



- ▶ Foreign Agencies Training
- ▶ New investment will increase Marport's capacity by 30 percent and reach 2.400.000 TEU
 - ▶ Arkas orders 4 next-generation eco-design vessels
 - ▶ Arkas Line expand its West Africa Service by adding M/V Gisele A
 - ▶ Arkas Hellas' "Customer Experience" training
 - ▶ New: Arlogic Ukraine offers Airfreight

CONTENT

04 COMPASS

- Foreign Agencies Training

06 DECK

- New investment will increase Marport's capacity by 30 percent and reach 2.400.000 TEU
- Arkas orders 4 next-generation eco-design vessels

08 ROUTE

- Arkas Egypt's office in Cairo moves to a more accessible location
- Arkas Line expands its West Africa Service by adding M/V Gisele A
- Arkas Line increased its container fleet to 95.400 TEU

10 PERISCOPE

- Arkas Hellas' "Customer Experience" training

11 FROM US

- Arfor and Arkas Logistics attended the WCA 6th Worldwide Conference in Hong Kong

12 FROM US

- Arkas Spain wins the grand prize in the Valencia Logistics Sector's 2014 Traditional Paella Competition

13 TIME-OUT

- New: Arlogic Ukraine offers Airfreight
- A Fair Play tourney between companies

14 TIME-OUT

- A colorful day from Arkas Hellas Staff
- Arlogic Ukraine's Bowling Tournament

15 CAPTAIN'S LOGBOOK

- Ship whistle



"Logbook is waiting to hear from you"

If you have news to publish, please send it to us along with the photos to share on these pages.

No: 007
July 2014

Name of the Publication
Logbook

Publisher
Arkas Holding
represented
by Diane Arcas Aktaş

Editor-in-chief
N. Berna Kumaş Sipahi

Consultants
Bernard Arcas
Bahadır Osman
Merih Çağlar
Richard Pariente
Stefano Petrini

Photograph Editor
Alp Tulunay

Contact
Bahadır Osman
bahadir.osman@arkas.com.tr

Fabienne Filippucci
fabienne.filippucci@arkas.com.tr

Printed
Oral Etiket Baskı Ambalaj
San. ve Tic. Ltd. Şti.
Aydınlı Caddesi No: 16/a
İşikkent - İzmir, Turkey
Tel: (+90 232) 436 26 36
Print Date: July 2014

Headquarters
Liman Caddesi Arkas Binası
No:38 Alsancak 35230 İzmir,
Turkey
Tel: (+90 232) 477 77 77
Fax: (+90 232) 463 60 28



Greetings,

We coalesce and integrate further with the ideas developed, decisions made, information shared and progress achieved with each passing day.

Important steps and investments continue in all parts of our Company. The best example of this is Marport. Through infrastructure and equipment investments on a 64,000-square metres site, within the scope of the Marport Extension Project, the annual container handling capacity will be boosted by 30 per cent, to 2.4 million TEU. We are also one of the stakeholders of the Terminal Del Golfo harbor in La Spezia - Italy, which indicates the extent of Arkas' growth and globalization.

The Arkas Marine Fleet continues to grow. With the addition of Gisele A in April, the number of vessels in our fleet rose to 34. Gisele A, and its sister vessel Kemal A, are now the largest in our fleet. The vessels were launched in late May and early June, setting course for Western Africa, where our business capacity grows day by day.

Our Africa enterprise stands as evidence that we successfully predict the emerging markets in the world as a result of our visionary perspective and professional market research. We will remain on course with this spirit and strategy.

As a rapidly growing company, our new agencies and offices, as well as the values and the workforce to implement Arkas' understanding of service on the global matrix, are of utmost importance. For this reason, we continue the Arkas Academy trainings to reinforce Arkas' understanding and transfer of knowledge without interruption. A total of 33 people, including our employees from the Mediterranean and Black Sea regions, have completed the training in Arkas Holding's headquarters and Arkas Academy Sasalı Operation Center. Through these trainings we aim to popularize our institutional culture on an international scale, to share more than a century of experience to boost work efficiency, to instil a sense of belonging in our employees in order to create synergies

and to demonstrate that we grow together as a family.

By adapting to technological developments and changes, we develop new in-house systems and applications. Each fair, seminar and training we attend allows us to reinforce and develop our knowledge and to share in global practices. Our Arfor/Arlogic stand in the 6th WCA Worldwide Conference in Hong Kong this year hosted and brought us together with many participants from around the world. We held over 200 meetings and gained invaluable knowledge on different opinions, concepts and practices.

