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ISSUE  
**01**

# GACWORLD



Delivering your strategy.

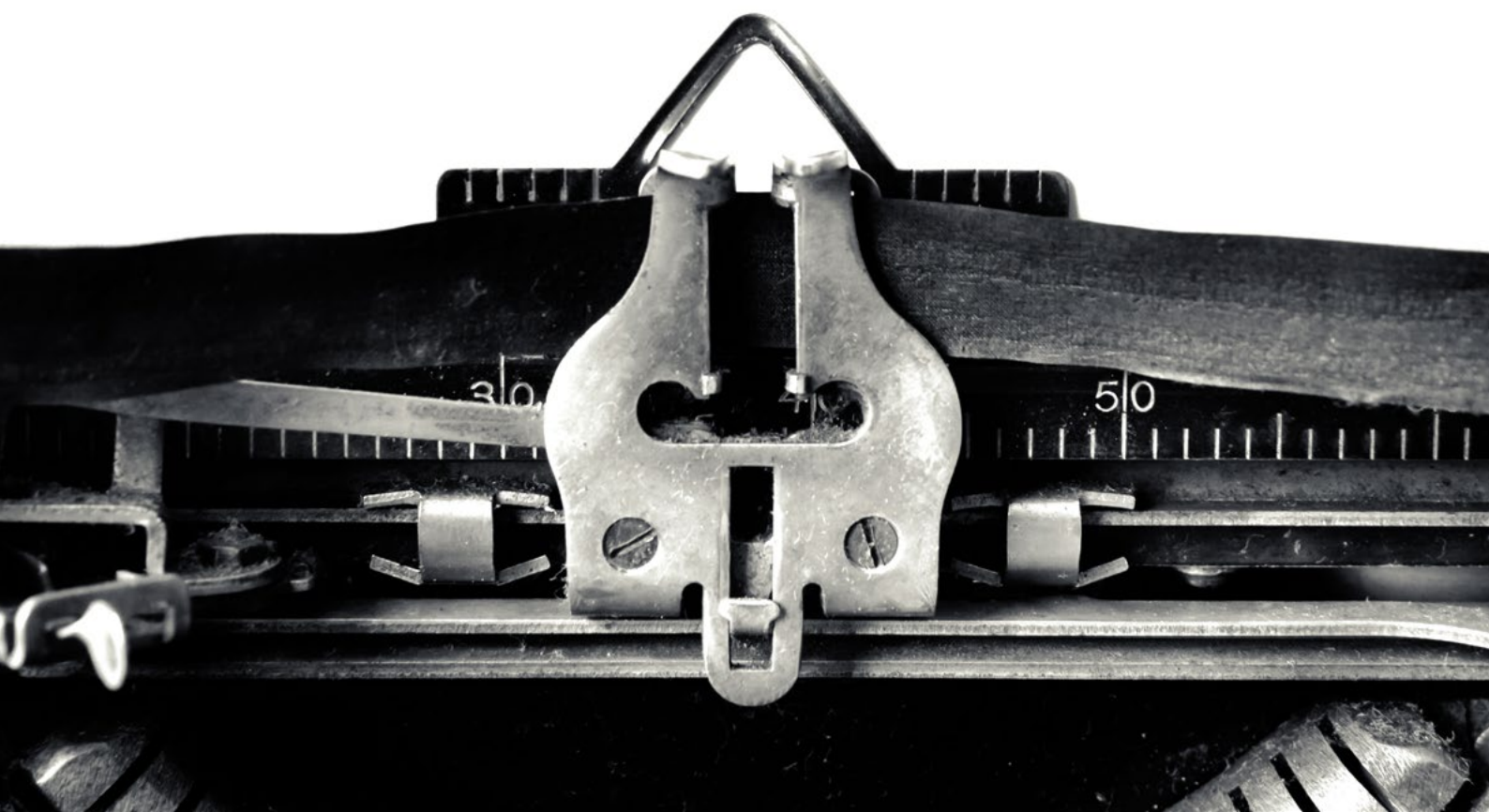
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Flip it!

