



# GAC Norway Cruise Services



Delivering your strategy.

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# Global Snapshot





# Your Partner that Delivers Value for Growth

- Dedicated to delivering all your shipping, logistics and marine services needs globally since 1956
- Emphasising world-class performance, a long term approach, innovation, ethics and a strong human touch, GAC delivers a flexible and value-adding portfolio to help you achieve business growth
- GAC's brand promise "Delivering your strategy." pledges to put our customers' ambitions and strategic targets at the heart of everything we do

**>300**  
offices

**>50**  
countries

**>9,000**  
dedicated professionals





# Worldwide Network

## Americas

- Bahamas
- Brazil
- Guyana
- Panama
- Trinidad & Tobago
- Uruguay
- USA
- Venezuela

## Africa

- Angola
- Benin
- Egypt
- Ghana
- Ivory Coast
- Kenya
- Namibia
- Nigeria
- Senegal
- South Africa
- Tanzania
- Togo

## Europe

- Belgium
- Cyprus
- Denmark
- Finland
- Germany
- Gibraltar
- Greece
- Ireland
- Netherlands
- Norway
- Poland
- Russia
- Sweden
- Turkey
- United Kingdom

## Asia Pacific & Indian Subcontinent

- Australia
- China
- Hong Kong
- India
- Indonesia
- Japan
- Pakistan
- South Korea
- Sri Lanka
- Malaysia
- Philippines
- Singapore
- Taiwan
- Thailand

## Middle East

- Abu Dhabi
- Bahrain
- Dubai
- Fujairah
- Iraq
- Jordan
- Kuwait
- Lebanon
- Oman
- Qatar
- Ras Al Khaimah
- Saudi Arabia
- Sharjah
- Yemen



## Marine (M)

- Abu Dhabi
- Kazakhstan
- Turkmenistan

Headquartered in Dubai, with regional offices in Rotterdam, Houston, Dubai and Singapore

Note: The ability to undertake work in relation to these territories is based on the applicable sanctions as at the date of the request received.

# Digital GAC



- In-house technical competence to integrate with the fast-growing digital world
- Modern operational applications to support GAC core businesses such as freight, ship agency, warehousing etc.
- Possibility to quickly adapt to changes or unique demands
- GAC digital platforms focus on:
  - Making decisions based on facts
  - Easy to connect to our customers
  - Share data with our peers in the ecosystem
  - Collecting and analysing sensor data
  - Well maintained IT-systems



Effective, customised  
proprietary IT systems to  
meet customers' requirements

# Leverage Our Edge to Deliver Your Strategy



## We're global

- A comprehensive network that combines worldwide experience and resources with strong local contacts and expertise

## We're integrated

- Full range of integrated shipping, logistics and marine services that can be customized to meet specific needs

## We're respected

- Over 60 years of proven track record, often in highly challenging environment. Trusted partner to many industry leaders across diverse markets

## We care and we deliver

- Performance focused in delivering the highest quality standards
- Doing the right thing: policies and compliance in business ethics, HSSE, quality and transparency



# Judged & Won

Industry accolades received in 2018-2019



Award	Winning Category
Logistics Middle East Award 2018	FMCG Supply Chain of the Year
ShipTek Maritime Awards 2018	Best Ship Agency Award
The Maritime Standard Awards 2018	Transportation & Logistics
Logistics & Transport Awards 2018	FMCG Logistics Provider of the Year
Lloyd's List South Asia, Middle East and Africa Awards 2018	Maritime Services Award
Logistics Middle East Awards 2019	Breakbulk Operator of the Year
ShipTek Maritime Awards 2019	ShipTek Best Ship Agency Award
The Maritime Standards Award 2019	Ship Agency of the Year





An aerial photograph of a Norwegian fjord. In the center, a large blue body of water is flanked by steep, green mountains. Two ferries are visible in the water. In the foreground, a small town with buildings and a church is nestled in a valley. The sky is blue with some clouds. A semi-transparent dark rectangle is overlaid on the upper part of the image, containing the text 'GAC Norway' in yellow.

