



# International Seafarers' Welfare Awards 2019

*Recognising excellence in seafarers' welfare provision*



# Welcome

With the International Seafarers' Welfare Awards in their eighth year, seafarers now have even more of a say about who provides them with the best welfare services and facilities. For the first time in the awards' history, seafarers have judged the shortlisted entries and decided the winners as well as making the initial nominations.

Seafarers deserve to benefit from the same welfare standards as workers from any other industry, and ISWAN's work is focused on setting a benchmark and encouraging the best possible welfare provision both on board and in port. Our awards aim to showcase outstanding examples of shipping companies, ports, seafarer centres, organisations and individuals who go above and beyond for seafarers' welfare, and to encourage others to follow suit.

The International Seafarers' Welfare Awards 2019 would not be possible without this year's Headline Sponsor and host, Inmarsat. We are incredibly grateful for their support and delighted to be holding our awards ceremony at Inmarsat's Headquarters in London as part of their London International Shipping Week events.

We would also like to thank our sponsors the International Chamber of Shipping, Wrist Ship Supply,

Garrets, MF Shipping Group, ShipMoney and the International Christian Maritime Association for their invaluable support.

We are grateful to all the seafarers around the world who nominated candidates for our awards, but special thanks are owed to our seafarer judges, who volunteered their time to choose 2019's winners. We are also indebted to our expert advisors from across the maritime industry for reviewing the many excellent entries we received to create a shortlist for our seafarer judges. The standard of entries was very high and our experts had some difficult decisions to make.

Finally, congratulations to all of the shortlisted candidates. You are shining examples of the hard work and dedicated efforts across the globe to improve the welfare of seafarers, and I look forward to congratulating the winners.

I hope you all have a wonderful evening.



Roger Harris,  
ISWAN Executive Director

# About us

The life of a seafarer is not an easy one. Unpredictable working conditions, long periods away from home and limited communication with family and friends mean that seafarers sometimes need help with a wide range of issues. ISWAN is the result of a merger between the International Committee on Seafarers' Welfare (ICSW) and the International Seafarers Assistance Network (ISAN). We work to improve welfare for seafarers all over the world by providing our own services and supporting other seafarers' welfare organisations.

ISWAN's 24-hour multilingual helpline, SeafarerHelp, runs every day of the year and is free for seafarers to call from anywhere in the world. We also run an emergency welfare fund for seafarers in dire need, produce health information for seafarers, and provide information on the location of seafarer centres.

As well as promoting seafarers' welfare, we work for the full implementation of the Maritime Labour Convention, 2006, as amended and encourage others in the industry to improve welfare standards and facilities.

In 2015, The Maritime Piracy Humanitarian Response Programme (MPHRP) moved its activities into ISWAN and continues to offer regional support to seafarers and their families in South Asia, South East Asia or elsewhere if the need is presented. The effects of piracy on

seafarers and their families can be long-lasting, and long-term help and support is vital in aiding seafarers affected by this issue.

We continue to be funded by membership subscriptions, grants from foundations, sponsorship and earned income. We are thankful to all our members from welfare organisations, government seafarer services, shipping companies, ports and trade unions. We are especially grateful to our core members, the ICS, the ITF and ICMA, as well as our main funders the ITF Seafarers' Trust, The TK Foundation, Seafarers UK and the Trafigura Foundation.



Scorpio supports the welfare of seafarers

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## Expert advisors

Our 2019 shortlist was decided thanks to the efforts of our expert advisors:



**Jan Oltmanns**

Club Manager,  
DUCKDALBEN  
International  
Seamen's Club



**Luca Tommasi**

Project Manager,  
ITF Seafarers'  
Trust



**Niels Snog**

VP & CCO,  
Wrist Group



**Jason Zuidema**

General  
Secretary,  
International  
Christian  
Maritime  
Association



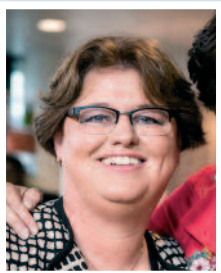
**Mark Warner**

Head of  
Marketing  
Communications,  
Inmarsat



**Peter Tomlin**

Chief Executive,  
UK Merchant  
Navy  
Welfare Board



**Karin Orsel**

Chief Executive  
Officer,  
MF Shipping  
Group



**Natalie Shaw**

Director  
Employment  
Affairs,  
International  
Chamber of  
Shipping



**Rob Austin**

Director of Client  
Management,  
Garrets  
International

## Seafarer judges

This year, we asked seafarers to choose the winners of our awards from this year's shortlist. We are extremely grateful to our seafarer judges for their efforts to decide who should be honoured with an award:

**Ehdric C. Lindo**

Able Bodied Seaman

**Ernesto Mercado**

3rd Assistant Engineer

**Ian Anderson**

Deck Officer

**Capt. Ivan Franco**

Captain

**Joanne Rawley**

Chief Officer

**Luka Peroš**

2nd Officer

**Capt. Nitin Behal**

Captain

**Capt. Ozgur Dogan Gunes**

Captain

**Pablo Inos Santiago**

Executive Housekeeper

**Richard Cabico**

Able-Bodied Seaman

**Suneha Gadpande**

Master Mariner

**Vladislav Salov**

3rd Officer

## Guests of honour

### Ronald Spithout President Inmarsat Maritime

Mr Ronald H. W. Spithout currently serves as President, Inmarsat Maritime. Spithout was appointed in October 2014 to oversee global maritime activities for Inmarsat, the leading provider of global mobile satellite communications services. Prior to joining the maritime business unit, he served as President, Inmarsat Enterprise. In this role, held since 2012, Spithout had global responsibility for sales, including accountability for P&L, strategic direction and partnerships for enterprise markets, including Energy, Media and Commercial. Spithout came to Inmarsat from Stratos Global, which had been acquired by Inmarsat in April 2009 and then restructured under the Inmarsat brand in January 2012.

From July 2006 through December 2011, Spithout was Senior Vice President, MSS Marketing and Sales, Worldwide, for Stratos Global. He held global responsibility for the MSS marketing and sales organization, including accountability for P&L, strategic direction and partnerships, the company's distribution network, and the evaluation of new technologies to enhance and complement Stratos' core offerings. Prior to that, he handled Stratos MSS Sales for all countries except North America. He came to Stratos from Xantic B.V., a satellite communications company headquartered in The Netherlands, which was acquired by Stratos in early 2006. At Xantic, Spithout served as Executive Vice President Marketing and Sales and was previously



responsible for Xantic's Network and Service Operations, including the Land Earth Stations and its customer service activities.

Spithout, who began his career in the telecommunications business in the late 80s, held various sales positions for KPN (the Royal Dutch Telecom Operator) in the Netherlands and has held numerous positions with several of KPN's JV companies including business accountabilities for KPN's Asia market out of Singapore, operations for PanTel in Hungary, and marketing and sales for Ratelindo in Indonesia.

Spithout holds a degree in electrical engineering from HTS-Rotterdam, the Rotterdam Institute for Technology. He also served in the Dutch military as a reserve Lieutenant in the Dutch Cavalry.



[www.inmarsat.com](http://www.inmarsat.com)

## Guests of honour



### Guy Platten Secretary General

Guy Platten is a qualified master mariner with a long background in the marine industry both at sea and ashore.

He was appointed Secretary General of the International Chamber of Shipping (ICS) in August 2018. The ICS membership comprises national shipowners' associations in Asia, Europe and the Americas whose member shipping companies operate over 80% of the world's merchant tonnage. The ICS represents and promotes the views and interests of its member at a variety of fora including the International Maritime Organisation, International Labour Organization and many others.

Before moving to the ICS Guy was Chief Executive of the United Kingdom Chamber of Shipping where he led the team to a number of successes including

an increase in membership, elimination of annual deficits, raising the profile of the industry to a variety of stakeholders including media and a number of significant policy achievements,

Prior to this, he was Chief Executive of Caledonian Maritime Assets (CMAL) Ltd. establishing CMAL and building it into a respected company delivering vital transport infrastructure to the West Coast of Scotland. He oversaw construction and delivery of two innovative hybrid ferries as part of a fleet renewal programme along with a number of significant harbour developments.

Before CMAL, Guy was Director of Marine Operations for the Northern Lighthouse Board and was responsible for the NLB fleet, Oban port facility, 24-hour monitor centre and providing navigational advice regarding the provision of Aids to Navigation around the coast of Scotland and the Isle of Man. He served on the Aids to Navigation Management Committee of IALA.

