



Social Interaction Matters (SIM) Project Report Phase Two – Guidance and recommendations

Social interaction at sea: working practices and the impact on seafarers' mental health and wellbeing

A report on live trials on board 21 vessels trading worldwide



4.0 Guidance and recommendations for crews and shipping companies

During the Social Interaction Matters (SIM) Project trials (phase two), many activities were identified from the Ambassadors' logs that helped to engage the crew and bring people together. These activities were sometimes formalised and planned as events, requiring time to prepare and execute. Other activities were spontaneous and ad hoc, requiring no planning. Certain activities needed recreation facilities to take place but there were also many that required none.

The use of technology and Wi-Fi on board remains a contentious issue. Some feel that they cannot interact without it, whereas others believe that it is causing crews to become more isolated from each other. The report discusses the importance of providing good connectivity on board but, ultimately it is important that a balance is struck between engaging with technology and engaging with other seafarers. Additionally, technology can also be used for, or as part of, social interaction, as some of the activities proposed in this guidance show. Technology can provide different opportunities to interact, away from traditional board games for example.

The benefits of appointing a social Ambassador on board for the initiation of and engagement with social activities was emphasised by the research. During the SIM trials, this role was always voluntary and tended to be given to an enthusiastic individual who enjoyed convening people. Most of the SIM Ambassadors were senior officers, although this does not need to be the case. However, it is important that they always have the support of the senior officers, who should also aim to engage in activities with the rest of the crew as much as possible. Even minimum effort from the Sea Ambassador was shown to be effective in bringing people together and improving the mood on board.

The following actionable guidance and recommendations present a range of activities that can help to bring crew together and can be used in different situations on board. These have been developed from the SIM Project phase two trials, and further endorsed and expanded through the findings from the 'Social Activities On Board' focus group held by ISWAN in February 2022. As well as considering space restrictions on board, the activities take into account different scenarios that a vessel and crew might be undergoing, such as poor or good weather conditions, port calls, long navigation times, and hot or cold climates. Rather than produce guidance based on vessel type, the proposed activities are instead recommended by a crew's access to communal spaces and facilities required, which makes them more adaptable to any seagoing vessel. Each activity specifies what type of space and facility is required to undertake it.

These guidance and recommendations can form a stand-alone document. If you are reading this section independently, please note that the main report can be found via [this link](#) and provides further context and academic justification for the following.

Guidance to support or enhance crew experience of living and working together on board:

- 1 Social Ambassador** – The shore-based leadership teams and/or senior officers on board should assign a Social Ambassador to help manage activities. All leadership should encourage crew to engage with this Ambassador and help them to recognise the advantages of creating this role on board. Ideally, the Ambassador should volunteer for the role or be voted as suitable by their peers.
- 2 Nationality** – Consider the crew's cultural mix which can determine the types of activities they like to engage with. When a Social Ambassador is nominated, the shore based management teams should help to equip them with the necessary skills for this role and encourage them to ask for suggestions and ideas to understand what the crew enjoy doing in their rest time.
- 3 Engaged leadership** – Senior officers should be supportive of developing an on board culture that encourages social interaction. All leadership teams, both on board and ashore, should be encouraged to regularly discuss the wellbeing of the crew and recognise its importance in the overall performance of the vessel – particularly in relation to crew harmony, cohesion and ultimately safety.
- 4 When to initiate activities** – Activities must take the vessel's voyage plan into account and be organised when they can have the most impact to lift the mood on board, for example, following an inspection or port call. Plan accordingly and invite the rest of the crew to comment on the suggestions. Having a work planner is considered essential for crew who are well used to thinking ahead. A social planner will be a natural extension of this and will help to generate motivation for events and avoid crew missing opportunities to connect.
- 5 Compliance with company policies** – Whilst selecting any of the activities suggested below, always ensure that they comply with your company policies beforehand. Not all of the activities maybe suitable for your vessel but many can certainly be adapted to suit most circumstances.

Social Activities

There are many positives to seafarers interacting together. Often when crews join a new vessel, they will not know each other, although exceptions can be seen in smaller fleets or where stable crewing is implemented.

The benefits of social interaction and getting to know everyone on board include:

- Improved mental and physical health.
- Getting to know the people you work with.
- Building trust and good relationships.
- Building strong teams.
- Encouraging familiarity.
- Helping to integrate new joiners quickly.
- Improved mood and morale on board.
- Development towards an improved safety culture.
- Increased likelihood of crewmates noticing if someone is struggling or not behaving like themselves.

