



# CARING FOR YOUR CREW

HOW WE CAN HELP



"We have partnered with Wellness at Sea since 2015 and we have seen great progress year on year. We've seen our crew motivation go up, we've seen our crew retention go up, to very, very high levels, industry leading levels, and that has had a positive impact on the operational performance of our fleet. And having a hotline or having someone else to talk to about mental wellness is something that our crew has really appreciated."

**Torsten Holst Pedersen**  
Chief Operating Officer, Seaspan

# Looking after your crew - and your bottom line

---

**Protecting the wellbeing of your crew has never been more important.**

The past few years have placed immeasurable stress on the maritime industry and the seafarers who keep world trade moving.

With human error accounting for 80 per cent of all accidents at sea, fatigue, stress and depression on board don't just pose a threat to seafarer mental health, but also to the effective running of a ship and the safety of its whole crew. That crew may be looking after millions of pounds worth of goods for you, as well as your ship itself.

Today, shipping companies are investing in good crew welfare, to show their commitment to their workforce, improve staff retention and help their businesses successfully navigate the fallout of any crisis.

Our pioneering Wellness at Sea programme provides a complete Circle of Care to help your crews – and your company – to thrive.

**For more than 200 years, international maritime charity Sailors' Society has been transforming the lives of seafarers and their families. We are here 24/7 to offer help and support, whatever the need.**





# Our award-winning Wellness at Sea programme

---

Our Wellness at Sea programme gives seafarers the tools to manage issues like loneliness, money worries, stress and relationship breakdown before they turn into a crisis. Using our unique Circle of Care approach, we support their wellbeing across every area of their lives and careers, giving them the best opportunity to enjoy a fulfilling - and productive - career at sea.

This pioneering training and support package is the most comprehensive and long-running in the maritime industry, combining our 200 years of maritime welfare experience with psychological expertise to empower seafarers at all ranks to look after their own and others' wellbeing.

It reflects the specific needs of seafarers and their employers by promoting cultural awareness, emotional intelligence, social skills and spiritual wellbeing alongside more familiar skills, and can be delivered in class, as online seminars or e-learning, bespoke to meet the requirements of each company.

Since its launch in 2015, Wellness at Sea has evolved and expanded, providing wellness training and support to tens of thousands of seafarers.



# Wellness at Sea supporting your crew

## TRAINING

SEA READY  
PRE-DEPARTURE  
TRAINING

WELLNESS  
AT SEA  
CONFERENCES

FACILITATED  
TRAINING

E-LEARNING

## AWARENESS

AWARENESS  
CAMPAIGN  
RESOURCES

MENTAL  
HEALTH  
CHECKS

BENCHMARKING

## 24/7 SUPPORT

DEDICATED  
CRISIS  
HELPLINE

CRISIS  
RESPONSE  
NETWORK

VIRTUAL  
CHAPLAINCY  
SUPPORT

## ONGOING SUPPORT

SHIP  
CONNECT

SEA MATE

SEA COACH

PEER-TO-PEER  
SUPPORT  
GROUPS

# Maritime's most comprehensive wellness package

---

## FREE RESOURCES

We offer a range of wellness resources free to seafarers, their families and shipping companies.

### E-learning

Free to use and available on and offline, this fun and interactive platform combats fatigue, poor mental health, stress and other issues that can affect your crew in their daily lives - and all from their phone, laptop or computer. Every seafarer is sent a certificate on completion of the course.

### Awareness Campaign Resources

This innovative nine module campaign, containing resources like podcasts, videos, posters, information booklets and crew get together guidelines builds awareness of mental health and wellbeing for your seafarers, their families and maritime shore staff. It provides support, builds community and can be used alongside your own resources to reinforce and supplement your activities.

### Wellness at Sea Conferences

We place a strong focus on the wellbeing of cadets, ratings and trainees. These annual day long, online conferences dealing with key wellbeing and mental health issues introduce our resources and industry experts to your future seafarers at the very start of their careers. It gives them a basic toolkit to help identify issues and to ensure they know where to turn for information and support should they need it.

