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Towards 2030...



Humans are an enterprising species. Whether we gather in hordes, tribes, clans, couples or in solitary lockdown, we tend to find productive things to do, be it telling stories or inventing a better mousetrap. We are also a species that has a sense of the future. We like to look forward to things. Birthdays and paydays are examples.

We also like to predict future outcomes based on current conditions. For this edition of GAC World, we asked a group of GAC people to look out towards 2030 and tell us what they see happening in shipping and logistics in light of the changes forced upon us by the coronavirus. The results of our survey suggest yet another human quality: a positive, 'glass half full' approach. Our coverage starts on page 10.

Business grows

Despite gloomy headlines predicting economic Armageddon, our business continues to grow in the UK, Sweden and Singapore (pages 3 and 4). Cars are still being shipped out from Korea, albeit in reduced numbers (page 5) and we're helping to get crew changes happening. Our colleagues in GAC India managed the repatriation of 3,000 sailors in a massive operation through Mumbai, Cochin and Goa thus averting a looming health issue caused by being stuck on a vessel for too long (page 17).

Racing again

The Ocean Race, the world's longest yacht race, will start from Alicante in Spain in October 2022. How do I know this? Because GAC will, for the third time, handle all the logistics. It is a big job with endless opportunities for things to go wrong both on the water and behind the scenes. GAC teams will be running ahead of the yachts, preparing welcomes at ten port cities, and packing up behind the yachts as well. And doing it all while limiting greenhouse emissions. See pages 6 and 7.

The Time Lords

Some things simply cannot wait. Babies are one example of this. Another is that spare part that is keeping your plane or ship idle. Or that vital human organ that is needed half a world away. Time-critical services are special as are the people who provide them. It is not a job for the faint hearted or the absent-minded. We break it all down on page 14.

Final warning

If your business takes you anywhere near a sanction imposed by the USA, then take the time to read Elaine Morrissey's Insight column on page 8. Elaine is GAC's Group Compliance Manager and she has done us all a service by spelling out what is required to stay out of trouble.

My 2030 prediction

As I look out towards 2030, I feel confident to make a few predictions. Here goes. There will be lots of weather. Shoes will continue to be worn. Voices will continue to be raised in laughter, song and anger. And the world will keep on turning. Meanwhile, stay well and keep safe.

Stuart Bowie

Editor

New UK Office

Serving Britain's largest lock

GAC UK has opened its newest branch, offering marine and terminal services at the port of Eastham on the Wirral, Merseyside. It is the 25th office in GAC UK's network covering England, Scotland, Wales, Ireland and Gibraltar.

Located at the western end of the Manchester Ship Canal, Eastham is home to the largest lock in Britain, constructed to accommodate tankers too large for the Canal. It is a major hub for chemical products, with several onshore terminals and refineries.

Experience

GAC took over the marine and terminals duties of long-standing rigging firm W Musker Ltd and added 14 more staff. The team, headed by Operations Manager Richard Warburton and Supervisor Ben Williams, has a combined 228 years of experience.

GAC UK Managing Director Herman Jorgensen says: "We are excited and honoured to take over the work of W Musker at Eastham. We truly respect the incredible experience built up over more than 50 years and will honour and build on that into the next 50 years, having an utmost focus on health and safety and customer service in everything we do."

From its base at Queen Elizabeth II Dock, the Eastham team will handle vessels coming up the Mersey to load or discharge liquid cargoes at the port's terminals and refineries. It is currently expected to handle 30 vessels a month. **GW**



GAC Sweden expands coverage

Focus on ship agency in Mälardalen area

A year after taking over the ship agency activities of SwedAgency AB, GAC Sweden has taken over Mälargent AB's services nationwide, boosting its presence in and around the Mälardalen region, Västerås and Köping.

The transfer of operations unites Mälargent's experienced agency team with their GAC Sweden colleagues ensuring no disruption of service to clients.

Johan Ehn, GAC Sweden's Managing Director, welcomed the Mälargent team: "Together, we look forward to strengthening our services in Sweden, especially in the Stockholm/Mälardalen region. In doing this, we secure customer-focused competence and experience as well as an excellent reputation in service. The combined GAC Sweden and Mälargent team will deliver exceptional levels of service and local knowledge that our clients rely on."

Hans Liewendahl, Chairman of Mälargent AB, says: "GAC's global network, their dedication to continuous improvement of services together with solid ownership and long-term commitment, made them our preferred choice of partner in taking Mälargent forward. GAC Sweden is extremely well placed to serve ship owners and operators in Västerås, Köping and beyond." **GW**



GAC acquires Ahlers' Singapore business unit

GAC has strengthened ties with Belgium-based logistics provider Ahlers nv, inking a Memorandum of Understanding (MOU) to acquire Ahlers' container logistics business in Singapore.



