



Re:refresh Global 2024

BY MARINE BENEFITS





MARINE BENEFITS





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Demographic

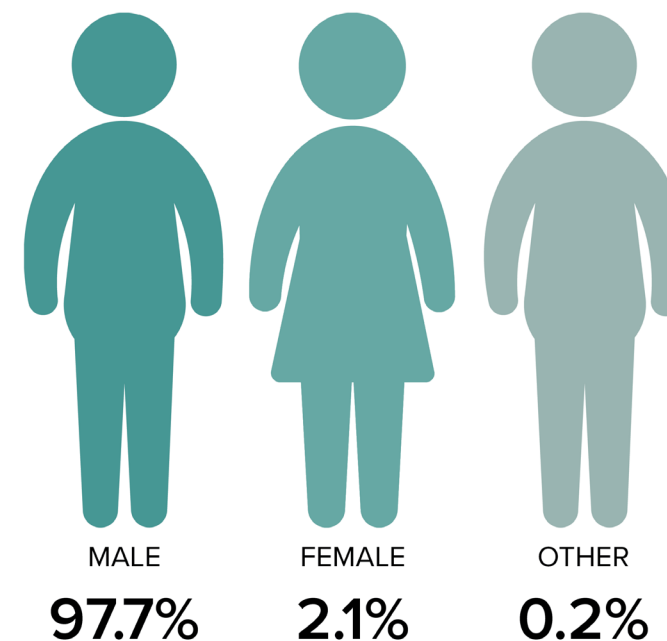
About the Participants

36,446

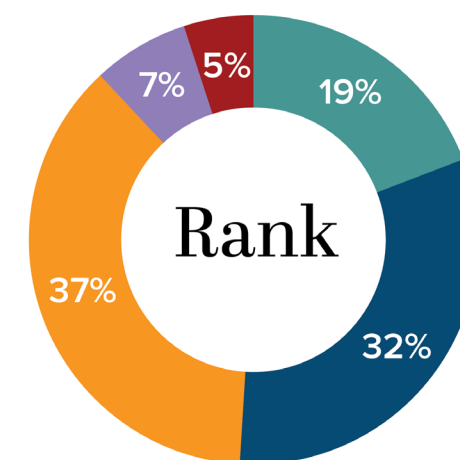
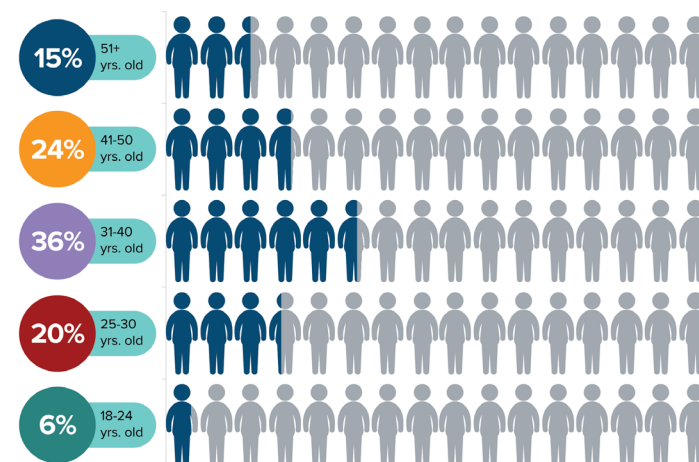
seafarer responses

52

companies



Age



■ Senior Officers ■ Junior Officers ■ Ratings ■ Others ■ Cadet

Nationality

Demographic

Nationality	At home	On board	Re:refresh 2024	%	Wellbeing 2022	%
Filipino	5,000	9,241	14,241	39%	9,619	39%
Indian	4,295	6,296	10,591	29%	6,824	28%
Ukrainian	1,003	1,326	2,329	6%	1,567	6%
Burmese	498	706	1,204	3%	301	1%
Russian	233	647	880	2%	992	4%
Romanian	308	426	734	2%	573	2%
Polish	293	398	691	2%	398	2%
Chinese	207	405	612	2%	242	1%
Malaysian	138	324	462	1%	254	1%
Sri Lankan	187	233	420	1%	216	1%
Others	1,833	2,449	4,282	12%	3,676	15%

Vessel Type

Demographic

Vessel type	At home	On board	Re:fresh 2024	%	Wellbeing 2022	%
Container Ships	6,329	8,908	15,237	44%	9,362	39%
Bulk Carrier	1,645	3,578	5,223	15%	3,279	14%
Liquified gas carrier/LPG	1,178	2,132	3,310	10%	1,440	6%
Tankers - Crude oil	1,471	1,767	3,238	9%	2,423	10%
Tankers - Chemical	983	1,867	2,850	8%	1,954	8%
Other vessel	303	765	1,068	3%	273	1%
Speciality Ship Ro-Ro	302	679	981	3%	463	2%
Product carrier	216	651	867	2%	472	2%
Others	315	471	786	2%	2,365	10%
Other Tankers	234	505	739	2%	706	3%
Passenger - Cruise Ship	189	301	490	1%	1,153	5%

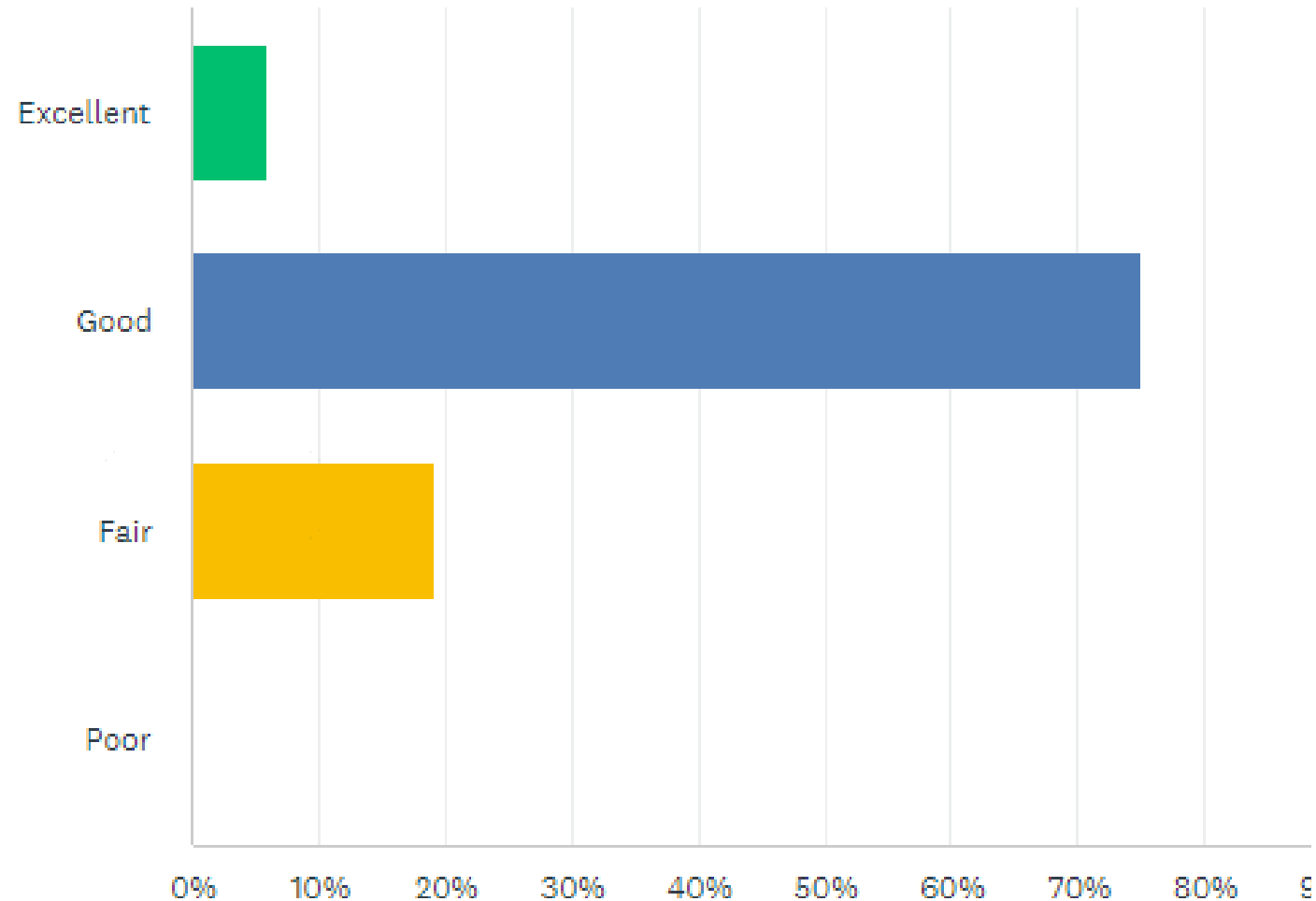
The average seafarer

Demographic

Average seafarer	Re:refresh 2024	Wellbeing 2022
Age	38 years old	31-40 years old
Gender	Male	Male
Civil status	Married or in a domestic partnership (73%)	Married or in a domestic partnership (73%)
Children (% with children)	66%	68%
Years at sea	9.4 years	11 to 20 years
Months aboard	3.5	3.9
Years with present employer	7.4 years	0 to 2 years