### Mental Health Checks

Depression and anxiety are leading causes of mental health issues – and recognising them is the first step to getting better. These simple checklists can help your crew know whether they should seek professional support.

### Crisis Response Network

This free service supports seafarers, their families and shipping companies during traumatic incidents such as accidents, piracy and natural disasters. Our multi-national team is based across the globe and is available around the clock.

### Online Sea Ready Pre-Departure Training

Now available via our My Wellness e-learning platform, your crews can access this training from their phones, tablets or laptops. The 40 minute training gives seafarers helpful and relevant information on wellness and mental health to benefit themselves and their fellow crew mates before they join a vessel.

### Sea Ready Pre-Departure Training

Preparing crew to go to sea equipped and ready is critically important. This hour-long interactive training session on wellness and seafarer mental health, delivered by one of our experienced trainers, not only complements other pre-departure training but alerts all ranks to the importance of good mental health and wellness before they join a vessel.

### **Peer-to-Peer Support Groups**

These WhatsApp and WeChat groups, facilitated by trained moderators, are safe spaces where your seafarers can share their day-to-day lives with each other and support one another's wellbeing. We have more than 200 groups, from all-crew groups through to female-only and those dedicated to Captains and LGBTQ+ seafarers.

### **24/7 Helpline**

This service is fully confidential and available 24/7 to all seafarers and their families. On the end of the phone is someone who can talk to them, often in their first language. Someone who can listen, offer advice, refer to other support services, help them contact family and support them through times of personal crisis. We also offer a female helpline.

---

### **BESPOKE PACKAGES**

Reflecting our 10 years of experience in wellness training, our bespoke packages are tailored to meet your organisation's needs. These paid-for services take seafarer wellness far beyond a training tick-box. Combining class and online training, a dedicated telephone helpline and regular check-ins from our wellness team, this gives your employees the best support available to keep them physically and mentally fit for a long and productive career with your company.

Our packages are also very competitively priced and below commercial rates. As a charity we are committed to making our resources widely available and do not want price to be a barrier to using any of our services.

### **Sea Mate**

This industry-leading programme brings a holistic approach to maritime wellbeing right on board your vessels by creating and equipping a new role of Wellbeing Officer with bespoke training and ongoing assistance provided by the charity's global team. Providing immediate and key face-to-face psychological and emotional support, these officers will equip your crews with the practical skills to navigate real-life challenges at sea.

### **Sea Coach**

Sea Coach is a personalised one-on-one coaching service designed to support seafarers navigating change and advancing their careers. Whether facing transitions on board, returning from leave, or planning the next step in their professional journey, Sea Coach offers expert guidance from trained coaches who understand the unique demands of life at sea - empowering seafarers to take control of their growth with clarity, confidence, and purpose.

### **Facilitated Training**

Our unique and flexible hosted training and coaching solutions are available in person, online and in a variety of global locations and languages. They are designed to empower cadets or qualified seafarers to take their wellbeing into their own hands. We also offer training for officers or shore-based management, giving them the confidence to create a positive environment on board their ships.