# REALLY?

I am ~~not~~ OK



# Headspace in the workplace...



**W**hy is it so hard to talk with colleagues about mental health? We can turn up to work with our arm in a sling and talk about it all day. But turn up to work feeling like the world is falling or just a bit low and we don't say so much. Mental fatigue, in all its varieties, takes a largely hidden toll on ourselves and our colleagues. Most of the time, we know little and ask less about what's going on in the minds of the people we work with. The cost of this silence is measured at work in billions of dollars in lost productivity. At home it is measured in family stress, relationship troubles, verbal and physical violence. But we can tackle the problem in two steps.

First, recognise how common it is to feel mentally off-centre, to be weighed down by woe or dread or just having a bad day. People have bad days all the time in all societies and cultures. Second, tell someone. Just saying to someone that you're feeling low or worse immediately lifts some of the mental fog and burden. Because these experiences are common to all workplaces, there's every chance the person you open up to can relate to what you're talking about. The more we can talk about our inner situation, the better – for us, for everyone.

We're looking at mental health in the workplace in this edition of GAC World. The subject is critical, long neglected and much needed given the year we've had. Our coverage starts on page 8.

## Gassed up

LNG Bunkering is gathering momentum. The pressure to reduce sulphur and carbon emissions is shifting the decision making about which fuel to power a vessel. GAC arranged its first LNG bunkering operation in the US recently (Page 4) and has formed a partnership to grow the LNG bunker business (page 5).

## The big lean

When your draught is deep and your channel is not, you need to push the engineering envelope. In the Scottish port of Leith, we worked with expert technicians and planners to tip a vessel into a steep lean to lower its draught so it could be towed to drydock. Sometimes everything goes right. We even got a flypass. See page 14.

## Following through

We've crashed out of 2020 into the teeth of 2021 with the pressure maxing out on national economies and the markets that support them. The situation changes weekly, if not daily, and the new world that's taking shape is still a work in progress. GAC is riding the wave along with our customers. We're aiming to help each other stay upright and pointed in a profitable direction. Meanwhile, stay well and talk to someone if you're not.

## Stuart Bowie

Editor

# Back to school

**A**s 6,800 pupils at 143 schools in Abu Dhabi prepared to return to their desks, GAC was making sure that they would have the laptops, chrome books, charging carts, headsets, and other computer equipment they need to ensure an optimal learning experience no matter what restrictions were applied to their lessons.

GAC was appointed by SmartWorld to deliver thousands of items provided by Alef Education. It was also charged with vendor management, storage, last-mile deliveries and – for the first time – a range of Value-Added Services including serial number scanning, promotional packing, assembling of charging carts, co-packing and so on.

SmartWorld praised the GAC team for their professionalism and extra hours put in to ensure the deliveries were made according to plan.

Gregoire Provot, Director of Service Delivery of Alef Education, says he was thrilled at the decision to work with SmartWorld and GAC, adding: “My warmest gratitude for the great work achieved through this collaborative effort.” **GW**





# First foreign vessel to bunker LNG in United States

**T**he Swedish dual-fuelled vessel FURE VEN has become the first non-U.S. flagged vessel to take on LNG bunker fuel in the United States.

The operation was a joint effort between Sweden's Furetank, a global leader in the development of efficient and environmentally friendly product and chemical tankers; Eagle LNG Partners, a pioneer in small-scale LNG and an LNG bunker supplier; and GAC acting as the bunker broker and ship agent at the port of Jacksonville (JAXPORT).

The loading paves the way for more international vessels to bunker at the Florida port and provided a tangible demonstration of LNG as a safe and reliable fuel solution, strengthening the case for the fuel's role in helping meet increasingly stringent environmental regulations while generating substantial cost savings.

GAC assisted in the broking of the LNG bunkers and provided ship agency services to the vessel for her voyage across the Atlantic. It was the first time GAC's Bunker Fuels division had secured a deal to supply LNG as a marine fuel.

## Reduced emissions

FURE VEN is one of Furetank's V-Series, a new generation of product & chemical tankers introduced in 2018, whose innovative design features and use of LNG combine to deliver a fuel reduction of approximately 40%. These climate smart vessels also substantially reduce emissions - 55% less of CO<sub>2</sub>, 86% of NO<sub>x</sub>, 99% of SO<sub>x</sub> and 99% of particulate matter - compared to older vessels of the same size. According to a 2017 study from the Swedish Environmental Research Institute, the reductions on this voyage alone amount to a saving for the global community of more than \$200,000, thanks to the reduced

air pollution and impact on climate change. If liquefied biogas was bunkered, then CO<sub>2</sub> emissions would be eliminated completely.