Recommended social activities are discussed in the following section and are structured into the following categories:

- 1 Sporting**
- 2 Food and drink**
- 3 Other entertainment**
- 4 Technology**
- 5 Relaxing and calming**

Facilitating a variety of different activities will provide the best mental and physical stimulation. Depending on the weather and time available, activities can be selected from the suggestions below to provide entertaining, enjoyable, relaxing, and sometimes challenging, ways to unwind and enjoy leisure time on board. The activities suggested are designed to provide ideas and can be selected to suit the current vessel schedule and crew mood. They are presented in alphabetical order.

Sporting activities

Exercise and keeping fit plays an important role in maintaining physical as well as mental health. Sports games are particularly good for initiating competitions and providing a great way of staying fit. The SIM Project phase one findings showed that

outside activities are generally preferred over inside ones, helping to refresh body and mind. The following sporting activities will help both to increase fitness but provide entertainment with others.

1. Sporting activities

| Activity | Conditions | Space required | Facilities | Preparation time |
|-------------------|---|--|---|--|
| Basketball | Good weather, calm seas | Deck space | Basketball & hoop (& netting if available) | None or up to an hour if part of the league game |
| | Basketball is a popular team sport with seafarers, which lends itself well to being played as a competition. It promotes strenuous physical activity, and it can be played successfully on deck with the use of netting to stop the ball going over the side. | | | |
| Boxing | Good weather, calm seas | On deck | Boxing gloves | None |
| | Boxing provides good cardiovascular exercises and increases strength. It can take place on deck with boxing gloves and a sparring partner. | | | |
| Cricket | Good weather, calm seas | Clean, empty hold | Cricket bats ball and wicket | 10 minutes |
| | Cricket games are possible on board bulk carriers that have been discharged and have a clean, empty cargo hold. This is more convenient than playing on deck where the ball is likely to disappear! | | | |
| Dancing | Good weather, calm seas | Communal area such as mess or game room | Music and speakers | Minimal |
| | Dancing is great for the mind and body, and good music often gets people up onto their feet. The SIM trial logs recorded some impromptu dancing on board and at some of the planned parties. Dancing can be encouraged by getting crew to select some of their favourite dance tracks for a playlist. | | | |
| Darts | Good weather, calm seas | Communal area such as mess or game room | Dart board and darts | None |
| | Darts was one of the most popular sports on board. The equipment takes up very little space and is suitable for crew at any level of fitness. | | | |
| Gym | Any, although calmer seas better | Dedicated gym room or a space for a few gym facilities | A range of gym equipment for strength & cardio | None |
| | All SIM trial vessels had a gym on board. These were frequently used and crew often worked out together when off duty. | | | |
| Table tennis | Good weather, calm seas | Communal area such as mess or game room | Table tennis table, nets, bats, and balls | 5 minutes |
| | Table tennis is a popular indoor sport played on board and can easily be made into a tournament to encourage greater participation. | | | |
| Steps | Any, although calmer seas better | Stairs on the vessel | None | None |
| | Walking up and down steps is very good exercise and help to build up strength and cardiovascular fitness over time. Use of various equipment around the vessel can be an option for step exercising. | | | |
| Swimming/ dipping | Good weather, calm seas | Deck space | A fixed swimming pool, or giant free standing paddling pool | As required |
| | Swimming and splashing around in water are a great way to relax with crewmates in warmer weather. Pools can usually be filled using sea water from the fire mains, but the water does need to be changed after a few days to keep it clean. Cargo holds filled with ballast water can also be an option when deemed safe. | | | |
| Walking | Good weather, calm seas | Deck space | None | None |
| | Walking is gentle but good exercise to help keep the body mobile. Crew can take walks together around a large deck space. | | | |

Additionally...

The use of league tables and creating prizes and trophies works well for competitions and tournaments. If you can, let the office team know about such events, and if your company has social media channels, post the results and images to encourage your colleagues to join in and promote your ship. Raising money for charity can also be a useful way to motivate others to join in and maintain continuity of effort.

Food and drink activities

As well as being a daily necessity, during busy schedules food can sometimes provide the only opportunity for people to come together. As a bare minimum, sitting down with others at

mealtimes and engaging in conversations (particularly when non-work related) can help crew to learn more about each other and provide a much-needed opportunity to relax.