Self-rated health

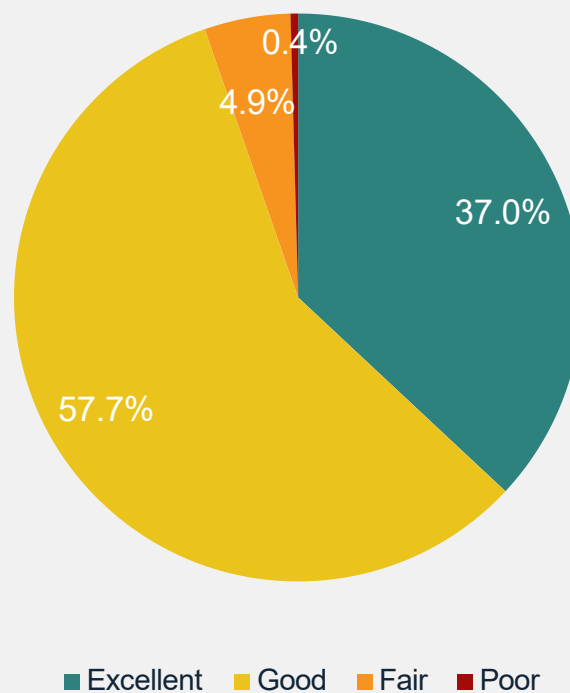
Overall, how do you think seafarers rate their health in general?



80% Good or excellent

Self-rated health

How would you rate your health in general?



95% Good or excellent



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Wellbeing

The balance between resources and challenges



Health: A state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity (WHO)

