



GAC Hub Services (GHS)

We want you to experience world-class port call management solutions

GHS has been delivering Hub Agency solution comprising Ship Agency, Disbursement Account (D/A) Management, and Husbandry Services for over 20 years – a proven way to effectively organise and manage thousands of port calls around the world with reduced risks, a focus on business integrity and efficiency, full transparency, an integrated service portfolio and competent staff.

Reap the benefits of cost controls, efficiency, consistently high standards and value-added services through a single 24/7 contact point, web portal, invoice and bank account for funds transfer wherever you go. We have it all covered under one umbrella by our own network of agents, while offering the flexibility to engage other local ship agents if required.



Delivering your strategy.

Our services offer you convenience, speed, choice, operational efficiencies and sound financial returns, as well as help you cut risk, save time, minimise spend and reduce hassle – every time you call at a port.



Strong track record

Unlike other providers of port call management services, the GAC Group has a strong track record, having served the shipping industry for more than 60 years. Driven to deliver our customers’ strategy, we take ownership of our long-term organisational goals, including expanding our coverage into areas where our customers want us to be.

Integrated approach

Our integrated approach helps to minimise risks relating to data security and exploitation which are present in the use of separate service providers.

Cost savings

Depending on the location of trade, frequency, cargo and vessel type of your operations, you can expect to reap savings across seven different categories applicable to your operations, displayed to you

transparently through our spend category and Total Cost of Ownership model. We work with a network of agents to ensure best-in-class operations.

All about people

But our business is more than just generating direct savings for you – it’s about people and long-term relationships, and what we can achieve and share collectively. That is why we are bolstering our array of offerings - so that you can enjoy a multitude of services covering your entire port call management process with just one fee.

Types of cost savings for your port calls

- Authority rebates
- Cash flow savings
- Principle rebates
- Standard discount
- Cost correction
- Negotiated discounts
- Vendor rebates



Greater value

Unlike digital start-ups, singular ship agents and D/A managers which rely on third parties and their centralised teams for inputs, GHS draws upon our Group’s resources and data to provide an independent, efficient and secure service optimising value creation for our customers.

Maximise your return on investment with our suite of value-added services and features

Return on investment with GHS compared to a singular ship agent or D/A manager

↑ ↗ ↖

Low margin

		GHS	D/A manager	Ship agent
Primary	Ship agency	✓		✓
	Port D/A management	✓	✓	✓
	Port call (job) supervision	✓	✓	✓
	Disbursement analysis	✓		✓
	Accounting and finance	✓	✓	✓
	Data management	✓	✓	
Specialist	Supplier relationship management	✓		
	Procurement analytics	✓		
	Physical audits	✓		
	Compliance	✓	✓	
	QHSSE and sustainability	✓		
Infrastructure	Digitalisation and integration	✓	✓	
	Independent entity with reach	✓		
Integrated	Own offices, staff and training (GAC Corporate Academy)	✓		
	Bunkering	✓		
	Ship spares logistics	✓		
	Hull cleaning	✓		
Monitoring	LNG freight ops	✓		
	Independent - Big 4’s	✓		

Grow your business with our competitive advantages



Offices in Houston, Dubai and Singapore to meet your global and regional needs

Flat company structure

Customers can have direct dialogues with our decision makers for flexible and prompt service solutions and investment.

Compliance, ethics and safety

We continually invest in fostering a working culture focused on safety, compliance and ethics to ensure the delivery of quality services to our customers.

Extensive operational reach

Gain access to the finest and most sophisticated network of agents, operated and led by an independent company – us.

Data-driven performance

The performance of our supply chain team is driven by a critical mass of data points with

complete transparency and best-in-class data security.

Customer-centric business

We are in business to help your business thrive. That is why our investments are guided by our relationships with customers.

IT development

Our business processes and knowledge drive the development of IT products and solutions.

Innovation

Entrepreneurship has always been a part of the GAC Spirit. We see ourselves as innovators for new digital solutions and service concepts.