2. Food and drink activities

| Activity | Conditions | Space required | Facilities | Preparation time |
|---|--|---|----------------------------------|-------------------------------|
| Barbeques (if permitted on board) | Good weather, calm seas | Deck space | Barbeque and fuel | Preparation of barbeque foods |
| | Barbeques are very popular in good weather and gather many of the crew together. They provide a great way to socialise outside, with minimal cooking on the chef's part. | | | |
| Celebration cakes | Any, although calmer seas better | A mess room or other communal space to eat cake | The necessary ingredients | Recipe dependant |
| | Celebrating special occasions such as birthdays, promotions or a job well-done are a great opportunity to make individuals feel valued and their achievements recognised. Our research showed a direct correlation between receiving praise and improved crew mood. And for the rest of the crew – who doesn't like eating cake?! | | | |
| Celebration meals | Any, although calmer seas better | A mess room or other communal space to eat together | The necessary ingredients | Recipe dependant |
| | Recognising different cultural occasions helps a mixed nationality crew to feel valued and more at home. Celebration meals can be planned for cultural events like Christmas dinner, Diwali, Italian Republic Day feast, Day of the Seafarer, and many more. | | | |
| Coffee/tea break times | Any | Communal space to drink and talk | Kettle, tea, coffee and biscuits | 5 minutes |
| | Drinking tea and coffee together is an easy way to interact on board and find out more about other crew, and requires no advance planning. Best practice suggests that when senior officers join the coffee breaks of different departments on a regular basis, it helps to build trust and co-operation between crew and on board leadership. | | | |
| Cooking different cultural dishes | Any, although calmer seas better | The galley | The necessary ingredients | Recipe dependant |
| | Adapting the menu on board to reflect crew nationalities provides the opportunity for different cultural dishes to be shared and enjoyed by all. It can help to generate conversations and can be advertised in advance as something to look forward to. Crew could help the cook to work out the meal plan for the cultural night in question. | | | |
| Eating meals together | Any | Mess room | The necessary ingredients | Menu dependant |
| | When time is short and crew are tired, eating together still provides the opportunity to interact together in any weather. More can be made of mealtimes generally, such as encouraging conversations or starting an impromptu game of cards at the table following the meal for example. | | | |
| Steak nights, pizza night, etc. | Any | Mess room | The necessary ingredients | Menu dependant |
| | Many of the SIM trial crews looked forward to a planned special meal together at least once a week. These included steak nights, pizza nights and 'Biryani Sundays' – but almost any favoured meal would work well for this. Planning is important to ensure that necessary ingredients can be purchased. | | | |
| Swap the cook for a senior officer/master for example | Any, although calmer seas better | A mess room or other communal space to eat together | The necessary ingredients | Recipe dependant |
| | A 'cook swap' provides the opportunity for other crew members to show off their culinary talents and introduce others to their favourite dish – perhaps with a particular meaning or memory attached to it – and can help to stimulate conversation about home life and traditions, and encourage closer bonds. This also allows the cook a break. | | | |

Additionally...

- Adding food and drink treats to any activity will turn it into more of an occasion. For example, popcorn with a film night or pizza with a televised sporting event.
- Acknowledging special or cultural occasions with a cake or party food will help to make individuals feel special and valued and encourage others to gather for the celebration.
- Barbeques offer cooks the opportunity to join in with the event as they only need to prepare the food but do not necessarily have to cook it.

Other recreational activities

There are so many different activities that can take place on board. The ones suggested below need very little preparation time and would therefore work well for impromptu get togethers. Some of

the activities in this section, such as hair cutting and fussball, do not involve many people but they are still valuable sources of social interaction and can contribute to offering a boarder range of activities.