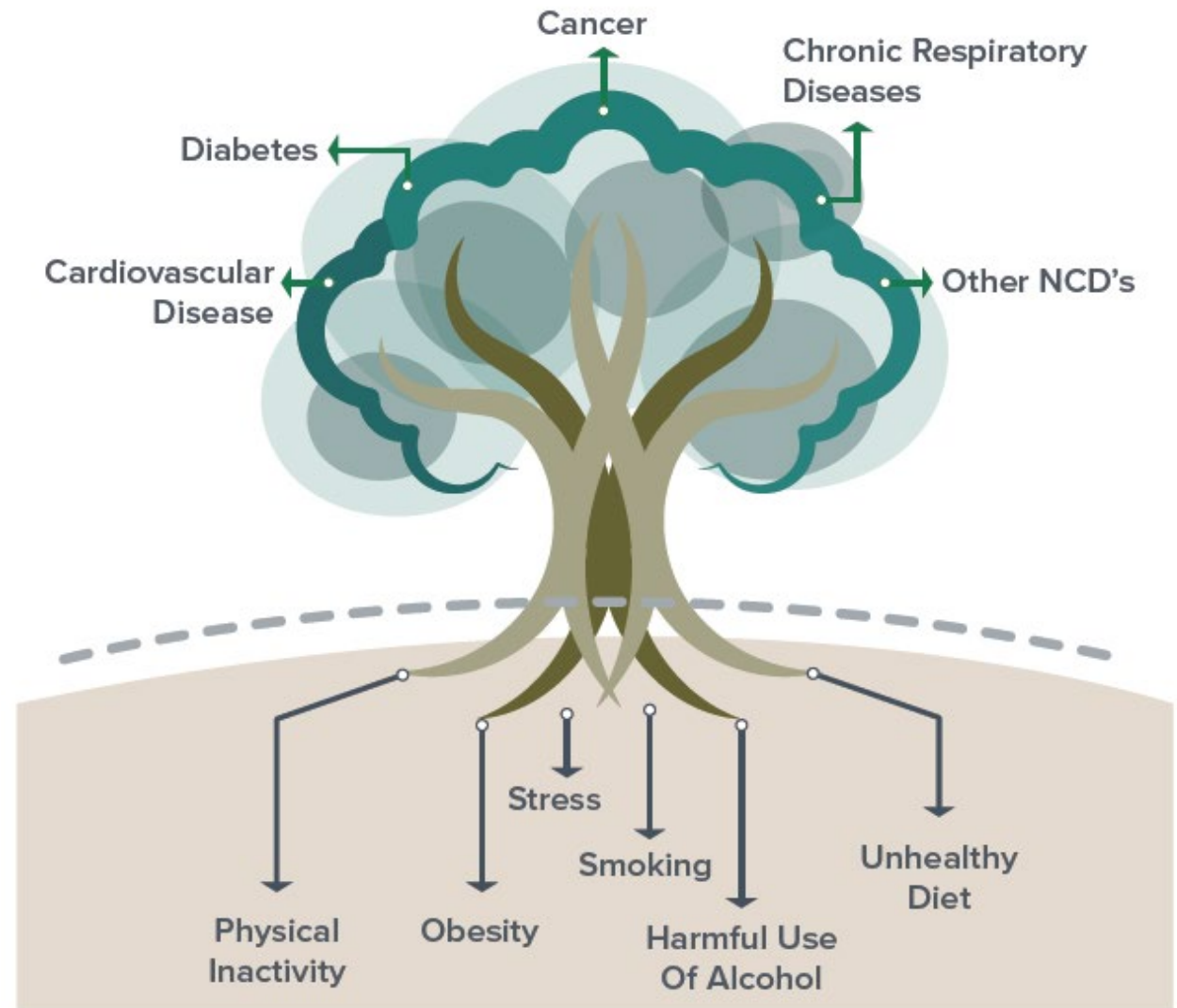


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The root causes of NCD's

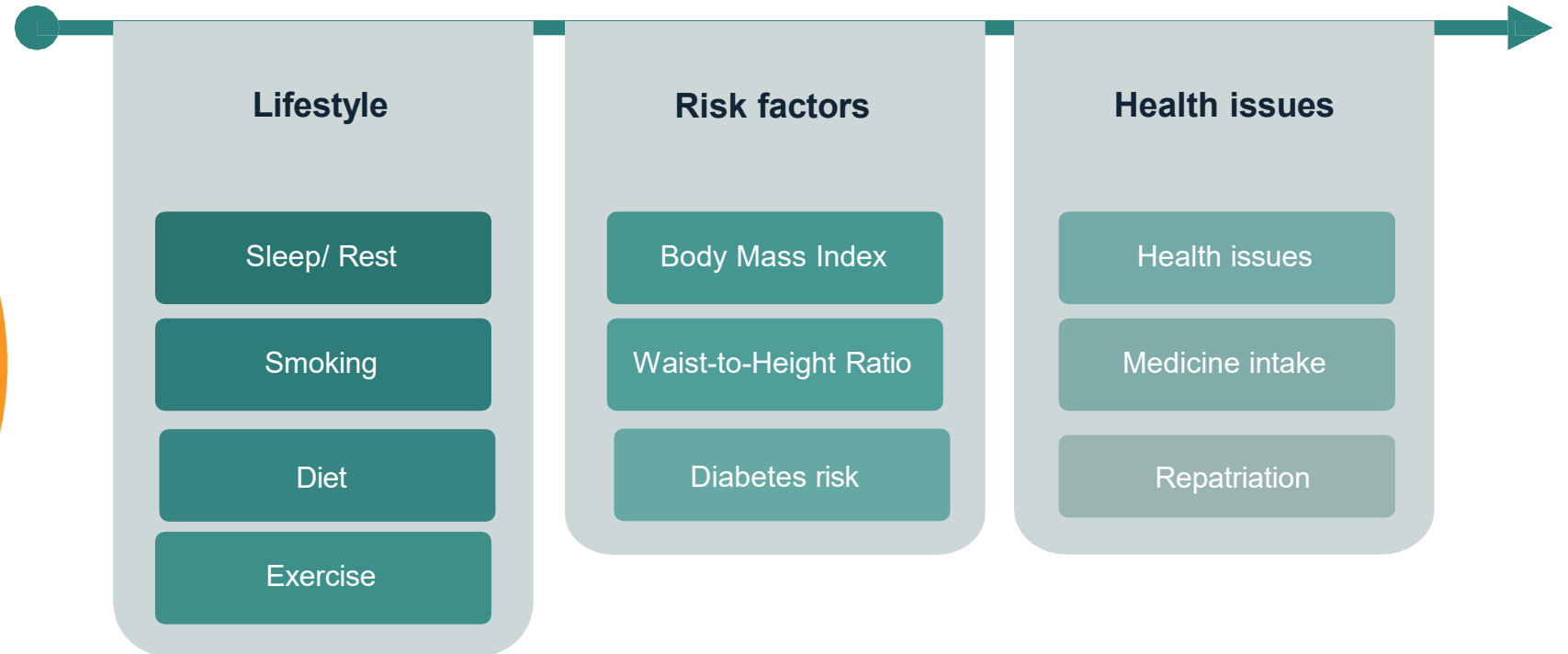
80% are preventable

NCD= Non communicable diseases





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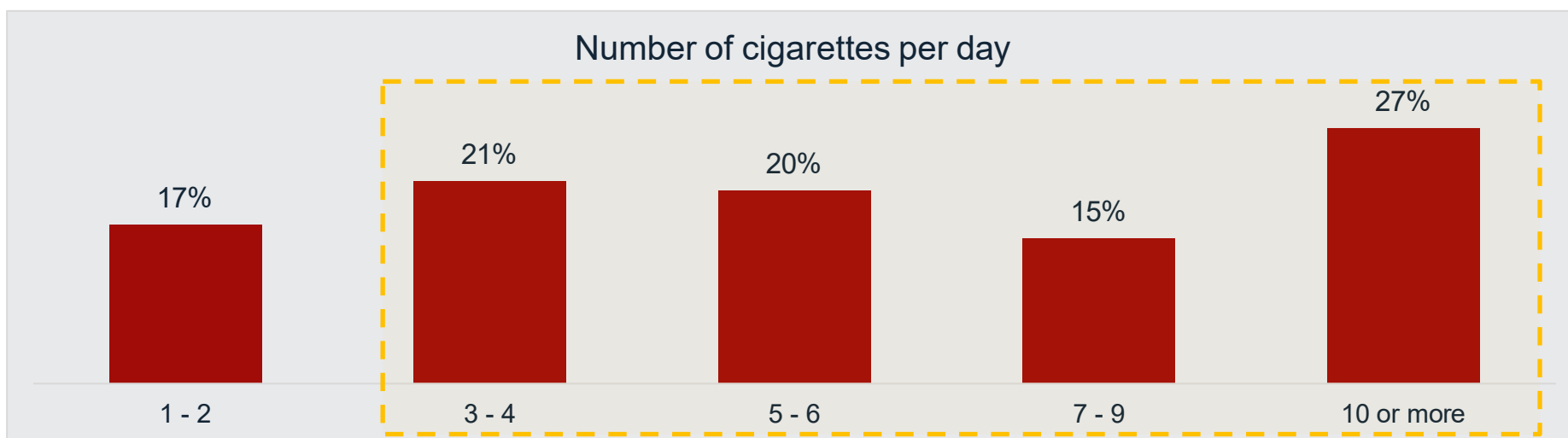
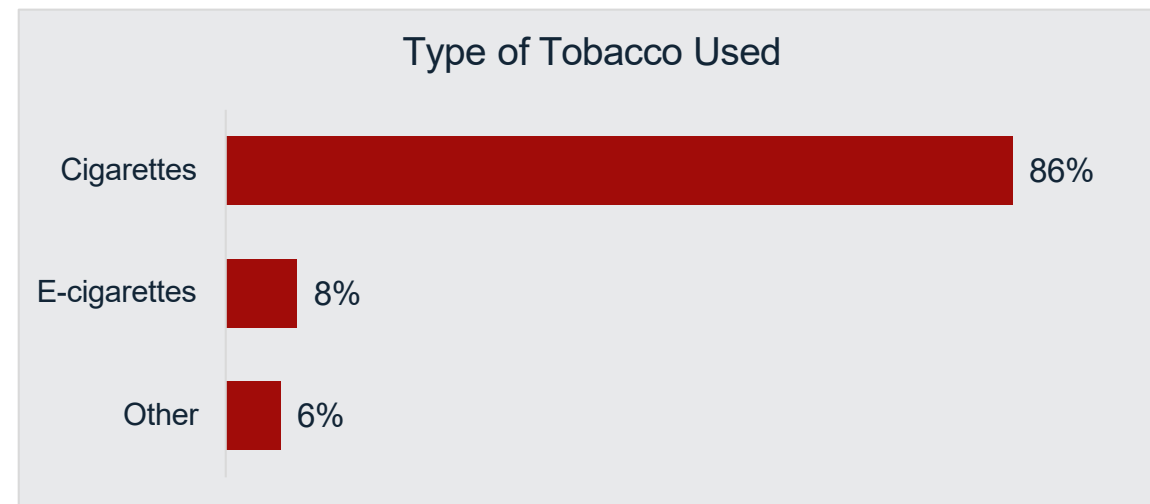
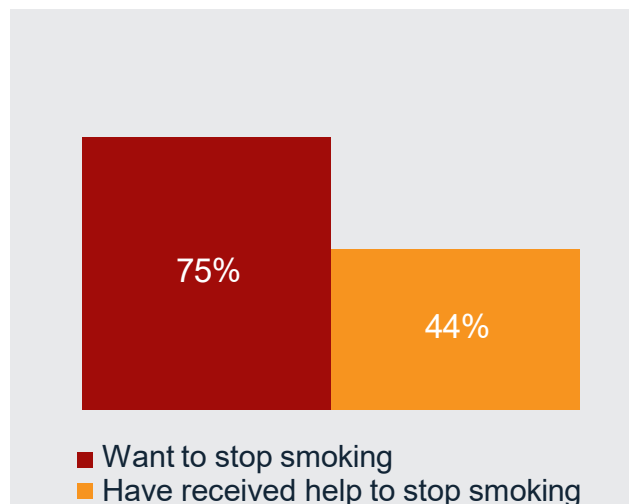
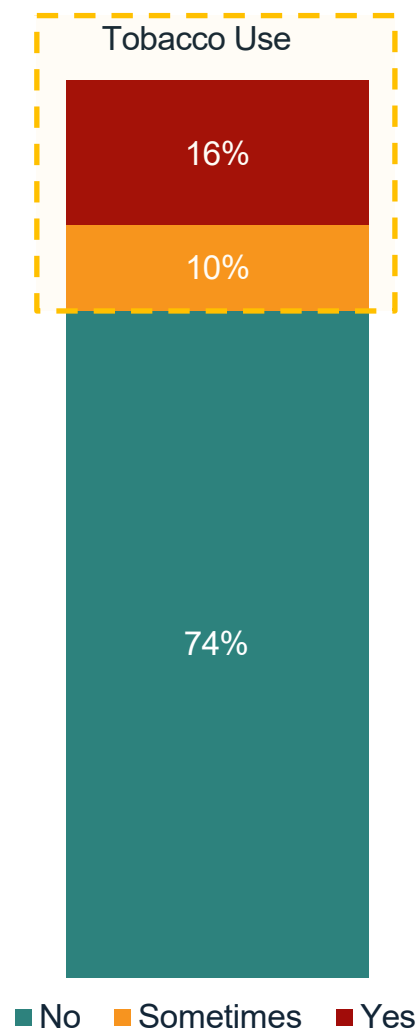
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Smoking



Smoking

Summary



- Smoking 1-4 cigarettes/day is associated with a significant higher risk of dying from heart disease.
- Smoking increases the risk of heart disease and stroke 2-4 times.



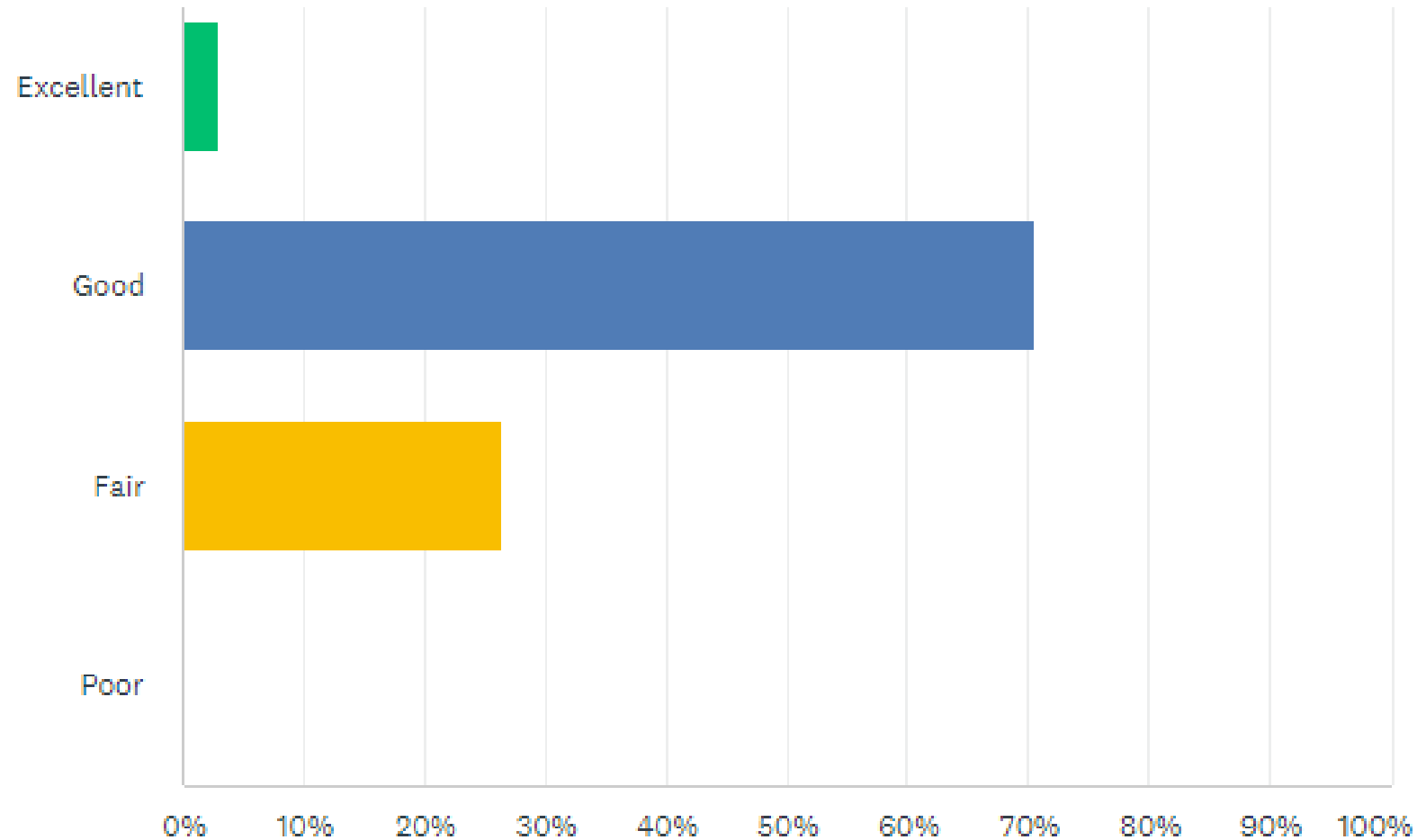
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Diet