Henrik Althén, Managing Director of GAC Singapore (left) with Carl Peeters, CFO of Ahlers Group, in a virtual signing ceremony.

"This MOU builds on our long-standing relationship with Ahlers," says Lars Bergström, GAC's Group Vice President of the Asia Pacific and Indian Subcontinent region. "It's a great match as both companies focus on creating innovative and value-adding solutions to our customers. Agility and innovation are key to survival in the highly competitive logistics industry."

Greater control

Henrik Althén, Managing Director of GAC Singapore, says the container logistics business will give the company greater control over the entire supply chain: "Container logistics is an integral part of the supply chain solutions we offer to our customers. It complements our sea freight and contract logistics services, giving us the bandwidth and capability to look after the entire chain more efficiently and effectively."

Carl Peeters, CFO of Ahlers Group, adds: "We are convinced that our container business activities out of Singapore will thrive well under GAC and that our customers will receive the best possible support. The transaction is part of our increased focus on our core activities in Europe, Russia and CIS where we have important investment projects ongoing."

The MOU also covers staff movements: Ahlers Singapore's Jesmond Oh Siew Hong has joined GAC Singapore's Sea Freight Department as Senior Operations Executive. **GW**

Korean wheels keep turning

Despite COVID-19 battering South Korea's automobile sector, with exports the lowest in a decade, business is still there to be done and customers there to be served.

GAC's logistics representative Steve Cho and the local agent at Pyeongtaek braved foul weather and COVID-19 restrictions to make all the freight arrangements to load 500 Nissan Altima cars onto Ro-Ro vessels heading for Jebel Ali and Antwerp.

It was the second car shipment the automobile trader had entrusted to Steve after he handled more than 400 Volkswagens last year. **GW**



Taking on the toughest logistics challenge in competitive sailing

The Ocean Race turns to GAC Pindar for record third time



© Pedro Martinez / VolvoAB

GAC Pindar has been appointed the official logistics provider for the world's greatest competitive sailing challenge, The Ocean Race. It is the first company ever to have been appointed to the task for a third consecutive time, following successful collaborations in 2014-15 and 2017-18.

The 14th edition of the epic 38,000NM race will start in Alicante, Spain, and circumnavigate the globe visiting 10 port cities to finish in Genoa, Italy.

As an official partner of The Ocean Race, GAC Pindar will provide feasibility planning, transportation of Race Village infrastructure, broadcast and other support equipment to host cities, customs clearance, storage and relocation services for any urgent spares, site management, on-the-ground staff and provision of materials handling equipment. It will work closely with logistics teams located in GAC's global network of offices, combining expertise and local knowledge to ensure fast on-the-ground response to any needs.

The GAC Pindar teams working in the host cities and at its headquarters in Southampton, UK, will be on standby throughout, ready to provide yacht recovery logistics services if needed and urgent yacht and mast transport solutions. The testing nature of the race has called for such services in the previous two editions.

Raising the bar

Jeremy Troughton, General Manager, GAC Pindar, says: "It is an honour to play an important part in this great event for an unprecedented third consecutive term. The Ocean Race never stops evolving and always raises the bar for us as a service provider. It empowers and tests us, both as a global team and as individuals, to deliver the best possible logistics solutions."

Johan Salén, The Ocean Race Managing Director, adds: "In GAC Pindar, we have a partner that has been tested in the last two editions of the race and has a proven track record for reliability of service. The global reach of the GAC Group and the high level of commitment to finding solutions, makes this an ideal partnership."



Green commitment

Both The Ocean Race and GAC Pindar will reduce shipping-related greenhouse gas emissions by using more local services.

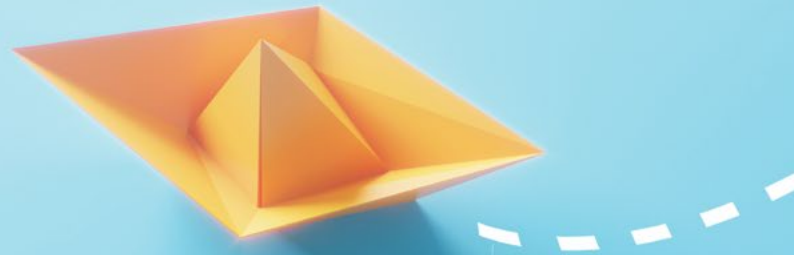
Jeremy Troughton says the core mission of the upcoming edition is to lower the impact on the environment by reducing the amount of single-use plastics involved in logistics operations: "This is a must when working for The Ocean Race, which proved itself a sustainable event leader with its award winning efforts in the 2017-18 edition."

