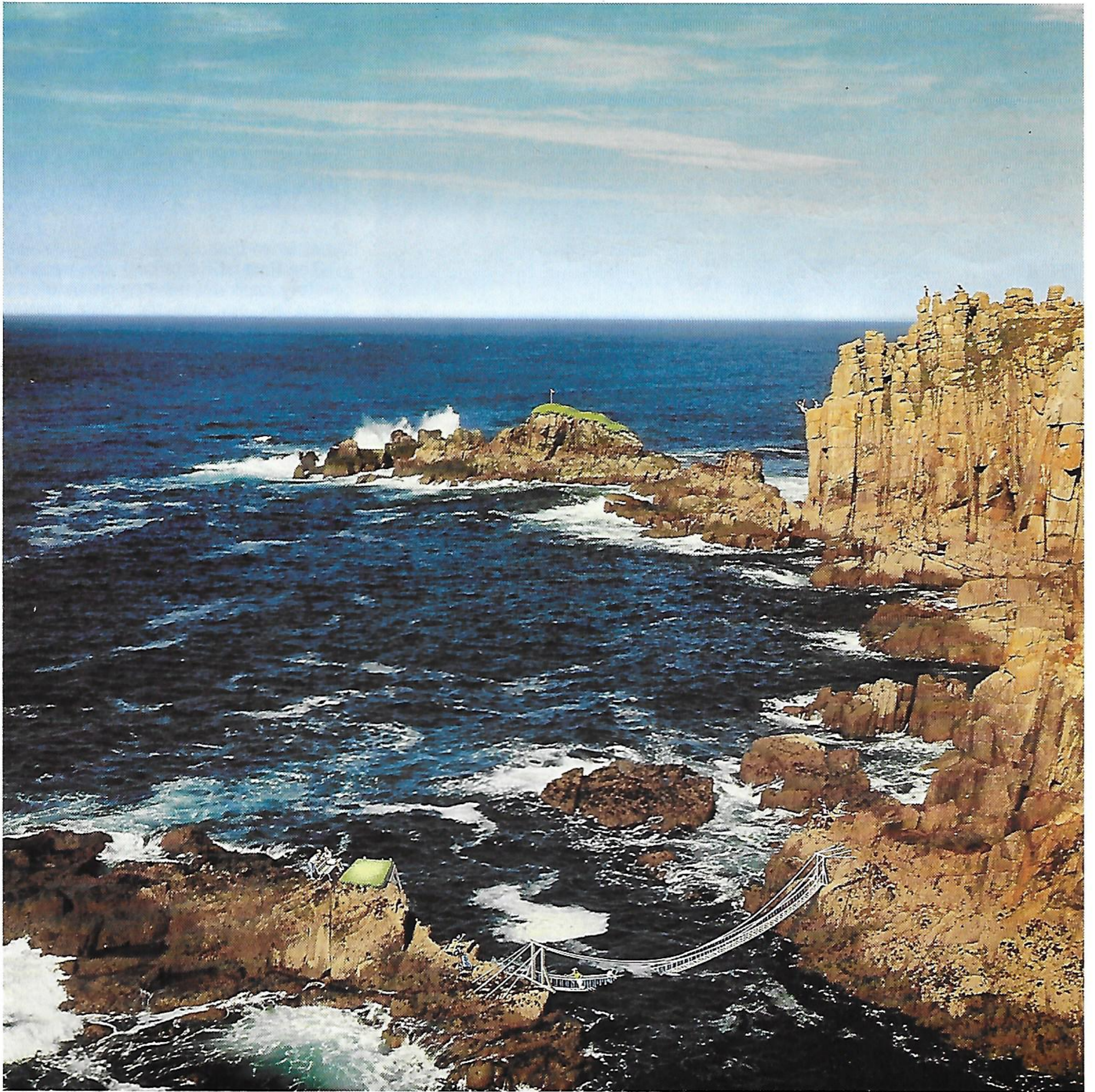


act news

SUMMER 1983



'BAD TIDE-INGS' — See page 2

EUROPE'S LEADING CONTAINER PORT



ACT(A)/ANL's "Australian Venture" loading at Rotterdam's ECT Container Terminal, which operates 24 hours a day, seven days a week.

In the 16 years that Rotterdam has been handling containers, it has watched the total annual throughput grow until it reached 2.2 million TEUs in 1982, making it far and away Europe's leading container port.

It is also the world's busiest port with a hundred or so sea-going vessels loading and unloading everyday of the year. It is the port of call for some 400 shipping lines and is the largest bulk cargo port in the world and is fully mechanised.

But the port is not resting on its laurels and is planning to invest £500 million in new developments over the coming decade. These will include a new container terminal, a new vessel traffic management system and a new coal terminal.

The new Delta Container Terminal will be ultra-modern, equipped with all the latest technical developments and innovations. It is expected to be capable of handling two million containers per year when completed.

The Port of Rotterdam can trace its history back to the beginning of the Christian era and the city's history dates from 1328 when there was a mention of a fishing village at the confluence of the Rotte and the Maas. Today

OUR COVER

The photograph on the cover is of the par 4, 290 yard, 14th hole, "Bad Tide-ings" at Land's End Golf Club. It appears in the book "Britain and Ireland's Most Difficult Golf Holes", newly published by William Collins Sons & Company Limited.

This photograph is one of those featured in a series of advertisements being placed in the media by ACT(A) during the current year to demonstrate that although the unexpected, the unusual and the difficult do occur, it doesn't hinder ACT(A) from offering a reliable, regular and frequent service to Australasia that is second to none.

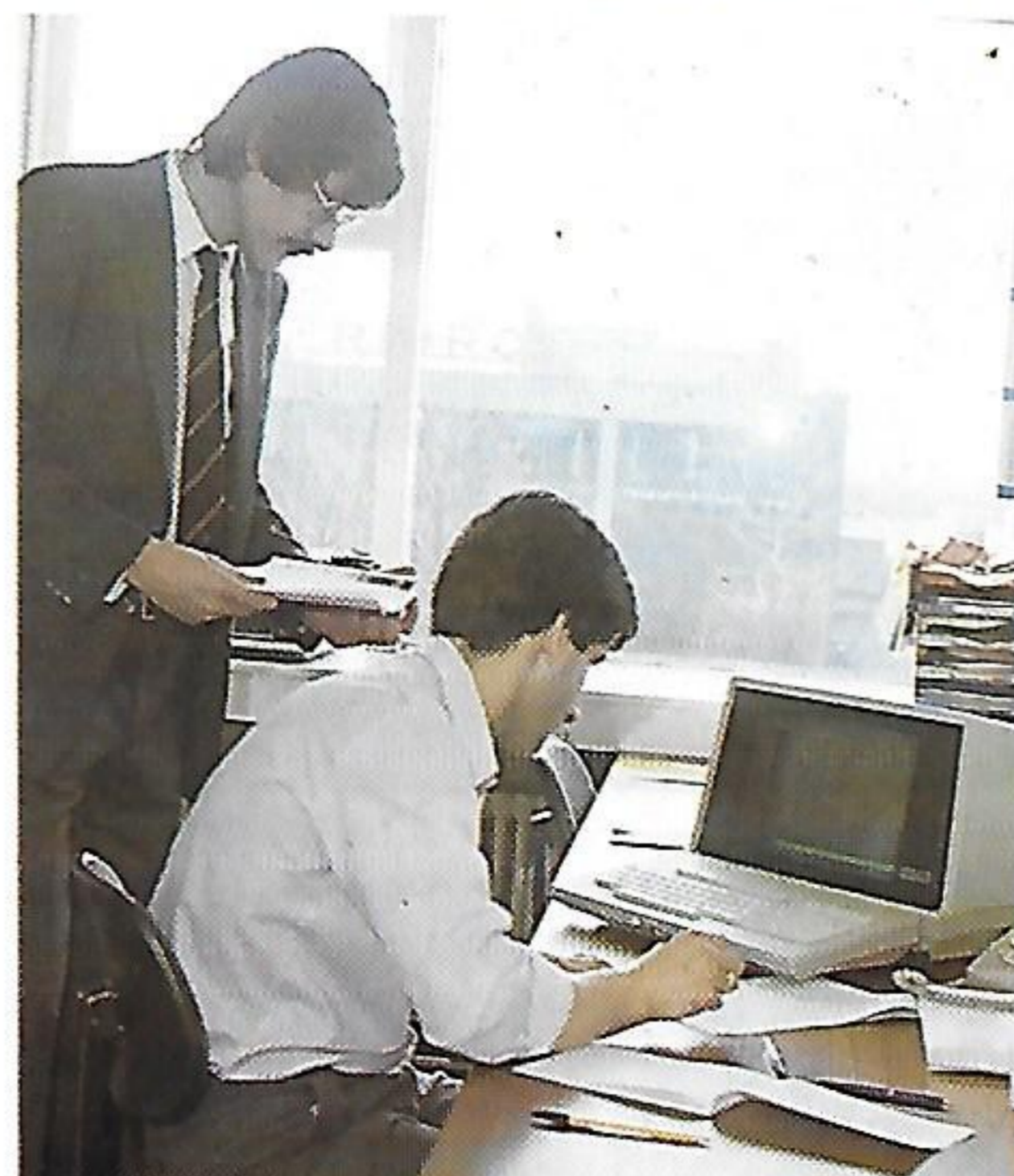
The theme for the advertisements derives from ACT(A)'s 1983 calendar consisting of photographs of the same type of harrowing holes from New Zealand golf courses, for which there has been an unprecedented demand.