His career at sea began in 1982 with the Royal Fleet Auxiliary Service. He joined the RNLi in 1993 as an Inspector of Lifeboats, latterly as Inspector for Scotland training and overseeing lifeboat crews around the coast and following this he served with the MOD as a Salvage Officer and led or contributed to a number of projects including the removal of oil from a sunken World War 2 battleship, recovery of ditched aircraft and the refloating of a grounded warship.



International  
Chamber of Shipping

[www.ics-shipping.org](http://www.ics-shipping.org)



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# Special Award

## ISWAN Award for Outstanding Support of Seafarers' Wellbeing: Shell Ship Management



Shell Ship Management believes that continually improving crew wellbeing and engagement is critical to improved personal wellbeing and safety. Shell's Resilience programme, designed to help crew members deal with stress and personal adversity in both work and personal situations, is currently being implemented across 500 companies and over 12,000 vessels. Alongside this, Shell has further sought to overcome the bias and stigma associated with identifying and addressing mental wellbeing at sea through its relaunched 'Stepping Stones to Health, Fitness and Wellbeing' programme.

Our expert advisors were very impressed with Shell's Resilience programme and the company's contribution to improving the wider industry's response to mental health at sea. As a result, they have decided to award Shell with our ISWAN Award for Outstanding Support of Seafarers' Wellbeing.





Maritime and Port Authority of Singapore dedicates the ISWAN Port of the Year 2019 Award to all our partners for making Singapore a choice port of call for seafarers and ships

WWW.MPA.GOV.SG



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Mid West Ports Authority are proud and humbled to be shortlisted as Port of the Year in the 2019 International Seafarers' Welfare Awards.

Creating a supportive and connected relationship with the Geraldton Mission to Seafarers is an integral part of our operations.

We congratulate the other shortlisted entrants and wish them luck in the prestigious awards.

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## Port of the Year



### Port of Geraldton

Mid West Ports Authority (MWPA) has made a large investment into plans to construct a new building for the Geraldton Mission to Seafarers, with monthly contributions to the project.

MWPA provides seafarers with free WiFi and courtesy shuttle bus services 365 days a year, and the local Mission to Seafarers team are certified with easy access within the maritime security zone. A Seafarers Welfare Committee was formed in 2017 to regularly review the quality of services provided to seafarers.

MWPA also rallies community awareness and support of the Geraldton Mission to Seafarers by publicly promoting their cause; for example, it held a Port Tour Day for the local community as a fundraiser.

### Port of Hamburg



The Port of Hamburg offers free WiFi for seafarers at various locations around the port and is working on further expansion. The Port cooperates with various institutions to ensure seafarers are guaranteed to get ashore, and Port Security runs a shuttle service directly to the DUCKDALBEN International Seamen's Club. The Port also ensures that onboard visits by welfare organisations are possible at any time without problem. The Port of Hamburg is part of a Port Welfare Committee to improve services at the port, and it works with various institutions such as local hospitals and the church to offer additional services to seafarers such as health care and free clothing. The Port also operates a voluntary port levy system to raise funds for welfare provisions.

### Port of Singapore



MPA  
SINGAPORE

The Maritime Port Authority of Singapore (MPA) works closely with partners in welfare services to ensure seafarers can maximise their time in port, including jointly developing an on-demand bus service with other members of Singapore's Welfare Committee for Seafarers. MPA also works in partnership with seafarers' missions and maritime unions to run drop-in centres for seafarers, and provides an annual grant to support their work. MPA organises learning tours to offer seafarers with limited time the chance to visit places of interest in Singapore, and provides 24/7 medical advice and evacuation for seafarers requiring immediate medical attention. MPA collects Maritime Welfare Fees from vessels visiting the Port of Singapore which are used to improve welfare facilities and services for seafarers.

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## Eaglestar Marine Holdings (L) Pte Ltd



All staff on Eaglestar's vessels are provided with free

internet access and free phone calls during festive occasions. A range of social activities are held on board to curb isolation, and gyms, recreational facilities and streamed entertainment services are available on every vessel. Eaglestar has developed a comprehensive 'Wellness Guide', which provides guidance to its seafarers on managing their health and overcoming isolation, stress and anxiety. The company provides staff and their families with professional counselling during times of crisis. It also helps cadets and trainees to cope with and adapt to life at sea by assigning them to mentors through its 'Buddy System'.