Arkas has set its course towards advancing as an international company and a sector leader through its understanding of service and investment. We will sail together on this course and achieve even greater deeds. I'd like to thank each and every one of you for all your efforts.

*Sincerely,
Bernard Arcas*



Black Sea and Mediterranean agencies ▲

Foreign Agencies Training

Arkas Academy's first agency training program of 2014 took place in İzmir between the 22nd and 25th of May.

This year, for the first time, the programme was organized for the employees of both Black Sea and Mediterranean agencies. With the attendance of 32 participants from Italy, Russia, Greece, Morocco, Ukraine, Lebanon, Romania, Bulgaria, Georgia, Spain and Algeria the programme had a global atmosphere.

The programme consisted of 5 trainings in total, giving the participants the opportunity

to learn from the experience of the trainers and share invaluable information with their colleagues from Arkas foreign branches.

The first day started with the Agency Basics training given by Arkas' Far East Joint Venture Coordinator Çiçek Boydaş. Ms Boydaş imparted knowledge on Arkas' history and corporate culture as well as general information regarding agency concepts such as Commercial

Transportation, Container Transportation and Integrated Transportation. Following the lunch break, participants attended the Sales and Marketing training given by Galip Soykan who works as the Forwarder Relations Manager. Mr Soykan mentioned internal and external customer relations, sales and marketing process and the participants contributed to the training by sharing their experiences. At the end of the day all the participants, trainers and





their colleagues from İzmir were invited to a cocktail party hosted by Arkas Academy on the 11th floor of Arkas Headquarters Building. Before the cocktail party, LA Wines and Kristal Oil organized wine tasting and olive oil tasting sessions for the programme attendees. The participants enjoyed exploring different wine and olive oil tastes. LA Wines presented Mon Rêve series and Kristal Oil presented different types of olive oil to the attendees. The tasting ended with great reviews from all the participants.

On the second day, the participants were invited to the Arkas Academy and Operations building where Consultant Piyer Kalomeni, Documentation Services

Managers Ferruh Peker and Güven Oğuz informed them on the documents used and issued during export and import processes and the points to be taken into consideration in the Documentation Training. The training was very effective and efficient for all the participants. The day ended with the dinner organised by Arkas Academy on the roof of Renaissance Hotel. The ambiance and the traditional food that was served at the party were very much enjoyed by everyone who attended the dinner. Vural Ocalı; Director of Risk Management, informed the participants about risk situations, real maritime accidents and precautions to be taken in the business processes of the Agencies to avoid future mishaps on the third day of the

trainings in Risk Management Program. The participants were able to evaluate the risks and share their experiences with their colleagues. On the final day of the programme, Disbursement Accounts (DA) training was given by the Disbursement Accounts Managers Levent Ateş Güner and Rezzak Göksel. The training gave the participants the opportunity to comprehend DA processes and the position of the DA unit within the Agency structure.

The programme was highly beneficial and enjoyed by all the participants as well as the trainers. It was considered not only as a successful learning experience but also a crucial aspect to learn about Arkas Corporate Culture.





New investment will increase Marport's capacity by 30 percent and reach 2.400.000 TEU

Arkas Holding founded Marport in Ambarlı in 2001 to meet Turkey's increasing need for investment in container terminals which are essential for imports and exports. Today Marport handles more cargo than any other privately owned container port in Turkey. The company has recently purchased the Ambarlı facilities owned by Limak Cimento S.A., which is located inside the Ambarlı Port Authority. This investment consists of 64,000 square metres of land as well as 40,000 square metres of landfill and piers. A project called the Marport Expansion and Modification Project will invest in infrastructure and equipment on this land which will increase Marport's annual container handling capacity by 30 percent taking the annual throughput capacity to a total of 2.4 million TEU.