Lars Höglund, CEO of Furetank, said: "As early as 2014, Furetank decided to convert one of our vessels to LNG propulsion. Backed by encouraging results, we developed the V-series, a vessel design with drastically lowered emissions and fuel consumption. These vessels have already reduced CO<sub>2</sub> emissions beyond the IMO target of a 50% reduction by 2050.

"LNG bunkering is becoming available in more and more places, not least the U.S., and we are confident that investing in the V-series particularly contributes to a cleaner environment worldwide."

Sean Lalani, President of Eagle LNG, said: "We are proud to partner with the trailblazers at Furetank and GAC, along with numerous crucial stakeholders including JAXPORT, Crowley Maritime and the U.S. Coast Guard, to safely accomplish this first-ever LNG bunkering in the United States. It is only fitting that this happened in Jacksonville where JAXPORT, local officials and the community have embraced the shipping industry's transition to the more sustainable, affordable LNG. We look forward to using our experience and assets to bunker more international vessels from this facility and our future operations in the Caribbean Basin."

## Environmentally active

Nicholas Browne, GAC Bunker Fuels' Global Director, adds: "Like Furetank and Eagle LNG, GAC wants to do more than simply follow the development of environmentally friendly shipping - we want to play an active role in creating and facilitating the transition.

"As an integrated service provider for all types of vessels, including LNG carriers, GAC was uniquely positioned to deliver its first LNG bunker supply to the FURE VEN, and we are actively being engaged by many of our shipping principals to support their adoption of LNG as a marine fuel." **GW**





Artist's impression of Pilot LNG's planned Floating Liquefied Natural Gas (FLNG)-based bunker port for Galveston.

# Pilot LNG and GAC Bunker Fuels partner to supply LNG Marine Fuel from Galveston

**T**exas-based Pilot LNG has laid the foundation for a partnership with GAC Bunker Fuels for the supply of Liquefied Natural Gas (LNG) as a marine fuel from its proposed Galveston LNG Bunker terminal. It will be the first dedicated LNG bunker terminal in the region.

The two companies have executed a Heads of Agreement which prepares the ground for Pilot to provide LNG marine fuel to GAC on a Delivered Ex-Ship basis for customers in the Galveston Bay Port complex, including the ports of Houston, Galveston and Texas City, as well as Galveston Offshore Lightering Area.

## Growing market

"The Galveston LNG Bunker Port will provide the LNG to supply GAC's growing market for cleaner marine fuel, particularly as its customers seek economic ways to comply with tightening emissions regulations, including IMO 2020," says Pilot Chief Executive, Jonathan Cook. "The opportunity to work with such a strong global player like GAC is a very exciting step forward for Pilot and the Galveston project."

As international regulators tighten emissions standards, the maritime industry is increasingly turning towards LNG as the marine fuel of choice due to its significantly lower emissions profile and cost competitiveness; however, additional LNG bunkering infrastructure is needed before widespread adoption can occur.

## Alternative fuels portfolio

GAC Bunker Fuels' Global Director Nicholas Browne adds: "This agreement with Pilot will allow us to grow our portfolio of alternative fuels, with LNG as the cleanest and most cost-effective way for shippers to meet compliance levels."

GAC Bunker Fuels is the world's only bunkering company with an integrated ISO 9001, 14001, and 45001 certification for bunker procurement that also covers LNG as a marine fuel. **GW**



# With Language in Mind

by Greg Newbold

**depredation**  
lavage, or robbery.

**depress** *v* 1 to sap the  
activity or strength of  
value or marketability of  
(something) down.

**depressant** *n* something  
depresses function or activity.

**depressed** *adj* 1 low in spirits; sad,  
from depression. 2 suffering from  
pression.

**depression** *n* 1 a mental disorder  
activity, difficulty in thinking and  
and *esp* by sadness or dejection. 2 a  
or mood; dejection. 3 a lowering of  
amount, force, etc. 4 a period of  
nomic activity marked by rising  
ployment. 5 a lowered or sunk  
hollow. 6 an atmospheric low.

