

# CREW WATCH

NOVEMBER 2019

**BSAFE** TAKE CARE OF YOUR MOST IMPORTANT TOOLS

**DRUG SMUGGLING** DISCOVER WHERE TO LOOK

**LONELINESS AT SEA** HELP IS AT HAND

**APOSTLESHIP OF THE SEA** A DAY WITH THE CHAPLAINS

**BRITANNIA GOES SOCIAL** INSTAGRAM PHOTO COMPETITION



BRITANNIA P&I  
TRUSTED SINCE 1855



First Aid

**IF YOU HAVE AN ACCIDENT  
HERE ARE SOME STEPS YOU CAN  
TAKE STRAIGHT AWAY WHILE  
WAITING FOR MEDICAL ASSISTANCE**

**BROKEN BONES**

Keep the hand still, in a splint if possible. If an open fracture cover with a clean cloth. Apply ice to help the pain, but never for more than 20 minutes at a time and never apply directly to the skin.

**CUTS**

Apply pressure to the wound to stop the bleeding, wash any dirt or debris from the wound, cover with a clean cloth to prevent further contamination.

**AMPUTATIONS AND SOFT TISSUE INJURY**

Apply pressure to stop the bleeding and cover with a clean damp bandage. Elevate the hand above the heart to reduce bleeding. Retrieve the amputated part if possible and keep it damp and cool (but not in direct contact with ice).

**BURNS**

If caused by heat then cool with water (not ice) and then cover. For chemical burns, flush the area with lots of water and then cover.

**B SAFE**

**YOUR HANDS**

**ARE YOUR TOOLS. TAKE CARE OF THEM. BEFORE YOU START A TASK, THINK ABOUT THE RISKS**

SHAJED KHAN Loss Prevention Manager, London  
skhan@tindalriley.com



The hand is one of the most complicated parts of the body. In the hand there are 27 bones, including 8 in the wrist.

Combined with the tendons, bones, tissues and nerves, they all allow the hand to do a wide variety of highly complex tasks.

If just one of these elements is injured, the effect can be enormous. Even quite minor injuries to a hand may prevent it being fully functional – with loss of motion, dexterity and grip. Tuck your thumbs into the palms of your hands and then try to tie your shoelaces!

FOR A MORE DETAILED ARTICLE ON HAND INJURIES READ THE NOVEMBER 2019 ISSUE OF CREW WATCH ON THE BRITANNIA WEBSITE.  
britanniapandi.com