GAC Pindar will also provide data on greenhouse gas emissions produced through all transport and logistics arranged on behalf of The Ocean Race, its partners and teams. Reports will be issued throughout the event, allowing for adjustments to be made that will ensure the most efficient solutions are being used. **GW**



Creating a Culture of Compliance in the maritime sector

Sanctions can be imposed on countries and individuals at any time in answer to shifting political events. It is a continuous challenge for international businesses to keep on top of such changes. The risk of prosecution or other official censure for compliance failures or sanction breaches is rising. There is a plethora of practical, commercial, and civil risks for businesses that find their transactions affected by new or existing sanctions.



by **Elaine Morrissey,**
GAC Group Compliance
Manager

On 14 May 2020, the US Treasury's Office of Foreign Assets Control (OFAC), together with the Department of State and the United States Coast Guard, published a "Sanctions Advisory for the Maritime Industry, Energy and Metals Sectors, and Related Communities", which focused on illicit shipping and sanctions evasion practices in relation to North Korea, Iran and Syria.

The Advisory expands upon prior sanctions-related shipping advisories and sets out best practices for those involved in the maritime sector, whether in transportation, commodity trading, crewing, freight forwarding or as financial institutions and insurance companies supporting such industry sectors.

The Advisory also builds upon OFAC's 2 May 2019 publication, "A Framework for OFAC Compliance Commitments" which sets out OFAC's position on the elements of an effective compliance programme.

Deceptive Shipping Practices

The Advisory discusses recent trends in deceptive shipping practices that OFAC has identified, including:

- Automatic Identification System (AIS) manipulation;
- physical alteration of vessel identification;
- falsification of cargo and vessel documentation;
- ship-to-ship (STS) transfers;
- voyage irregularities;
- flag hopping; and
- complex ownership structure.

It also suggests ways to best tailor and enhance a company's due diligence and compliance policies and procedures as part of a risk-based approach to sanctions compliance.


General Best Practice

It further recommends that private sector entities in the maritime industry implement due diligence and compliance programmes based on internal risk assessments to curb illicit behaviour. These recommendations include the following best practices:

- implementing and refreshing sanctions compliance and due diligence programmes;
- providing training and resources to personnel in relation to these programmes;
- researching the history of a vessel in order to identify previous AIS manipulation;
- monitoring vessels throughout the entire transaction lifecycle;
- conducting risk-based due diligence as appropriate which might include KYC (Know Your Customer) due diligence;
- conducting supply chain due diligence;
- incorporating these best practices in contracts with third parties; and
- information sharing within a company.

Specific due diligence and risk assessment guidance

This targeted guidance and best practice highlights particular risk factors that should be taken into consideration in risk assessments and due diligence practices, including management commitment, risk assessment, internal controls, testing & auditing, and training.



Significantly, OFAC provides specific guidance depending on what role the private sector entity plays in the maritime industry, covering financial institutions, maritime insurance companies, ship owners, operators & charterers, and regional and international commodity traders.

The guidance is tailored for each entity type. For example, the Advisory suggests that regional and global commodity traders adopt contractual requirements that allow for contract termination if charterers disable or manipulate an AIS or transfer cargo to vessels that are not broadcasting an AIS signal in a manner consistent with the International Convention for the Safety of Life at Sea.

Iran, Syria, and North Korea sanctions

The Advisory concludes with a summary of US and UN sanctions relevant to North Korea, Syria and Iran and provides additional information on deceptive shipping practices specific to each of these countries. It also identifies recent examples of deceptive practices in North Korea, including STS transfers from North Korea-flagged vessels to barges in Chinese territorial waters, acquisition of old vessels to be used to transport coal and other goods, and use of non-ocean-going barges that do not transmit an AIS signal to transport North Korea origin goods to China.

This information highlights additional risks and factors that should be considered when assessing and managing North Korea, Syria and Iran-related sanctions risks arising in the maritime industry.

Sanctions designation of vessels

The Advisory does little to address the issues arising from the sanctions designation of vessels. For example, a vessel placed

on the Specially Designated Nationals and Blocked Persons (SDN) list finds itself receiving a virtual commercial death sentence as registries, insurers, classification societies, fuel providers, and a myriad other entities required to support a vessel in operation, refuse to transact from fear of also being designated as SDNs.