Anticipating that there will be a similar demand for the book, RG Public Relations are making them available at a special price of £3.75 per copy, inclusive of post and packing. Please state the number of copies required and make cheques payable to "RG Public Relations" at the following address:

RG Public Relations
13-19 Curtain Road
London EC2A 3LT



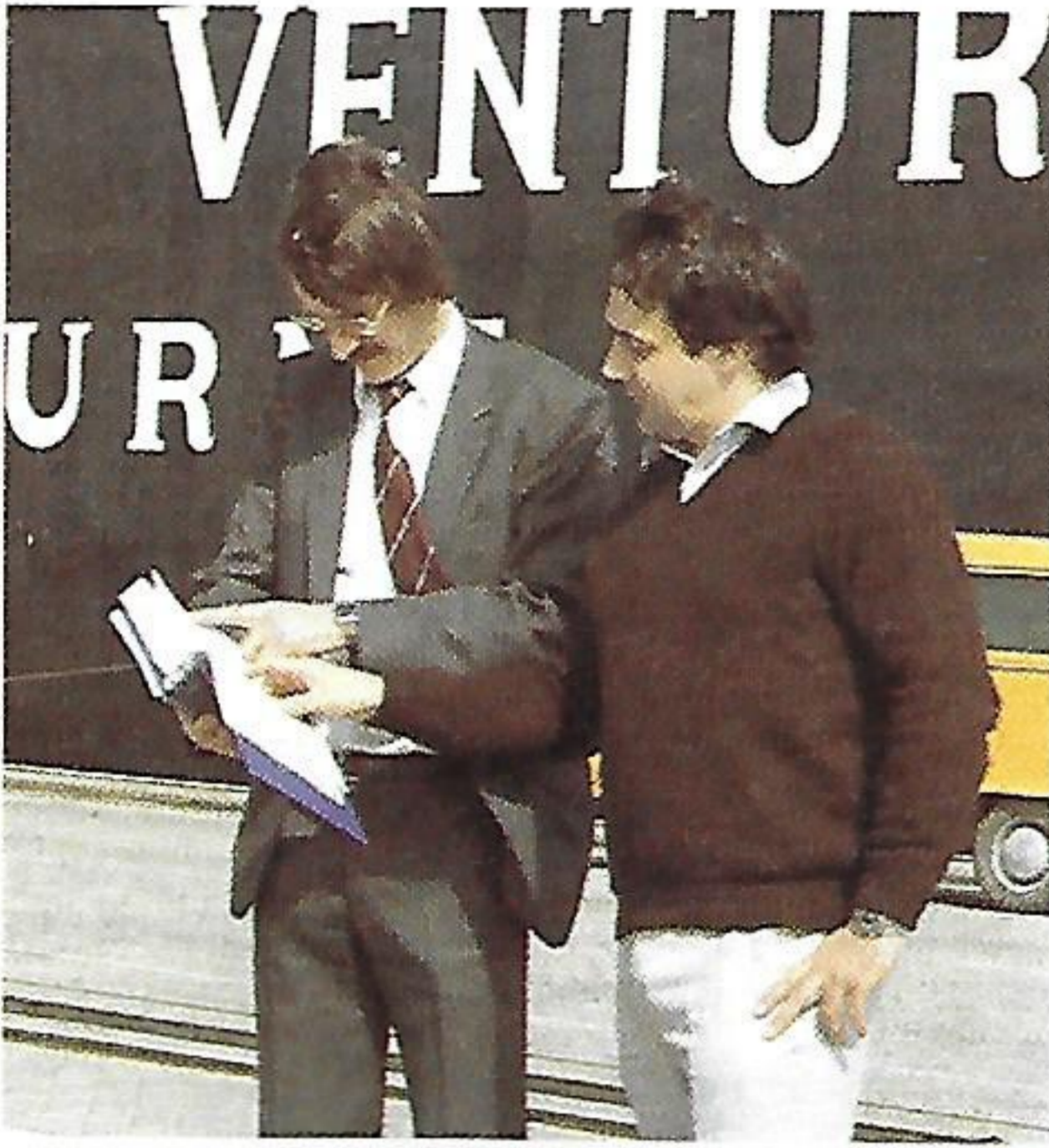
ACT(A), Ben Line and Harrison Line's agents in Rotterdam, Conva BV, are highly experienced and help to ensure fast, safe and efficient handling of cargoes. In the photograph, members of Conva's Operations Department, working on a weekend, (left to right) Willem J. de Neef and Jaap K. Hazejager, Water Clerks; Andre Ouwerkerk, Operations Manager; and Yolanda Dekker, who handles ACT business.



Modern computers and sophisticated electronic equipment are essential in helping to achieve the fastest turn-round of vessels. In the photograph, Conva's Deputy Manager, Henk J. Leentfaar (left) and Jaap Hazejager check on one of the computer terminals the loading progress of an ACT ship.

the port area is about the same size as the city area and close co-operation is maintained between the port and municipal authorities.

The port has risen phoenix-like from the almost total devastation it suffered during the Second World War. It has become an extraordinary international port and it has acquired one of the largest petrochemical centres in the



On the spot check at quayside of loading/unloading progress is made by Henk Leentfaar (left), Deputy Manager of Conva BV, and Jim Chubb, ACT Services Ship Planner.

world.

The most spectacular growth has been experienced in container traffic. In the mid-sixties the then director of the Municipal Port Authority visited the United States and there he noted the considerable expansion of container traffic along the American coasts. He came to the conclusion that for the transport of large quantities of general cargo, the future lay in containers.

That he was correct is shown by the statistics: in 1967 Rotterdam transhipped only about 25,000 containers; in



Aerial view of the ECT Container Terminal at Rotterdam, Europe's leading container port.

1971 it was 14 times as high; and today it is nearing 1.5 million.

Ideally situated at the combined mouth of the rivers Rhine and Maas with direct lock- and bridge-free access to the open sea, the port has a sophisticated network of waterways, roads, railways, and pipelines linking it with the continental hinterland. Rotterdam boasts of being the best equipped transport, distribution and trade centre in Western Europe.

If one were to draw a circle with a radius of 500 kilometres centred on Rotterdam, it would encompass the largest industrial centres of Europe and a consumer market of 160 million people.

Apart from its excellent connections with the rest of Europe by road, rail and water, its customs system allows formalities to be cut to a bare minimum. The customs agents are helpful and

the system flexible, proof of which is the leading role of Rotterdam in the physical distribution sector. There are large areas for storage and bonded goods and the port is considerably freer than so-called "free ports".

There is a wide variety of office space available and industrial sites are plentiful. The London Metal Exchange, for example, keeps 60 per cent of its stock in Rotterdam.

ACT(A), Ben Line and Harrison Line of the ACT Group use Conva BV as their agents. They help to ensure fast, efficient and safe movement of cargoes, both northbound and southbound.

With so many facilities offered by the port — work goes on around the clock, seven days a week, for example — it is not difficult to understand why the ACT Group, which includes EHCL and C.A.M.E.L., make Rotterdam a regular port of call.



Containers en route to their destination after being unloaded at Rotterdam are photographed travelling through fields of flowers, a typical sight in Holland.

EXPERTISE, EXCELLENCE AND EXPORT

There is a family business located in the small town of Uddingston near Glasgow whose products haven't been affected by the present economic recession. In fact, they can't produce enough to meet the world-wide demand.

The company, Thomas Tunnock Limited, produces chocolate caramel

In 1920, following the death of his father, he returned from the Middle East where he was in the Army Service Corps as a transport driver and revived the family bakery which had been closed for a year.

Working with only one young assistant, producing mainly shortpaste

Over one million individually wrapped biscuits are produced daily and Tunnock prides itself on the fact that since they began production of these lines 30 years ago, no product has been reduced in size or quality.

The company's policy has always been to provide variety, "eye appeal" and to sell at a competitive and economic price. Only the purest chocolate and the best quality ingredients are used in its products.

The firm is continually expanding and last year, for example, new machinery and equipment costing £500,000 was purchased and installed. "We could sell very much more if we had the production capacity," said Managing Director Boyd Tunnock.

The most famous products coming off Tunnock's production lines include its Caramel Wafer Biscuit which consists of four layers of caramel and five wafers coated in pure chocolate; Caramel Logs



ALL IN THE FAMILY — Still very much a family business, present directors are Tom (left) and Boyd Tunnock (right), Managing Director. Also working in the firm are Lesley (second from left) and Karen Tunnock, Boyd's daughters. They inspect a cake that has just come off the production line. In the background (left) is a picture of the founder of the firm.



Bases for chocolate tea cakes roll off the production line.

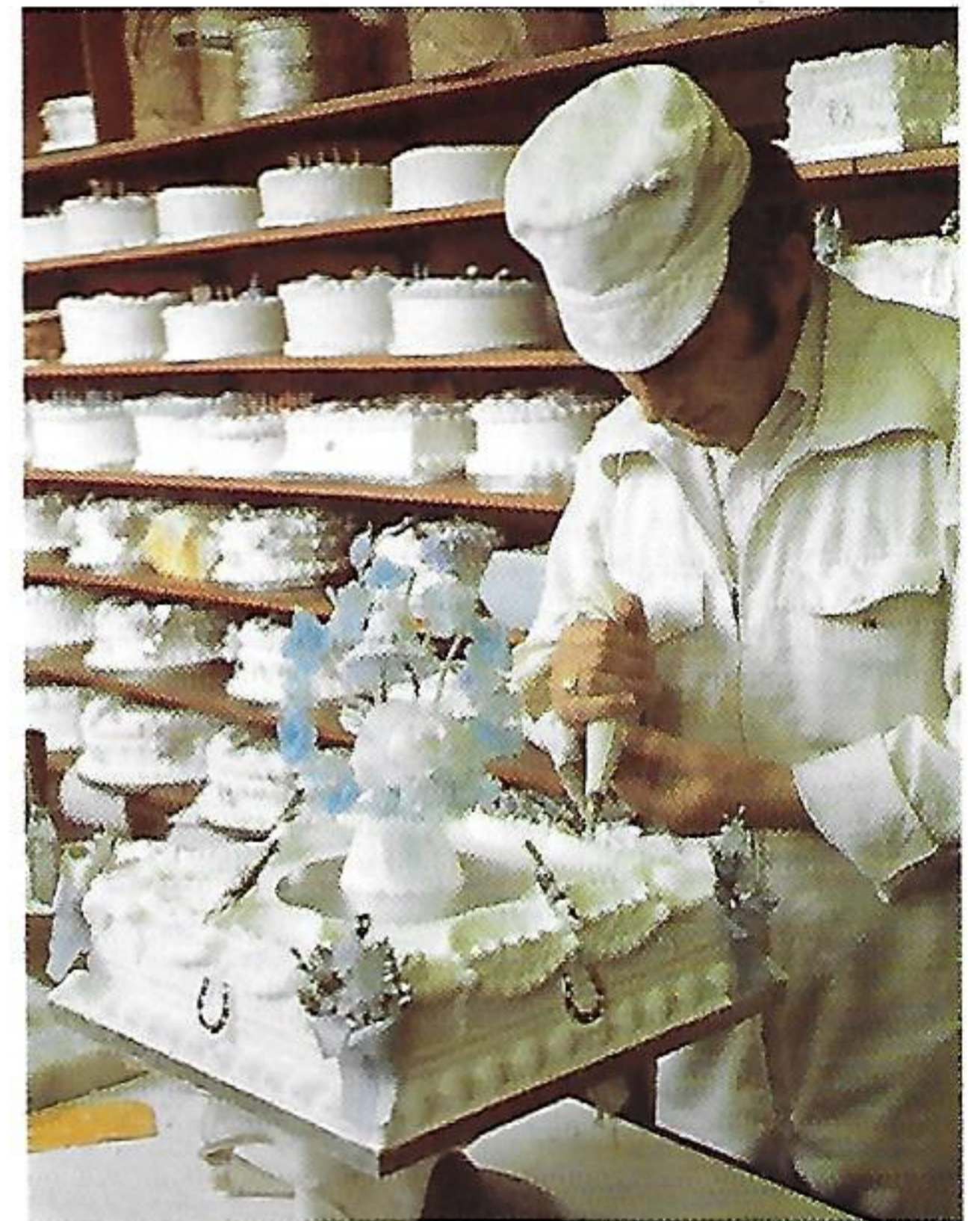
wafer products and is totally controlled and financed by the Tunnock family. It employs about 700 people and exports some 25 per cent of its total production to 30 countries.