After this investment is complete, the Marport Main and West terminals will be merged with the new area and will operate as a single terminal called Marport. The goal is to provide world-class service thanks to its equipment fleet, information systems infrastructure and handling capacity. The port provided service to 2,086 vessels in 2013 and handled 1.705.962 TEU. This volume represents 21 percent of Turkey's

import and export cargo and 34 percent of the import and export cargo that passes through the Marmara region. About 2.000 truckloads of goods enter and exit the port every day, making it the gateway for many products that you can see at home, at work and in shops, stores and shopping centres. A significant amount of the cargo arriving at Marport is transfer cargo. In particular, shipowners who operate large vessels prefer to transfer cargo to feeder vessels at Marport instead of sending their ships into the Black Sea. Since large vessels can easily berth at Marport, it has become a hub for cargo

destined for the Black Sea. Marport is able to operate the largest container vessels that come to Turkey which are 366 metres long and carry 14.000 TEU or more. Vessels around the world are getting longer and their capacity is increasing. Marport is investing to expand its services so it can be prepared to accommodate ultra large ships.

The company is also making plans to sign an agreement to invest in Terminal del Golfo, located in La Spezia, Italy. All of these facilities are proof of Arkas Holding's expertise in port operations.



▲ Left to right; Diane Arcas Aktaş, Lucien Arkas, Bernard Arkas



Arkas orders 4 next-generation eco-design vessels

Arkas has placed an order at Zheijiang Ouhua shipyard in China for 4 new, energy-efficient container vessels that will be added to its current fleet of 35 container vessels.

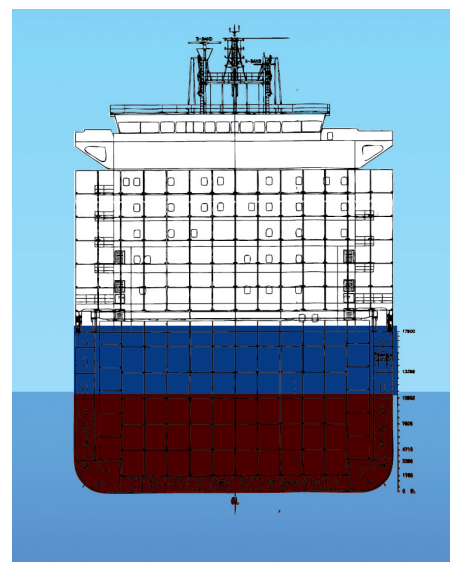
Arkas' 4 new vessels ordered at the Zheijiang Ouhua Shipbuilding Co., Ltd for delivery in 2016 and 2017 will be based on criteria such as affordability, workmanship and the use of a German design that complies with international principles. These new, next-generation eco-design vessels will be added to Arkas' current fleet of 35 container vessels and 5 bunker barges.

There are international principles of energy efficiency that must be followed in the global shipping sector. The engine specifications, hull design (propeller, bulb shape, rudder and rudder systems) and wide beam allow Arkas' new vessels to meet these criteria. Fitted with the MAN G-type engine, the vessels achieve

fuel savings of up to 25% over the previous generation thus minimizing the release of harmful emissions. The improvement in stability afforded by its broad hull increases load capacity while reducing the quantity of ballast water.

Specifications:

Nominal capacity	: 2,548 TEU
Capacity at 14 tons	: 2,300 TEU
DWT	: 37,000 tons
Length	: 186 metres
Breadth	: 35, 2 metres
Draught	: 11 metres
Reefer Plugs	: 400
Speed	: 18.3 knots
Cranes	: 3 x 45 tons
Consumption	: 42, 8 t/ day





▲ Bernard Arcas and Mohamed Mouselhy (from left 4th and 5th) and Arkas Managers

Arkas Egypt's office in Cairo moves to a more accessible location



Arkas Egypt, which provides agency services for Arkas Line and Marguisa Line, has moved its office in Cairo so it can be more easily reached by its customers. Their new office is closer to industrial areas and the airport, which will help Arkas Egypt to provide timely, on-site service.

They held an opening ceremony at their new office in Cairo. Arkas Egypt CEO and Director Mohamed Mouselhy hosted the opening event, which was attended by Arkas Holding Executive Vice President Bernard Arcas and other Arkas managers.

The new address is:
 27, El Hejaz St, Heliopolis, Cairo – Egypt
 Tel : 002 02 24558888 Fax : 002 02 24558887
 E-mail: arkas-egypt@arkas-egypt.com





▲ M/V Gisele A

Arkas Line expands its West Africa Service by adding M/V Gisele A

Arkas Line continues to upgrade its weekly West Africa Service by adding its new vessel M/V Gisele A. Henceforth it's going to replace one of the current vessels, M/V Bernard A. With this additional tonnage, The Arkas Marine Fleet increased its owned container vessels to 34 and raised the capacity to 50.344 TEU.