**depressive** *adj* 1 tending to  
or liable to psycholog  
mebody w

**I**t can be hard to talk about our mental wellbeing or any mental issue we might be having. The language is tangled up in so many stigmas and assumptions. Indeed, we cannot even think about mental wellbeing without conjuring up images from movies, news reports and so forth. These images conceal more than they reveal about the reality of mental wellbeing.

Even to say or think that someone is 'suffering' from a 'mental illness' makes the issue harder to navigate. Mental wellbeing issues are common. There are people all around us dealing with stress, anxiety or fear and one of them looks back at you in the mirror every day. We need to start cutting the world and ourselves some slack regarding our own wellbeing and that of our colleagues.

#### Preferred language

Finding the right words to start a conversation or respond to a colleague means firstly stepping away from the many convenient labels that cling to mental health issues. Labelling a whole person with one single word shrinks them down to just this one aspect of them. Find useful guidance on the right words [here](#), [here](#) and [here](#).

#### Keeping perspective

It is normal to feel depressed when things don't work out. We can find ourselves getting teary-eyed without warning. We may find the thought of getting out of bed and going to work simply too hard to handle. Instead we want to pull the pillow back over our heads and not face the day. Those, at least, are my experiences.

My doctor reassured me that I am far from alone. Indeed, everyone goes through rough times in their lives and their mental health takes a jolt. To expect otherwise would be naïve.



Greg Newbold is a long-time communications consultant, trainer, and mentor to GAC managers and staff. He undergoes periodic treatment for depression.

## A pretty penny

**A healthy workplace is a productive workplace. It is also less expensive. Mental health issues cause big losses in global productivity. The World Health Organisation puts the annual cost to the global economy at USD1 trillion.**

#### Responding

Governments, private organisations and charities have recognised the critical need to improve workplace mental health. Online support services, training and information portals are becoming well distributed around the world [\[see separate story here\]](#) and their numbers are growing. Meanwhile, the subject of mental wellbeing is fast losing its Voldemort status. Global celebrities, artists, sports stars and politicians are speaking up about their private mental health journeys. It makes the ground easier for the rest of us to tread.

#### A private journey

Our mental wellbeing is our own business and that's entirely fair. But at the same time, we can and should recognise that all of us are sitting in the same mental boat. Life's daily challenges fall on us all, in different weights and at different times. But over the course of a lifetime, we all get a share. With this in mind, taking some time to find out more about how your workplace can become healthier would be time well spent. Sharing what you find with others would be brilliant. **GW**

# The Other Pandemic

**T**here's a malady affecting countless people and businesses around the world – but it's not the one that's been dominating the headlines since early 2020.

Globally, 264 million people suffer from depression, according to the World Health Organisation (WHO). That's more than the population of Brazil.

## Counting the cost

With nearly half the global population affected by some form of mental illness at some point in their lives, few can claim never to have struggled with their own mental wellbeing, or that of someone close to them.

Every year, it is estimated that the global economy takes a hit of USD 1 trillion as a result of lost productivity due to depression and anxiety.

## The good news

Traditionally, mental health was taboo. In some cultures, admitting to emotional or psychological struggles is still considered weak. And even when the issue is acknowledged, the response is not proportionate. Studies in 2010 and 2015 showed that, within the EU, work-related stress was of some or major concern in nearly 80% of establishments but fewer than a third had procedures in place to deal with it.

But there are encouraging signs that more and more companies are waking up to the need to look after the mental as well as physical wellbeing of their people. Many are taking action, either formally or informally, to provide a corporate culture that encourages people to speak up and seek help when they need it.

**It makes sound commercial sense – companies that promote mental wellbeing in the workplace see better performance and lower absenteeism in their staff. For every dollar invested in scaled up treatment for common mental disorders, there's a fourfold return in improved health and productivity.**





### Supporting our people

Patrik Halldén, GAC's Group Vice President – Human Resources, stresses the importance of a holistic approach to staff welfare to ensure that GAC remains resilient even in the toughest of times.