These exports, which are in the region of 30 tonnes weekly, are sent largely in containers and carried to many destinations by ACT(A), BLC, C.A.M.E.L. and EHCL.

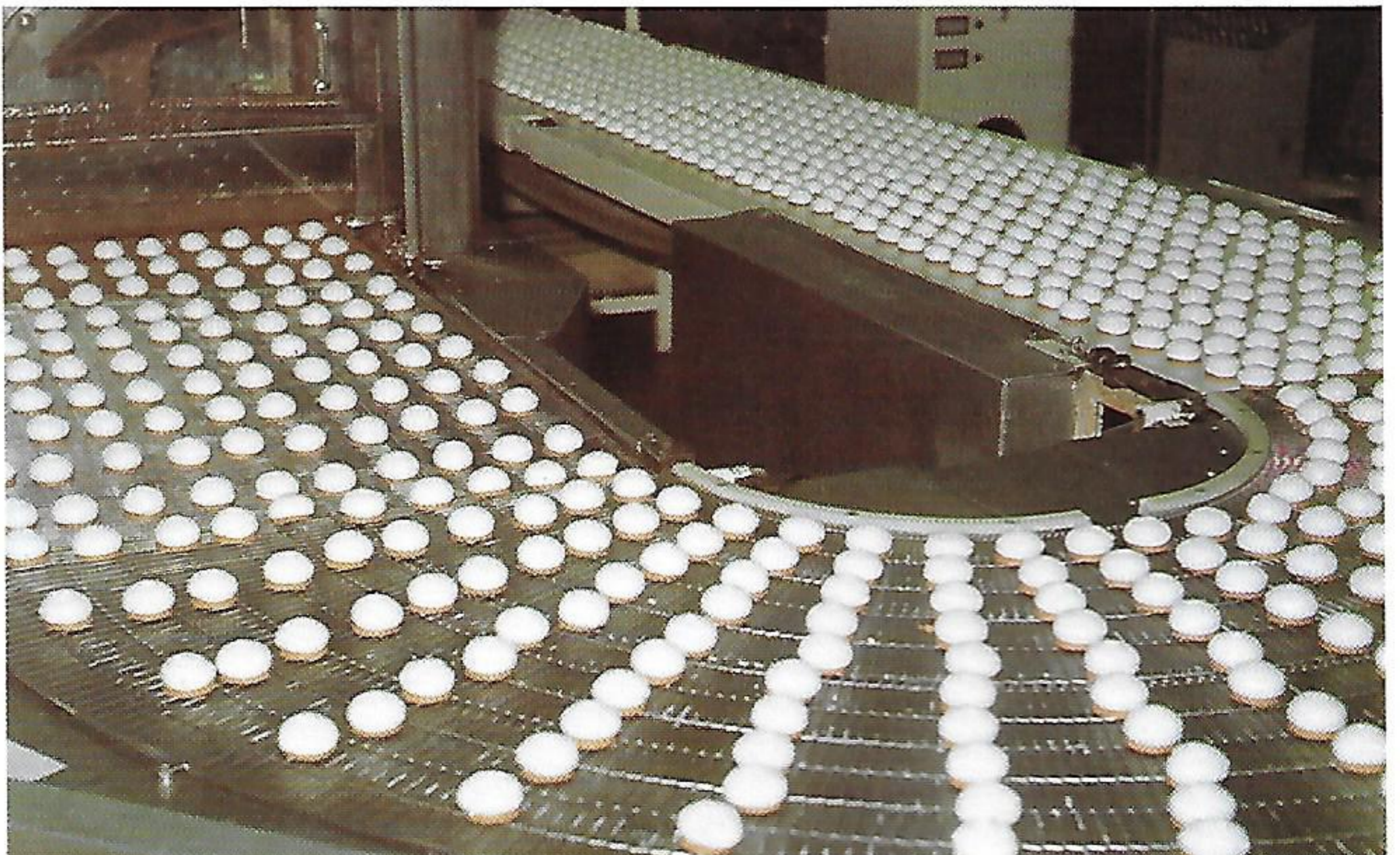
The bakery was originally established in 1890 by the grandfather of the present directors, Boyd and Tom Tunnock.

goods, he sold his products through one Main Street shop. Today Tunnock's still bakes a full range of traditional Scottish products and distributes them locally in a fleet of their own distinctively decorated vans.

The company produces some 50 varieties of small cakes and a full range of tea bread, wrapped cakes, pies and other bakery products for retail shops and for the catering and allied trades. They also produce an average of 50 wedding cakes per week.



One of Tunnock's special wedding cakes being decorated. An average of 50 cakes per week are produced.



Over one million individually wrapped biscuits are produced daily and for one with a "sweet tooth" it must seem like an unending paradise.

which are a crunchie biscuit of caramel wafers, chocolate and coconut; and Wafer Cream Chocolate biscuits.

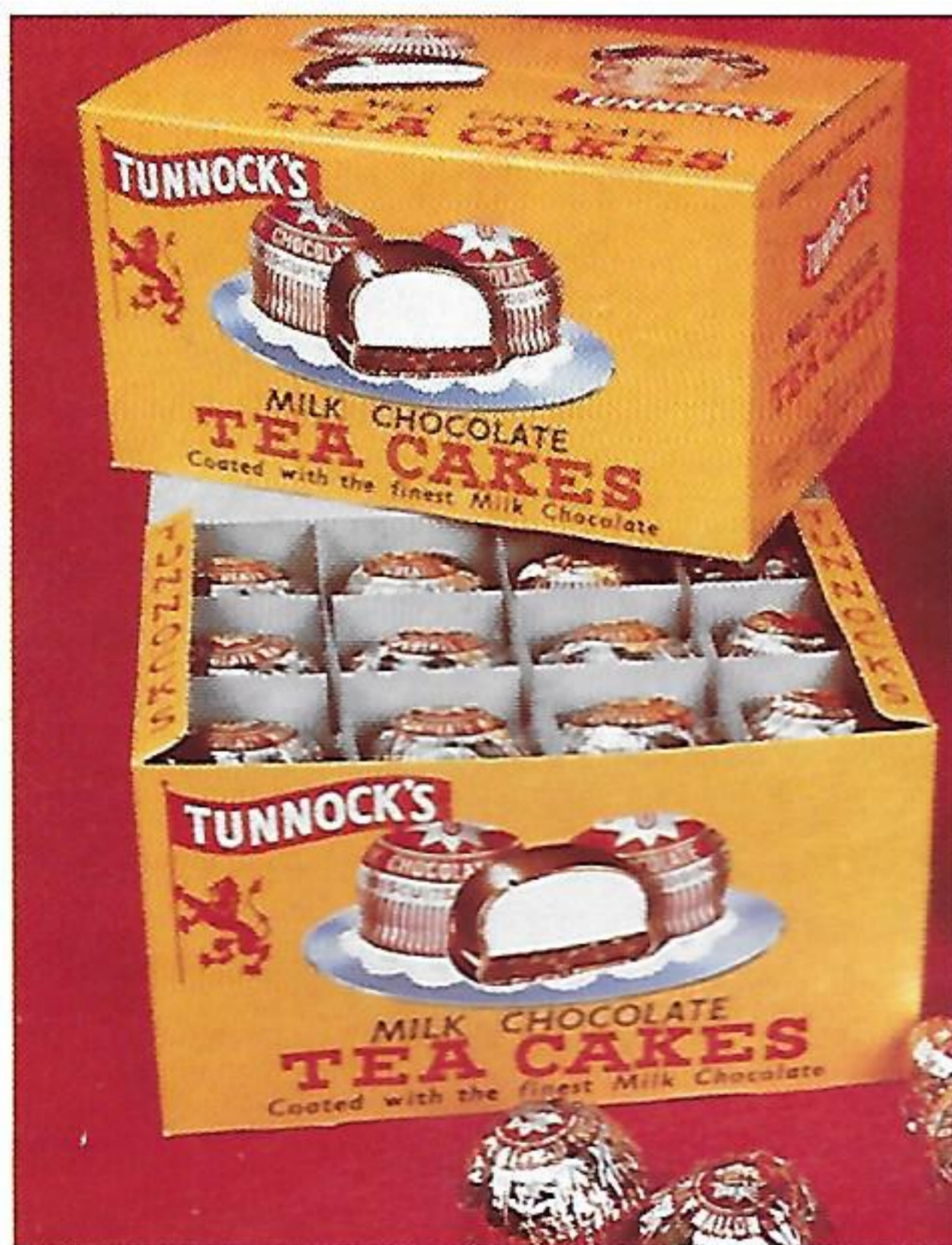
The bakery turns out 12 tonnes of caramel and ten tonnes of chocolate each day and endless quantities of wafers in the wafer ovens which produce 20 sheets per minute. The ovens weigh 23 tonnes each, although the wafer sheets themselves weigh only 2½ ounces.

The expansion of the company has meant work opportunities and a steady income for local workers. There is practically no turnover in the work force and there is a long waiting list for jobs at Tunnock's. This is due mainly to the "family" atmosphere, good salaries, excellent working conditions and the amenities and benefits offered.

The tremendous success of Tunnock's Chocolate Caramel Wafers is shown by the fact that two million of them are sold weekly almost everywhere in the world.