### **Ship Connect**

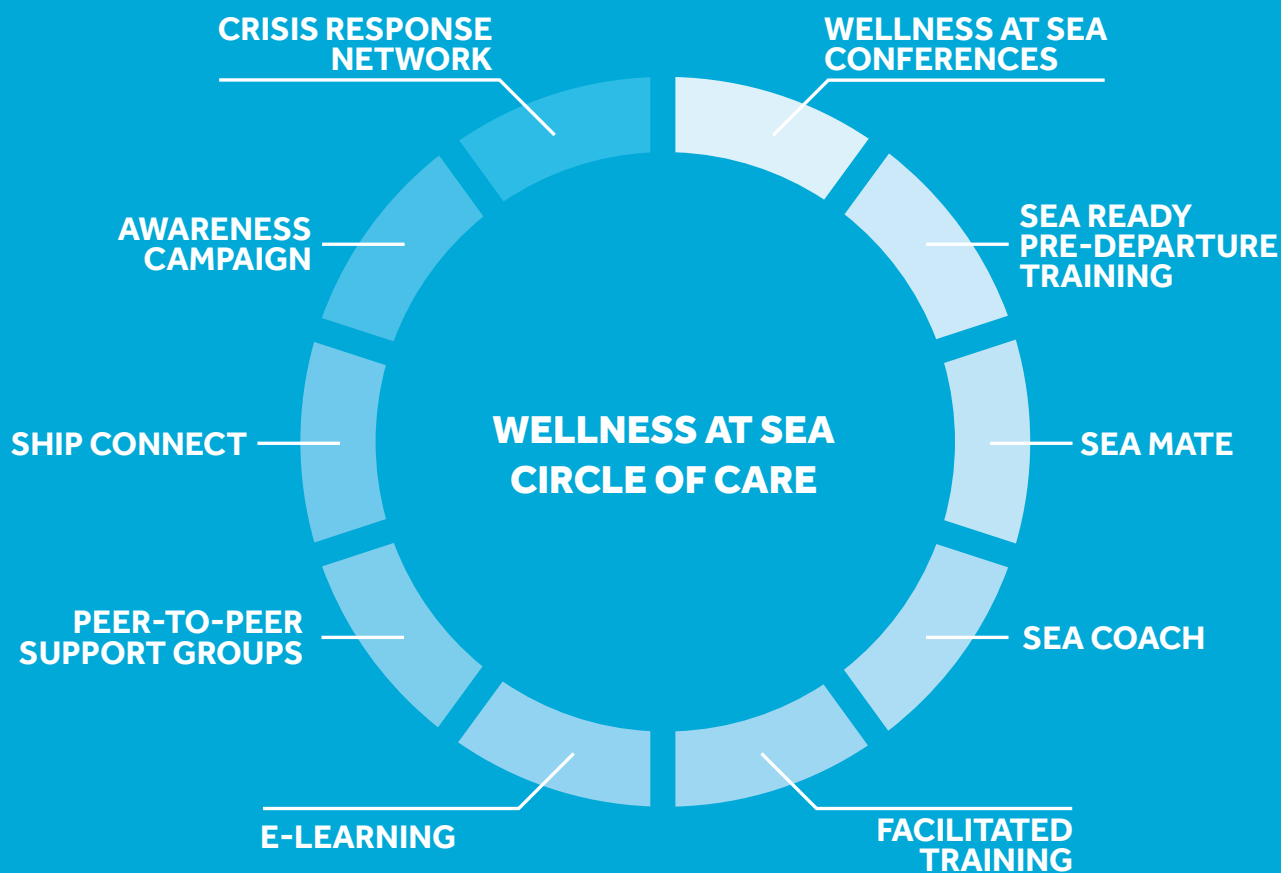
Ship Connect sees our team proactively reaching out to your crews on a regular basis. In this unique service, our wellness team makes regular proactive contact with your vessels getting to know your crew and identifying any wellness issues early on.

### **Dedicated Crisis Helpline**

We offer a dedicated helpline for your company. Available in a variety of languages, our helpline is staffed by a trained team who can give seafarers from your fleet someone to turn to for advice or help in a crisis. Where more complex needs are identified, we can make referrals to a specialist counsellor.

### **Benchmarking**

Our benchmarking service leverages data collected from thousands of seafarers worldwide through our trusted platforms and services. With more than 150 wellness indicators, we build a comprehensive dashboard that gives companies a clear, data-driven view of their crew's wellbeing. This powerful tool allows organisations to compare their internal data against global trends, identify strengths and gaps, and make informed decisions to improve crew welfare.