Food and beverages

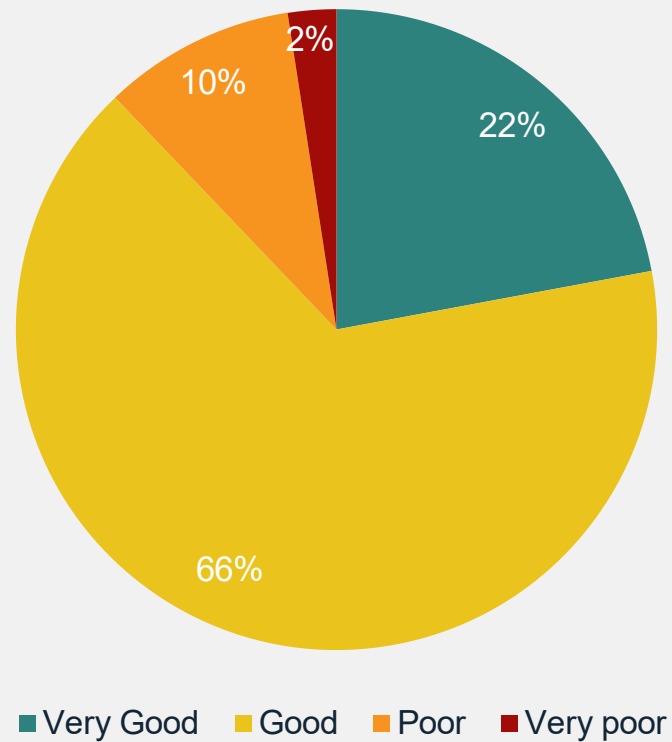
How do you think seafarers rate the food onboard?



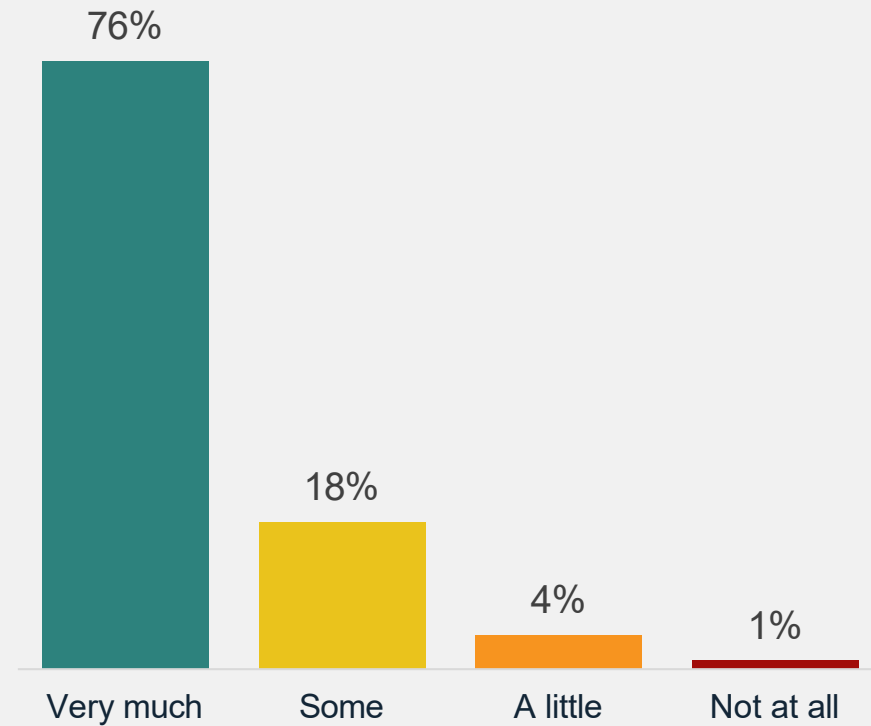
73% Good or very good

Food and beverages

How do you rate the food onboard?

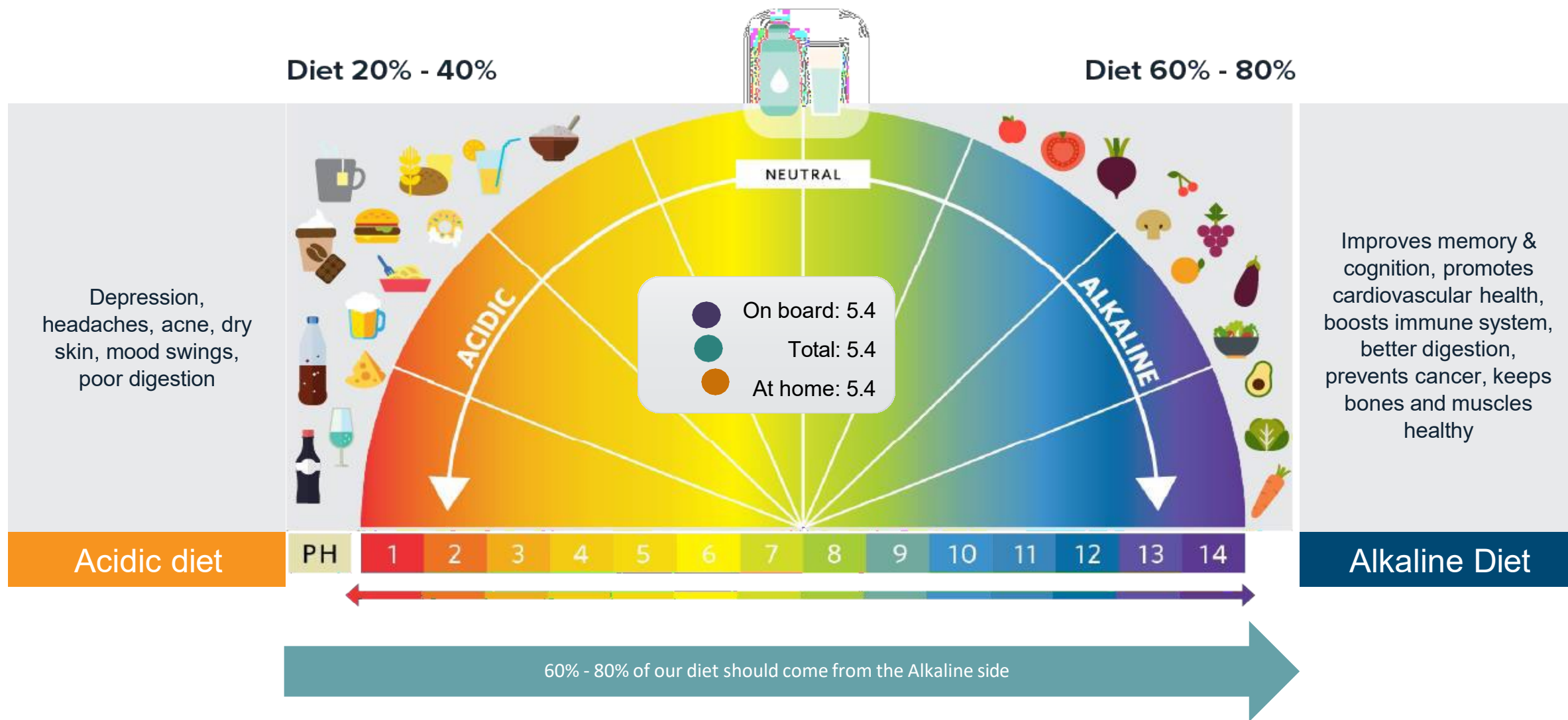


How important is food for your wellbeing?