"We always say that our greatest asset is our people, so we should care for them, physically and mentally, to ensure that we continue to provide our customers worldwide with the high standard of service we are known for," he says. "We constantly work towards being in the forefront as an employer caring of the wellbeing of our people in a positive, creative and fun work environment."

With over 9,000 people in more than 50 countries, stretching across a wide range of cultures, there is no single 'one size fits all' policy covering mental wellbeing. Instead, individual companies are encouraged to tackle the subject in the most appropriate way for their people and culture.

### RUOK, mate?

Down under, people are being urged to speak up when they need help.

In 2019, GAC **Australia** took its HSSE Risk Management Plan to the next level with an Employee Assistance Programme available for all employees. It's a confidential counselling and support service, available around the clock, to help them deal with personal or work-related problems in a positive way.

In September 2020, the company took part in RUOK Day, a national initiative to encourage people to speak up and ask for help when struggling. Operations Manager Ray Poulish says: "I have been in the industry for 16+ years and I can honestly say I have never worked for a company that provides the amount of support to their staff as GAC Australia does."

Ray was inspired to create a poster to raise awareness and encourage people to seek help (see below).

### The Scandi way

Scandinavian culture traditionally focuses on life-work balance – something which is reflected in many laws and regulations. But the misconception persists that high performing employees are those that put in the longest hours without complaint.

"Those who perform best over the short and longer term are

those that are able to self-regulate, take responsibility for self-care, and have the insight to know that they work best after a break, with enough sleep and when happy with life," says GAC **Norway's** Deputy General Manager Alysha Pedersen.

"Those under stress may exhibit less cooperative behaviour, may make more mistakes, ask for help less, and provide poorer service to customers. That is why it's important to create an environment in which employees recognise they need to take the time necessary to recharge their batteries. Managers must lead by example by being open when they take some extra time or prioritise a private task, and giving positive feedback when employees do the same."

As part of its Corporate Social Responsibility policy and Human Resources practices, GAC Norway focuses on employee health and wellbeing. Steps taken include creating a culture of trust and flexibility, with regular surveys focusing on psychosocial matters, management workshops, flexible home office practices, a culture of trust and flexibility, sick leave follow-up and open dialogue with colleagues showing signs of stress.

### Different approaches

A less formal approach is taken in **Turkey**. General Manager Timur Makzume explains that in Turkish culture, such issues are 'kept under the rug', so people look out for one another in an informal, social way and raise the alarm with HR if there is a serious problem. Several cases of staff suffering with stress, depression and panic attacks have been successfully handled in this way.

GAC **Malaysia** also uses a soft focus that encourages members of the GAC family to look out for one another. Staff facing personal and professional problems have been offered counselling to help prevent stress spiralling out of control.

GAC **Dubai** organised a mental health camp last year which covered issues like managing stress, in parallel with physical aspects like free cholesterol checks. In recognition of the physical and mental benefits of exercise, the company opened a staff sports facility.

Meanwhile, at GAC **India** they're fighting isolation among staff working from home with virtual coffee meet-ups to help keep them engaged, connected and motivated. It's part of an ongoing initiative that features games, contests, quizzes and recipe-sharing at a time when the usual social interaction of the office is not an option. **GW**

**WHEN LIFE GETS BOGGY  
CALL A MATE TO HELP YA OUT!**





# Loosening the stiff upper lip

GAC UK puts the well into being



**M**ental health struggles can affect anyone, no matter how strong or successful they are, as GAC UK's QHSSE Manager Laura Grizzell knows from personal experience. When she was in her early twenties, a close friend was a high-flyer working for a big international company – and yet, the anxiety she suffered from was so severe she became borderline agoraphobic. Laura became her proxy shopper, and more, to help her overcome her anxiety.

That insight into the how fragile emotional balance can be led her to set up the company's nationwide Wellbeing campaign for staff in early 2019.

## More than PPE

"The way I see my job, health and safety is about much more than making sure people have the right protective equipment," says Laura.

The idea for a corporate initiative formed after discussing changes in UK health & safety law to cover mental as well as physical wellbeing with HR colleagues.

She drew up plans for staff throughout the company to meet regularly to discuss and implement better ways to improve staff mental health, which MD Herman Jorgensen approved.

