kukreja, Managing Director

GAC Logistics and Shipping Guyana Inc.

Coverage	All of Guyana, but mostly the coastal belt with main ports: Mabaruma, Anna Regina, Georgetown (the capital and largest port), New Amsterdam and Skeldon.
Services offered	Ship agency: all services. Logistics: Ocean & air freight, transportation and storage, with key focus on logistics services for oil & gas operators.
Opened	April 2019
Why now?	Huge oil reserves discovered offshore, in parallel with the development of a host of infrastructure projects on land focusing on new ports and power generation.
Key business	Oil exports due to start from June 2020. Exports of gold, bauxite, small fisheries and agriculture. Eco-tourism is growing.
Opportunities	GAC is the first major service provider to enter the country, bringing its global reach, resources and connections in shipping and oil & gas.
Problems/Challenges	Limited infrastructure and old ports with low draft of 5-6 metres. Poor roads and congestion in the capital, Georgetown.

Stepping up in Guyana

GAC has signed an agreement with Guyana National Shipping Corporation Ltd. (GNSC), a company with more than 40 years of experience in the global and regional maritime industry, led by Managing Director Andrew Astwood.

Bob Bandos says: "The start of operations in Guyana is an important step in expanding our regional footprint and the existing services offered in other GAC locations. Working with GNSC will benefit our local, regional and global clients in this new addition to GAC's global reach."



Trinidad & Tobago's close proximity to Guyana – our newest addition to the GAC network – assists us in pursuing project support business for oil & gas customers operating in this part of the world."



"It's a small country with huge potential. GAC has arrived in Guyana at the right time." Richard Mallen, GAC's country representative in Guyana



Guyana is showing the potential to become a key energy player with more and more resources being discovered at every new location that is explored. That's why we decided to open up in the country to meet demand for services for the sector and to grow with it."



GAC Uruguay

Coverage	Nationwide
Services offered	Ship agency
Opened	January 2019
Why now?	Tanker, offshore and chemical
Key business	Shipping and Logistics
Opportunities	Uruguay has a modern airport and Latin America's densest road network. It has multipurpose ports with first class infrastructure. Ports operate under the Free Port system so goods within the Customs Ports enclosure are exempt from taxes or extra charges. The country allows the entrance of ship spares, equipment, medicines, provisions etc to be delivered to ships without the need for temporary import permits. Crew changes can be made without need for visas. Uruguay has the potential to become a service hub for FPSOs and drill ships covering crew changes, repairs, conditioning, inspections, etc.



"GAC Uruguay is much more than providing services. We are committed to finding and providing solutions to our clients. We make it personal, with care and dedication." Erica Gomez, Station Manager



With the opening of GAC Uruguay, we are better positioned on South America's eastern seaboard to serve our customers and prospects and to meet the demands of overseas customers."



New Director/ Chief Executive Officer for GAC Sri Lanka



Ravi Edirisinghe

Business veteran Ravi Edirisinghe has been appointed Director/Chief Executive Officer of GAC Group companies in Sri Lanka. He brings to his new role 27 years of knowledge and experience in strategic planning, business development and re-engineering, supply chain management, logistics and project management in diverse industries.

Ravi is responsible for the strategic growth and business direction of the Group comprising GAC Shipping Ltd, GAC Marine Services Pvt Ltd and GAC Logistics Ltd. He replaces Mahesh Kurukulasuriya, who continues to be a member of the Group's board of directors.

Lars Bergström, GAC's Group Vice President, Asia Pacific and Indian Subcontinent, says Ravi's appointment comes against the backdrop of an optimistic outlook for Sri Lanka's maritime and logistics sectors.

"Sri Lanka's proximity to the emerging markets in South Asia makes it an important shipping and transshipment hub for the region," he says. "There is potential for growth for the country's logistics industry - it currently contributes about 3% of its gross domestic product, but that figure is expected to rise to at least 10% by 2020. We see opportunities in the areas of outsourcing and e-commerce and are ready to tap into them with our Spectra integrated logistics facility in the Muthurajawela Industrial Zone." **GW**

GAC India puts focus on project logistics & breakbulk

India is in the grip of a major building programme to bring its infrastructure into the 21st century.