88% Good or very good

pH level



Audit-C Alcohol screening

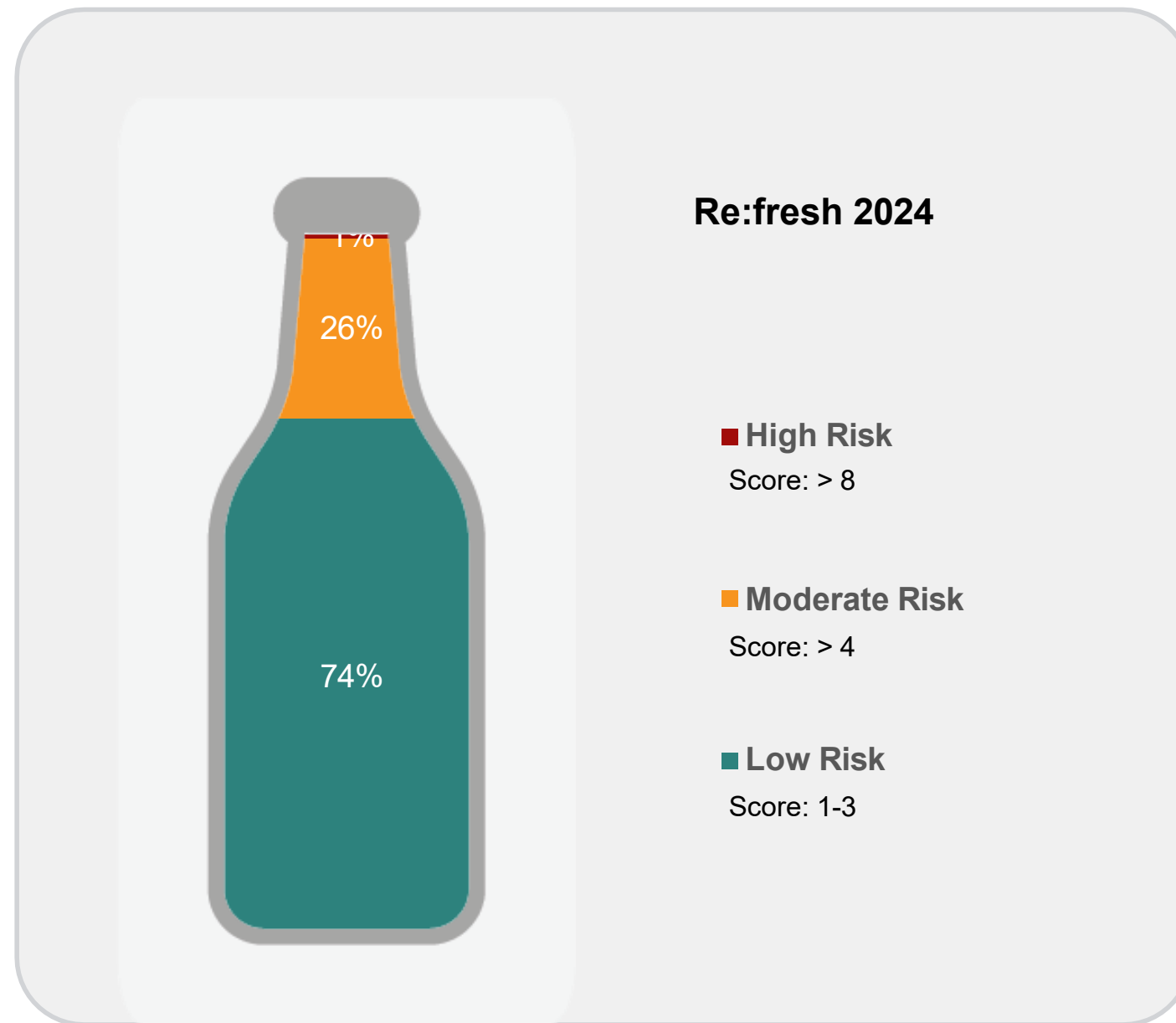
Alcohol habits while at home

Alcohol habits	Re:fresh 2024
Moderate risk	26%
High risk	1%

Alcohol guidelines (WHO):

- No level of alcohol consumption is safe for our health
- The risk starts from the first drop
- The more you drink, the more harmful it is
- Or – the less you drink, the safer it is.
- NHS UK: 14 units/week spread over 3 days or more = 6 glasses of wine or 6 pints of 4% beer

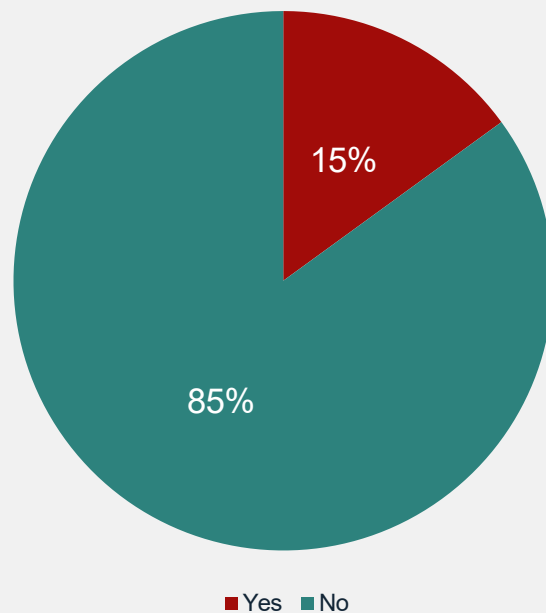
Re:refresh 2024 N = 20,205



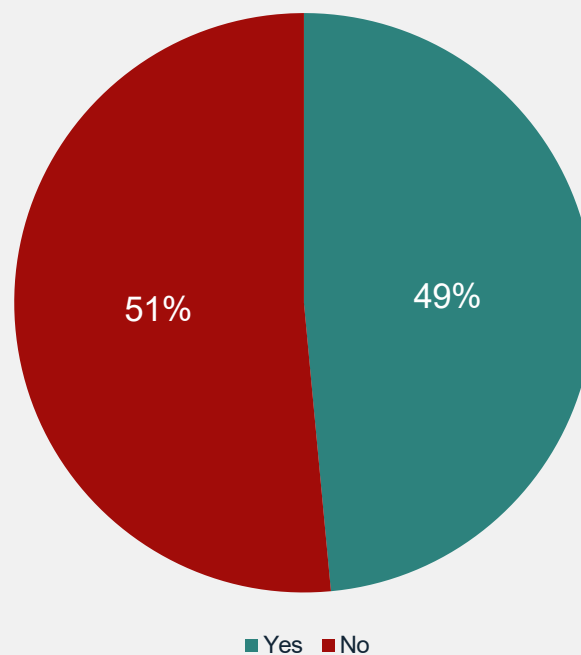
Alcohol habits

Audit-C Alcohol screening

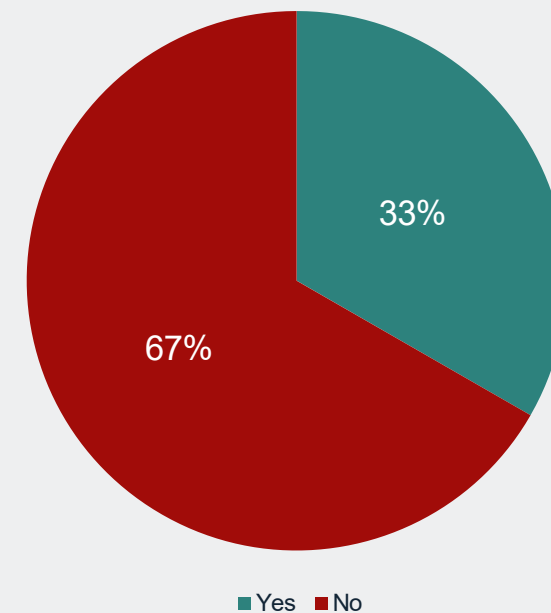
Are you allowed to purchase alcohol onboard?



Do you want to stop drinking?



Have you received any help or advice to help you stop drinking?