# GAC Norway

# GAC Norway



- In 2007, GAC acquired Ole R. Olsen AS (ORO), Norway's oldest ship agency (est. 1835), to form GAC Norway
- GAC Norway AS is the leading provider of integrated agency and logistics in the North Sea and Barents Sea
- ISO45001:2018 quality assured
- Strategic network of offices along the Norwegian coast from Oslo to Kirkenes, serving more than 3,500 port calls annually and moving 16,000 shipments
- 90+ highly specialised staff and a strong network of approved suppliers
- NOK 1 billion in annual turnover

# The GAC Advantage



- Full cruise support solution with wide range of specialised support services
- Local expertise and in-depth knowledge of the unique complexities of cruise operations
- Customised services and support ensuring seamless co-ordination and efficient management
- Established working relationships with local authorities in the cruise industry
- Focus on operational planning and efficiency
- Itinerary advice and guidance





# Your Local Support Network

## GAC Offices

- Oslo
- Fredrikstad
- Slagen (Rafnes)
- Stavanger
- Haugesund (Kårstø)
- Bergen
- Mongstad
- Kristiansund
- Hammerfest
- Tromsø
- Florø
- Bømlo
- GAC-PPS Spitsbergen
- GAC-HSS Kirkenes

## Covered by GAC

- Rafnes
- Kristiansand
- Sture
- Årdal
- Ålesund
- Nyhamna
- Averøya
- Stjørdal
- Brønnøysund
- Bodø
- Tjeldbergodden
- Sandnessjøen

## Covered by network

- Honningsvåg (NGT)
- Harstad (Kristian Holst)



GAC Norway has served over 12,000 tanker and offshore ships in more than 100 ports around Norway's 25,000 kilometre coast line in the last 5 years

# Your Scandinavian Support Network

Our network combines in-depth local expertise with the global resources of the GAC Group to deliver services that extend far beyond standard ship agency support