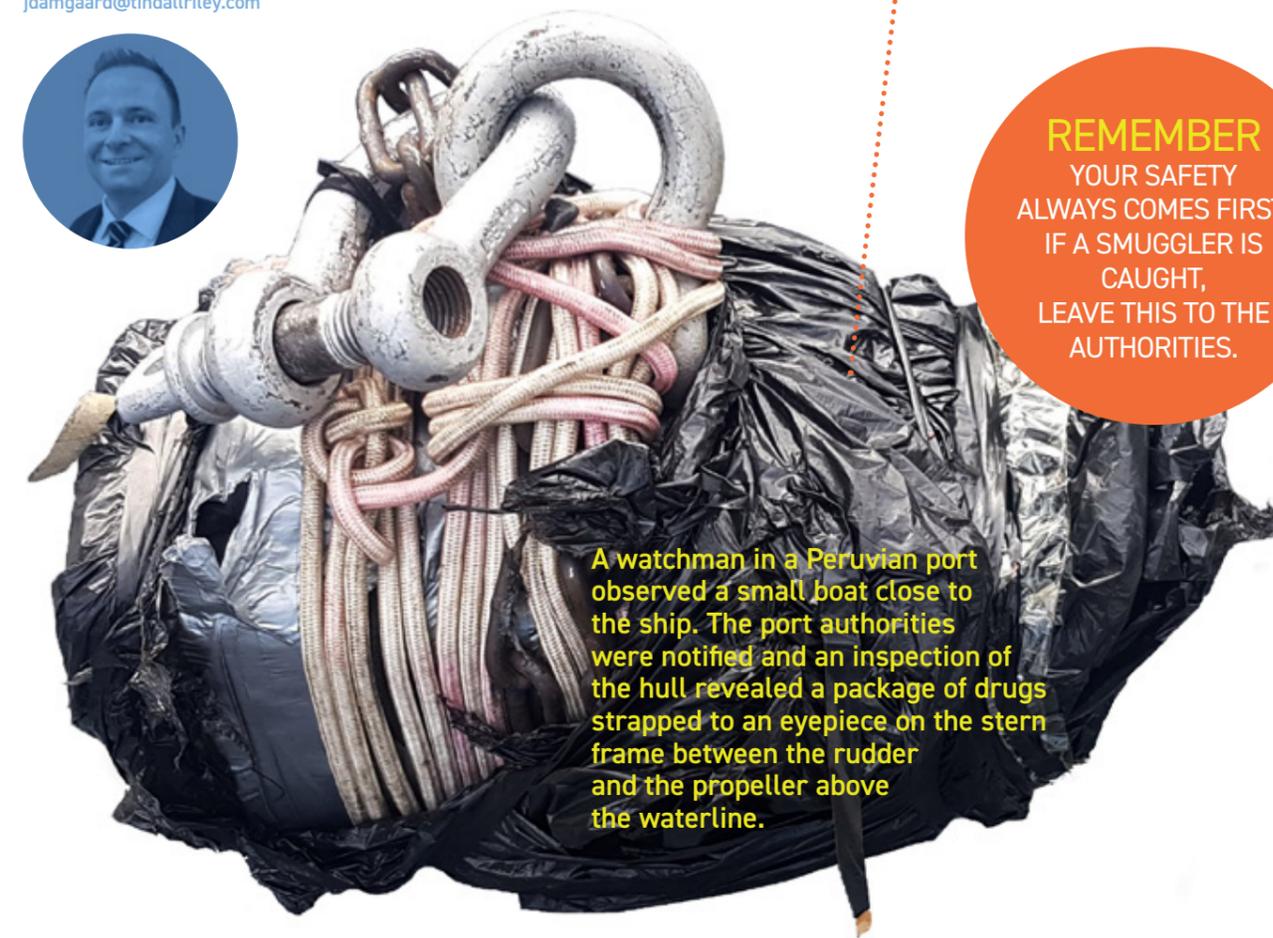


BSAFE POSTERS available from Britannia Marketing

**DRUG  
SMUGGLING**

**A THREAT TO SHIP AND CREW**

JACOB DAMGAARD from Loss Prevention, Singapore  
jdamgaard@tindalriley.com



A watchman in a Peruvian port observed a small boat close to the ship. The port authorities were notified and an inspection of the hull revealed a package of drugs strapped to an eyepiece on the stern frame between the rudder and the propeller above the waterline.

**REMEMBER**  
YOUR SAFETY  
ALWAYS COMES FIRST.  
IF A SMUGGLER IS  
CAUGHT,  
LEAVE THIS TO THE  
AUTHORITIES.

**DRUGS HIDDEN AMONG THE CARGO**

Container ships and car and truck carriers are the most likely places to hide drugs. Drugs can be hidden around the engine, fuel tank or in tyres.

**WHEN THE SHIP IS ALONGSIDE**

Divers are used to place packages on the side of the ship's hull below the waterline. This is common in South American countries. At the destination port, divers will retrieve the packages.

**PRECAUTIONS YOU SHOULD TAKE**

The ship must always contact their local agent before arrival in port. Where there is an increased risk of smuggling a pre-departure inspection can be arranged.

Any suspicious boats operating in the waters around the ship should be reported to the ship's security officer. If CCTV is installed, this should be closely monitored during the port stays.

Strict security should be maintained for all areas, with accommodation and deck stores being locked while in port. Only essential personnel should be on deck and a log must be kept of all visitors to the ship who must present photo ID.

**IF DRUGS ARE FOUND CONTACT THE OFFICE ASHORE IMMEDIATELY!**

Officers and crew should not touch the packages. Always cooperate with the authorities.