## Qatar Gas Transport Company Ltd. (Nakilat)



ناقلات ناكيلات

Nakilat encourages seafarers on its vessels to maintain a healthy and active lifestyle with a well-stocked gym and a daily menu of nutritious meals

on its vessels. The company recently supplied new mattresses for all its cabins and improved seating arrangements on board. Nakilat also recently launched an active health awareness campaign to address its concerns about the mental health of seafarers, providing a range of resources along with access to a 24-hour helpline. The company coaches and mentors its seafarers during regular ship visits and supports their families with services such as drop-in centres and access to cash advances.

## Scorpio Group



Scorpio Group provides a wide range of gym, sports

and entertainment facilities on board to promote good physical and mental health. Seafarers can take advantage of a monthly 'crew welfare allowance' to purchase welfare items. Scorpio Group encourages and facilitates shore leave wherever possible, arranging service boats to take crew to shore at the master's discretion. The company provides a range of training for its seafarers on subjects such as mental health, fatigue management, and harassment and bullying. The company provides a comprehensive life and health insurance cover for seafarers and their families with coverage also for the periods between contracts.

Shipping  
Company  
of the Year

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## Teekay Shipping



At Teekay Shipping, proactive planning of duties by the Senior Management

Team on board ensures seafarers have the opportunity to go ashore wherever possible. Teekay provides free internet to all its ships and a support line for seafarers experiencing challenges in their work of personal life. Social interaction is encouraged with onboard team competitions, and the company involves families back home with events, competitions and support in the event of emergencies.

## Thome Group



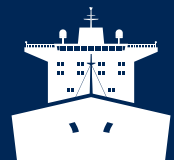
Thome Group provides its seafarers with free personal hygiene provisions, snacks and

drinks on board, and the galleys on most vessels are available 24/7. The company regularly organises campaigns to improve crew members' health and encourages social interaction with regular get-togethers, celebrations for special occasions and sports competitions. Thome Group makes it as easy as possible for seafarers to take shore leave, and provides free training and seminars with travel, meal and accommodation expenses paid. The company provides extensive support to seafarers' families, including educational/scholarship programs for children and a Privilege Card for discounts and privileges such as affordable housing and car loans.

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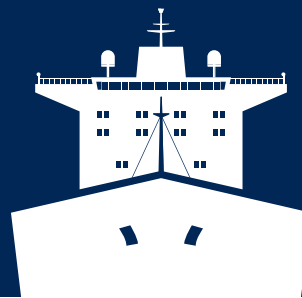
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## Houston International Seafarers Center, USA

# Seafarer Centre of the Year

Houston International Seafarers Center (HISC) is open 365 days a year and comprises two separate centres, both of which offer free transport to their locations and local shops. Each centre has a day and night chaplain on duty and offers free, unlimited WiFi. HISC is home to approximately 15 port chaplains and ship visitors who offer counselling and spiritual/religious support to seafarers and respond to health emergencies when required. HISC works closely with port authorities to ensure the welfare needs of seafarers visiting the Port of Houston are met.

## Liverpool Seafarers Centre, UK

Seafarers visiting Liverpool Seafarers Centre can take advantage of facilities such as a bar with a shop, an outdoor all-weather area with seating, and a games area including a full-size snooker table. A recent successful grant application enabled the centre to improve its interior furnishings and floor covering to create a homely atmosphere for visiting seafarers. The centre recently introduced the services of a Clinical Psychologist and is open every day, often extending its closing time to meet the needs of seafarers arriving late at night. Transport provided to and from the centre is demand-led and seafarers with no time for shore leave are visited on board with items such as SIM cards, a MiFi unit and souvenirs.

## SCI Philadelphia and South Jersey, USA

The primary focus of the SCI Philadelphia and South Jersey has shifted from a centre-based service to ship visiting to serve seafarers unable to get ashore. Operating seven days a week, the mission visits approximately 75% of the 2,000 ships calling at the 30 terminals in the area, using a customised web app so that ship visitors and chaplains can track each visit. The mission also visits seafarers who have been hospitalised and provides free transport for shopping and sightseeing. It focuses its efforts on three pillars: Communications, Transport and Presence, and has representatives from across the maritime community on its board of directors.