3. Other recreational activities

| Activity | Conditions | Space required | Facilities | Preparation time |
|--|-----------------------------|-----------------------------------|---|------------------|
| Bingo/lotto | Any, except very rough seas | Mess room or other communal space | bingo draw | Minimal |
| Bingo and lotto are easily understood, and therefore inclusive, games which can be played with many participants. During the SIM trials, some vessels introduced these as a weekly planned event complete with prizes. | | | | |
| Board games | Any, except very rough seas | Mess room or other communal space | A table and chairs | None |
| Providing crew with a selection of popular board games is an easy way to facilitate social interaction between two or more players. Crew could be encouraged by shore-based management to recommend their favourites, to ensure preferences are met. | | | | |
| Cards | Any, except very rough seas | Mess room or other communal space | A table and chairs | None |
| There are many different card games and the possibilities for entertainment are endless. Crew can take it in turns to select and teach different games of their choosing, with the additional option to play for small stakes. | | | | |
| Film nights | Any, except very rough seas | Mess room or other communal space | TV or DVD player | Minimal |
| Crew can take in turns to choose the film they would like to watch. | | | | |
| Fishing ² | At anchor | Various places on deck | Fishing rod, bait and bucket | Minimal |
| Fishing can be a relaxing pastime that is sometime rewarded with a fish or two. During the SIM trials, fishing often took place when the vessel was at anchor. When there was a catch, the cook could incorporate it into part of the meal. | | | | |
| Fussball (table football) | Good weather, calm seas | Communal space | Fussball table | None |
| This game is for two to four players and can get quite intense and provide great entertainment. Fussball is easily turned into a competition. | | | | |
| Hair cutting | Good weather, calm seas | Small areas | Chair, scissors and/or clippers, mirror and comb | Minimal |
| Haircutting was mentioned as a beneficial self-care activity in the SIM logs. After several months at sea, it is important to some seafarers that they have the opportunity to tidy themselves up with a haircut before returning home. | | | | |
| Horse racing | Good weather, calm seas | Mess room or other communal space | A track (sometime made of cloth) and horses (often made with wooden pegs) | Minimal |
| Horse racing was mentioned many times in the SIM trial logs and helped to bring officers and ratings together. Horse racing is easy to set up and can provide a night's entertainment for all. | | | | |

2. Fish caught can make a tasty Barbeque or other meal prepared by the cook

Other recreational activities

| Activity | Conditions | Space required | Facilities | Preparation time |
|--|-----------------------------|--|---|---|
| Jamming sessions with musical instruments | Good weather, calm seas | Communal area big enough for at least four musicians (bigger if there is a drum kit) | Instruments that crew know how to play | Minimal |
| <p>There are often hidden talents on board and providing a few instruments (after consulting with crew to understand their abilities) can be a good way to bring out people's creativity and musical skills.</p> | | | | |
| Karaoke | Any, except very rough seas | Mess room or other communal space | Karaoke machine | None |
| <p>Karaoke is a favourite on board and can be enjoyed as either a spontaneous get together or a planned event. Karaoke gives all the crew an opportunity to get involved and can make a good competition.</p> | | | | |
| Led discussion groups | Any | Mess room or other communal space | No facilities but a willing group moderator or panellists are recommended | None |
| <p>During the SIM trials, examples of led discussion group topics included the COVID-19 situation and religious beliefs. Other suggestions are discussions based on a documentary watched together or article read. Crew can also be invited to make suggestions about topics they would like to discuss in future groups.</p> | | | | |
| Sunbathing and relaxing | Good weather, calm seas | Deck space | Sun cream and towels | None |
| <p>Enjoying a sunny day with fellow crew presents a great opportunity to relax together, soak up some Vitamin D, and experience a shared sense of happiness.</p> | | | | |
| Watching a box set or TV series together | Any | Mess room or other communal space | TV or DVD player | Minimal |
| <p>Great for escapism and generating conversation that isn't about work</p> | | | | |
| Quizzes | Any, except very rough seas | Mess room or other communal space | Paper and pen for each team or participant | Quiz questions can be downloaded before sailing |
| <p>Quizzes are a great way to generate excitement and can give crew the chance to show off their general or specialist knowledge skills. Nominating different quiz masters each time will give the opportunity to design quizzes that appeal to a variety of interests and knowledge.</p> | | | | |

Activities using technology

There is an argument to say that technology isolates crew and prevents social interaction. However, many seafarers view technology as an essential part of modern seafaring life, and so it is in the best interests of a company to work with this

attitude rather than against it. With the right input, technology can be used imaginatively to promote interaction in certain situations and bring people together in a positive way. There is always a balance that can be struck to achieve this healthily.