M/V Gisele A with a capacity of 2.764 TEU and 400 reefer plugs was delivered in Spain on April 2014. After the maintenance work was completed on the vessel, she docked at Marport.

Arkas Holding Chairman Lucien Arkas toured the vessel at the port with members of his family on Friday, May 9th to celebrate the new addition to the fleet. M/V Gisele A entered the service the 20th of May. Using the Valencia hub to/from West African ports Arkas Line links the Black Sea and Mediterranean ports in both directions with Algeciras.

The route is : *Tarragona / Valencia / Tangier / Algeciras / Dakar / Lagos (Apapa) / Bata / Malabo / Tema / Abidjan / Tarragona*



▲ Lucien Arkas and the vessel's crew

M/V Gisele A Specifications:

Length	: 207,87m
Breadth	: 32,24 m
Draft	: 16,80 m
Gross Ton	: 30,051
Container Capacity	: 2.764 Teu
Reefer plugs	: 400

Arkas Line increased its container fleet to 95.400 TEU

Arkas Line has purchased 9.000 TEU in order to expand and revitalize its fleet of containers. With this investment, Arkas Line's fleet increases to 95.400 TEU.

Arkas Line is investing in containers too. We have expanded the fleet of equipment by purchasing 4.000 x 20' standard containers and 2.500 x 40' high-cube containers. With this investment, Arkas Line's owned containers now stand at 95.400 TEU. This transportation capacity is equivalent to 95.400 x 20' trucks. Arkas Line's container fleet also includes a range of special equipment such as open top, flat rack, pallet-wide and reefer containers that can carry a wide variety of goods and products.





▲ From the left: Kostas Komaitis, Iliana Giannakopoulou, Irini Markopoulou, Konstantina Gkika, Tereza Theodoropoulou, Nicolaos Fragias, Dimitris Alexopoulos, Dimitris Kolovis, Christina Tsimpoukai, Theodore Vafiadis, George Nikopoulos, Manos Koufos and Kimon Konstas

Arkas Hellas’ “Customer Experience” training

Arkas Hellas organized a training named “Customer Experience” for its personnel

The Sales and Customer Service department personnel received approximately 12 hours of training (from 19/03 to 30/04) about “Customer Experience” at the Arkas Hellas Piraeus office. The attendees received training from the Training & Development Centre of Kariera. Gr and Nicolaos Fragias who has a twelve years of experience in this sector. At the end of the day the attendees learned how to improve the service they provide and how

to increase the customer satisfaction level.

13 participants had the opportunity to attend an extensive seminar, based on how to start the contact with a new customer and investigate his needs, the ways to handle his arguments and the after-service relationship with the client. In addition, the seminar, as a vehicle for a qualitative customer service, offered new techniques and methods in order

to ensure a strategic vision of the internal - external relations with the customer and leading to better results.

The participants had the chance to obtain and facilitate information for customer service process and stated their pleasure to join in such a program.





▲ Diane Arcas Aktaş , Arfor and Arkas Logistics team

Arfor and Arkas Logistics attended the WCA 6th Worldwide Conference in Hong Kong

WCA 6th Worldwide Conference held between 15-18 May in Hong Kong Asia World Expo venue in Hong Kong. Arfor and Arkas Logistics was the Silver Sponsor of the conferences. Arkas Holding Executive Vice President Ms Diane Arcas Aktaş and her team welcomed all the participants all long the conference at their stand.

WCA is the world's largest and most powerful grouping of independent freight forwarders, with 5.474 member offices in 761 cities and ports around the world. Nearly 2.200 attendees from all over the world attended over 20.000 one-on-one meetings and improved their business contacts.

Companies that attended the conference had a good opportunity to develop potential partnerships and expand their social networks. This is the reason why it is the biggest network event that is closely watched by freight forwarding companies around the world.

Arfor and Arkas Logistics attended to almost 200 meetings where they discussed business opportunities for Turkey, Black Sea and CIS regions with potential and existing partners.





Arkas Spain wins the grand prize in the Valencia Logistics Sector's 2014 Traditional Paella Competition

"Las Fallas", the most important festival in Valencia, was celebrated with great enthusiasm this year just like every year, spectacular events were held right across the city and were attended by visitors from all over the world.