FOLLOWING OUR 2024  
WELLNESS AT SEA CONFERENCES:

**84%**

of North Asia cadets said that  
if they get the opportunity,  
they see seafaring as a  
long-term career

**72%**

of cadets said they now  
know enough about mental  
health to recognise the signs  
and symptoms

AFTER COMPLETING OUR  
SEA MATE TRAINING:

**82%**

of participants said their  
confidence in handling  
emotional support and  
crisis situations has  
significantly improved



# Bespoke package costs

## FACILITATED TRAINING

Three day course

£800 (GBP)

We recommend groups should be 20 or less. Larger groups can be arranged in agreement with the company.

## SHIP CONNECT

Calls to a vessel

£12 (GBP) per call

The number of calls to a vessel is determined by the company. We recommend a call every two weeks. We suggest that this service be used in conjunction with the dedicated crisis helpline.

## DEDICATED CRISIS HELPLINE

The number of vessels in your fleet

£25 (GBP) per vessel, per year

The number of employees in your team

£2 (GBP) per employee, per year

Costs are calculated either at £25 (GBP) per vessel or £2 per employee covered. The higher number of the two will be charged. Less than 25 vessels will attract a setup cost of £500 in the first year.

## SEA MATE

Training, certification, ongoing support via peer support groups and direct access to our crisis response team.

£560 (GBP)\* group size 14

\*This will be a fixed cost per training and Sailors' Society cannot be held responsible if participants do not attend the training for any reason. Price per participant £40 (GBP).

## SEA COACH

Price will be based on individual company needs

£ TBD

# Partnership opportunities

---

We offer a range of partnership opportunities in addition to our free and charged services.

As a charity, our vital services are funded entirely by the money we can raise.

As a partner, you would help us fund our programmes, while we offer a range of benefits in return.

## PARTNERSHIP BENEFITS INCLUDE:

- Positive association with a widely respected and recognised global charity brand
- Opportunity to profile your support of one of the largest and most comprehensive seafarers' support charities in the world with your clients and prospective clients
- Brand exposure to Sailors' Society's maritime networks and the wider industry
- Contributing towards meeting your organisation's corporate social responsibility (CSR) and environmental, social and governance (ESG) goals
- Creating positive PR opportunities
- Engaging and motivating your employees

"After completing the training session, our seafarers shared they feel able to more effectively take charge of their own wellbeing. Importantly, they also know it will arm them with the skills to identify colleagues that need help and support."

**Simon Doughty**  
Former CEO, Wallem Group Ltd

Our dedicated partnership team will work with you to ensure that your company receives extensive benefits, maximising your company's profile and engagement. This can include:

- Branding and recognition
- Recognition in press releases
- Recognition in social media. Sailors' Society is proud to have excellent engagement and reach on our social media platforms with our followers numbering:



**23k**



**6.5k**



**6k**

- Branding and recognition on Sailors' Society's website
- Branding and recognition in Sailors' Society's e-newsletter - reaching more than 24,000 industry, cadet and seafarer contacts
- Monitoring and evaluation
- Input into copy for your organisation's own website and communications

**To discuss potential opportunities please contact:**  
**Beth Courtier, Head of Development.**  
[bcourtier@sailors-society.org](mailto:bcourtier@sailors-society.org)



For more information on any  
of the services in this booklet,  
please contact:

**JOHAN SMITH**

Head of Wellness

[JSmith@sailors-society.org](mailto:JSmith@sailors-society.org)

+27 82 772 1814

[sailors-society.org/wellness](https://sailors-society.org/wellness)



**Wellness at Sea**  
FROM SAILORS' SOCIETY

---

Sailors' Society, Seafarer House  
74 St Annes Road, Southampton  
Hampshire, SO19 9FF, UK

[sailors-society.org](https://sailors-society.org)  
[enquiries@sailors-society.org](mailto:enquiries@sailors-society.org)  
+44 (0)23 8051 5950

---

Registered Charity No. 237778. Registered Company No. 86942.

Sailors' Society Scotland. Charity registered in Scotland No. SC041887. Registered Company No. SC387850.