This can result in a number of related and dangerous consequences, particularly environmental if petroleum tankers are refused cover, registration, or certification.

Conclusion

The Advisory raises the bar for what US authorities will consider sufficient sanctions risk controls, however, implementing a sanctions compliance programme is not a mandatory requirement, nor will compliance excuse an entity of sanctions breaches.

It should be considered essential reading material for anyone working in the maritime industry. In the current sanctions environment, companies need to strongly consider the steps needed to mitigate against sanctions risk, whether through the implementation or updating of KYC and sanctions compliance policies, to reflect the greater potential exposure to sanctions violations and enforcement.

For those of us operating in the maritime industry it is more important than ever to consider these best practices and ensure ongoing internal compliance with our current risk assessment and sanctions compliance programmes. Maintaining an effective and robust compliance policy will both reduce the risk of violations and act as a powerful mitigating factor in the event a violation occurs. **GW**

Towards 2030

The future ain't what it used to be. Indeed, it's something way more interesting now that COVID-19 has given us time to think, test ideas and draw conclusions.

by Greg Newbold and Amanda Millen

Business leaders everywhere are impressed by the amount of productive work they and their people are getting through using online comms tools like Zoom and Teams. They are also pleasantly shocked by how much their air travel and accommodation costs have shrunk. Happy savings in a difficult time. Across all business sectors, the changes to normal business procedure in response to the coronavirus pandemic have spurred many assessments and appraisals as businesses seek better ways of operating, relating, serving and getting paid.

We felt it was a good time to get a measure of what people are thinking about the future amid all the virus-related disruption. We've surveyed selected GAC managers and participants from our Millennials Forum of last year, asking them what they thought would be the major areas of development in the maritime and logistics sectors leading up to 2030.

Summary

The survey cohorts' collected thoughts converged on two main themes. Technology and Business Models. There was variety and depth in other survey areas such as likely growth sectors. Issues like values, creating a digital culture and improving the environment were emphasised by a few.



The vibe

Overall, they were positive about the future. Nobody saw much change in the fundamentals of ships delivering goods to ports and warehouses storing and distributing them. Nobody felt the international financial system would fall. Many, however, saw plenty of turbulence in how supply chains were structured, owned and operated.



Bots for everything

Digital technology's influence on how business is conducted has been profound for a long time and is now even more in focus. The survey responses saw a wide range of developments gaining more traction through to 2030 including **online operations, delivery drones, Robotic Process Automation, and AI marketing**. It was noted that having real-time **access** to useful analytics was essential if all the talk about data capture and analysis was going to result in useful outcomes.

Automation was seen as inevitable and pervasive. All business sectors and all support functions were candidates for it. **Back office processing, sharing common tasks across offices, remote working and electronic transfers** were areas tagged for greater automation. Concurrently, encryption and cyber-security were highlighted as essential components of the digital advance.



Greener

Ship owners are already dealing with the latest requirement for lower sulphur content in their bunker fuels and this trend towards greener shipping shows no sign of slowing. Electric-powered feeder vessels, more use of solar capture, lower emissions through cleaner hulls: there is pressure building towards 2030 for a positive and measurable result from all the greening effort.

**Energy**

The cohort was even handed, or simply pragmatic, in noting both renewables and fossil fuels as growth sectors out to 2030. Renewables, particularly offshore wind, are attracting substantial investment and are regularly backed by government incentives or guarantees. Gas was seen as a key transition fuel. Oil was generally buried under the less contentious heading of 'Energy'. And Energy was considered a major growth sector.

**Integrated services – end-to-end ownership**

Most of the respondents saw a tighter integration of services and supply chains as the decade advanced with fewer providers handling more services for a customer. Several predicted a rise in mergers and acquisitions to create end-to-end ownership and control of supply chains.

**Choose your Model**

The survey comments suggest that company structures will change significantly in the advance towards 2030. The location and number of offices, product and service integration, common task sharing, and working from home will change more than reporting lines.

Contributors reckoned there would be greater autonomy in some areas while operations would benefit from stronger cross-department collaboration riding on the back of fancy IT project-management and communications apps.

**Communications and Human Resources**

Despite increased office automation, it was clear from the survey that human engagement remained an essential part of business success in the journey to 2030 and beyond. Effective internal communication channels, internal recruitment and ramped-up training opportunities were emphasised by many. The GAC Corporate Academy was seen as a potential external training provider and not just a service for GAC staff.