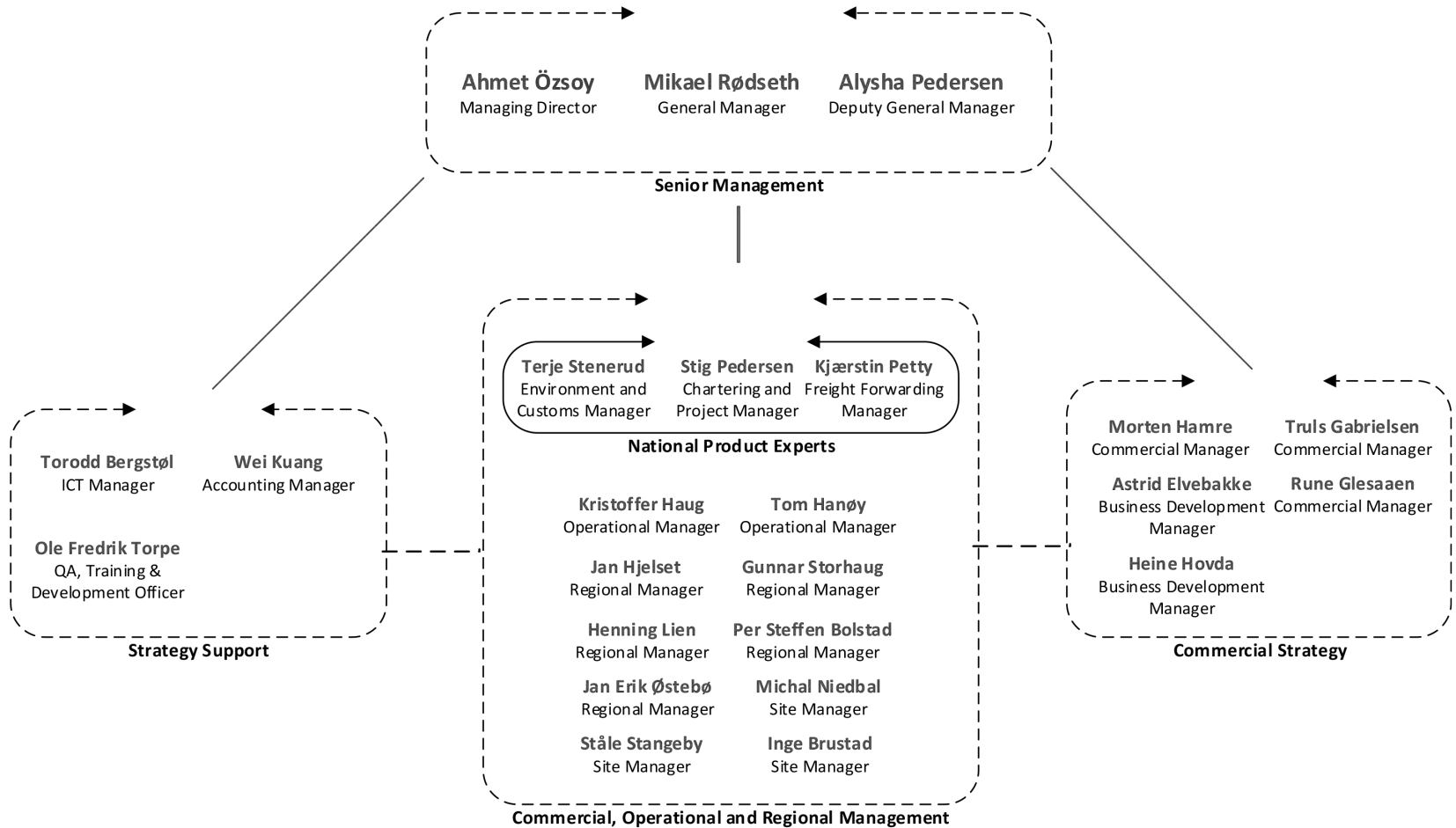
## GAC Offices in Scandinavia

- Norway x 14
- Sweden x 5
- Denmark x 3
- Finland x 5



Robust regional network with best in class Scandinavian cruise agency

# GAC Norway



# Client Portfolio



SAGA



SEABOURN<sup>®</sup>



Holland America Line<sup>®</sup>



NCL  
NORWEGIAN  
CRUISE LINE<sup>®</sup>

Regent  
SEVEN SEAS CRUISES<sup>®</sup>



OCEANIA  
CRUISES



equinor



TOTAL



MAJESTIC INTERNATIONAL CRUISES

SHEARWATER

NESTE OIL



BG GROUP



DJN Jan De Nul  
GROUP



preem



NORIENT  
PRODUCT POOL

ConocoPhillips



Rolls-Royce



GAZPROM

GDF SUEZ



TEEKAY CORPORATION



Eni Saipem



CGG VERITAS



McDERMOTT



FUGRO



HAVILA



VIKING SUPPLY SHIPS AS  
SHIP OWNERS



CANYON  
A HELIX ENERGY SOLUTIONS COMPANY



TechnipFMC



Polarcus<sup>®</sup>



# Shipping



# Ship Agency



## Leadership

- One of the leading ship's agency in the North Sea
- More than 3,500 port calls handled every year

## Wherever you go

- Coverage at all important Norwegian cruise destinations

## The best people and systems

- Specialised staff with a 'can do' attitude 24/7
- Customised IT solutions
- Best-in-class supplier management
- Compliant with industry requirements in both QA and HSSE

## Any or all services

- Port clearance, bunkering, NOx reporting, customs formalities
- Crew change experts, husbandry services, medical assistance
- Integrated ship's spares logistics with bonded storage all along the Norwegian coast
- Procurement of most all services and products at competitive rates