The Teams app is used for live quizzes, group discussions, group exercises, online polls and photo postings. Employees are encouraged to use the **5 Ways To Wellbeing**.

01



### CONNECT

with people around you. With family, friends, colleagues and neighbours. Think of these as the cornerstones of your life and invest time in developing them. Building connections will support and enrich you every day.

02



### BE ACTIVE

Go for a walk or run. Step outside, cycle, play a game, garden, dance. A little physical exercise that suits your level of mobility.

03



### TAKE NOTICE

Be curious. Catch sight of the beautiful. Remark on the unusual. Savour the moment whether you are eating lunch or talking to friends, family or colleagues. Reflection on experiences will help you appreciate what matters to you.

04



### KEEP LEARNING

Try something new. Rediscover an old interest or hobby. Set a challenge you will enjoy achieving. Learning new things will make you more confident, as well as being fun.

05



### GIVE

Do something nice for a friend or stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with people around you.



### Difficult conversations

There was initial resistance from some colleagues. Some claimed they didn't have time. Laura believes many people feel uncomfortable talking about what is seen as a taboo subject.

Workshops break down the stigma and offer guidance on such 'difficult conversations', including things to look out for, impact on performance and how to offer support when needed.

### Partners and support

By the end of 2019, when staff chose the charities they would support, they voted to work with mental health charities Mind (in England and Wales) and the Scottish Association for Mental Health (SAMH). These partnerships give GAC UK resources and help in supporting employees struggling with stress, anxiety, depression or bereavement.

GAC UK is the first agent to join the Maritime UK Diversity in Maritime programme's working group to promote Mental Health in Maritime.



### Prepared for pandemic

The GAC UK scheme was established and its support system set up by early 2020 – something Laura was glad of when it became clear COVID-19 would bring more challenges to people's equilibrium.

"We were in a strong position to help any colleagues struggling with anxiety, feelings of isolation and difficulty adapting to new working practices due to the pandemic," she says.

### Added benefits

By becoming a leader in staff wellbeing in the sectors it serves, the company attracts a high calibre of job applicants, driven as much by a positive corporate culture as they are by financial reward.

There is also a commercial benefit. Ever more tenders or customers want to know what companies do in terms of sustainability and support for their staff. GAC UK is able to demonstrate real action.

## Mental Health First Aiders

Throughout 2019 and 2020, seven GAC UK volunteers completed training with the St John's and St Andrew's Ambulance Services as Mental Health First Aiders (MHFAs). More are in the process.

MHFAs must be interested in people and good listeners. Empathy, emotional maturity and the ability to 'read' people are vital. Confidentiality is key. It is also important to accept they cannot solve other people's problems but are there to listen, encourage them to talk, and to point them in the right direction if they need further help.

One of qualified MHFAs is Assistant Fiscal Manager Arron Steel, who told us more about what it means to him.



Aaron Steel

### Why were you interested in becoming a MHFA?

I have seen a member of my family and close friends struggle with mental health issues over the years, so it is something I have always felt passionate about although I didn't know or understand an awful lot about it. When the company asked for volunteers to train as MHFAs, it was perfect opportunity to learn more and hopefully be able to help others through my understanding.

### What does it entail?

The role of a MHFA in the workplace is to act as a point of contact for people who are suffering mental health issues. We aim to provide support and guidance to our colleagues for their wellbeing.

### How has having MHFAs benefitted the company and your colleagues?

I feel that we have begun the process of breaking down the stigma attached to mental health and normalising people's feelings and emotions. I am pleased that GAC recognises the importance of this issue and is committed to offering guidance to staff, especially with the additional stress and uncertainty that the coronavirus pandemic has brought. **GW**

# Tackling mental health at sea



Mental health is a hot topic in shipping. Seafarers' welfare charity The Sailors' Society highlighted the suicide risk among ships' crews in its "Not on my watch" campaign, launched in 2019. Even before coronavirus, 25% of seafarers were already struggling with depression. COVID-19 simply piled on extra stress and uncertainty for around half a million seafarers.

GAC Training & Service Solutions (GTSS) has responded to growing concerns by including Mental Health and Wellbeing modules in bespoke Leadership, Safe Operations Training and Masters & Chief Engineers courses.