The survey feedback suggested an important truth: **digital technology will not replace humans but will integrate more tightly with them.**

**Key Sectors**

While supply chains will come under close scrutiny, many of the goods that are carried by them will remain rock solid. **Dry bulk** will grow because there are more mouths to feed every year. **Gas** and **renewables**, both upstream and downstream, will experience solid growth. Interestingly, **Cruise** was seen as a growth segment, particularly 'boutique' cruises to smaller ports. Nobody in the survey mentioned passenger airlines but the oversupply of idle aircraft may see many aircraft converted to **airfreight** carriers leading to more competition and lower freight rates.

**Editor's Comment**

"It's clear we are advancing on a wide front towards a smarter world and smarter ways of doing business. I expect we will communicate more effectively and cut out a lot of legacy behaviours that are no longer helpful or profitable. Of course, I could also be totally wrong. The important thing is to start having the conversations now and to bring everyone along the path towards better business models." – **Stuart Bowie**



The GAC Survey Cohort



Ravindu Rodrigo
MD GAC Trinidad & Tobago



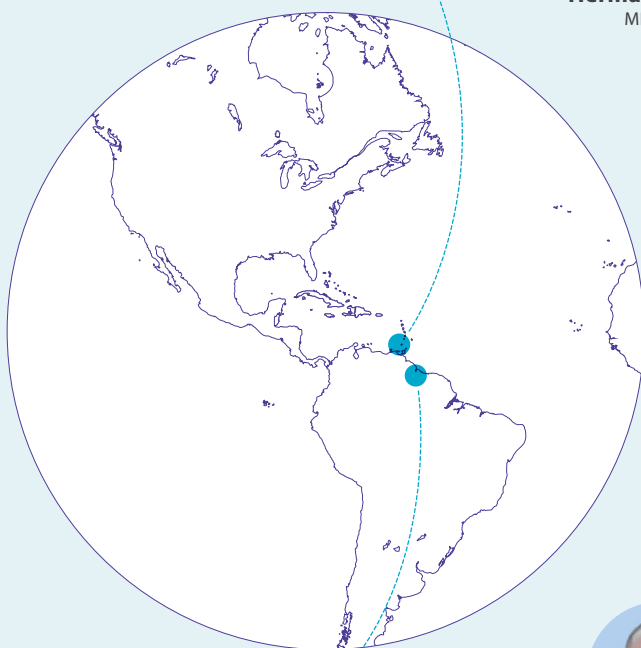
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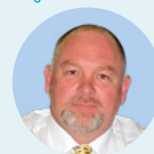
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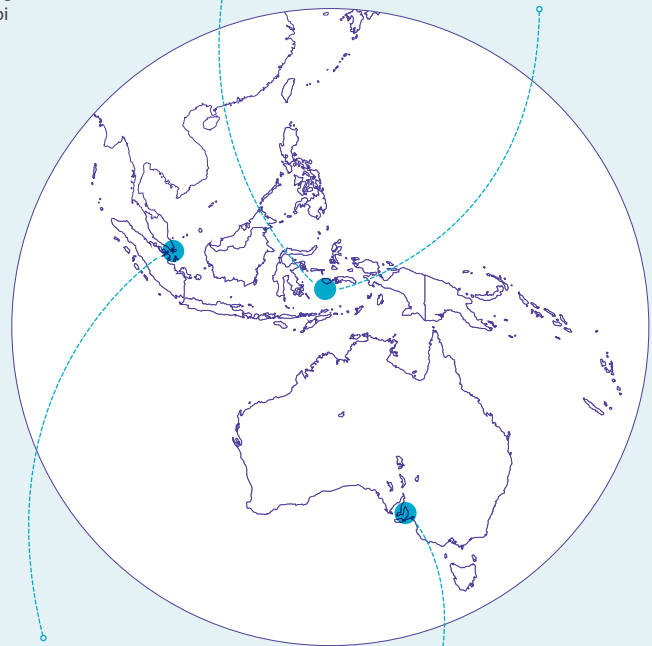
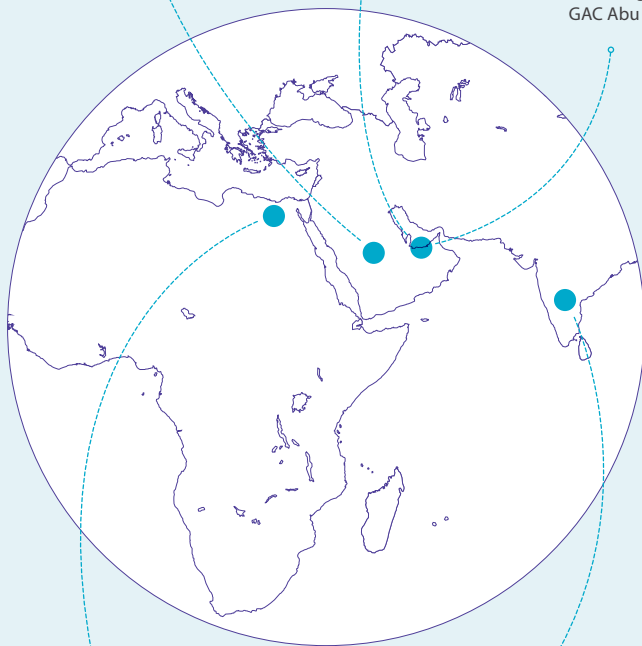
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Anatomy of an Expert