4. Activities using technology

| Activity | Conditions | Space required | Facilities | Preparation time |
|---|--|-----------------------------------|---|------------------|
| Computer games | Any, except very rough seas | Mess room or other communal space | Games console (e.g. PS4), choice of games, and controllers | None |
| | Although most computer games do not encourage physical activity, they can still provide good social interaction opportunities and therefore improve seafarer wellbeing. Many computer games can be setup to allow for multiple players and make for a fun and distracting respite from work. | | | |
| Multiplayer mobile games | Any, except very rough seas | Mess room or other communal space | Mobile device (e.g. phone or tablet) and relevant apps/ games | Minimal |
| | Many games can be downloaded onto an Android or iOS smartphone or tablet for free, e.g. Scrabble GO or Words With Friends, Kahoot (make your own quizzes), Heads Up! (within the House-party app), Ball Pool. Encouraging crew to select multi-player functions helps to facilitate social interaction and connection with others when playing. | | | |
| Participating in viral trends | Any, except very rough seas | Mess room or other communal space | Mobile device (optional: internet access for keeping up with trends and posting videos) | Minimal |
| | The rise in popularity of content-sharing apps like TikTok provides a great opportunity for crew to join in entertaining trends from across the globe. Such apps are popular amongst seafarers and are a great way for them to have some easy fun. Crew can get together to film a trending dance routine or challenge and share to social media if appropriate within company policy. | | | |
| Sea and ship photos to share/ send home | Any | Any | Mobile phone | None |
| | Being at sea provides the opportunity to photograph some unique, and often beautiful, scenery and wildlife. Seafarer photography can be made into a competition or developed into a shared-interest group – where the crew could tackle different subjects or photographic skills, such as night photography, portraits and seascapes. | | | |
| Vlogging | Any | Any depending on the video focus | Mobile phone | None |
| | Vlogging is an increasingly popular activity, especially amongst the digital generations. Encouraging crew to think of themes that capture their collective interests, or promoting company-wide ideas, can provide a good opportunity for competitions and inter-ship events. | | | |
| WhatsApp groups on board, with other vessels in the fleet | Any | Any | Mobile phone | Minimal |
| | WhatsApp groups can be used to stay in touch with different groups of people at home as well as on board. They can be set up to share event details and notifications about who is leading in a competition for example. They also provide a good way to share photos and video clips. | | | |
| Wii | Any, except very rough seas | Mess room or other communal space | Wii console | Minimal |
| | The Wii can be a multi-player computer game that can also include various sports where some activity is necessary. These can entertain as well as be competitive. | | | |

Additionally...

- Activities and photos can be captured on phones and sent via WhatsApp groups to keep family and friends updated.
- Notably, the activities in this section can be carried out in most sea or weather states and with very little preparation, making these 'go to' activities when conditions deteriorate, or time is short.
- Technology can also be used to engage crew members in social activity planning, e.g. voting for favourite activities using polling apps or signing up to events via mobile.
- Posting on company-approved social media can provide a source of easy fun and interaction between crew members, families and different ships.

Relaxing and calming activities (for times of low energy or stress)

These activities will help to counter fatigue and refresh crew before or after stressful or tiring situations.

5. Relaxing and calming activities

| Activity | Conditions | Space required | Facilities | Preparation time |
|---|-------------------------|---|---|------------------------------|
| Audio recordings to aid a good night's sleep | Good weather, calm seas | To accommodate number of participants. Comfortable space free from interruptions. | Audio recordings (e.g sleep stories, sleep podcasts, sleep sounds) and speakers. Something comfortable to sit or lie on e.g., chairs, sofa, bean bags. Low lighting if possible | None |
| Audio recordings developed specifically for meditation or sleep can help to ease those who have difficulty falling asleep into a calm and relaxed state. Ensuring audio is downloaded before leaving shore and encouraging crew on similar shift patterns to listen together as a group, can help to improve collective sleep hygiene routines. Take advantage of any company-provided health and wellbeing apps for supporting good sleep and stress management. | | | | |
| Led meditation | Good weather, calm seas | To accommodate number of participants on mats. Comfortable space free from interruptions. | Yoga mats (or soft flooring) and someone to lead meditation | Minimal |
| Meditation was developed by monks and has a longstanding tradition for centring the body and mind and inducing a calm state. It can be used to help reduce stress and anxious thoughts and promote mindfulness. | | | | |
| Listening to calming music | Good weather, calm seas | To accommodate number of participants. Comfortable space free from interruptions. | Music playlist and speakers. Something comfortable to sit or lie on e.g., chairs, sofa, bean bags | None |
| Regularly listening to calming music can reduce stress levels and release tension, which in turn can promote a better night's sleep. Crew can be invited to contribute their relaxing music choices to a group playlist, which can in turn facilitate an environment of interaction and 'coming together'. | | | | |
| Sundowners (watching the sunset with drinks) | Good weather, calm seas | Deck space | Galley or bar to prepare drinks. Non-alcoholic, or alcoholic if provided. Comfortable chairs | 10 minutes to prepare drinks |
| Watching a beautiful sunset across the water from the deck can be a relaxing and social experience. Sundowners provide the opportunity to have a drink with fellow crew whilst enjoying the scenery. Being in nature is known to benefit mental wellbeing, aid concentration, and increase positive emotions such as serenity and joy. | | | | |
| Yoga | Good weather, calm seas | To accommodate number of participants on mats. Comfortable space free from interruptions. | Yoga mats (or soft flooring) and someone to lead yoga positions safely. Calming yoga music and speakers can make this a more relaxing experience | Minimal |
| Yoga is an ancient discipline that combines physical, mental and spiritual practices. It helps support stress management, mental health, mindfulness, strength and flexibility, and aids good quality sleep. | | | | |