"The country's burgeoning energy and infrastructure sectors have contributed to an increasing demand for project and oversized cargo handling, as well as breakbulk shipping," says Managing Director Mark Delaney. "Its potential is further bolstered by the significant investments made by India in Africa and the Middle East in the recent decades. With project cargo demand estimated to rise at a 17% compound annual growth, project logistics is huge business."



Jayakumar
Gopalakrishnan

GAC has appointed industry veteran Jayakumar Gopalakrishnan to spearhead its efforts in the country's growth sectors. He brings more than 33 years' experience in project logistics and breakbulk, as well as in the manufacturing and pharmaceutical industries, to his new role as General Manager, Projects and Breakbulk, based at GAC India's Mumbai office.

Infrastructure modernisation

Jayakumar says project logistics service providers welcome the port infrastructure modernisation and the development of an integrated transport infrastructure network under the Sargamala project.

"Since the launch of 'Make in India', we have seen a significant increase in the project logistics business with the movement of construction equipment and manufacturing materials, among other over-dimensional cargo," he adds. "End-to-end project cargo handling is a complex and challenging activity that requires careful planning, specialised equipment, special permits from different authorities and often, multiple modes of transport. We are fortunate to have a strong projects team with the expertise and resources to offer total logistics solutions." **GW**

First tanker handled at new LNG terminal



GAC India's Captain Srinivasan Sethumadhavan is optimistic about the opportunities that will be generated by the new LNG terminal at Kamarajar Port, Ennore in Chennai, after overseeing agency operations for the first tanker to berth there.

The Marshall Islands-flagged LNG carrier 'LPG/C Golar Snow' was carrying the first consignment of 78,037m³ of LNG from Ras Laffan in Qatar for the commissioning of the terminal.

Promising outlook

Captain Sethumadhavan says: "The opening of the first LNG terminal on the east coast of India is likely to change trade dynamics and drive industrial growth in this area.

"Overall, the outlook for the Indian LNG market is promising. Today, India imports some 45% of its natural gas. The government has invested heavily in the construction of more LNG terminals and pipelines to transform the country into a gas-based economy." **GW**

Caspian Sea drilling & development contracts

GAC Marine has been awarded two contracts by PETRONAS subsidiary PETRONAS Carigali (Turkmenistan) Sdn. Bhd. (PC(T)SB) to provide marine services for the Garagol Deniz West (GDW) field in the Caspian Sea.

Erland Ebbersten, Group Vice President, GAC Marine, says it has taken patience and resilience to endure the two-year gap in operations with Petronas in the Caspian: "We are very pleased to be deploying our assets once more in the Caspian and look forward to an active contract period that will reward us for the time we've waited for work to begin."

The company will supply three anchor-handling vessels to provide 24-hour support for the drilling operations. This includes transporting personnel and equipment from the company's onshore supply base and between platforms, along with oil spill response, accommodation, standby and emergency response.

"The resumption of drilling and development is great news," says Nigel Bush, GAC Turkmenistan's Marine Manager. "We have been supporting PC(T)SB's offshore operations since our establishment in 2000 and we look forward to continuing to provide them with our marine services." **GW**



GAC Qatar wins double at customs clearance awards



Fatima Mubarak Ahmed Nasralla, Manager of Customs Affairs of GAC Qatar (centre), receives the Best Customs Clearance Brokerage Services Award from His Excellency Jassim bin Saif Al Sulaiti, Minister of Transport and Communications (left) and His Excellency Ahmed bin Abdullah Al Jamal, Chairman of the General Authority of Customs (right)

GAC Qatar's customs clearance expertise has earned it two titles awarded by the General Authority of Customs, held in conjunction with International Customs Day.