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Exercise

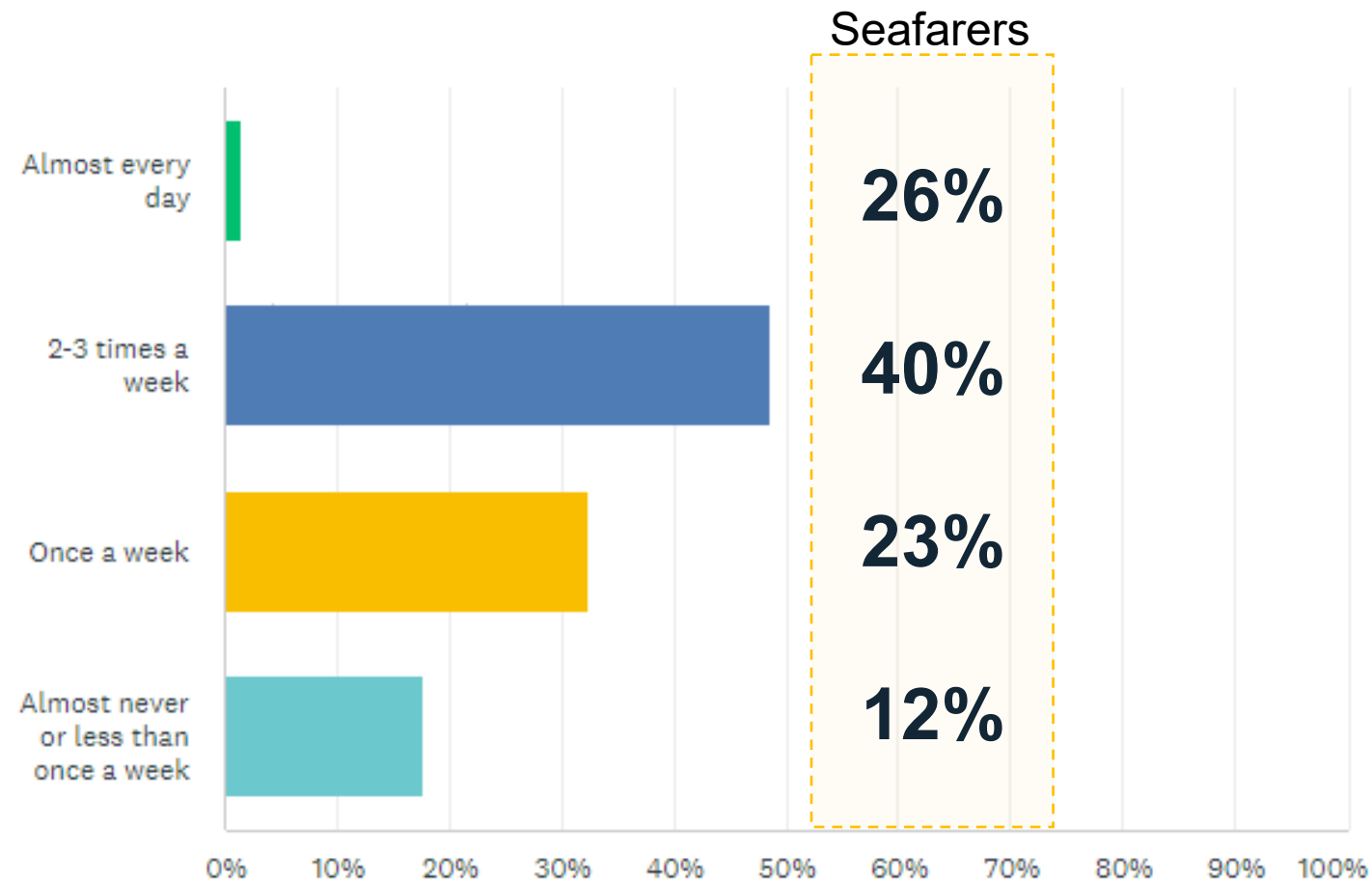




MARINE BENEFITS

Exercise

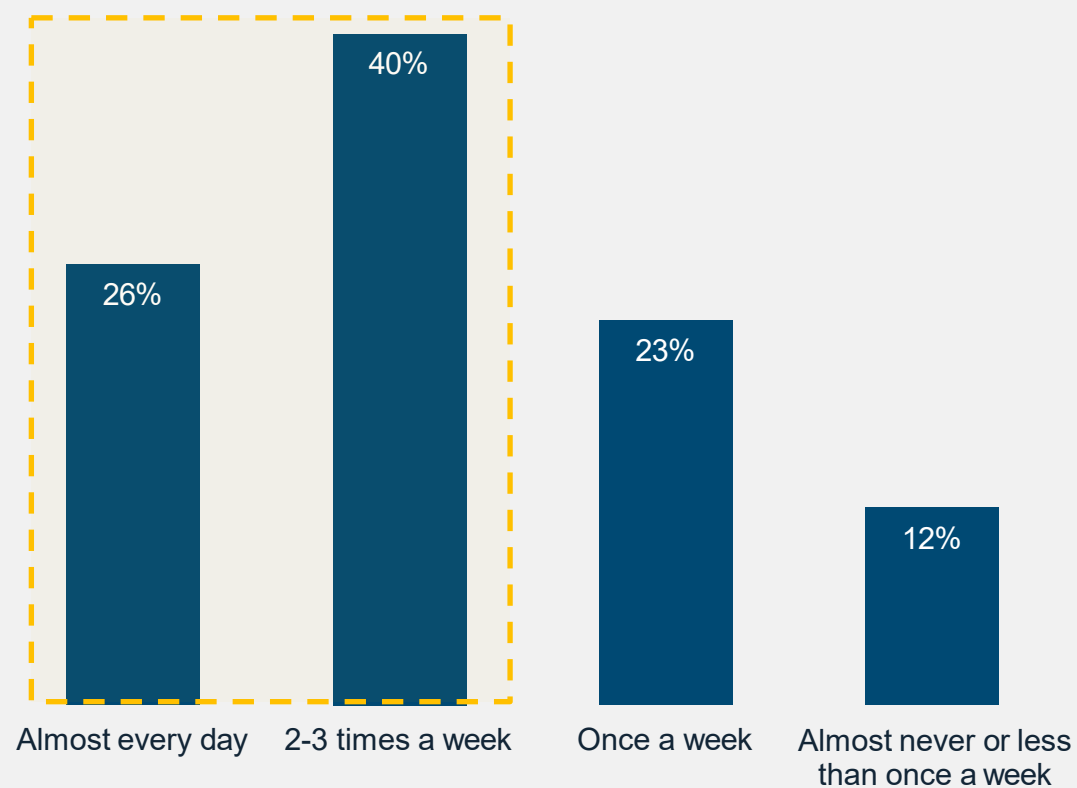
How often do you think seafarers exercise while onboard?