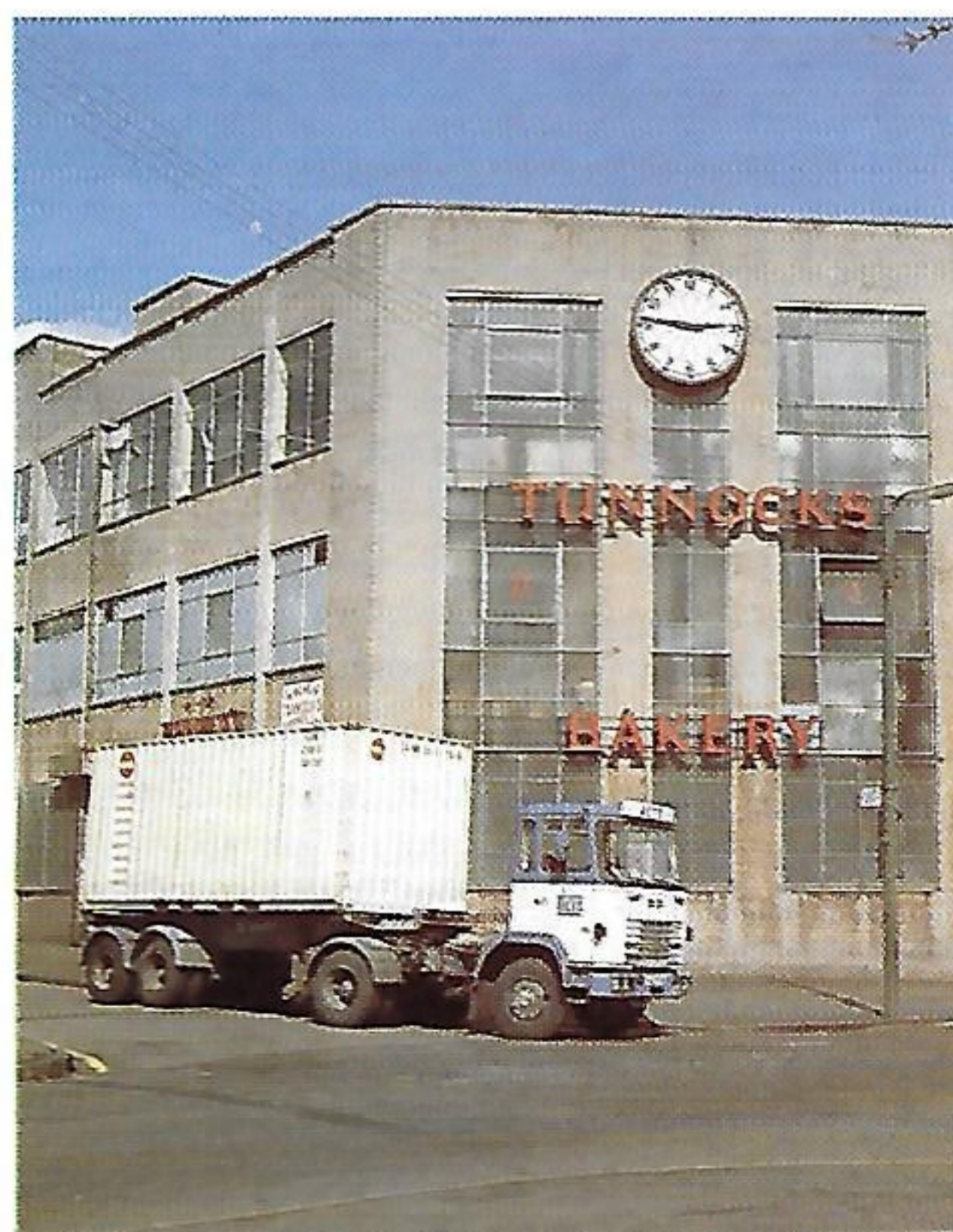
Partial view of the chocolate refining section. Tunnock's produces 12 tonnes of caramel and ten tonnes of chocolate each day and they are proud that only the finest ingredients are used.



Tunnock's world famous tea cakes packaged in their distinctive yellow and red boxes, ready for despatch.



For local deliveries, Tunnock's uses colourful and easily recognizable vans.



A C.A.M.E.L. container arrives at the factory to collect a load of products for the Middle East.



Watching the loading of another container for the Middle East are (left to right) Tunnock's Managing Director, Boyd Tunnock; Robert Anderson, ACT(A) and C.A.M.E.L. Sales Representative; Len Dawson, Export Manager of Tunnock's; and John McLatchie, ACT(A) and C.A.M.E.L. Regional Sales Manager for Scotland.

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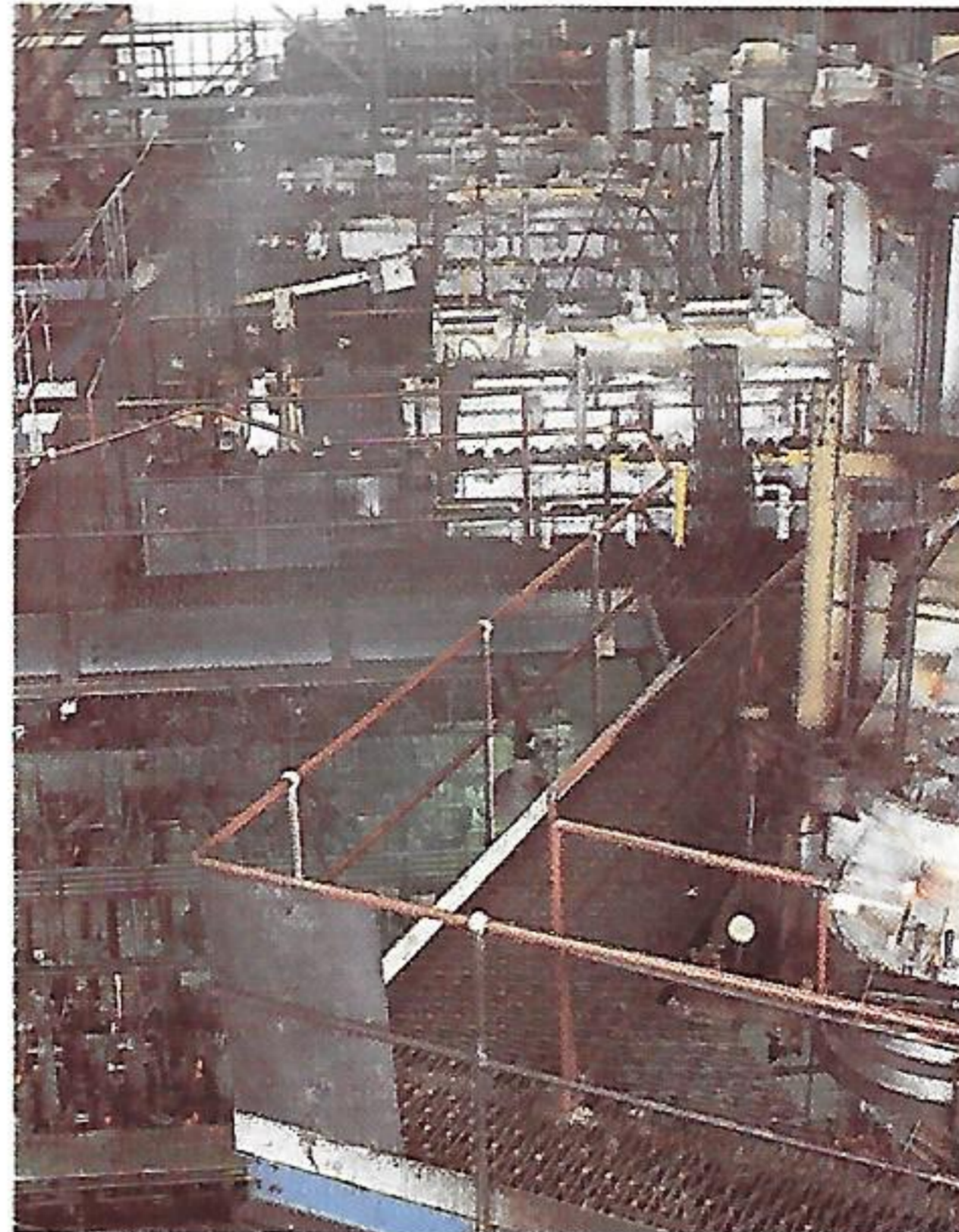
CHANGING WITH THE TIMES



LOTTA BOTTLE! — Pictured is the first stage of the inspection process at the Rotherham Works where up to one million glass containers are produced each day.



With such large scale production, it is essential to have ample storage space and the photograph shows a section of the Beatson Clark Export Warehouse.



Main floor of the Rotherham Works where the end-fired regenerative furnaces have a capability of producing up to 250 tonnes of molten glass a day.



For more than a decade Beatson Clark has been committed to a policy of computerisation. Initially confined to financial and administrative roles, computers now provide wider management information. Micro-processors too are being widely used throughout the factories in various production functions. Computerised mould and container design is yet another widely employed technique.

For more than 230 years Beatson Clark has been producing glass containers from its South Yorkshire base and through its willingness to accept, test and utilize the best technology available, the company has climbed to the top and stayed there.

In the UK, the company is the leading manufacturer of pharmaceutical bottles and today the company probably makes the greatest variety of pharmaceutical containers in the world.

While its pioneering spirit has meant that the company has led the way in many changes in glass-making and associated processes — moving in the last 50 years from handcraft bottling to a highly automated, technically advanced operation — Beatson Clark has retained its traditional flavour.

CUSTOMER

It is a family firm where priorities have always been faster, lower cost and more efficient production, increasingly high quality glass containers and the best in customer service. This year marks the 200th anniversary of the involvement of the Clark family in the business.

Currently, the Rotherham Works, the site of the company's original "glass-house" (as glass factories were called), manufactures amber containers primarily for pharmaceutical use. Two end-fired regenerative furnaces at the plant have a capability to produce up to 250 tonnes of molten glass a day and some one million glass containers are produced there daily by the nine production lines.

FOOD

The company's other manufacturing plant at Stairfoot, on the outskirts of Barnsley, concentrates on the production of white flint glass containers and, unlike the Rotherham plant, serves a multiplicity of user industries from pharmaceuticals to toiletries and food to household products.

The manufacturing process at Stairfoot, however, is largely the same with approximately the same capacity of production as at Rotherham.



The total annual production of Beatson Clark's two factories, at Rotherham (left) and Stairfoot (right), would circle the globe 1 1/4 times. Taking advantage of high technology equipment to improve its quality and service to customers, the company has climbed to the top and stayed there.

Founded in 1751 as a canal-side glassworks at Rotherham, it became a private limited company in 1910 after a series of partnerships between members of the Beatson and the Clark

tion costs.

Beatson Clark became a public company in 1967 and is quoted on the London Stock Exchange. This signalled the start of a period of further invest-

ment and growth. In the last decade alone, nearly £30 million at today's values have been invested in new plant and equipment.

It continues to be a family firm with a responsible, caring attitude towards both staff and customers. Whole families - fathers, mothers, brothers, sisters - have been employed by the firm for the whole of their working lives.

Products are constantly being upgraded to meet customer specifications and new products are being developed to meet market demand. The company exports more than 25 per cent of its output to customers in more than 100 countries world-wide.

ACT(A) carry Beatson Clark exports to Australia and New Zealand and C.A.M.E.L. to Jordan in their modern containers.

From a springboard of more than two successful centuries of manufacturing and trading and through its unbreakable corporate spirit, Beatson Clark is a company with a bright and solid future.



Preparing bottles for export to Denmark. The company exports about 25 per cent of its total production to 100 countries around the world.

families.

The change from hand crafted to automatic production began in the late 1920s at the Stairfoot Works and was set up and came on stream with semi-automatic machines in 1930. After the Second World War, the company adopted the automatic Individual Section (IS) machine which revolutionized glass bottle manufacture.

Automation has been the key to Beatson Clark's technical development over the past 40 years. It has been a period marked by innovation and technical achievements in all aspects of glass container production at the firm.

In 1948 it opened the first purpose-built shop in Europe to house three automatic IS machines (at the Stairfoot factory) and Rotherham's first IS shop with two units was commissioned in 1957.