# LONELINESS

# AT SEA

BY CONNIE S GEHRT CONOVAH – Health and Safety Solutions

Loneliness is a feeling of not having access to the quantity and quality of social company that we want. Loneliness is not the same as being alone. Some enjoy being alone and some feel lonely in the company of others. We all know how loneliness feels because this is part of our natural feelings as social human beings and most will have felt loneliness at some point in their lives – perhaps only briefly. When we register the feeling of loneliness most of us will naturally seek the company of others and the feeling goes away.

There are many and complex reasons as to why loneliness can become a problem and this feeling of isolation can have a serious and detrimental effect on your mental and physical health. The longer you feel lonely the more difficult it becomes to seek the company of others. So, it's very important to keep an eye on yourself and on your colleagues and try to prevent these feelings of loneliness taking hold.

As a seafarer it is important to keep good contact with your family and friends at home. It's also very important that you don't neglect the everyday company of other seafarers on board your ship.

**IF YOU ARE A LEADER –  
CHOOSE TO BE A GOOD ONE!**

## TAKE TIME

for regular tours round the ship and have informal chats

## TAKE RESPONSIBILITY

for crew health, safety and well-being and handling conflict

## ENCOURAGE

social activities on board and ensure that regular initiatives are taken

## TREAT

everyone on board with respect and dignity and do not tolerate bullying and harassment

## BE PROACTIVE

Be a good colleague and care about yourself and others – ensure that you are part of a great team!

## WELCOME

new crew members on board – it makes a big difference

## TAKE INITIATIVES

Even small things like having an open door to your cabin or watching a movie in the common areas can have an impact and after a while others may join in

## PARTICIPATE

in social life on board and don't wait for others to think of all the good ideas – try and contribute ideas and help with the planning of social events

## ENGAGE AND RESPOND

to others in a respectful way and if there are any problems, deal with these as soon as possible

## REACH OUT

to any of your colleagues who seem to be feeling down or who have withdrawn from social life on board

## IF YOU FEEL LONELY

reach out to others, do something together, e.g. go to the gym or play a game, and try to maintain good links with your colleagues

**AT ALL LEVELS  
HEALTHY RELATIONSHIPS  
ARE BUILT ON:**

## MUTUAL RESPECT

for yourself and others, even if they are different from you or disagree with your opinions

## TRUST

Believe in your colleagues, take the time to listen before you jump to conclusions and ask questions about their intentions if you are in doubt

## GOOD COMMUNICATION

Ask colleagues for their input and ideas about work, but also ask them about their hobbies, families and lives away from the ship

ANYONE WORKING WITH SEAFARERS WILL BE FAMILIAR WITH THE TERM **SOCIAL ISOLATION** OR LONELINESS. SEAFARING CAN BE A VERY ISOLATING OCCUPATION, BEING AWAY AT SEA FOR MANY MONTHS WITH A LIMITED NUMBER OF COMPANIONS.

A DANISH STUDY IS CURRENTLY LOOKING INTO WHAT CAN INCREASE THE FEELINGS OF LONELINESS AT SEA AND WHAT CAN BE DONE TO IMPROVE THE SITUATION

This study is expected to be published later this year, and is being led by CONNIE S. GEHRT FROM CONOVAH Health and Safety Solutions.

She has been working in the Maritime Industry since 2002, primarily with Health and Safety and holds a Master in Law and a Master in the Psychology of Organisations. The study is financially supported by the Danish Fund, Velliv Foreningen. Once the study is complete we will report back with the recommendations for companies, management on board and seafarers.





AoS SUPPORT SEAFARERS REGARDLESS OF THEIR NATIONALITIES AND RELIGIONS

On World Maritime Day Britannia staff visited ports, ships and crew in Southampton, Felixstowe, Hong Kong and Tokyo, to experience first-hand the important work carried out by Apostleship of the Sea (AoS), (also known as Stella Maris).

## SUPPORTING SEAFARERS WORLDWIDE BRITANNIA SPENDS A DAY WITH THE CHAPLAINS

BRITANNIA'S DONATION TO AoS PAID FOR THE CHARITY'S RUNNING COSTS ON THIS SPECIAL DAY.