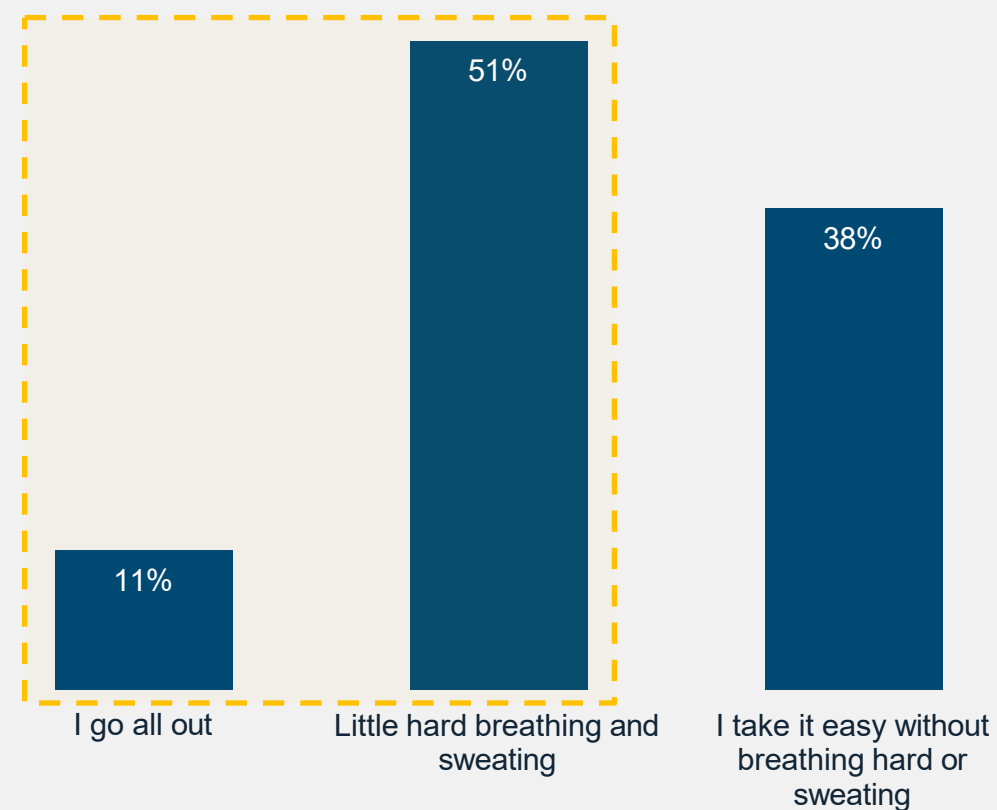
Exercise

Frequency and Intensity

Frequency of exercise

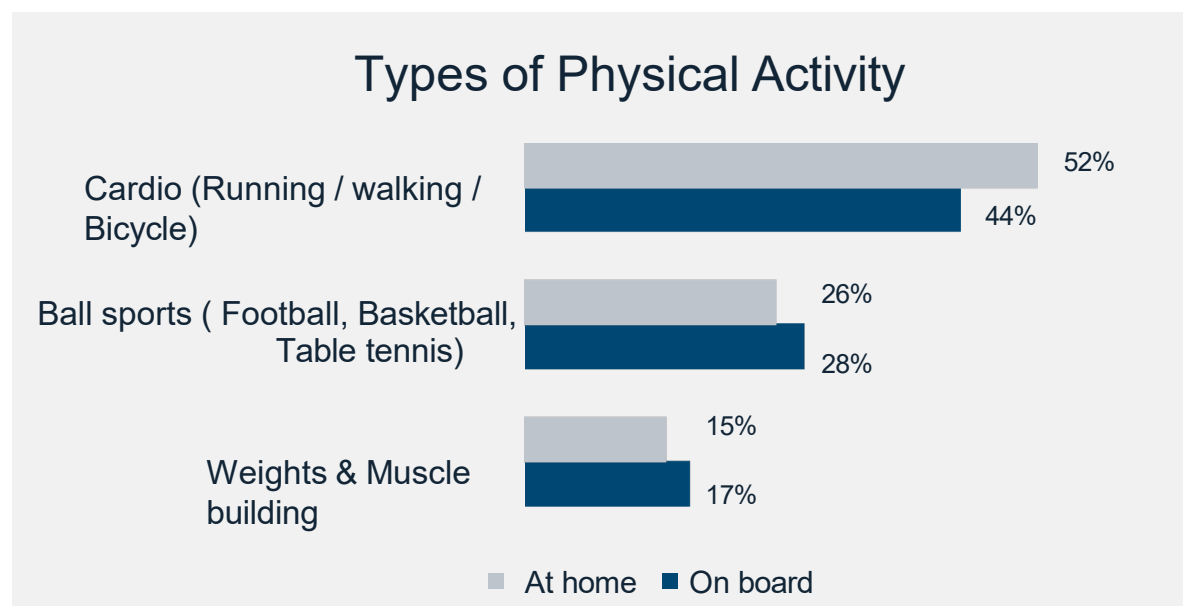
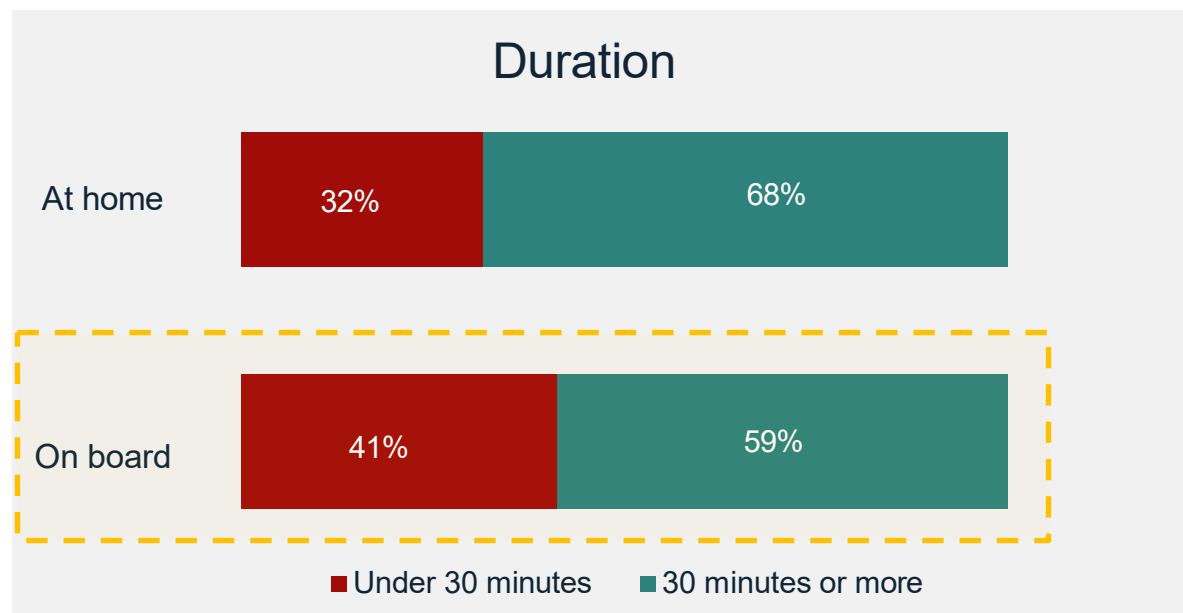