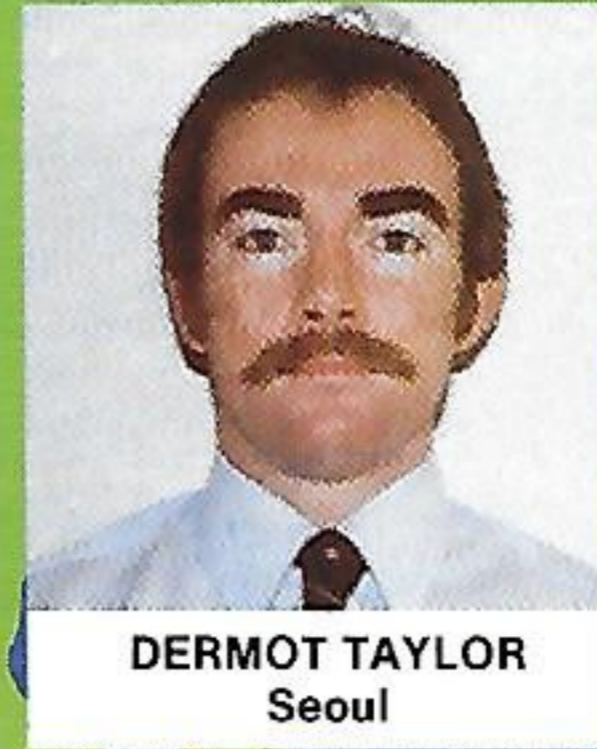
All this meant improved operating methods, better furnace design and refractory materials yielding higher outputs and longer furnace life — all good news for the customer with better product quality and reduced produc-



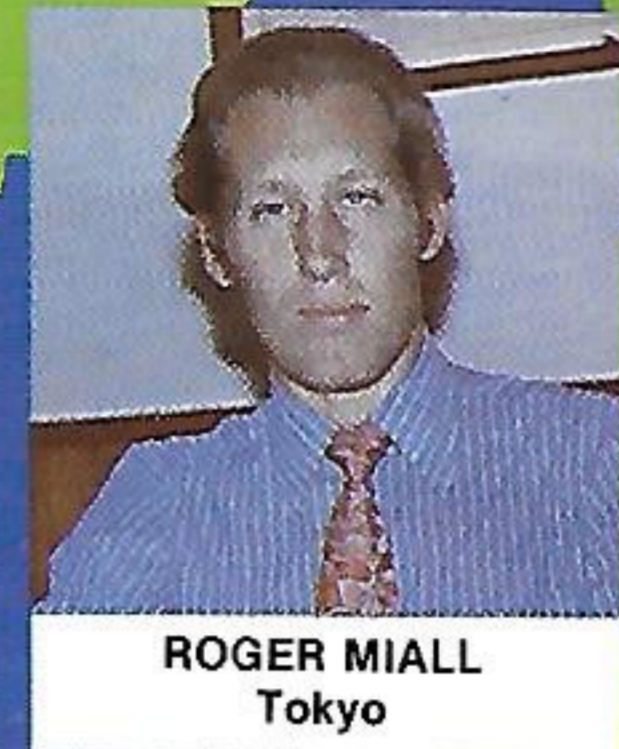
Containers play an important role in the wide-ranging exports of Beatson Clark. In the photograph, Steve Darwood (right), Assistant Export Warehouse Manager, checks a container being loaded for export to Australia. Looking on are (left to right) Wilf Wake, Beatson Clark Shipping Manager; Walter Marshall, ACT(A) Regional Sales Manager, Leeds; and John F.B. Clark, Marketing Director of Beatson Clark.

BEN LINE'S FAR EAST TEAM

In the Far East 380 staff are directly employed in Ben Line offices in Bangkok, Hong Kong, Japan and Singapore, with Ben Line representatives located in Jakarta, Kuala Lumpur, Malaysia and South Korea, backed by a closely integrated agency network throughout the area. Some of the principal agents are shown on our map.