### Southampton JUSTIN OLLEY

Father John, his staff and volunteers are there to listen to the crews' concerns when they may have no one else to talk to, and to support and help them whenever possible.

Our team from London visited two car carriers, where Father John delivered Stella Maris publications, woolly hats, a portable 4G Wi-Fi router and bars of good quality chocolate that wouldn't melt so quickly in hot working conditions.

There is also a busy cruise terminal at Southampton that welcomes over two million passengers a year, and the growth in the cruise market places increasing demands on the crew. Competition for positions on board, ever higher standards, and long hours in difficult working conditions, all take their toll.

**The loan of a Wi-Fi router enabled the crew to download movies, Skype and upload photos and generally catch up with family and friends.**

Ships' cooks are an important source of information, and a good barometer of morale on board. They know if there are any issues that may be affecting particular crew members, and are often visited by Father John and his staff.

After an unexpected lunch of delicious hot dogs rustled up by the ship's cook, a short walk from the port took us to the new Southampton Stella Maris Centre behind St Joseph's Church. Here the crew can relax, away from the demands of the ship, use the free Wi-Fi and access the local network of resources.

In the grounds of the facility is a recently donated and very sizable ship's bell. The bell had once hung in St Joseph's, but had 'disappeared' many years ago and by chance a Stella Maris volunteer had spotted and bought it on eBay. It was soon returned to its rightful place and provides a link between the church and the AOS's maritime past, the vital work they do and will surely continue to do in the future.

#### SOUTHAMPTON

BRITANNIA  
(London Office)

JUSTIN OLLEY  
ANASTASIA TAGKOULI  
GILLIAN LAM  
MATTHEW MADIGAN

VISITED 2 CAR CARRIERS

PORT CHAPLAIN  
FATHER JOHN LAVERS.

#### FELIXSTOWE

BRITANNIA  
(London Office)

ELLA HAGELL

VISITED 2  
CONTAINERSHIPS

PORT CHAPLAIN  
PAT EZRA

### Felixstowe ELLA HAGELL

Pat Ezra has been Port Chaplain for two and a half years. She is a qualified engineer who went on to do a theology degree, and now works full time for AoS covering East Anglia and Harwich.

Pat has also completed the Ship Welfare Visitor Course run by Merchant Navy Welfare Board (volunteers also have to do this).

AoS has over 20 chaplains in the UK, plus volunteers, and together they visit 10,000 ships a year in the UK. With winter approaching Pat and her volunteer assistant will be delivering woolly hats, neck-warmers and gloves to the lower ranks.

On her visits to the crew mess, the crew are sometimes reluctant to open up their hearts, but will often text later if they have a problem.

We also visited the seafarers' centre, run by volunteers from a local charity. There was an impressive bar, snacks, shop, TV, internet, pool table, outside area and chapel.

**One third of AoS's funding is raised from church collections on Sea Sunday. Only about £15k comes from corporate donors.**

Pat covers a huge area and can't be in all places at once, so this limits the amount of ship visiting she can do. Ships spend very little time in port so there are not many opportunities for the crew to go into town, which is why the seafarers' centres and ship visits play such an important role.

Follow AoS: [facebook.com/AoS.GB](https://facebook.com/AoS.GB)  
Contact us if you need any assistance

### Hong Kong

WE WERE IMPRESSED BY THE FILIPINO CHIEF COOK, WHO HAD LEARNT TO COOK INDIAN CUISINE ON THE INTERNET VIA HIS MOBILE PHONE, SO HE COULD SERVE THE INDIAN CREW THEIR FAVOURITE DISHES.

### Hong Kong SUNG PIU KAI & JASON HO

Father Valan has worked as a secondary school teacher and Roman Catholic priest in Hong Kong for more than 20 years, and is a familiar face to crew on ships calling at Hong Kong. He understands what seafarers need, and even brought DVDs of English football matches for the crew when we visited with him on a calm sunny day in Hong Kong Port.