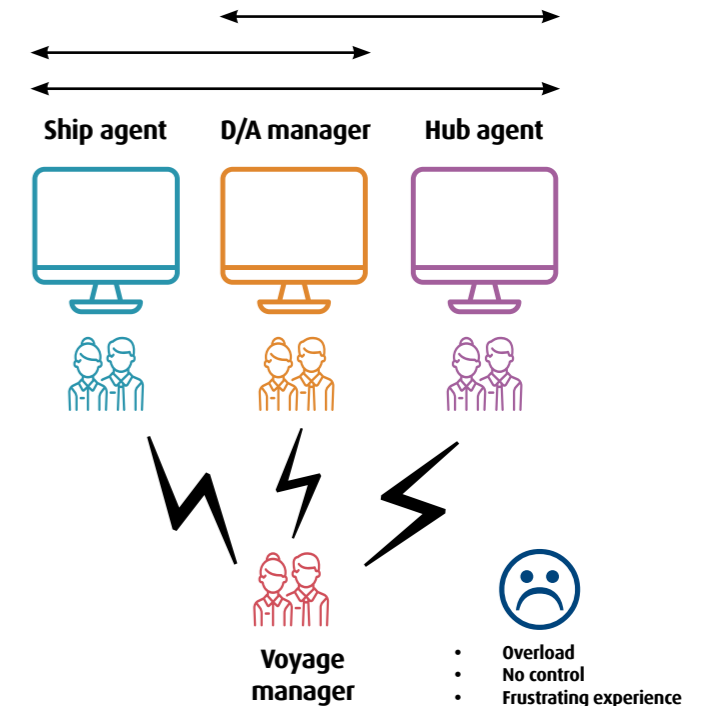


Investment in IT

Over the past few years, we have developed a new web portal with a suite of features tailored to the needs of owners, charterers, operators, freight analysts, and compliance, procurement and supply chain teams.

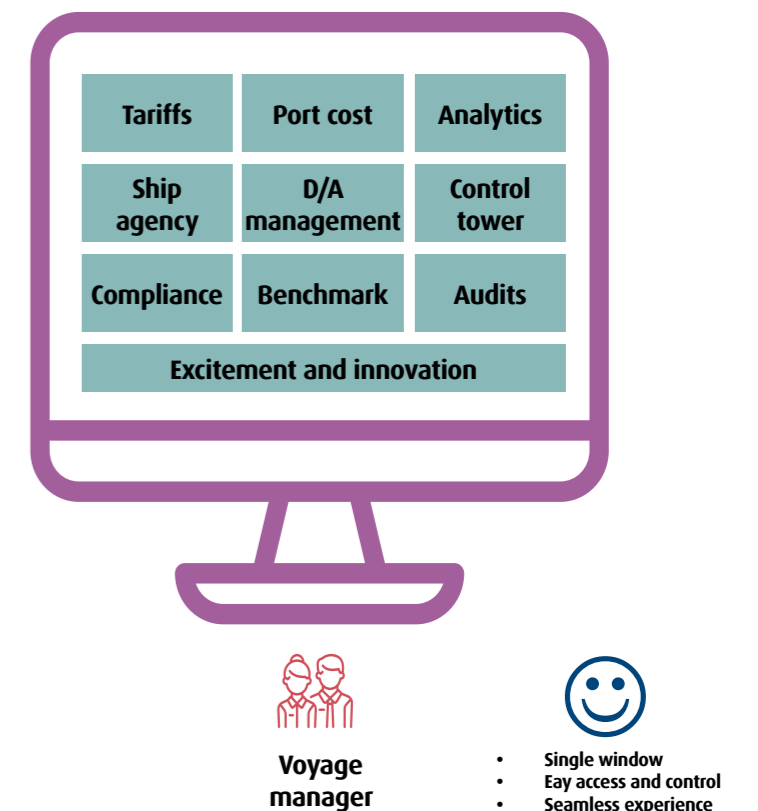
Fragmented approach

- Higher risks – no stakeholder to take responsibility for the full port call or voyage
- Several IT applications and systems with multiple data points; low data reliability
- Different sets of data standards and naming conventions
- Different company cultures and individuals involved in a single port call
- Multiple layers in a port call; lack of accountability
- More resources required to manage each process
- Less impactful stakeholder engagement; difficult to move the needle
- Weakest link limits the progress of achieving best practices
- Lack of performance benchmarks; can only measure certain steps of the port call