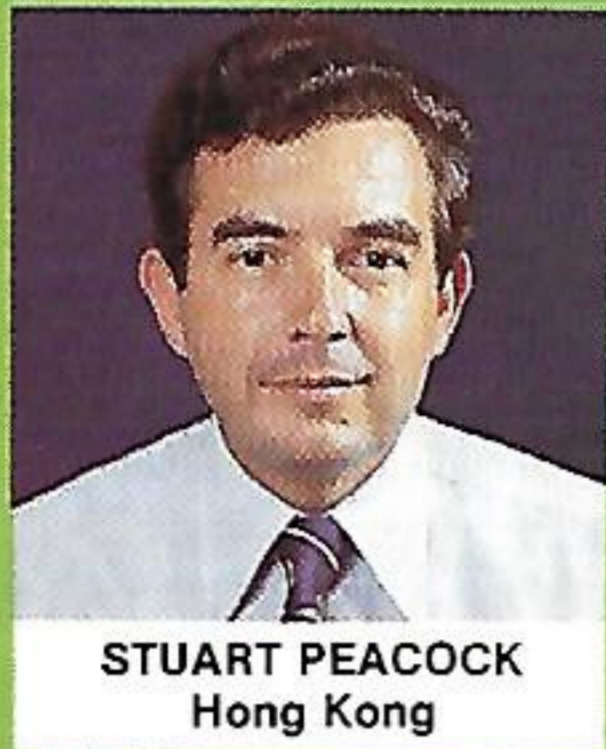
DERMOT TAYLOR
Seoul



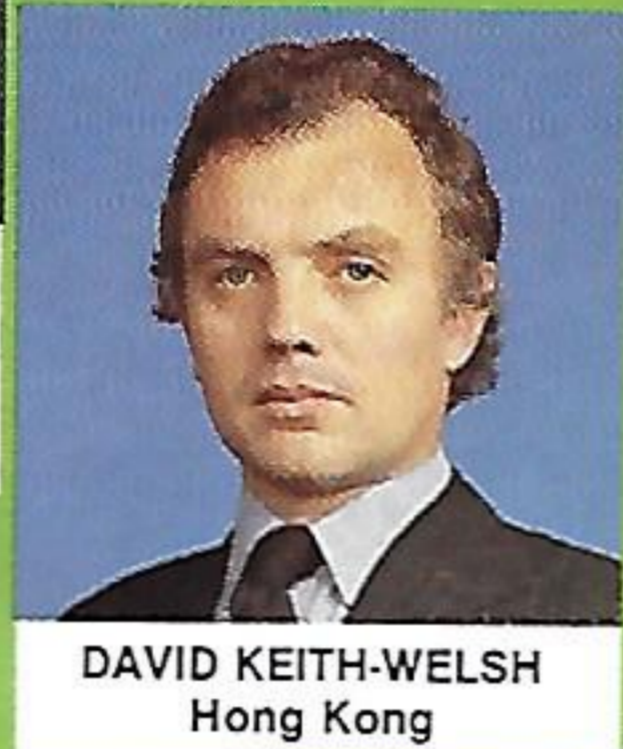
ROGER MIALL
Tokyo



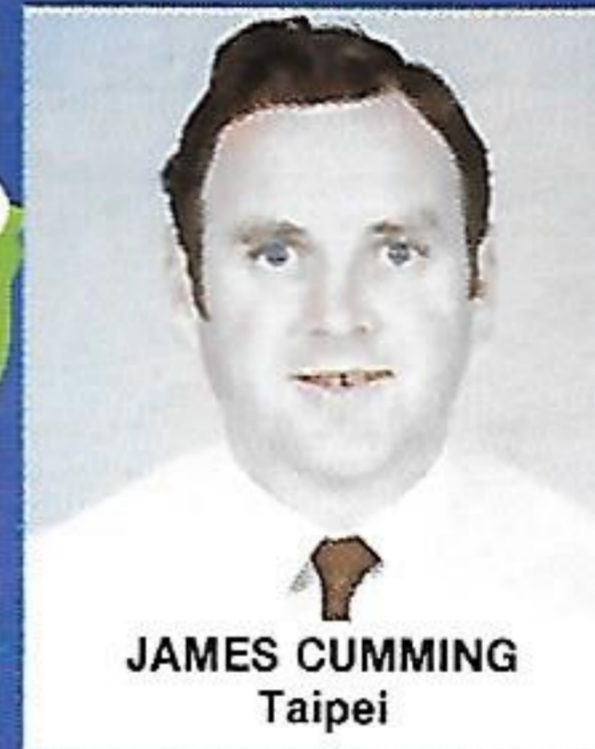
MASAHIRO OGIHARA
Osaka



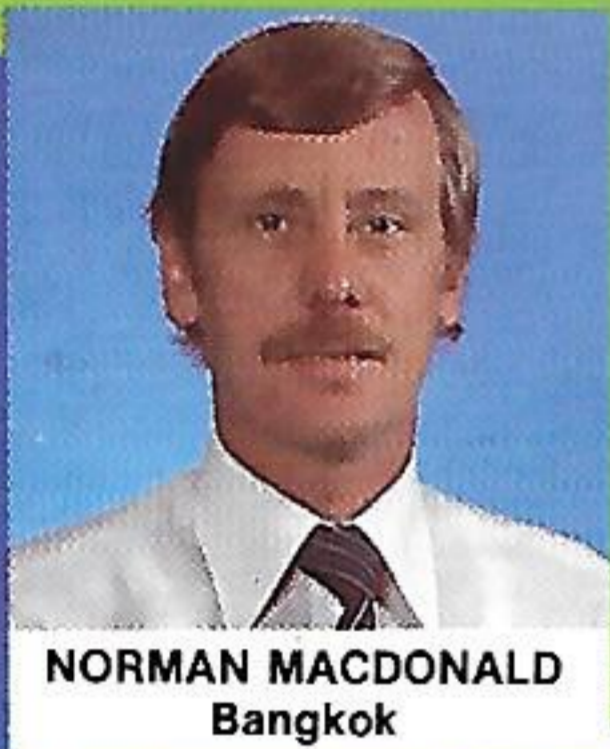
STUART PEACOCK
Hong Kong



DAVID KEITH-WELSH
Hong Kong



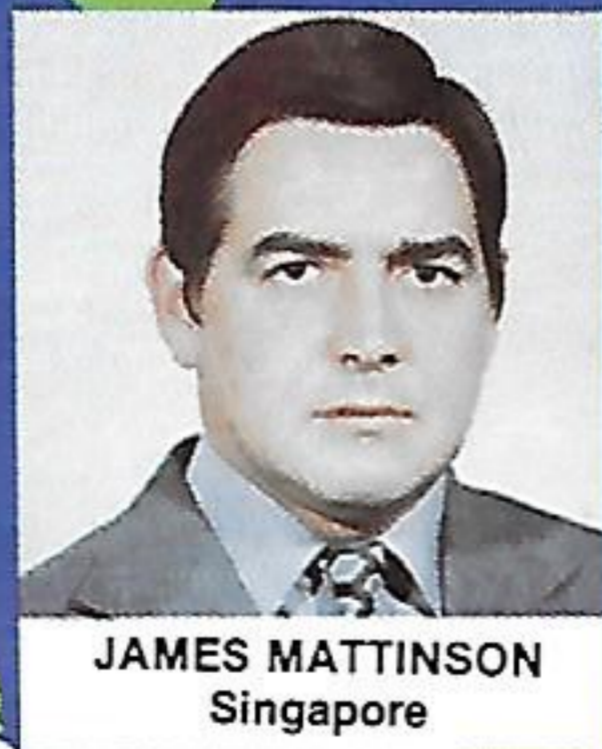
JAMES CUMMING
Taipei



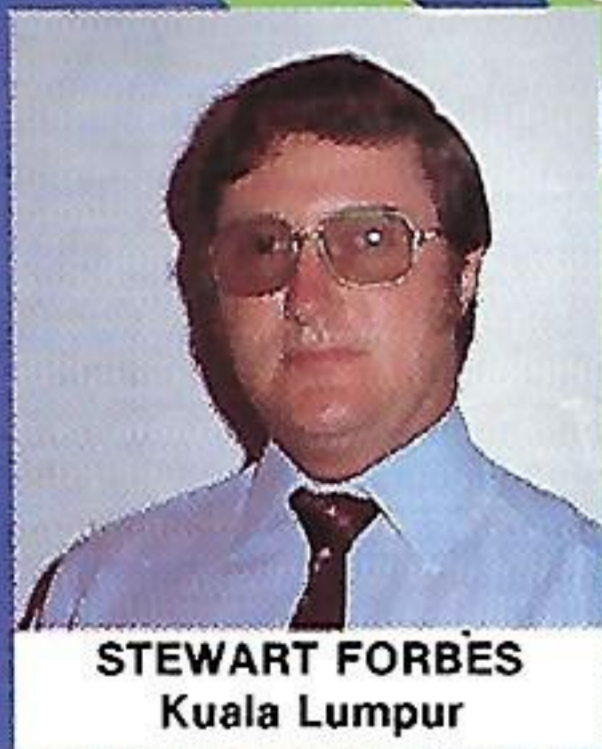
NORMAN MACDONALD
Bangkok



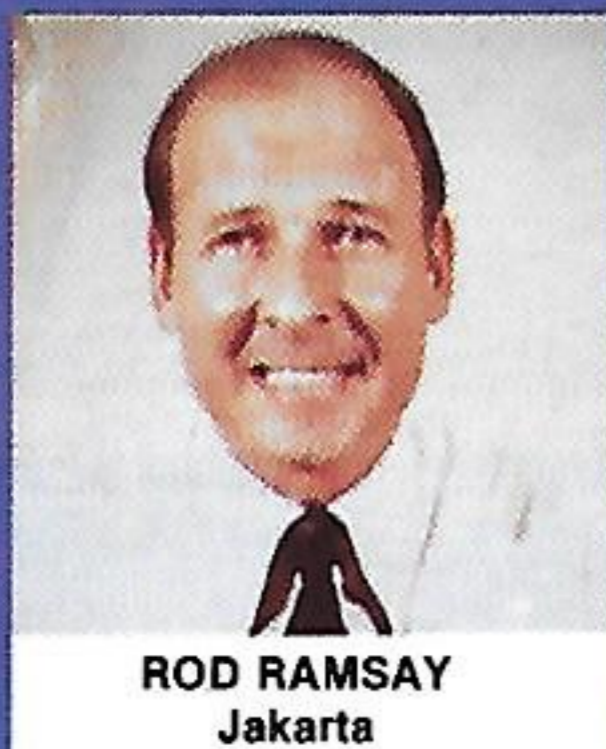
PETER SIY
Manila



JAMES MATTINSON
Singapore



STEWART FORBES
Kuala Lumpur



ROD RAMSAY
Jakarta

QE2 CRUISE FOR BAZAAR WINNER



C.A.M.E.L. and Cunard Line offered a prize of a cruise on the QE2 to the winner of the Jeddah Bazaar which is organised annually by the wives of British businessmen living in Jeddah to raise money for charity. The winner was Noorur Rahman Abid (second from left) and he is presented with his ticket for the cruise by British Commercial Counsellor David Gore-Booth. Looking on are John Joyce (second from right), Managing Director of Cunard-Brocklebank, and Trace Barnes, C.A.M.E.L.'s Middle East Manager.

NEW ACT(A) COMMERCIAL MANAGER

Mr. Jeff Stoddart has been appointed Commercial Manager of ACT(A). He replaces Mr. David W. Briggs who becomes Commercial Planning Manager with responsibilities for charter trading activities, planning and development.

After completing his studies at Wallacey Grammar School, Jeff Stoddart began his working career with Cunard in Liverpool in 1958. He was assigned to ACL Services in Southampton in 1968 and served as Personal Assistant to the Traffic and Operations Director.

He went to New York for ACL(USA) in July 1972 as Marketing Manager and in January 1977 he returned to the UK as Sales and Marketing Manager for C.A.M.E.L.

He joined ACT(A) in Autumn 1978 as Assistant Marketing Manager with

responsibility for Southbound traffic, a position he held until his new appointment.



NEWEST ADDITION

C.A.M.E.L. has added the "Aqaba Crown" to its fleet, replacing the smaller "Hodeidah Crown". The new cellular container vessel offers a capacity of 600 TEUs including 50 reefer slots.

The "Aqaba Crown" joins the other vessels of the fleet — "Sudan Crown" (500 TEUs), "Petra Crown" (450 TEUs) and "Alexander Schroder" (600 TEUs) — which together provide a 10-day sailing frequency from the North European ports of Rotterdam, Hamburg, Felixstowe and Le Havre to Jeddah, Aqaba, Hodeidah, Port Sudan and Piraeus.

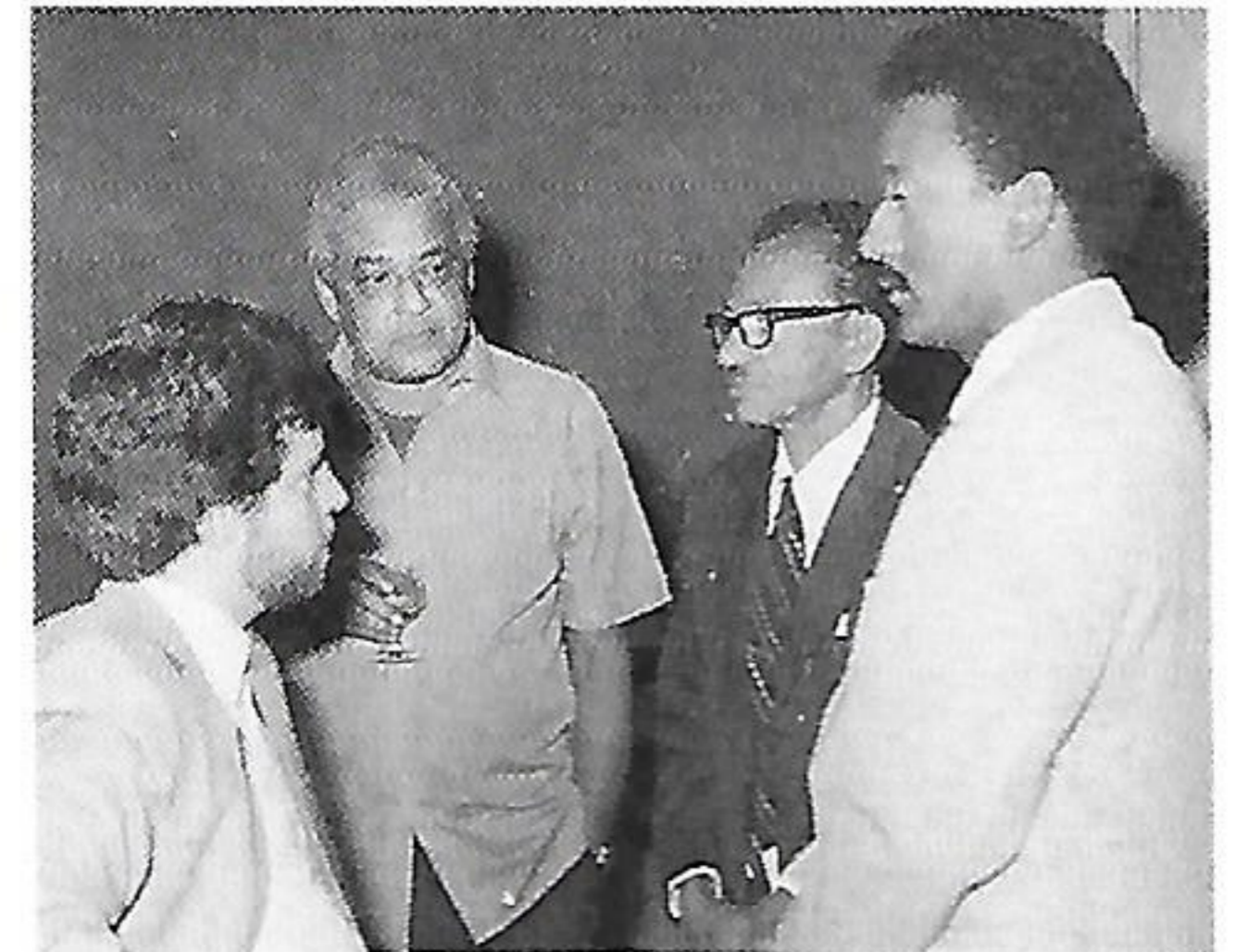
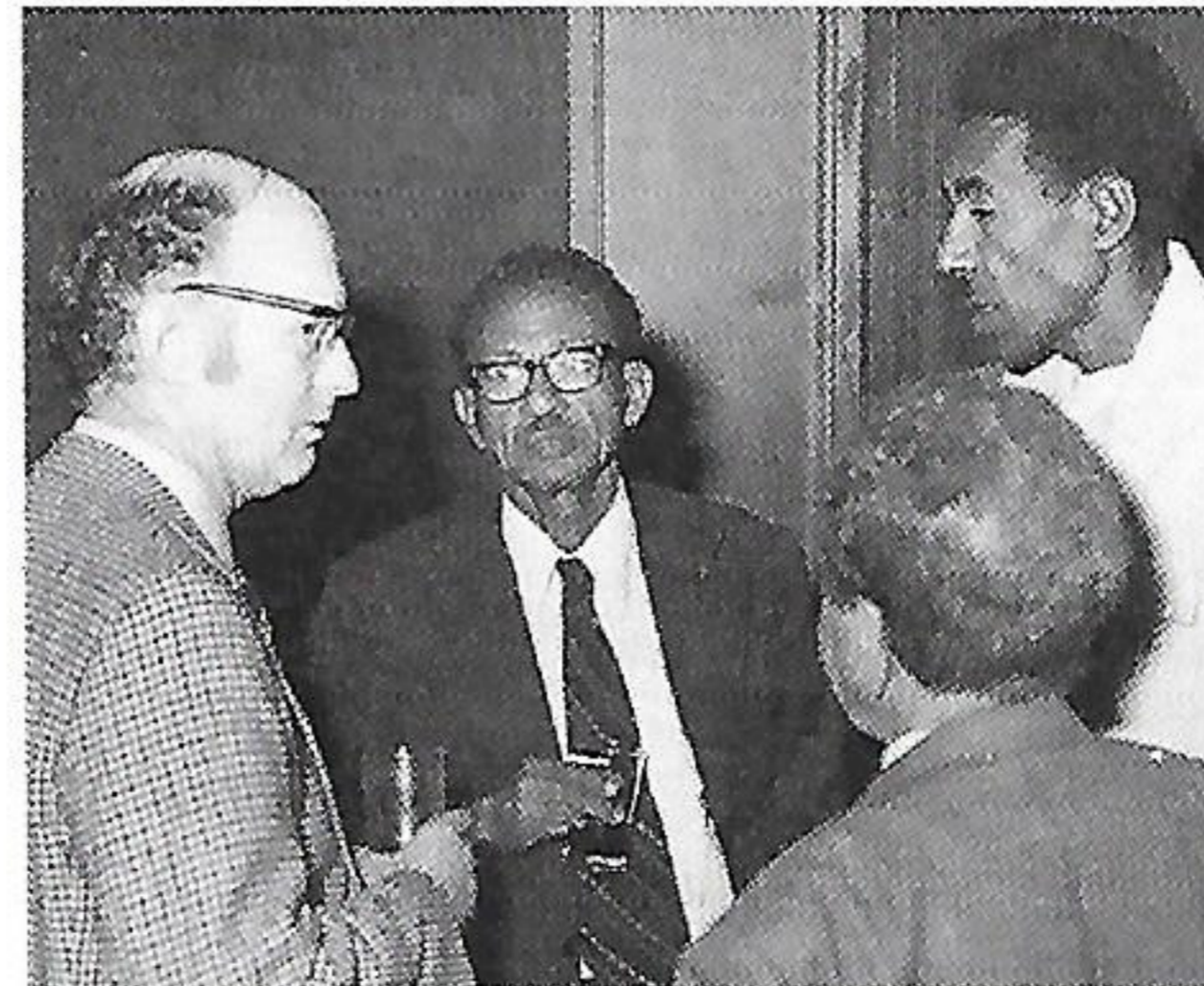
Owing to market demands, the port of Mocha has recently been included in the schedule and is being served on a monthly frequency. The port of Gizan (Saudi Arabia) may also be served with inducement, according to C.A.M.E.L.'s marketing department.