Recommendations

Social interaction

- Appoint a voluntary social Ambassador³ on board each vessel to help arrange social events, gather ideas and feedback on these from the crew, and encourage maximum engagement and participation. The Social Ambassador should respond to the crew's social activity preferences and reflect on the success of past events to effectively develop future ones.
- Encourage a balance and variety of activities, taking into account the crew nationality mix and the voyage patterns of the vessel. Planned activities should be varied to ensure that there is something to interest everyone and that they provide the best mental and physical stimulation. Selecting a range of activities from the five categories in the Guidance and Recommendation section 4.0, can help to achieve this balance.
- Provide advanced notification of events to allow seafarers to anticipate and discuss them with others. A calendar to advertise upcoming social events can be shared with all crew in communal areas and can also be populated with crew birthdays, religious festivals and special dates, for example Day of the Seafarer.
- Plan social events sensitively to help provide respite following, for example, heavy workloads, long hours and bad news. Planning ahead can help to counter these tiring or stressful situations and provide activities which help the crew to relax and reset.
- Initiate ice-breaker activities for newly joined crew to help them integrate with their fellow crew more quickly. Ensure that a small social event happens within the first week of a crew change, whether it is to welcome ten new seafarers or only one.
- Use competitions to generate interest for certain activities and help increase activity participation over time. These can be arranged between crew on board, inter-fleet, with the shoreside office and even with other fleets. Awarding prizes can help to raise the stakes and further increase interest for the activity but are not essential.

- Always consider the safety aspects of different activities before they are initiated, and all equipment and facilities need to be thoroughly and correctly maintained with a servicing schedule (e.g. for gym equipment) where applicable.

Leadership

- Leadership on board must be visible and engaged, helping to establish a culture that promotes social interaction. It is recommended that social interaction, including the facilities needed to support it, is made a standing agenda item for senior leadership meetings which include the shore management team. In addition, meetings should be convened to discuss ideas, and workshops or seminars should be held to explore the importance of social interaction for mental health and wellbeing.
- Promote and encourage the importance of supportive leadership and good communication, both on board and from the shore office.
- Establish a strong company ethos and provide consistent messaging that seafarers' wellbeing matters.

General recommendations

- Shipping companies and charterers need to support their seafarers and take measures to ensure that they can adequately relax and interact with each other during their rest-time.
- Provide free and best possible Wi-Fi services to ensure seafarers can stay connected with those at home and the outside world.
- Consider the lessons learned throughout COVID-19 and be aware of the impact of allowing visitors on vessels during port calls. Promote awareness about the correct safety precautions to take.
- The data limitations⁴ identified in the SIM Project point to further research in these areas and more focused examination of certain findings, such as fatigue and its impact on mental health.

3. The role of a social Ambassador is discussed on page one of these guidance and recommendations.

4. Refer to data limitations in the Project methodology section.

Helplines

ISWAN's helplines offer free, 24-7, multilingual support and guidance to seafarers and their families in need.



SeafarerHelp

Email: help@seafarerhelp.org
SMS text: +44 (0) 7860 018 538
Skype: [info-seafarerhelp.org](https://www.skype.com/add?contact=info-seafarerhelp.org)
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