Once again, the foremost of all these events was the Valencia Logistics Sector's "Traditional Paella Competition". The competition brought together all the employees of the Valencia logistics sector on March 7th for the 25th time and was as much a festival in its own right. This year, it was even more successful than in previous years, especially with the quarter-century celebrations. The event involved about 5.000 people from hundreds of establishments

operating in the logistics sector. Arkas Spain participated with all of its employees, and a string of wonderful activities. This year's event was truly unforgettable, thanks to an amazing live music performance from an Arkas container, which was converted into a stage for the occasion, and a 10-man percussion band, which brought everyone to fever pitch over the entire field. Arkas Spain, one of the biggest supporters of the 25th Traditional Paella Competition, once again succeeded in gaining the admiration and appreciation of all the participants and the organization committee this year.

Later in the day, paellas were cooked over a wood fire by traditional methods, under equal conditions and using the ingredients

supplied by the organization. The resulting mouth-watering delights were then presented to the jury one by one...

Arkas Spain employees, always one of the most ambitious teams in the competition, waited for the decision with bated breath and eyes agog. As the prizes were declared one by one, it was finally announced that the best paella of the day, getting the thumbs up from all the jurors, would be revealed. Upon hearing the name Arkas Spain, everyone went delirious with joy. The employees of Arkas Spain, the shining star of the Valencia Logistics Sector's most important event, carried on enjoying the day, chuffed and swelled with pride in their grand prize-winning achievement!



New: Arlogic Ukraine offers Airfreight

Arlogic Ukraine was established in 2008 by Arkas Holding to provide reliable and cost effective freight forwarding services to its partners and customers.

The company has offices in Odessa and Kiev. Through Arkas offices and Arlogic Ukraine's wide agency network, Arlogic Ukraine provides worldwide service with its network power especially in North & West Africa, Far East, China, South East Asia, East Med and USA.

Arlogic Ukraine provides multimodal/combined shipments to/from Ukraine and integrates different modes of transportation offering door to door delivery services. International & Domestic Road Transportation with its own trucks, Rail Transportation, Port Forwarding Services, Transit Cargo Services to Russia, Belarus and Moldova, Special Equipment & Break Bulk Transportation, Custom Clearance and Warehousing services.

Now it is their pleasure to announce that Arlogic Ukraine is ready to provide Airfreight Services with its own department which set up in May 2014 to add more value to its logistics services. Arlogic Air is the first airfreight department of Arkas Holding which located in abroad. They are more powerful than before with their new family members who are Elena Novak and Vladislav Somin. Both will be in charge in Kiev. You may contact with them via air@arlogic.com.ua

A Fair Play tourney between companies

EMES Feederling has organized in March a football tournament in Bolgheri / Tuscany. Bolgheri today is famous for the very good red wine called Sassicaia and many other brands and for the beak steak called Fiorentina. Bolgheri, in the 18th century was the home place of Giosuè Carducci, a very famous Italian poet who affected lots of people with its poems.

Many football teams from different companies like APL - Hamburg Sud - Yang Ming - Hyundai were invited to the event. Hapag-Lloyd team played versus EMES. EMES Feederling made a winning and overcame Hapag - Lloyd 4-2.

After a great challenge match, all together 43 people, continued their journey enjoying the nice Fiorentina steak and the red wine.

It was a great success not only in terms of football but mainly socializing amongst people from different companies.





▲ From the left: Nikos Vasalos, Elias Balatoglou, Kimon Konstas, Irimi Makropoulou, Christina Tsimpoukai, Wanda Costopoulos, Maria Zografaki, Maria Psimoulaki, Aspasia Nikopoulou, Antigoni Alegaki, Rania Hatzipanagiotou, Spyros Notias, Philippos Costopoulos, Vasilis Dimas, George Nikopoulos, Dimitris Kolovis, Tereza Theodoropoulou

A colorful day from Arkas Hellas Staff

Arkas Hellas has organized an activity for the relaxation to its staff. In this context, on Saturday the 12th of April, 17 persons boarded in a van, took the way to Malakasa located in the country side, to play paintball. The staff

had the opportunity to spend the morning playing paintball and have a good time with their colleagues. Paintball and similar games improve the spirit of cooperation, the fair play and the leading of competition. Furthermore,

these games affect the development of consciousness of becoming a team, acting and thinking in the same one way. After the game, both teams went together to have a delicious lunch.

Arlogic Ukraine's bowling tournament

Arlogic Ukraine has organized in April a bowling tournament with the participation of their Freight Forwarding, Trucking, Port Forwarding and Finance departments. In the first round each department competed among themselves. As a result of the first round Ayhan Akbaba, Stanislav Nikitin, Taras Lazebnik and Michael Bulat were the ones who had the major points and had the opportunity to play at the final round. Their intern Michael Bulat won the final race taking the highest points. Everybody was happy to had a great time with their colleagues.