"Underlying this increase in capacity is the confidence of continued growth in containerised cargo to the markets that C.A.M.E.L. serves," said Mr. Alasdair MacVean, General Manager of C.A.M.E.L.



The 600 TEU "Aqaba Crown" loading at ECT Terminal in Rotterdam.

C.A.M.E.L. ENTERTAINS CUSTOMERS



A Reception was held at the Hilton Hotel in Khartoum recently for C.A.M.E.L. consignees and shippers to meet three members of C.A.M.E.L.'s management team who were on a visit to Khartoum. The photographs show the three senior executives — Messrs. J.H. Joyce, Managing Director of Cunard-Brocklebank Limited; A.S. Hope, Commercial Manager; and T. Barnes, C.A.M.E.L.'s Manager-Middle East — meeting guests.

CONQUERING INACCESSIBLE ISLAND



WHERE IT ALL STARTED — Situated in the peaceful Staffordshire countryside at Uttoxeter, Denstone College was founded in 1868. The photograph shows a partial view of the front of the school. Four years of meticulous planning went into the preparation of the expedition.

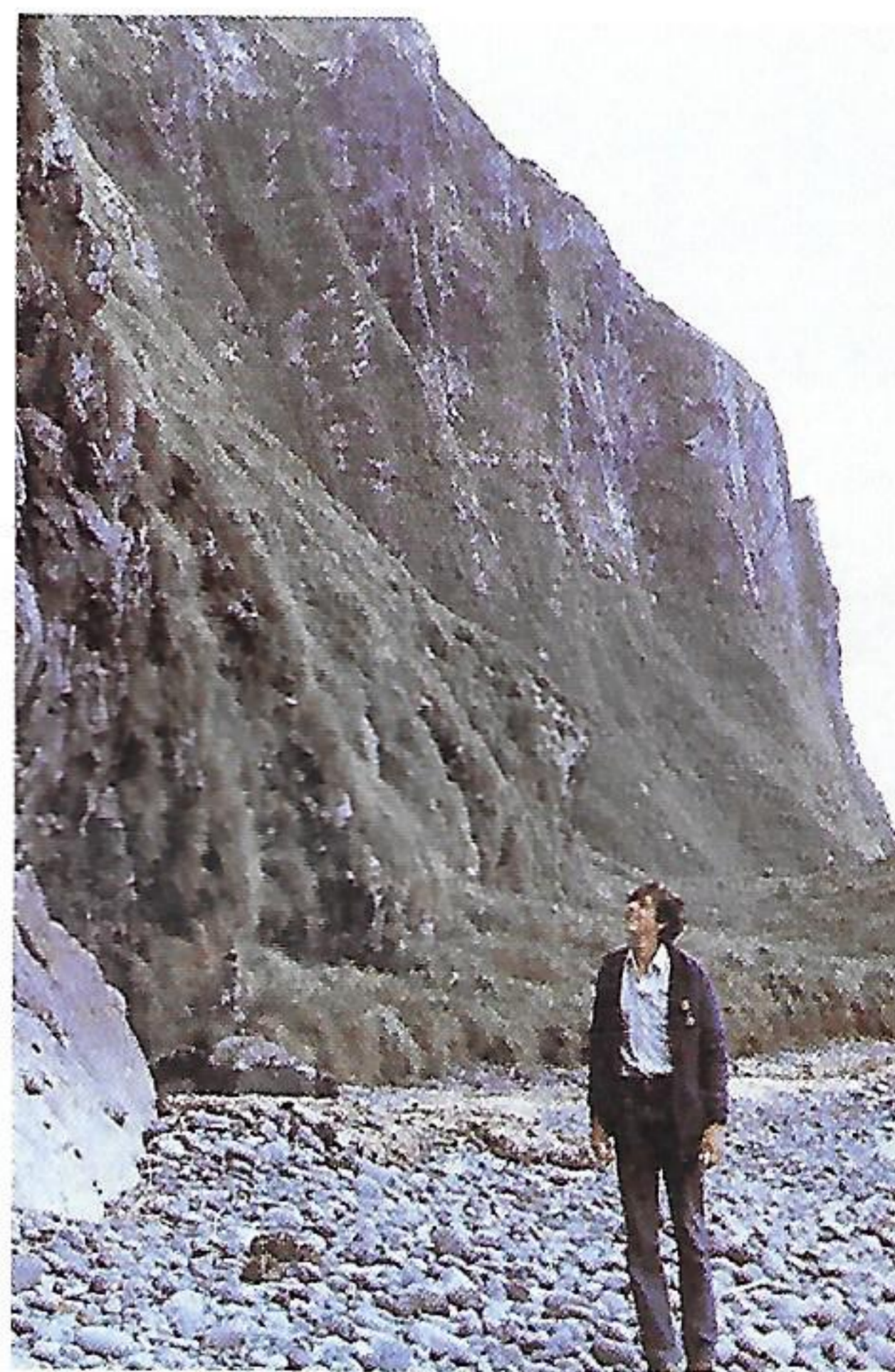


An EHCL container arrives at the school to collect equipment to be shipped for the expedition.



Six school boys and six adults have returned from an amazing and unforgettable journey to Inaccessible Island in the storm tossed South Atlantic having discovered a number of hitherto unknown species of flora and fauna.

The group from Denstone college in Staffordshire set off last October for the uninhabited island which measures only five kilometres by four kilometres and is almost entirely surrounded by high cliffs. It is the second largest of



The beaches were of heavy shingle which made walking difficult and hazardous with maximum attention necessary at every step. The cliffs rose steeply almost everywhere on the island. In the photograph Dominic Dowsett, a sixth former at Denstone and a member of the expedition, studies the terrain.

the Tristan da Cunha Group located about 40 km from Tristan, 3,000 km from South America and 2,800 km from Cape Town and at about the same latitude.

The objects of the expedition, which is only the sixth scientific visit to the island in its history, were to complete the first thorough exploration in terms of botany, geology, zoology, marine biology and ornithology as well as map-

One of the essential items for the success of the project was this specially designed hut where expedition members ate, slept, wrote up their reports, etc. Made to the specifications set out by the expedition, by Wernick in Essex, each piece could be carried by two people. It took three and a half days of hard work to level the area where the hut was to be erected and it was then put together in just one day.

ping the island and making astronomical and meteorological observations.

EHCL and Ellerman and Bucknall made their contribution to the expedition by arranging to carry food and equipment to Cape Town in order to assist the team in its efforts.

Originally named "Nachtglas" after a Dutch East India vessel, the word "Inaccessible" was added in parenthesis because the crew were unable to go inland. Later the name was dropped from maps but Inaccessible persisted.

The island is geologically a volcanic remnant, 600 metres at the highest point. Cliffs go up to 200 metres except on the exposed Western side. The interior has ravines and gullies.

There are 45 species of flowering plant (out of a total of 124 for the whole Tristan Group), 136 species of non-flowering plants (out of a possible 342), 16 seabird and four landbird species, plus only 58 species of invertebrate recorded so far. Some endemic and rare species were known to occur.

OBSTACLES

The weather and terrain were the main obstacles to progress at the beginning. There was no easy walking on the island with the beaches being heavy shingle and requiring attention at every footstep. The weather obstructed landing on almost all days and low cloud prevented survey work three days out of every four.

Initial efforts were dedicated to building the hut, erecting the store tents and the wind generator and establishing conditions under which the main research of the expedition could go ahead.