Holistic approach

- Reduced risks – GHS takes responsibility for the full port call or voyage
- One IT application to manage all features and operations; high data quality and reliability
- One set of data standards and naming conventions
- Commitment to resolve differences and build long-term partnerships
- Less resources needed to manage each process
- Impactful stakeholder engagement; needle can be moved easily
- Desire to progress, adopt best practices and fix weak links
- Ability to benchmark performances and the full port call process
- World-class services



Range of solutions to simplify and expedite the movement of your vessels through ports



Hub agency

GAC is a pioneer of the global hub agency concept. Since the 1990s, we have been helping our customers make the most of our hub agency service. The entire port call management process is simplified, focusing on saving time and money. We offer a single 24/7 contact point for operational, financial and accounting matters, and utilise our agency capabilities to offer top-down control of cost and service levels.

Key features:

- 40% – 60% savings on agency fees compared to market rates using GHS' network of agents
- D/A management services
- Streamlined finance and accounting: Statement of Accounts (SOAs), consolidated payments, foreign exchange (FX) rates, etc
- Vendor management programmes: physical audits, compliance and training
- Cost optimisation and vendor rebates
- Access to other GAC Group services e.g. GAC Bunker Fuels, GAC Marine Logistics
- Flexible, customised solutions
- Single point-of-contact that acts as key account manager
- 24/7/365 central operations team
- Dedicated support team and e-mail
- Compliance policies and procedures: QHSE, fraud prevention, anti-corruption and bribery
- Commitment to data privacy and security



D/A management

Say goodbye to time-consuming routine tasks to focus on revenue generation by entrusting the checking and validation of your port disbursement accounts to us.

We act as your advocate for tighter cost control, with our experienced operations managers actively negotiating proforma and disbursement accounts on your behalf. You can take advantage of this service without making any changes to your existing agency list – it's offered on a neutral basis. Regardless of who is handling the port call – your own agent, one nominated by charterers, or GAC – we check your disbursement accounts with the same meticulous attention to detail.

Key features:

- Simplified payment procedures through a single account
- Streamlined SOAs and FX rates that reduce costs
- Web portal with port cost estimates
- Vendor management programmes: physical audits, compliance, training
- Compliance policies and procedures: QHSE, fraud prevention, anti-corruption and bribery
- Single point-of-contact that acts as key account manager
- 24/7/365 central operations team
- Dedicated support team and e-mail
- Commitment to data privacy and security



The world is yours

Mix and match our range of services to suit your needs, including specialised service requirements such as compliance and Know Your Customer (KYC) screening for vendors in various ports around the world.



Husbandry services

You can rely on us to look after your interests and work our local knowledge and connections to take care of your crew and deliver fuel, spares and provisions on time and on budget. And all through a single contact and billed on a single invoice at standard rates for optimum efficiency. We work with a Pay-as-you-go tariff system, with fixed fees for services such as crew changes and medical fees.

Key features:

- Access to GHS' network of agents
- 24/7/365 central operations team to provide continuous cover and assistance
- Crew handling: meet & greet, hotel bookings, shore passes, travel arrangements, etc.
- Cash to Master
- Spares clearance and delivery
- Supplies of bunker fuels, lubricants, and chemicals
- Provisions and fresh water
- Inward / outward clearance of ships
- Liaison with local authorities and communications assistance
- Comprehensive support for dry-docking and repair supervision
- Port D/A management process
- Simplified payment procedures and consolidated payments through a single account
- Streamlined SOAs and FX rates that reduce costs
- Web portal with port cost estimates
- Vendor management programmes: physical audits, compliance, training
- Compliance policies and procedures: QHSE, fraud prevention, anti-corruption and bribery
- Single point of contact that acts as key account manager
- Commitment to data privacy and security



Agency on Demand (AOD)

Enjoy peace of mind with GAC as your single trusted global agent with our specialised AOD service. It offers the reach of the GHS' global network through a single contact point for all spot appointments, with the simplicity of one bank account for all payments.