Much to the surprise of General Manager James O'Byrne and his team, the feedback was instant and positive:

"We wrongly assumed this would be met by seafarers with resistance and an unwillingness to discuss," says James. "If allowed, we believe we could double the time allocated on this topic, such is the engagement." **GW**

**"It will be good to share and exchange the knowledge I have gained with my crew. I would appreciate if this module was even longer."**

**"This H&W module is beneficial to all on this week's training course, especially when applied to our jobs at sea afterwards".**

**"This topic is not discussed enough onboard our vessels, so it was important to have the time to discuss now as a group".**

## Finding Support



All over the world, there are organisations that can help you and your workforce deal with mental health issues and find ways to thrive in difficult times. We are helped by having a growing list of celebrities, sports stars and politicians being open about their mental health struggles. It makes it easier to start a conversation about this sensitive topic.

At the global level there is the World Health Organisation: [https://www.who.int/mental\\_health/in\\_the\\_workplace/en/](https://www.who.int/mental_health/in_the_workplace/en/)

In the UK, there is England & Wales' leading mental health charity, Mind, as well as the Scottish Association for Mental Health (SAMH). Access resources at [www.mind.org.uk](http://www.mind.org.uk) and [www.samh.org.uk](http://www.samh.org.uk)

The Workplace Mental Health Institute delivers mental health training to medium and large- organisations across the US, Canada, UK and Australia: <https://www.thewmhi.com>

Beyond Blue was founded by former Australian political leader Jeff Kennett. He was among the first public figures anywhere in the world to acknowledge he suffered from depression. Beyond Blue is now chaired by former Australian Prime Minister Julia Gillard. <https://www.beyondblue.org.au>

### Other links

#### Canada

Mental Health Commission: <https://www.mentalhealthcommission.ca/English/what-we-do/workplace>

#### USA

Centers for Disease Control: <https://www.cdc.gov/mentalhealth/>  
Mental Health America: <https://www.mhanational.org/workplace-wellness>

#### The EU

The European Commission: [https://ec.europa.eu/health/non\\_communicable\\_diseases/mental\\_health\\_en](https://ec.europa.eu/health/non_communicable_diseases/mental_health_en)

#### Singapore

Health Promotion Board: <https://www.hpb.gov.sg/workplace/workplace-programmes/mental-health-workplace-programmes>

#### The Philippines

Under the Philippine Mental Health Law (2018), employers are required to "develop appropriate policies and programs on mental health in the workplace designed to raise awareness on mental health issues, correct the stigma and discrimination associated with mental health conditions, identify and provide support for individuals at risk, and facilitate access of individuals with mental health conditions to treatment and psychosocial support."

CPPSWork is a major resource, support and training centre: <https://cpps.work/>

#### Sri Lanka

National Institute of Mental Health: [www.nimh.health.gov.lk/en](http://www.nimh.health.gov.lk/en)





Reset your mind

## Excellence certified



**N**eil McMaster, General Manager of GAC Dubai Contract Logistics (right), receives the Certificate of HSE Excellence from Ramesh Narayanan, OHSE Manager of the Dubai South Free Zone. The certificate recognised the stringent COVID-19 preventive measures implemented at GAC warehouses over the past months.

Neil says: "This award acknowledges the robust business continuity plan that we implemented very early on to keep our employees safe and allowed our customers in essential sectors such as food, pharma and FMCG to maintain a regional hub out of Dubai." **GW**

## Vaccination event to protect our people

**S**ome dreaded it. Others took it in their stride. But in all, 40 GAC Philippines employees, their families and Executive Chairman Jake Cuerva braved the jab at the company's annual flu vaccination event, offered as part of its staff welfare benefits.

Stricter protocols were implemented to prevent the spread of COVID-19, with vaccinations given in batches of 5 and everybody wearing protective gear such as masks and face shields. **GW**



# Flip it!

## Inventive solution for a big challenge

**W**hat do you do when you've got a big load designed to stand upright in the water but needs to be towed on its side to get to dry dock? You look at the problem from a different angle – a 70° angle in the case of a 1.7MW tidal turbine generator that came into Leith for repairs and maintenance.

