

ISWAN Insights: Spotlight on 2022

6,869

new calls and messages to ISWAN's helplines (i.e. the first contact in a new case)

13% compared to 2021

Top contact methods for new calls



39%

Email



31%

Live Chat

17%

WhatsApp



94

nationalities assisted

13,627



seafarers and family members assisted by ISWAN **14%** compared to 2021

Overall trends



▲674%

calls from Ukrainian seafarers and family members



▲27%

calls relating to abuse, bullying, harassment and discrimination

Trends by helpline



▲141%

calls relating to financial difficulties, due to emergency grants administered by ISWAN



▲81%

calls relating to abuse, bullying, harassment and discrimination

16,040

total calls and messages to ISWAN's helplines 5% compared to 2021