Ship whistle

While the ship's wheel or its anchor are visual maritime icons, the ship's whistle is also its audible icon. Somehow though this icon seems melancholic to us. Just as the steam train's whistle evokes a sombre farewell, the ship's whistle is the sombre expression of separation.

When the ship berths at the port and whistles, its sound evokes romantic feelings for most of us. Distant journeys come into mind for some of us while for others it is just a pretty sound. Even though the ship whistles have different meanings for most people they have very clear meanings for a seaman. In fact, each whistle is a coded message that is sent from one ship to another. For example:

- ▶ Single whistle: Ship will turn to the right,
- ▶ Two consecutive whistles: Ship will turn to the left,
- ▶ Three whistles: Ship will go astern,
- ▶ A sequence of five short whistles intends to draw the attention of a nearby ship or indicate that its manoeuvre is a dangerous one.

There are many more whistle codes. Another widely used signal is the fog code. When the fog descends, all the ships must blow a long whistle continuously during a period not exceeding two minutes. Actually, this is a quite an annoying task for the shipmen. If the fog descends, it means you will also hear the whistles that have the strength to be heard from several miles away. The only thing to do for seamen is to pray for the fog to burn off because during the North Atlantic fog that continues for several days, this compulsory duty deprives you of your sleep, annoys the crew and soon creates nausea.

Mechanically the whistle's working principle is quite simple. It consists of two parts; an electric motor and a funnel-shaped expanding air-tube. By the electric motor, generated high pressure air is fed into a narrow channel. By the funnel-shaped enlargement of the channel, pressurized air, compressed in the narrow channel, generates a large volume. This is the sound of the whistle we know. In former

years, in principle there were whistle systems working like this but they were working with steam and not with electricity. The steam produced in the machine would come to the whistle in the chimney with the pipes. To whistle, a handle hanging from the ceiling on the bridge was pulled. The handle by a long wire mechanism, would open the valve on opening of the steam pipe on the pole and would let off the compressed air to the pipe so that it was whistled.

From the sea scenes in old movies we all remember that when the ship whistled it released on the poles a huge cloud of steam and a sombre farewell was heard. This whistle used in the steam era now only subsists in old antique sea shops or in the memory of our parents.

So long!
Ali İbrahim Kontaytekin
General Manager - Arkas Fleet

Lahmacun



Lahmacun known as Turkish pizza, is an Anatolian and Middle Eastern dish usually made up of a round, thin piece of dough topped with minced meat (mostly used beef and lamb), herbs including onions, tomatoes and parsley. The neighboring cities of Urfa (formally Şanlıurfa, historically Edessa) and Antep (formally Gaziantep, historically Ayıntab) in Turkey are particularly famous for their lahmacun, also representing the two different Turkish styles of making it. The Urfa-style lahmacun has onion among its ingredients; while the Antep-style lahmacun has garlic instead. They can be cooked on baking stones in brick ovens like professional pizzas. It's a perfect snack but also works as entire meal. The best way to eat it is to spread some vegetables like, lettuce, parsley, a bit of cabbage and of course a bit of lemon juice - not too much - just to add the flavor. Put some red pepper on the top and wrap it! Time to eat ©

Pizza

Pizza is an oven-baked flat bread typically topped with a tomato sauce, cheese and various toppings. The pizza that we know was invented in Naples, Italy, since then it became popular in many parts of the world. A popular urban legend told that Pizza Margherita, was invented in 1889, when the Royal Palace of Capodimonte commissioned the Neapolitan pizzaiolo to create a pizza in honor of the visiting Queen Margherita. Of the three different pizzas that he created, the Queen strongly preferred a pie with the colors of the Italian flag: red (tomato), green (basil), and white (mozzarella). It is supposed that this kind of pizza was then named after the Queen as Pizza Margherita. In 2009, upon Italy's request, Neapolitan pizza was safeguarded in the European Union as a Traditional Specialty Guaranteed dish. Many varieties of pizza exist worldwide. Pizza in this day has no limitations. It can be deep-dish pizza, stuffed pizza, pizza pockets, pizza turnovers, rolled pizza, pizza-on-a-stick, all with combinations of sauce and toppings limited only by one's inventiveness. Buon Appetito ©