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SHIP SUPPLY

## The Mission to Seafarers – Gladstone, Australia

Open all year round, The Mission to Seafarers – Gladstone offers visiting seafarers free WiFi as well as free books, toiletries, muffins and pastries, and beanies. Free transport is provided daily to and from the centre, and the team conducts airport transfers and hospital visits. A team of dedicated ship visitors provides church services and reading materials on board, and Christmas gift bags are organised for over 200 seafarers every year. The centre sits on the local Port Welfare Committee and has a dog, Captain Jack, who has a positive impact on the mental health and welfare of visitors and volunteers alike.

## The Mission to Seafarers – Sydney, Australia

Chaplains from The Mission to Seafarers Sydney visit crew on board vessels four to five days a week, bringing SIM cards, reading materials and souvenirs, and providing pastoral care and counselling where needed. Free transportation is available four times a day to take seafarers to and from the centre, where they can take advantage of a recreation centre, free WiFi and SIM cards, free second-hand clothing and shoes, and discounted tickets to local attractions. The centre also provides counselling and support for seafarers who have experienced trauma or been hospitalised, and staff are receiving mental health training to enable them to better assist seafarers.

## United Seafarers' Mission Tauranga, New Zealand

The United Seafarers' Mission Tauranga has 10 volunteers who speak seven different languages. The newly refurbished centre is open every day and offers visiting seafarers free WiFi, free tea/coffee and biscuits, free SIM cards and transportation to the local shopping mall. A team of ship visitors takes reading materials on board to crew members who cannot go ashore. A representative from the centre attends Port Agent meetings every quarter to ensure the centre is meeting seafarers' needs. The centre won an award for its IT system, which provides accurate visitor data and issues seafarers with an ID card for future visits.

# Seafarer Centre of the Year





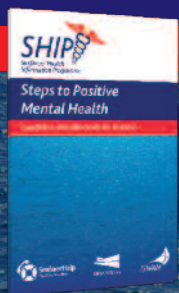
# International Chamber of Shipping

The International Chamber of Shipping is delighted to continue to be associated with the ISWAN International Seafarers' Welfare Awards in 2019.

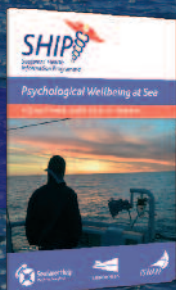
Congratulations to all nominees and thank you all for your major contributions towards high quality provision on seafarers' welfare activities.

[www.ics-shipping.org](http://www.ics-shipping.org)

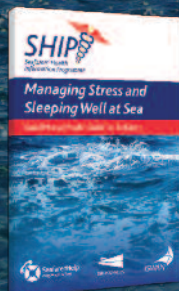
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The Dr Dierk  
Lindemann  
Welfare  
Personality  
of the Year

## Association of Marine Electro Technical Officers (AMETO)

AMETO is the only registered organisation in India exclusively for Electro Technical Officers (ETOs). It works to promote and support the welfare of ETOs and their families. The organisation has supported many seafarers and families in distress through crowdfunding from its members and has carried out 21 successful rescue operations of stranded seafarers.

### Bien Carlo Galapon

Bien designs and implements programmes for the welfare of seafarers and their families under the GOLD Foundation platform in the Philippines. He is the coordinator of 'Kumusta Kabaro' ('How Are You, Mate'), a mental health campaign which encourages maritime stakeholders to prioritise the promotion of all seafarers' wellbeing. He gives mental health awareness talks to seafarers and their families at institutions and maritime schools around the Philippines. Bien also ministers to seafarers on Sundays as a ship missionary and provides practical support and assistance while they are visiting Manila.

### Emmanuelle Trocadero

Emmanuelle provides extensive support for seafarers through her work at Seamen's Club Lorient – Marin Accueil in France, where she has worked since 1989. She drives visiting seafarers to and from the centre, visits crews on board their vessels, and listens and helps in any way she can. She has supported abandoned crews living in poor conditions on board, and stayed with one crew for a week when their ship left for another country without taking care of its crew.