GAC was one of three logistics service providers to be honoured as Best Customs Clearance Brokerage Company. GAC Qatar's Customs Broker, Sabri Eltahir Elsiddeg Mohamed, also received the Distinguished Customs Clearance Agent Award in appreciation of his dedication and outstanding work. **GW**

Happy Anniversary

2019 marks 40 years since GAC Qatar's establishment. It has long been one of the country's leading providers of integrated shipping and logistics services, offering a portfolio of services that includes customs clearance, freight forwarding, ship agency, husbandry services, contract logistics and international moving.



Mario Coelho, GAC Dubai's General Manager – Freight receives the Breakbulk Operator of the Year award in the Logistics Middle East Awards 2019. Picture courtesy of ITP Media Group.

Heavyweight recognition at Logistics Middle East Awards

There's a new addition to GAC Dubai's awards collection. The company was named Breakbulk Operator of the Year in the Logistics Middle East Awards.

The Awards recognise supply chain and logistics excellence throughout the Middle East. This year, they highlighted key industry players that have contributed most towards the success of the logistics sector in what has been a challenging past year.

The Breakbulk Operator of the Year title went to GAC Dubai's Projects & Special Services Team in recognition of their work supporting a wide range of infrastructure and general construction projects. With projects worth about \$900 billion planned or underway, the UAE is a major part of the region's \$1.2 trillion construction sector.

Potential

Ronald Lichtenecker, Managing Director of GAC Dubai, welcomed the latest addition to the trophy cabinet. "This award bears witness, once again, to the high standards of professionalism and innovation in the people who drive our logistics operations in Dubai.

"There is vast potential in the UAE projects market, especially in the lead-up to Expo 2020, as the Dubai government continues to scale up infrastructure-related spending.

"These major infrastructure and general construction projects require world-class breakbulk partners like GAC, and we will continue to innovate and evolve to serve the needs of all our customers." **GW**

Top Steamer Agent at Krishnapatnam

3,000% increase in coastal calls handled year-on-year



Nagaraja Sekhar, Assistant Manager, Shipping Services, GAC Krishnapatnam (left), receives the award from Sri S Faheem Ahmed, Principal Commissioner, Customs Commissionerate (Preventive), Vijayawada. Back row from left: R. Muthuraj, Indian Trade Service, Development Commissioner, Sri City SEZ, Andhra Pradesh, Anil Yendluri, Director & CEO, Krishnapatnam Port and V. Nagendra Rao, Additional Commissioner of Customs.

The Office of the Additional Commissioner of Customs has named GAC India the Top Steamer Agent at the Krishnapatnam Port for the financial year 2018-2019.

It recognises the company's outstanding performance as a ship agent, and its handling of the most port calls during the period. From April 2018 to January 2019 alone, the number of port and coastal calls handled by GAC India increased 82% and 3,000% respectively year-on-year. **GW**

History

GAC made its first foray into the Indian Subcontinent in 1983. Today, GAC India is a leading provider of shipping and logistics services throughout the country with 26 offices along the eastern and western coasts.

GAC FOLK

Personally Speaking

Gracias Thevar has something to say about millennials – and he's saying it on Instagram.

His thoughts were featured in Friday Faces, a series exclusive to the GAC Group feed on the photo-sharing platform. Every week, Friday Faces spotlights people from around the GAC world and what they have to say.

Our Instagram feed also features the latest GAC news, winning photos from the Snap & Win contest, moments from offices worldwide, and much more. **GW**



Check it out at www.instagram.com/groupgac



Poseidon Expeditions appoints GAC as UK cruise agent

25 ports of call including uninhabited islands



Poseidon Expedition's 'Sea Spirit'. Photo courtesy of Lauren Farmer.

Niche cruise specialists Poseidon Expeditions are coming to the United Kingdom with GAC appointed to take care of the 114-passenger 'Sea Spirit' from the Scilly Isles in the south to the north coast of Scotland.

Poseidon Expeditions joins other operators such as Ponant, Fred Olsen and Grand Circle Cruise Line that have selected GAC UK as their agent.