**Father Valan has a busy schedule, often visiting 7 or 8 ships a day, 3 to 4 times a week**

We visited three ships – a small containership, a handymax bulk carrier and a gas tanker. The container crew were mostly Filipino and a few Burmese. They were delighted to see Father Valan. We met the master at the bridge and spoke with the chief officer about his family, life at sea, his career and challenges.

On the bulk carrier the crew consisted of Filipinos and Indians. Over lunch in the mess room, we chatted with some members of the crew, but most were young men glued to their mobile phones.

The gas tanker was manned by Chinese and Indonesian crew. A young second officer was excited to learn of the Mariners' Club and their new free ferrying service from ship to shore. The shipowners allowed the crew to access the ship's Wi-Fi for free, so they could keep touch with their families during their rest time.

Father Valan shared with us the seafarers' experiences of physical and psychological challenges, and how interventions and blessings often prevented serious incidents. Different religious beliefs were sometimes challenging – crews from Eastern European countries prefer to see priests and deacons from the Orthodox Church whereas Filipino seafarers prefer the Catholic Church.

Our day culminated back on shore where we were introduced to the upgraded facilities of the AoS offices in Jordon and at the Mariners' Club near Kwai Chung Container Terminal.

**All year we are engaged in maritime-related work. But on this wonderful trip, we gained a deeper understanding and knowledge of seafarers' lives.**

SUNG PIU KAI

We are grateful to Fr. Valan for his good work, and would recommend colleagues to join similar visits – to see the real world from a different perspective. The work by the ministry is regarded as irreplaceable and they are pillars of support to so many aspects of a seaman's life at sea.

### Tokyo NANA KO HIBI

Ms. Iwai is the only chaplain at AoS Tokyo. She visits an average of five ships a day almost every day, sometimes with volunteers who use their own cars, and once a month she is accompanied by a Filipino priest.

The purpose of Ms. Iwai's visits is to listen to seafarers, and she always receives a warm welcome. She asks about their families, their jobs, and next ports of call. Being away from family and friends is hard for seafarers and they enjoy chatting with an 'outside' person from AoS. She makes them feel appreciated and valued.

The International Transport Workers' Federation (ITF) Seafarers' Bulletin is distributed in a variety of languages, as well as AoS's flyers – the Bible and rosary are also available if requested. Unfortunately, because of strict checks at Immigration, it is sometimes difficult to bring SIM cards or toiletries to the ships, but hand knitted caps at Christmas are warmly received.

Britannia is the first P&I Club to approach AoS Tokyo. Hopefully this article will inform other P&I Clubs of the important work they do.

#### HONG KONG

BRITANNIA  
(HK Office)

SUNG PIU KAI AND  
JASON HO

VISITED  
SMALL CONTAINERSHIP  
BULK CARRIER  
GAS TANKER

PORT CHAPLAIN  
FATHER VALAN

#### TOKYO

BRITANNIA  
(Tokyo Office)