The making of a Time-Critical Logistics professional

Time-Critical Logistics requires a special breed of professional. Without their blend of expertise, resources and problem-solving smarts, planes would be grounded, ships would sit idle, sporting events wouldn't get to the starting line and the show wouldn't go on.

They are solution finders. They employ intellectual sharpness, relationship skills, operational agility and speed to deliver for their customers. They look after the details whilst keeping one eye on the big picture and the other on the clock.

We asked some of GAC's experts what one characteristic they consider essential in an effective time-critical services provider. Here's what they said:

"Thinking outside the box."

– Harris Theodorakis, GML Greece Marine Logistics Manager

"A cool head to maintain a proper overview, keep things under control and act fast and flexibly."

– Tobias Tragor, Head of Operations, GML Germany

"Anticipation – leaving nothing to chance and following up on every step of the process. Considering whatever can go wrong and finding a solution if it does."

– Jeremy Troughton, GAC Pindar General Manager – Marine Leisure and Events

"Communication – providing all the information, whether good news, bad news or no news is critical."

– Peter Orange, GAC Group Marketing Manager – Logistics

"Tenacity. They must be tirelessly driven and determined to find the solution."

– Mark Horton, GAC UK General Manager – Freight Services



The show goes on

A live show by a world-renowned artist in front of 15,000 people had just come to an end in Dubai. GAC's events team was already packing up 20 tonnes of lighting and staging kit, musical instruments and costumes to deliver to the airport for the next gig in the tour, in Italy, in less than 24 hours.

Everything was prepared and going to plan until they arrived at the airline's handling facilities. There, inspectors from the US Department of Transport demanded the cargo be screened, even though it was not heading for the States. With less than five hours before take-off, it looked like mission impossible. After much discussion and some urgent phone calls in the middle of the night, the solution was found and the shipment was cleared to be loaded and leave.

"The show did go on - but I doubt many of the music fans in Italy gave a second thought to the logistics that made it happen," says Peter Orange, GAC's Group Marketing Manager for Logistics.

"Our thinking is always 'what if?' What if a truck breaks down, some paperwork is missing, a flight cancelled? When dealing with tight deadlines involved in time-critical logistics, a 'belt and braces' approach is a must.

"There is little or no room for error or unexpected changes of plan, so everything must be tailored, targeted, agile and expertly choreographed. If something disrupts your plan, you need to have a Plan B, or C, or as many as needed waiting in the wings at a moment's notice."

For more about GAC's specialised events logistics, contact Peter at peter.orange@gac.com

Niche expertise

The niche logistics gurus at GAC Pindar have handled everything from fine art to antique Ferrari wheels, but their core business is yachts and sailing events. This year, they were tasked with getting one of the world's biggest racing yachts – the 100ft Comanche – from Australia to France.

The maxi yacht was loaded onto a bed of flatracks on the deck of a container ship (one of only a few vessels available big enough to accommodate its 45m mast) and secured with a spider's web of lashing for her 60-day voyage to Fos-sur-Mer. Despite the limitations of port operations when she arrived in France due to COVID-19, she was promptly discharged and delivered to her final destination at La Ciotat.

Learn more about GAC Pindar and what they do at www.gacpindar.com

Thinking beyond

The ability to look beyond the usual to find a solution came to the fore when VShips presented Harris Theodorakis and his team at GAC Marine Logistics (GML) Greece with a challenge. A VShips vessel urgently needed a piston maintenance kit. The kit was in Singapore. The vessel was due to pass by Honolulu in Hawaii in two days' time. The team had to get the kit from Singapore to Hawaii, cleared through Customs and handed over for delivery Off Port Limits within that time. Conventional airfreight would take three to four days. Further, measures to combat the spread of COVID-19 threw another spanner in the works with many airports shutting down or restricting flights.