The 'Sea Spirit' will call on GAC UK's services at 25 ports on the Isles of May and Noss, Bass Rock, Grutness, Moussa, Llandudno, St Kilda and more. Some of the calls are to uninhabited islands where arrangements have been made to establish ownership and gain permission to land the guests.

Expanded scope

Angelica Vorea, CEO of Poseidon Expeditions, says: "The 'Sea Spirit' will be visiting coastal areas and smaller islands inaccessible to larger vessels, in keeping with our mission to provide our guests with a destination-focused experience, combining a high standard of onboard comfort and service with the spirit of adventure. We look forward to this new cooperation with GAC, which will provide our guests with an exceptional experience in the UK."

300% increase

Fergus Poole, GAC UK's Cruise Manager, says: "We're looking at a 300% increase in cruise calls for 2019, along with the expansion of the range of our cruise products to include baggage distribution and ground handling services. We look forward to forging close ties with Poseidon Expeditions and many other cruise lines in the years to come." **GW**



GC32 Racing Tour appoints GAC Pindar

The GAC Group's sailing logistics specialist GAC Pindar has been appointed the official shipping and logistics provider for the GC32 Racing Tour 2019 season which kicked off in Italy in May.

This is the sixth year of the GC32 Racing Tour. This year's five-venue circuit is stronger than ever, following its consolidation with the GC32 teams from the Extreme Sailing Series. At least ten teams are competing in some of the best sailing venues in Italy, Spain and Portugal.

GAC Pindar is handling the transportation of yachts, equipment and other cargo for the events. The Pindar team has been involved with the GC32 Racing Tour since 2015 and has built up extensive experience handling the Volvo Ocean Race and other high-profile sailing events.

Christian Scherrer, GC32 Racing Tour Manager, says: "We are happy to continue working with GAC Pindar and this year, we are extending our collaboration with the assignment as Official Shipping and Logistics Partner for the GC32 Racing Tour 2019." **GW**

Global travel retail leader selects GAC Dubai as contract logistics partner in the Middle East

Lagardère Travel Retail has appointed GAC Dubai's Contract Logistics team to handle a range of goods sold at Duty Free shops at airports in Saudi Arabia and the future Abu Dhabi Midfield Terminal Complex (MTC).

Under the multi-year agreement, GAC Dubai takes care of the port haulage, receipt, storage, pick/pack, transportation, customs clearance and Federal Tax Authority documentation for goods including chocolates, fine foods, fashion, beverages, electronics, cigarettes and cigars, personal care, perfumery and make-up. The company expects to manage approximately 17,000 SKUs (stock keeping units) across a range of product types and will also handle the formalities required for the storage and handling of some categories of beverages on behalf of Lagardère Travel Retail.

Part of GAC Dubai's contract logistics facility at Dubai South is dedicated exclusively to the account, and a G + 5 interlock mezzanine deck with multiple aisles and shelves is being constructed for better product segregation and picking.

Testament

Neil McMaster, GAC Dubai's General Manager – Contract Logistics, adds: "This is Lagardère Travel Retail's first warehousing venture in the region, so the awarding of a long-term agreement is testament to the strength and knowledge of GAC's management and staff. It also recognises our willingness to invest in scalable solutions that allow clients such as Lagardère Travel Retail to manage and grow their business."

Strong operator

Vadim Motlik, Lagardère Travel Retail's UAE CEO, says: "This new partnership with one of the strongest logistics operators in the Middle East will enable us to reinforce the fluidity and reliability of our regional supply chain, which is key to delivering excellent service to our customers." **GW**



(L-R) Neil McMaster, GAC Dubai's General Manager – Contract Logistics, Ronald Lichtenecker, GAC Dubai's Managing Director, Vadim Motlik, Lagardère Travel Retail's UAE CEO, and Alex Pardo, Lagardère Travel Retail's Supply Chain Director sign the multi-year agreement for the appointment of GAC Dubai as Lagardère Travel Retail's contract logistics partner in the Middle East.

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