NANA KO HIBI  
MIYAKO OUCHI  
RIKA ISHII  
SEIYA OKADA

VISITED  
2 CONTAINERSHIPS  
GENERAL CARGO SHIP

PORT CHAPLAIN  
MS. IWAI

# BRITANNIA GOES

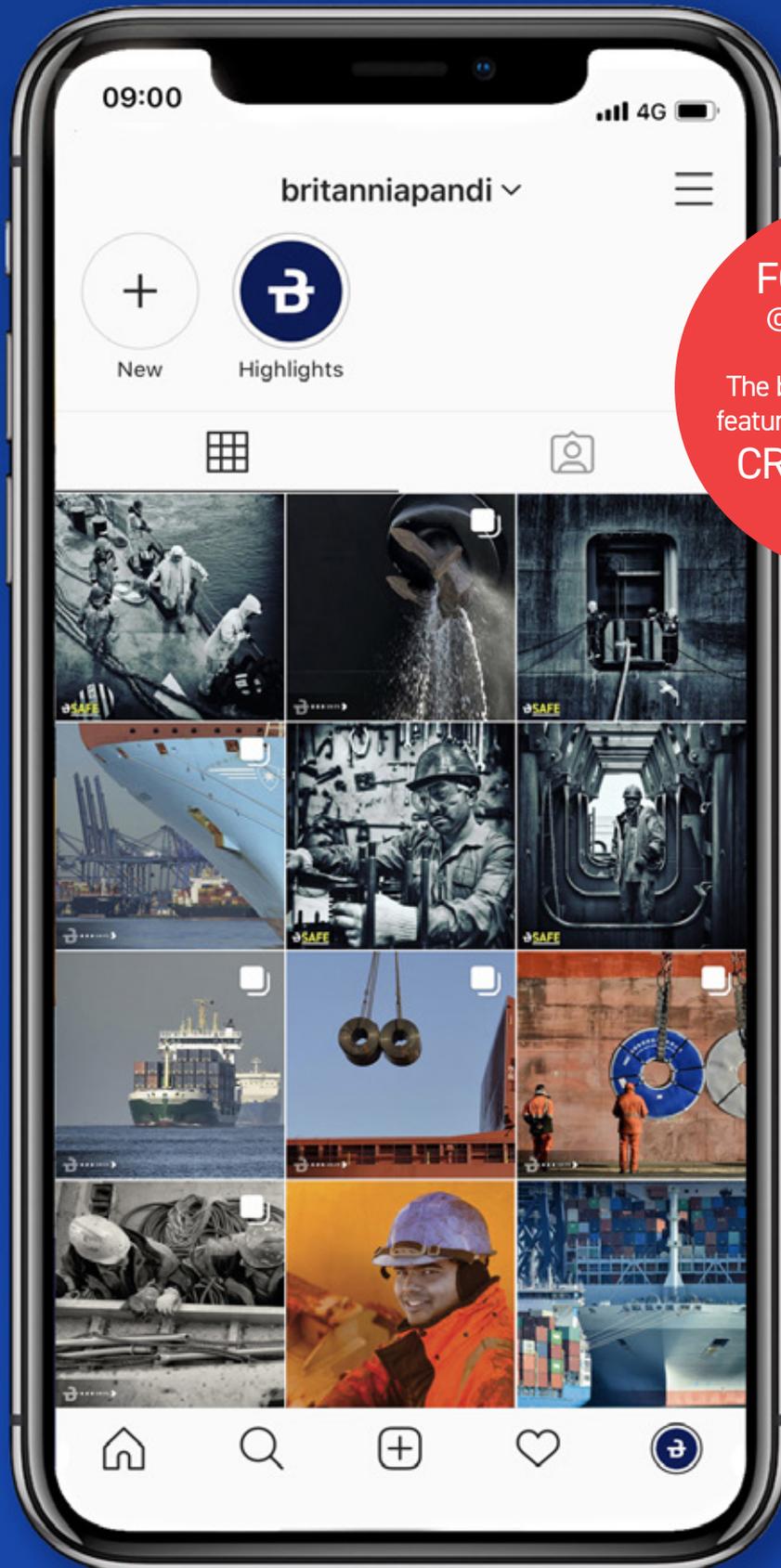
# SOCIAL

INSTAGRAM IS A GREAT PLACE TO SHARE PHOTOS OF YOUR LIFE AT SEA.

BRITANNIA HAS A GREAT IMAGE ARCHIVE THAT WE'VE CURATED OVER THE YEARS, AND WE'LL BE SHARING IT WITH YOU.

WE'LL ALSO BE POSTING GRAPHICS AND ANIMATIONS FROM OUR NEW **BSAFE** CAMPAIGN.

FOLLOW US TO STAY IN THE PICTURE!



**FOLLOW US**  
@britanniapandi  
.....  
The best images will be featured in a new regular **CREW WATCH** photo feature



## A MESSAGE FROM THE EDITOR

### CONTRIBUTIONS WELCOME

We hope you've enjoyed this issue of Crew Watch. We are looking for new ways to maintain and increase the usefulness, relevance and general interest of the articles. Future issues will be themed and we value your feedback and suggestions for content.

CLAIRE MYATT  
publications@tindalltriley.com