GML Greece reached across the time zones to liaise with GAC teams in Singapore and the USA and within two hours, they had a plan. The kit was hand-carried by a colleague with a USA visa on a flight to Honolulu and delivered according to plan, allowing the ship to continue her voyage without delay.

GAC Group Vice President Lars Bergström is charged with coordinating global growth and development of the GML service. He says the swift action and problem solving demonstrated by Harris and his team is typical of how GML teams in Dubai, Singapore, Hong Kong, Hamburg, Oslo, Piraeus and Taipei work to serve their customers.

For more go to www.gac.com/shipsares

Aircraft parts to PPE

GAC UK's dedicated Time-Critical Services crew started out as a specialised aerospace logistics team more than 15 years ago, providing last minute deliveries of essential aircraft parts to keep planes flying safely. Every feasible method is explored to find the best solution for each delivery – by air, sea, road or a dedicated personal carry-on courier.

That 'can do' mindset has now expanded beyond the aviation industry. From its base at London's Heathrow Airport, the team now serves other sectors including life sciences & pharmaceuticals, livestock, foodstuffs, automotive spare parts and finished vehicles. They even work with funeral directors to repatriate people who have died abroad.

This year, they worked with colleagues in Shanghai to coordinate the delivery of around 50 million medical-grade face masks as well as surgical gowns, medical gloves and ventilators needed in a hurry by the UK National Health Service during the COVID-19 pandemic. Once they arrived in the UK, these vital consignments were quickly cleared and loaded into convoys of trucks arranged to deliver them to distribution hubs and then into the hands of health workers.

For more about Time-Critical services in the UK, contact the team at tcs.uk@gac.com

Branding in a box

GAC goes viral with packing box playhouse

Often the simplest ideas are the best.

GAC International Moving thought to help parents by making playhouses from packing boxes to keep children happily occupied during house moves. The simple gesture took off when the UAE and other Gulf states went into COVID-19 lockdown, forcing youngsters to stay at home. The playhouses were a hit with kids and their mums and dads. Meanwhile GAC quadrupled its online following and saw a boom in enquiries received.

The inspiration came from Klaus Holmager, Business Manager at GAC Bahrain and father to two young children. Like countless parents, he was starting to run out of ideas to keep his kids happy during the lockdown. While discussing the challenges with GAC's International Moving Manager Shawn Wood, he too a father of a three-year-old, they came up with the playhouse idea.

Staff got creative and produced a design that joined a wardrobe box with a large packing box to create the main house, then added a roof on each, removed the wall between the two and cut holes for doors, windows and a chimney.

The Holmager and Wood children were the first to try it out – and gave it a big thumbs-up.

Special delivery

The initial plan was to make a handful of the playhouses between jobs to keep children occupied while the grown-ups got on with packing. But it quickly escalated, with families sharing their delight



online prompting more requests. It was then decided to change tactics and offer the playhouses to anyone who requested one – a show of solidarity with stressed-out parents coping with bored kids at home.

All GAC asked in return was that recipients post something on social media showing their kids having fun with their new toy, tagging the GAC International Moving Instagram account. Before they knew it, that simple idea had gone viral.

Over 200 playhouses have been built by staff and delivered to homes in Dubai, Abu Dhabi, Bahrain, Oman and Qatar.

In the space of a month since the campaign was launched, the number of people following GAC International Moving on Instagram went from about 500 followers to over 2,000.

Overwhelming response

"The response from parents has been overwhelming and really positive," says Shawn Wood. "After the first few Instagram posts, word spread fast and our In-Box started blowing up. We have more requests than we can meet, but we will try to make and deliver as many as possible.

"In these days of sophisticated children growing up with electronic toys and online connectivity, it was wonderful to see our simple idea take off so well. It has been a fantastic brand awareness exercise for GAC – both for the moving department and in general – and we have seen significant increase in local enquiries and bookings since the campaign started in mid-May." **GW**

Visit the GAC International Moving Instagram page at www.instagram.com/gacinternationalmoving/ to see some of the happy kids, and parents, with their playhouses!



GAC brings 3,000 Indian seafarers home

Nearly 3,000 Indian seafarers from Holland America Line, Princess Cruises and Seabourn ships are back with their families after being successfully signed off from their vessels, guided through all COVID-19 procedures and safely delivered to their hometowns by GAC India.



Crew members disembarking from a cruise ship in Cochin



Crew members arriving at Mumbai International Airport

The crew members included those who had disembarked the cruise company vessels in Sri Lanka and the Philippines before being repatriated on chartered flights to Mumbai, Goa and Delhi. The GAC India team also took care of 138 off-signers and one on-signer for a cruise ship in Cochin.