# Shipping Related Services

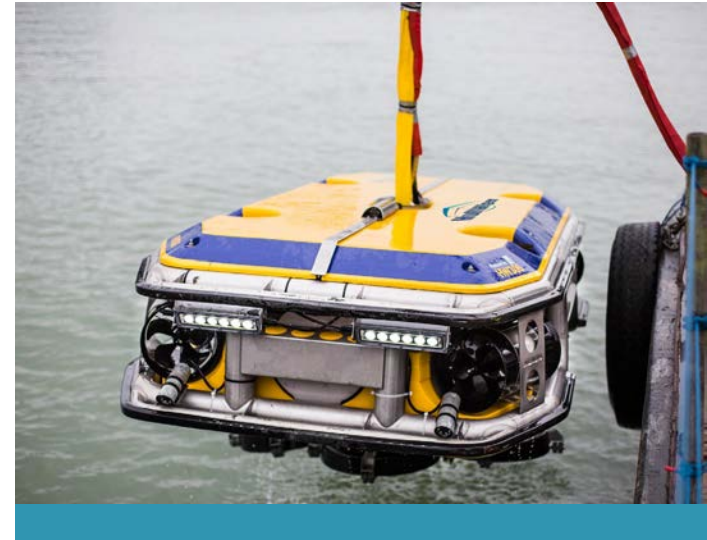


## Protection & Indemnity (P&I) correspondents

- Act as correspondents for all 13 of the International Group Clubs: 24/7 incidents / claims handling, plus support for surveys, damage assessments and legal advice

## Weather Solutions

- Strategic alliance with the Swedish Meteorological & Hydrological Institute (SMHI) delivering weather performance solutions for safe and efficient navigation



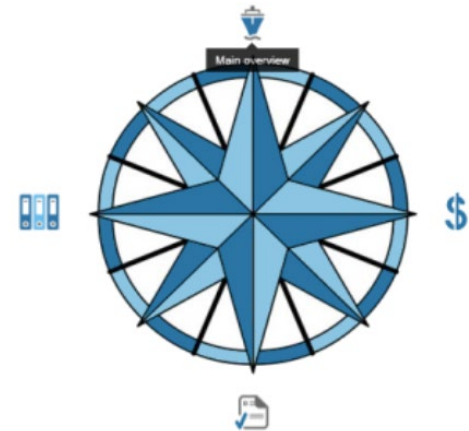
HullWiper delivers award-winning, cost effective and environmentally friendly hull cleaning technology

# AN Cruise Service Desk



AN-Desk is GAC Norway's tailor-made hub agency software package. It enables our cruise hub in Stavanger to manage multiple port calls in any location at any time

- Single point of contact for all operations
- Well suited for the unique requirements of the cruise industry
- Easy communication 24/7 between owners, agent and partners
- Reduce overhead costs through streamlined administration and centralized accounting
- Round the clock access to updated port call information and cost overview



# Bunker Fuels



- Proven track record of over 25 years in delivering reliable bunker supplies in major ports and obscure locations worldwide
- ISO 9001:2015 and ISO 14001:2015 certified for bunker and lubricant trading and brokerage, designed to mitigate major risks that customers face when procuring bunkers
- Help customers reduce overall bunker expenditure through using strictly vetted suppliers from robust supplier programme, real-time job performance monitoring and customised bunker price assessments
- 12 offices strategically located in bunkering hubs, with access to the group's global network for full operational support anywhere

Saving you money  
on your bunker fuel  
and marine lubricant  
procurement around  
the world