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## Garry South

Garry is on call 24 hours a day as a Port Chaplain for Port Hedland Seafarers Centre in Australia, which sees 30,000 seafarers each year. He visits an average of two ships per day to distribute reading materials and the 'Cadet Gift Packs' he developed for the youngest and lowest paid crew members. Bereavement counselling is an important part of Garry's work – he deals with the aftermath of 6 to 8 fatalities on average each year in ships visiting Port Hedland. He also handles complaints from seafarers about working conditions on board, makes hospital visits, provides transport to visiting seafarers, raises funds for the centre, and organises 2,000 Christmas gift bags to be distributed to 90 ships in the two weeks over Christmas.

The Dr Dierk  
Lindemann  
Welfare  
Personality  
of the Year



## Praison Alexander

In his role as a Port Chaplain for Sailors' Society, Praison provides a variety of services to seafarers on a daily basis in his home port of Deendayal in India. Between July 2018 and May 2019, Praison visited 1,786 ships, transported 1,974 seafarers, distributed 3,904 printed materials and reached 24,160 seafarers. Praison provides a friendly face for visiting seafarers and offers emotional support or counselling where needed, and he develops longstanding relationships with many of the seafarers he meets.



## Reverend Un Tay

Rev'd Tay is the principal shepherd, pastor, leader and ship visitor at The Mission to Seafarers Sydney. He works over 50 hours a week and is available 24/7 to help ensure that all seafarers visiting the Port of Sydney are well looked after. The port is one of the largest in Australia and demands a vast amount of energy and attention, and Rev'd Tay leads the small team who provide welfare services to seafarers there. He provides pastoral care to any seafarer who needs it and speaks over seven languages, allowing him to be culturally sensitive in ways that many others cannot.

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seafarers are employed by the global shipping industry

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# Previous winners

## Shipping Company of the Year:

- 2018** – Wallem
- 2016** – Anglo-Eastern Ship Management & MF Shipping Group (joint)
- 2015** – Eidesvik
- 2014** – Wallem
- 2012** – Shell Shipping
- 2011** – Wilhelmsen Shipmanagement
- 2010** – Bernard Schulte

## Port of the Year:

- 2018** – Port of Rotterdam
- 2016** – Port of Bremerhaven
- 2015** – Port of Halifax
- 2014** – Port of Antwerp
- 2012** – Kandla Port
- 2011** – Port of Antwerp
- 2010** – Port of Singapore & Port of Barcelona (joint)

## Seafarer Centre of the Year:

- 2018** – Mission to Seafarers Brisbane
- 2016** – Stella Maris, Barcelona
- 2015** – Seafarers' Centre Bremerhaven
- 2014** – The Flying Angel Club Fremantle
- 2012** – Seafarers' House, Port Everglades
- 2011** – DUCKDALBEN International Seamen's Club
- 2010** – Rosenhill Seamen's Centre

## The Dr Dierk Lindemann Welfare Personality of the Year (Organisation):

- 2018** – Nautilus Welfare Fund
- 2016** – Associated Marine Officers' and Seamen's Union of the Philippines (AMOSUP)
- 2015** – National Union of Seafarers of India (NUSI)

## The Dr Dierk Lindemann Welfare Personality of the Year (Individual):

- 2018** – Jasper Del Rosario
- 2016** – Reverend Stephen Miller
- 2015** – Chirag Bahri
- 2014** – Reverend Paul Noel
- 2012** – Father Giacomo Martino & Reverend Dennis Claughton (joint)
- 2011** – Reverend Peter Ellis & Paddy Percival (joint)
- 2010** – Ann Brogan

## Special Awards:

- 2018** – ISWAN Posthumous Award for Outstanding Services to Seafarers' Welfare: Joseph Chacko and Leena Joseph
- 2018** – ISWAN Commendation for Outstanding Services to Seafarers' Welfare: The Flying Angel Club Fremantle
- 2016** – Judges' Special Award: DUCKDALBEN International Seamen's Club
- 2015** – Judges' Special Award: Reverend Ken Peters
- 2015** – ISWAN Posthumous Award for Outstanding Services to Seafarers' Welfare: Paul Karras
- 2014** – Judges' Special Award: Ms Apinya Tajit



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