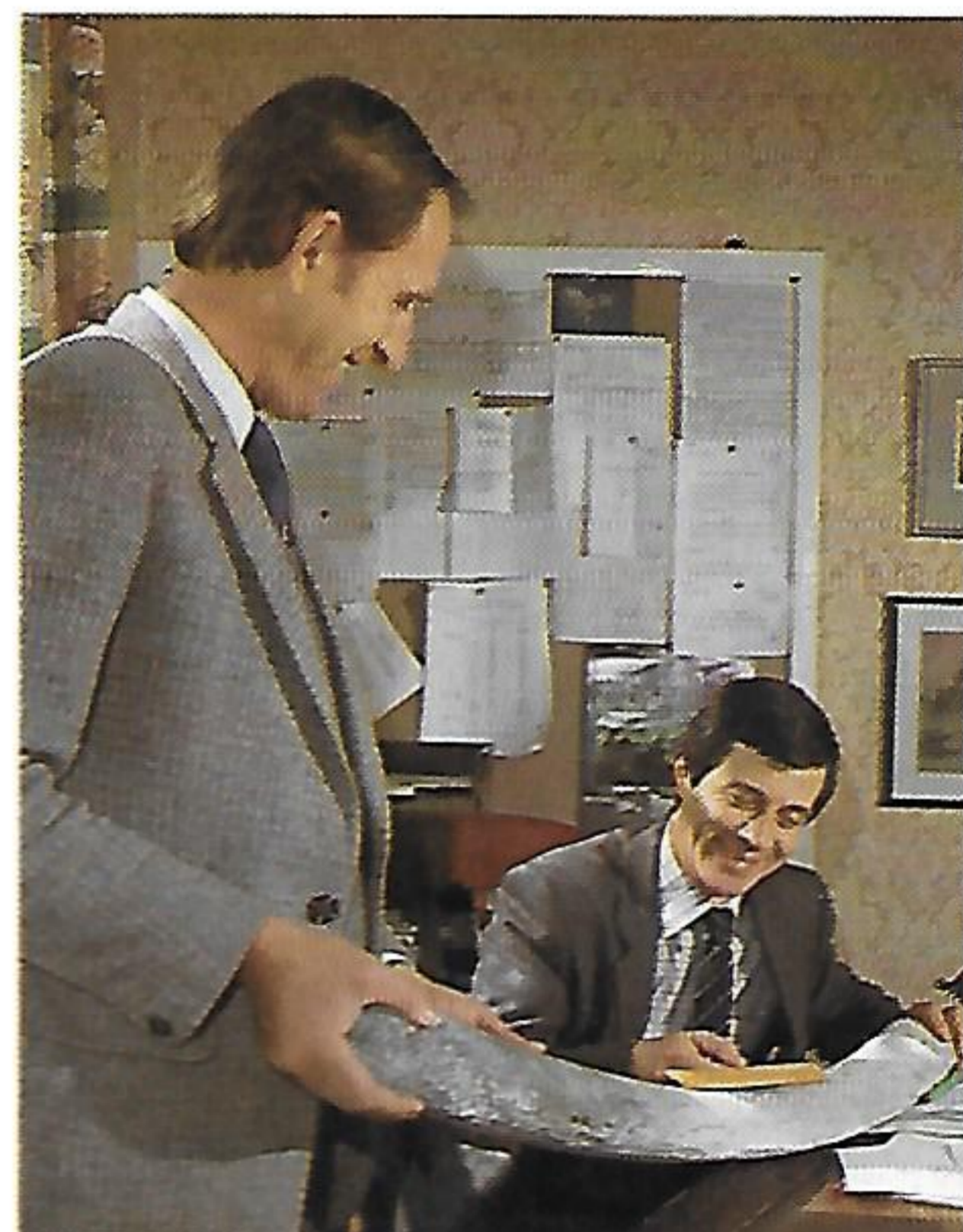
Despite all the difficulties the expedition was able to carry out its research, surveys, and achieve its objectives. The boys and the teachers have said that it is an experience they will never forget. They were also unanimous in declaring that they would return to the island if the possibility presented itself.



A VIEW FROM THE TOP of inhospitable Inaccessible Island in the storm tossed South Atlantic. Only five kilometres by four kilometres, the island is often covered with low cloud and lashed by high winds.



Back at the college, specimens are studied in the laboratory. In the photograph, Expedition Leader Mike Swales (right) discusses a sperm whale tooth which was brought back from the island with David Gilfillan, one of the students who went on the expedition.



Another specimen from Inaccessible Island is shown to Denstone College's Headmaster Tim Beynon (right) by Expedition Leader Mike Swales. As Tim Beynon measures the whale bone, Mike Swales tells him that they brought back some much larger ones.

WELCOME HOME — *The expedition arrives back at Heathrow Airport in London after their four-month adventure and among those on hand to congratulate them are John Mendham (second from right), EHCL Sales Manager, and Brian Croft (third from left) Assistant to the Sales Manager of EHCL, who are shown the penguin "mascot" brought back by Mike Swales (third from right), Expedition Leader. Looking on are Dominic Dowsett (left) and Richard Holt (right), two members of the expedition, and Headmaster Tim Beynon (second from left).*



MEETING CUSTOMERS AND STAFF



Ben Line Chairman William Thomson was recently in Far East Asia where he visited BLC offices and customers in Bangkok, Hong Kong, Japan and South Korea. In the photograph, Mr. Thomson (left), talks to members of BLC's Hong Kong office (left to right) Hon Lam, Lucy Yau and Willie Tam before a dinner party given for BLC customers.

BLC MALAYSIAN REPRESENTATIVES

In accordance with the Malaysian Government's policy of encouraging Malaysian and Bumiputra investment

LUCKY "11"

On March 11th, BLC's container ship "Benalder" — after 11 years service with Trio — sailed from the HHLA Container Terminal in Hamburg with 1111 containers on board.

It was the 1111th sailing since the service was inaugurated at Hamburg, which provides 111 sailings per year. To commemorate the unusual occasion, representatives of the Trio lines met on board the "Benalder" together with the Managing Director of HHLA Terminal, Capt. Volker Lakenau (second from left) and the Terminal Manager of Messrs. Menzell & Co. Schiffsmakler, Capt. Uwe Messenbrink (left), who are BLC's agents. Gifts to serve as mementos of the event were given to Capt. George Reid, Master of the "Benalder" (right). Looking on is Chief Engineer Donald McVicar.



and participation in all spheres of the economy, Ben Line has participated in the formation of a new holding company, Bendera Holdings Sendirian Berhad together with three Malaysian shareholders.

A wholly owned subsidiary of Bendera Holdings, Bendera Shipping Agencies Sdn. Bhd. has also been incorporated and has been appointed agents for BLC as well as other Ben Line interests with effect from 1st May 1983.

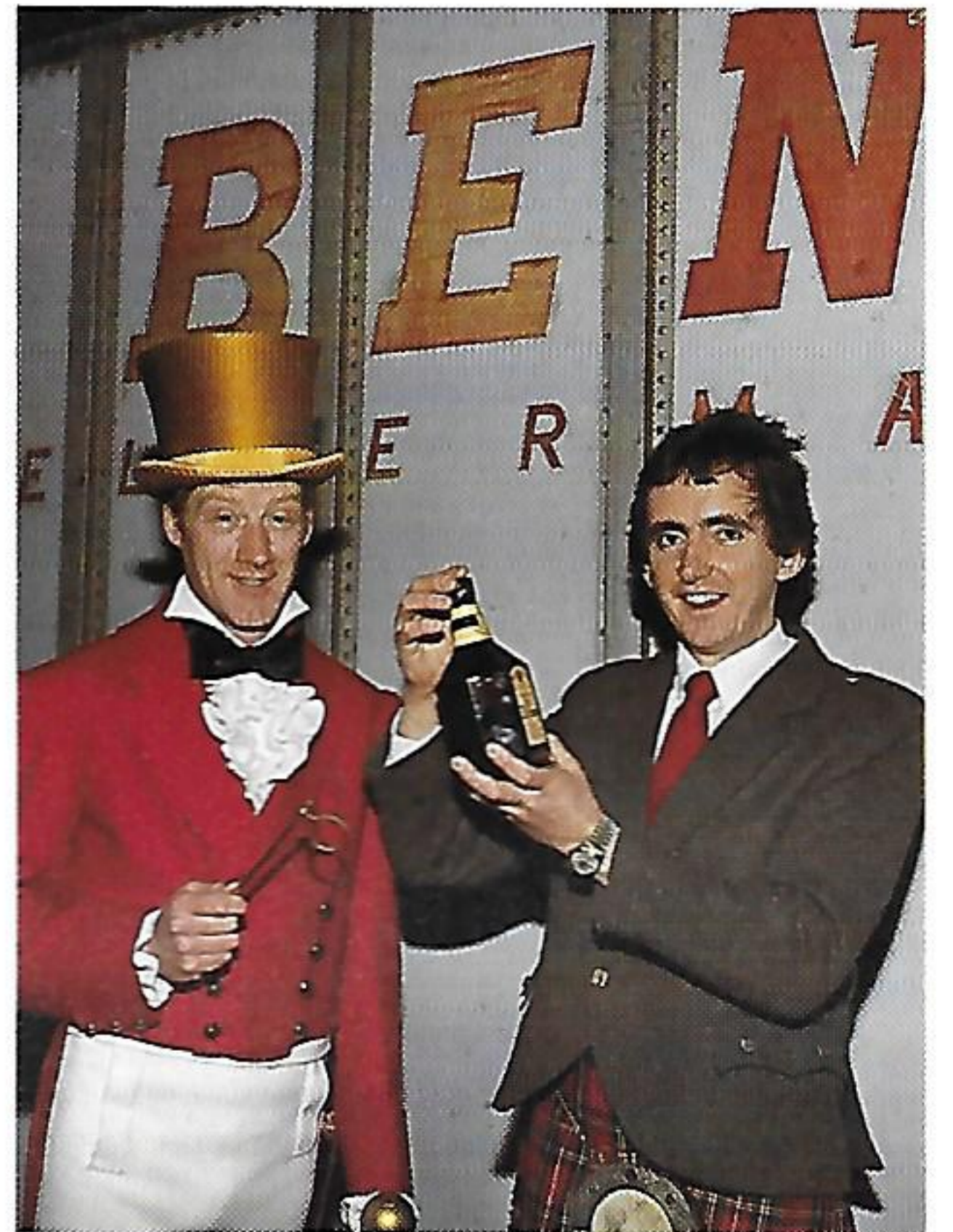
Mr. Stewart Forbes, the current Ben Line and BLC manager in Malaysia has been appointed a Director of Bendera Holdings.

IN PERFECT HARMONY

BLC's Andrew Muir (below right) in full Scottish regalia and Johnnie Walker in top hat and scarlet tailcoat were on hand to watch the first shipment of Johnnie Walker Old Harmony Scotch Whisky leave the Johnnie Walker Bottling Hall in Kilmarnock, Scotland, bound for Japan.

BLC were entrusted with the safe passage of the first valuable 3,000 case shipment which was carried in three Ben Line containers.

Johnnie Walker Old Harmony is a special blend of the finest matured Scotch whiskies, developed specially for Japan. Scotch whisky, particularly Johnnie Walker's famous Red and Black Label, continues to be the number one prestige spirit in Japan.



BLC CUSTOMER PROVIDED WHISKY



It happened at a dinner party given by BLC in Hong Kong for Chinese Eastbound shippers. The evening started with the traditional game of mah-jong followed by a 13-course Chinese dinner. Among the guests was Mr. S.P. Chow (right), Director of Caldbeck MacGregor, agents for Johnnie Walker Scotch Whisky, and he brought along a bottle of Black Label for a toast. Holding the bottle (centre) is Robert Hogg of Ben Line who was previously in Jakarta, and enjoying his "wee dram" is BLC Hong Kong Manager David Keith-Welsh.