Key features:

- Agents approved as per GAC's "License to Operate" procedures
- Primarily for requests in non-GAC office locations
- Simplified payments procedures through a single account
- Informal and flexible approach with no service agreements or commitment (standard terms and conditions apply)

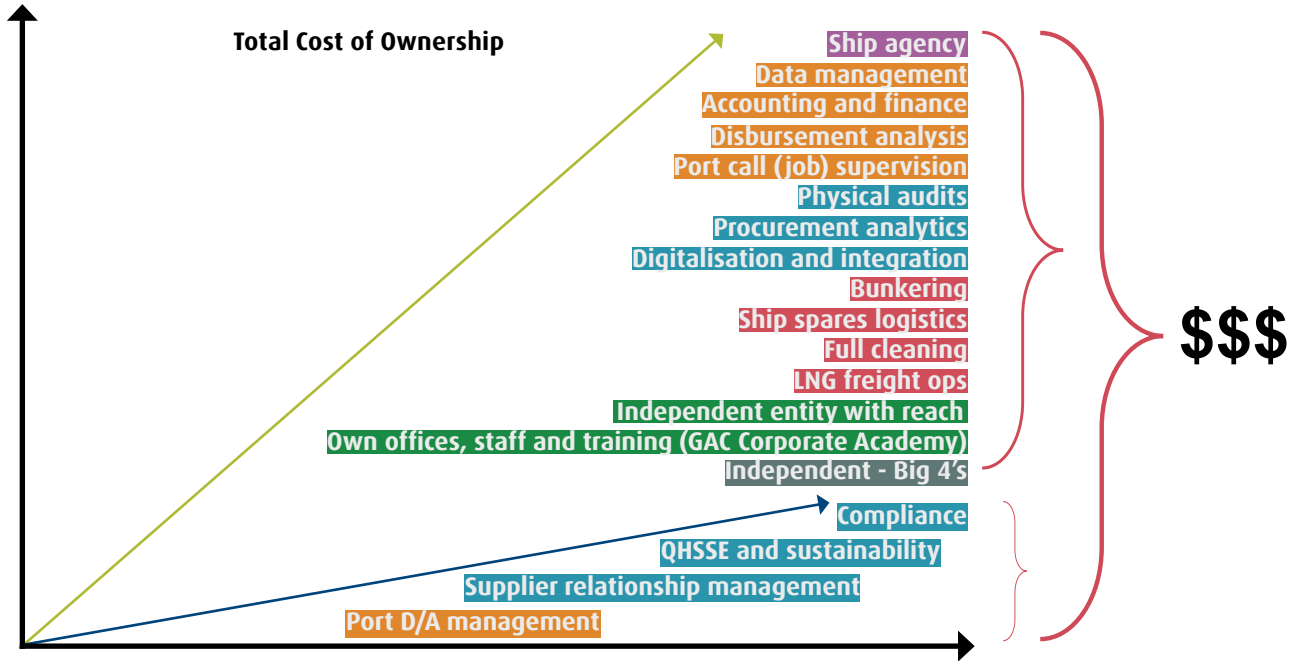


Safeguarding your interests

Whichever GHS service you use, we protect your interests at ports worldwide and take care of all your vessels' needs to provide operational efficiencies and sound financial returns.



Peace of mind with optimised port calls and vessel operations



About GHS

GHS boasts an extensive operational reach, working with GAC's network of agencies and over 100 independent ones to address the regional and global needs of ship owners, charterers and management companies.

We have over 110 staff across three offices in Dubai (headquarters), Houston and Singapore which enable us to efficiently:

- Maintain a regional presence to be where our key customers and their operations are at
- Monitor operations 24/7/365
- Conduct physical audits of agents, drive good behaviours and address risks
- Benchmark our efforts against the market, apply best practices and unlock savings for customers

GAC Hub Services

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GHS Vision

To be the most in-demand and successful online hub agency provider for commercial and husbandry port calls in the world by bringing integrity and efficiency to every single port call.

GHS Value Statement

We are a team of subject matter experts dedicating to solving port call challenges through collaboration and teamwork while ensuring that we conduct our business with honesty, fairness, and uncompromising integrity. We help our customers cut risks, minimise costs, save time, reduce inconveniences and provide innovation.



Quality standards

Our services are ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 management system TRACE and Achilles certified, so you can be assured of quality and professional services wherever you go.