That's what renewable energy company Magallanes Renovables had to do to get their ATIR turbine from Orkney to the Dales Marine Services drydock in Leith. The maximum draft at the port is 9.15 metres whilst the ATIR sits about 10 metres beneath the vessel's keel. So even removing the blades and the casing which holds them was not enough to allow an upright entry into the port.

The structure was tipped using ten airbags to an angle of 70° to reduce the draft by 15 metres. The 'Wave Spirit', GAC's support boat usually employed for Braefoot Bay mooring operations, helped a Leask Marine multicat hold the platform in place whilst clump weights and mooring bouys were added. Then GAC UK's Leith team took charge of the tow, staying below the maximum speed of 3 knots to keep the platform on its side.

One of the River Forth's anchorages was closed to other traffic during the move. The entire operation had to be carried out with social distancing due to COVID-19, so the 'Wave Spirit' had to make two runs instead of one.

The GAC team also had to find somewhere for drop-offs and pick-ups without incurring port charges for each 3-4 minute call. They solved that problem by using a pontoon at the Royal Forth Yacht club at Granton, bringing the time needed for both runs down to just over three hours.



### Planning and coincidence

As the mooring operation finished at the end of a long day, the RAF Red Arrows display team made a flypast overhead.

Colin McPhee, GAC UK's Regional Manager for Central Scotland, says that although the aerial display was a happy coincidence, everything else was the result of careful planning and execution – especially as it was the first time such a manoeuvre had been performed at Leith.

Dales had overall responsibility for the horizontal tow, but they asked for GAC's help as the local barge experts. Planning involved a lot of "What ifs?", and "How do we?" scenarios, with the GAC team proactively identifying issues and coming up with solutions. Then came the organisation, putting the method into practice, ordering port services and taking care of everything in consultation with all parties to ensure a smooth and safe operation.

Once the turbine was safely at the layby berth, another move had to be made to get the ATIR to the dry dock – again involving much planning, method-testing, problem solving, and coordination.

"It was an all-round great team performance from all involved, including our supply chain partners, Leith Harbour and the associated services located there who delivered a first-class service in bucketloads and went above and beyond," says Colin. "Lots of people made this happen and I would like to thank them all personally for delivering the asset to the dry dock with the various challenges that we overcame."

### Understanding the issue

Mario Iglesias, Magallanes Renovables' Managing Director, says that the special relationship with GAC and its team's understanding of the challenge resulted in a great result: "We are really very appreciative of the help, support and knowledge." **GW**





# International Moving in the spotlight

## BBC report features GAC relocation experts

**G**AC International Moving teams in the Middle East were busy throughout 2020, as a growing number of expats returned to their home countries due to the COVID-19 crisis. The BBC took a look at that trend in a report which strongly featured GAC's relocation specialist.

Dubai-based International Moving Manager Shawn Woods was approached by the British broadcaster's Middle East correspondent Sameer Hashmi seeking permission to shoot footage at our GAC International Moving's warehouse in Al Quoz. Sameer had become aware of GAC's relocation services through its growing online presence and its packing box playhouse initiative which went viral on Instagram earlier in the year.

Shawn welcomed the BBC crew to the warehouse, taking all the necessary measures to ensure security, confidentiality and social distancing, and contributed some of the company's photos and videos to give a glimpse of what goes on behind the scenes.

"Although the BBC story was not about the happiest of topics, it is reflection of the reality in the UAE since the COVID-19 pandemic took hold," he says. "It is rewarding to know that we can offer professional, personalised support for those who make the difficult decision to leave due to circumstances beyond their control." **GW**



## Certified!

**C**ustoms clearance and compliance are an integral part of any secure supply chain. In addition to its freight forwarding services, GAC North America's Customs Brokerage Department - led by Luisa Holloway (pictured) - is now CTPAT (Customs-Trade Partnership Against Terrorism) certified.

The benefits to our customers include reduced number of CBP examinations, front of line inspections, business resumption priority following a natural disaster or terrorist attack and shorter waiting times at borders. **GW**

Find out how GAC North America can assist with your imports by contacting them at [gems-imports.usa@gac.com](mailto:gems-imports.usa@gac.com)



## Appointments



Ian Boyd



Thomas Okbo



Ravindu Rodrigo

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