Praise

Rakesh Nair from crewing company Carnival Support Services India, praised GAC's coordination of the repatriation exercise: "Excellent relations with nodal officers and other government officials ensured a speedy clearance of our crew at the airport. We have received positive feedback and compliments about your stellar work from our crew. This is true testament to the work that the GAC team has done in bringing our crew back home."

Ravi Pavade from Holland America Group agrees: "Thanks to the seamless execution by the GAC teams, our crew members have returned safely to their hometowns and are reunited with their families."

"Besides the teams on the ground, I know there are many others in GAC who have worked behind the scenes to ensure the safe and prompt repatriation of our nearly 3,000 crew members. This is no small feat, but you have once again proven that you have the capacity and capability to handle projects of such scale."

Test

GAC India Shipping Director Anil K. Menon says the massive crew change was a true test of the company's astuteness, coordination skills and teamwork.

"Our teams led by Jayadevan Nair in Mumbai, Joseph Moras in Goa, Jaya Shekar in Delhi and Sajinath M G in Cochin have had to react and respond quickly to evolving situations on the ground. With over 70% of the crew arriving in Mumbai, it was especially challenging for our team there," he adds. "Besides coordinating with one another, the teams have worked closely with the crewing company and the relevant authorities to bring the seafarers home safely without unnecessary delays."

"We thank these cruise brands for the confidence and trust they placed in us."

GAC worked with the crewing agent to handle end-to-end arrangements for the crews, including 'Meet & Greet' upon arrival in India, arranging accommodation for mandatory quarantine, organising COVID-19 tests, obtaining approvals and departure permissions from the relevant State authorities and making all transfer arrangements including those for their journey home. **GW**

'Outstanding service' wins praise for Energy Team

After taking delivery of its newest Floating Storage Regasification Unit from a shipyard in South Korea, Excelerate Energy had to sail it to Singapore for supplies before heading for Ras Laffan in Qatar. GAC Singapore took care of the vessel's shipping and logistics needs.

Drawing upon its strengths in supply chain and offshore logistics, the GAC Singapore Energy team led by Key Account Manager – Energy, Yvonne See, made sure almost 100 pallets of stores, ship spares and provisions from local and overseas suppliers were delivered and loaded at anchorage with no delays.

The team's coordination and prompt action won praise from Excelerate Energy's Senior Manager Logistics, Carlos Escudero, who said: "Thanks for always providing outstanding service. It is truly an honour to work with you and your team."

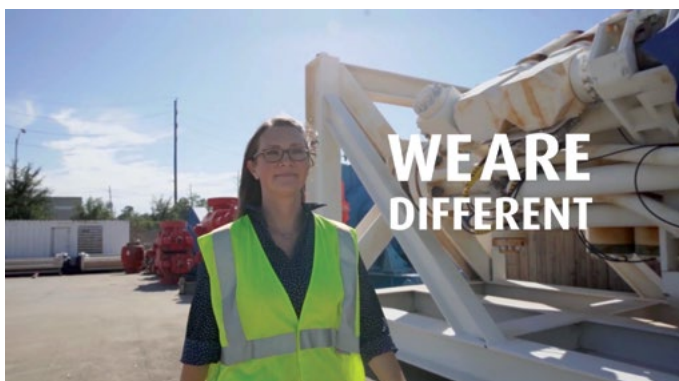
GAC Singapore's Shipping Team was also appointed as the vessel's agent through GAC Global Hub Services. **GW**



People with pep

Showcasing GAC Energy

We're highlighting our GAC Energy team in a series of engaging, visually appealing video clips lasting no more than 72 seconds. **GW**



Check them out on the GAC YouTube channel at www.youtube.com/gacgroup



Appointments



Gowri Shanker



Rohan Kochhar



Callum Ward



Shanaka Fernando

GAC Group Headquarters

Gowri Shanker

Group Business Controller
Previously: Regional Business Controller – Middle East & Africa

Callum Ward

Group Corporate Secretary
Previously: Company Secretary for Clyde & Co LLP, Dubai

GAC Regional Office, Middle East & Africa

Rohan Kochhar

Regional Business Controller – Middle East & Africa
Previously: Group Financial Controller at GAC Headquarters

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Head and shoulders above the rest

We go above and beyond for you

From our vantage point, we shape our services to your needs - whatever your vessel, wherever you're heading. We go beyond traditional ship agency and husbandry to offer tailored support packages for ship lay-up and crew changes to help weather the turbulent challenges. We will stick our neck out to deliver the best-fit solution that meets your needs - on budget, on time, every time.

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