# Logistics

# Freight Services



## Focus on the cruise industry

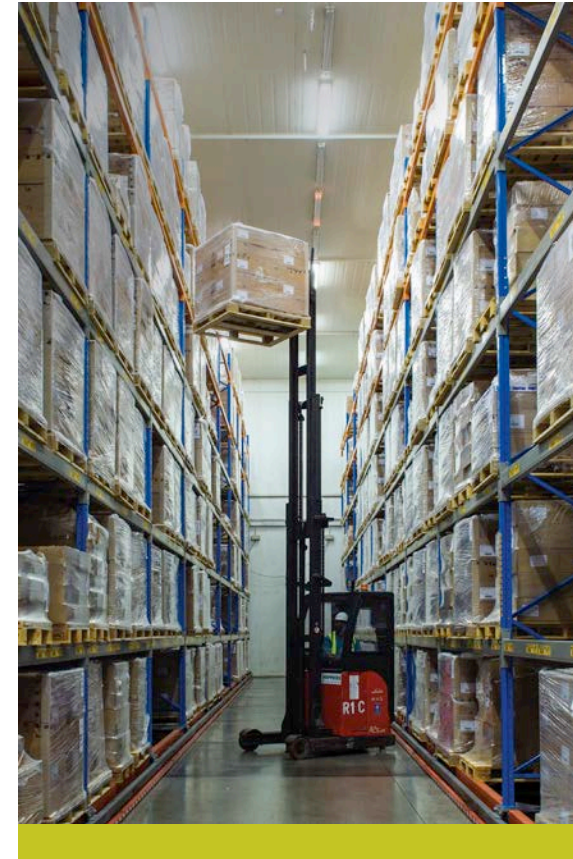
- Warehousing all along the Norwegian coast and worldwide
- Compliance with industry requirements (ISO, TRACE, Achilles, HSSE)
- 24/7 service and tracking from origin to destination

## Sea freight

- Economical sea freight to worldwide locations
- Compliant with US Customs' Automated Manifest Systems (AMS) and Registered member with the US Federal Maritime Commission

## Air freight

- IATA agents
- Consolidation and charter services
- Door-to-door services



# Ship Spares Logistics



- Specialised door-to-deck delivery service for ship spares and marine parts, via the most expedient route
- Fast, dependable and efficient, our seamless, single-source service can consolidate, ship, clear, track and deliver vital parts globally
- Automated, web-based IT system supported by 24/7 call centre
- GML consolidation centres in key countries



Time definite door-to-deck  
delivery of ship spares that  
saves time and money



**Our Commitment**



# Passionately Ethical & Compliant



- Formalised approach underpinned by GAC Code of Ethics and GAC Spirit
- Key policies:
  - Anti-Corruption & Bribery
  - Anti-Money Laundering
  - Sanctions
  - Health, Safety, Security & Environment (HSSE) etc
- Full compliance with anti-corruption regulations such as US Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act 2010

Committed to ensuring compliance, honesty and transparency in everything we do



# Strong HSSE Policy



- ISO 45001:2018 certified
- Good HSSE management is essential to the well-being of our employees, their families, customers and all GAC's stakeholders
- Our attitudes, actions, processes and equipment reflect our group-wide commitment
- Robust HSSE Management Systems prevent HSSE-related incidents and reduce their impact
- Continuous training and active feedback for improvement



Our commitment to HSSE is based on constant vigilance and attention to details

# GAC Spirit



- Two-way loyalty: staff to management, management to staff
- Commitment to quality service: going the extra mile
- Valuing people: the GAC family feeling
- Building of relationships with customers and suppliers through long-term commitment and face-to-face contact

## Where you'll find it:

- Our ethics
- GAC staff
- GAC customers
- GAC suppliers
- Wider GAC community and environment



# Quality Leadership



ISO 45001/2018 accredited  
Certificate no 276207-2018-AHSO-NOR-NA

2019: 93% satisfaction (target 94%)  
2018: 93% satisfaction (target 93%)  
2017: 93% satisfaction (target 92%)  
2016: 92% satisfaction (target 92%)  
2015: 91% satisfaction (target 90%)

## Customer focused

Customised KPIs and reporting



**The first agent in Norway to  
achieve DNV ISO accreditation**

# Thank you

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Delivering your strategy.