Intensity of exercise



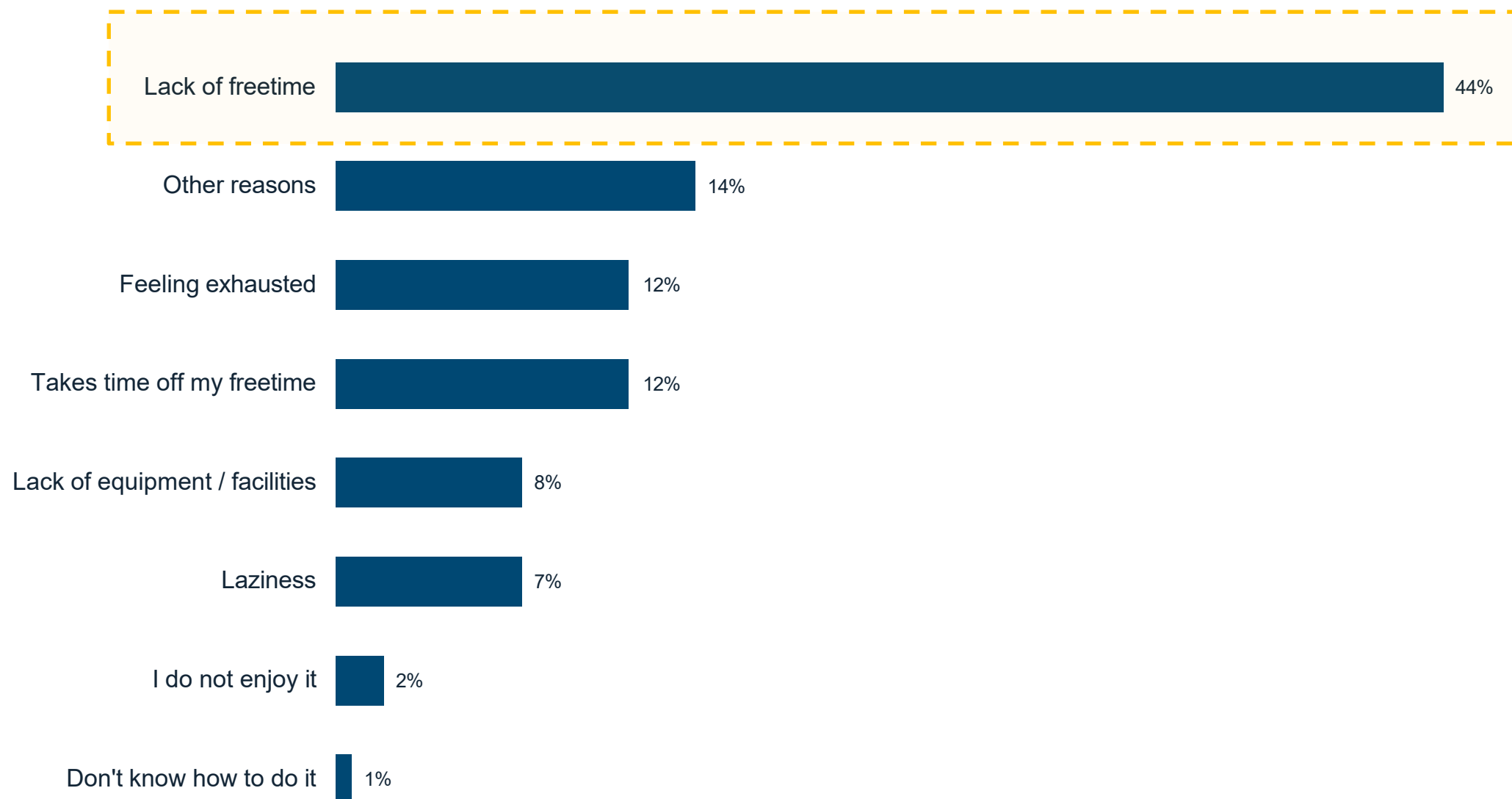
Exercise

Duration and Fitness Activities



Reasons for not exercising

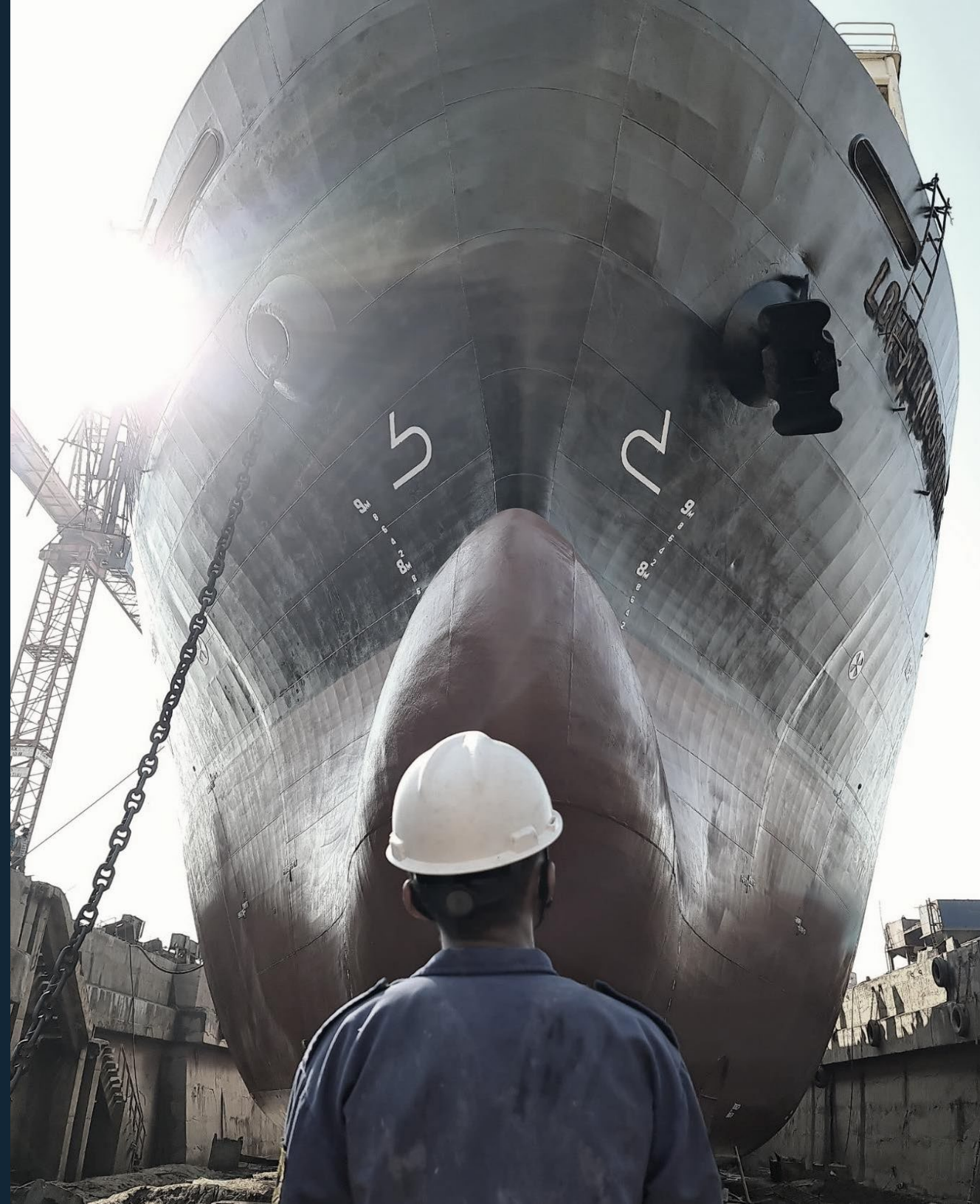
Total





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Body Mass Index (BMI)

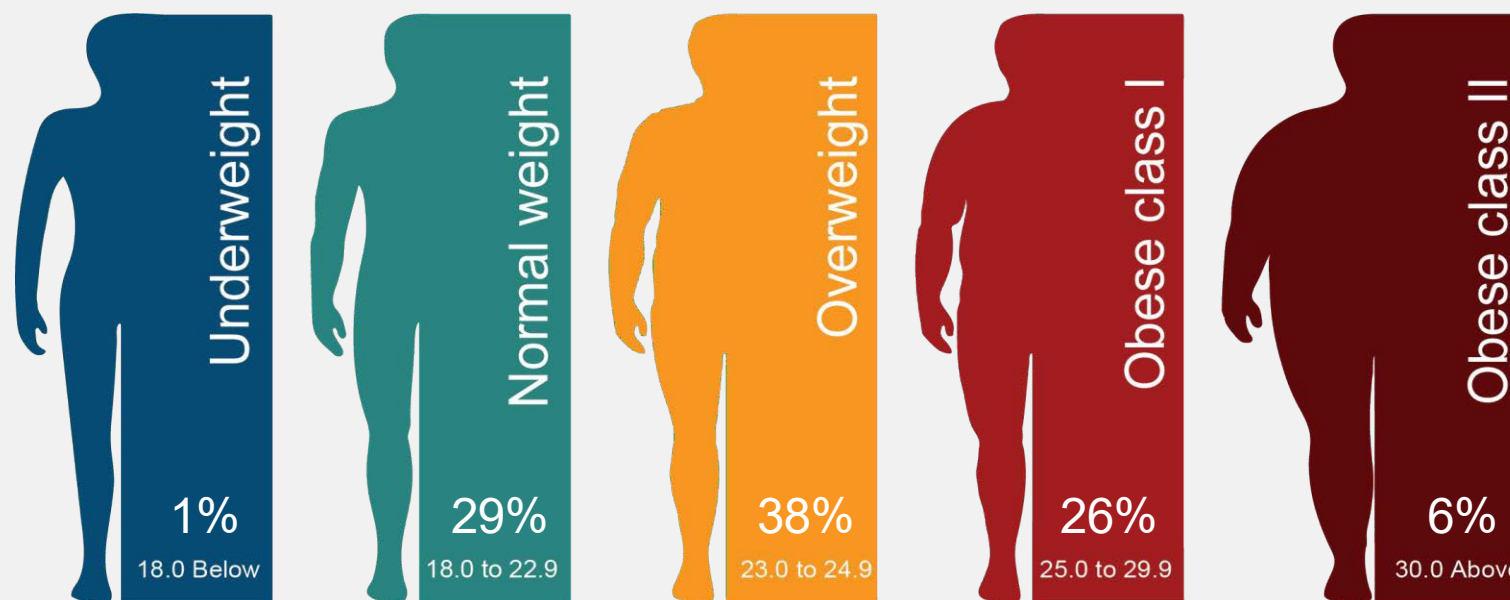


(BMI) Kg/m2

Body mass index

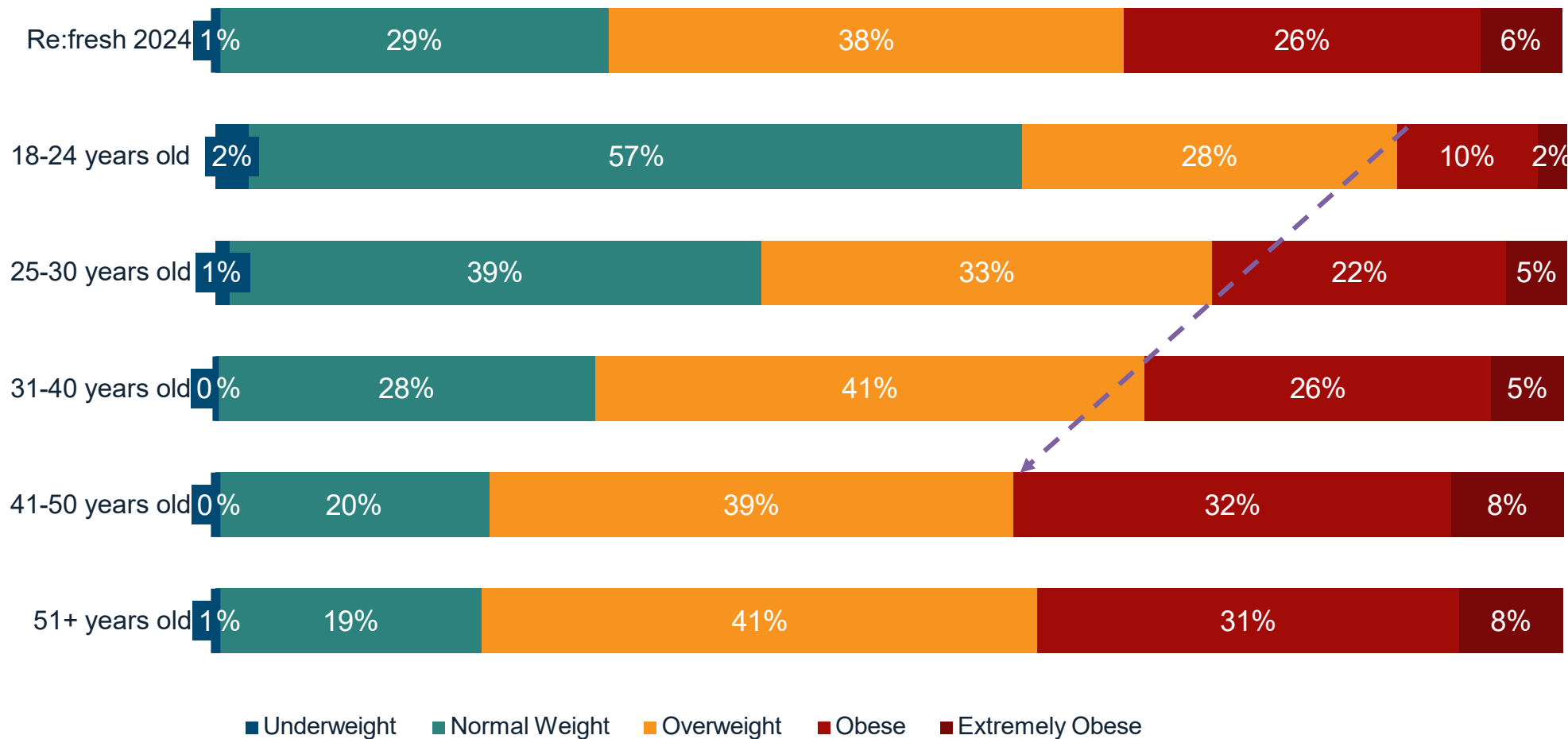
BMI	Re:fresh 2024
Average	26.12

Re:refresh 2024



Body mass index

By age





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Waist to height ratio (WHtR)

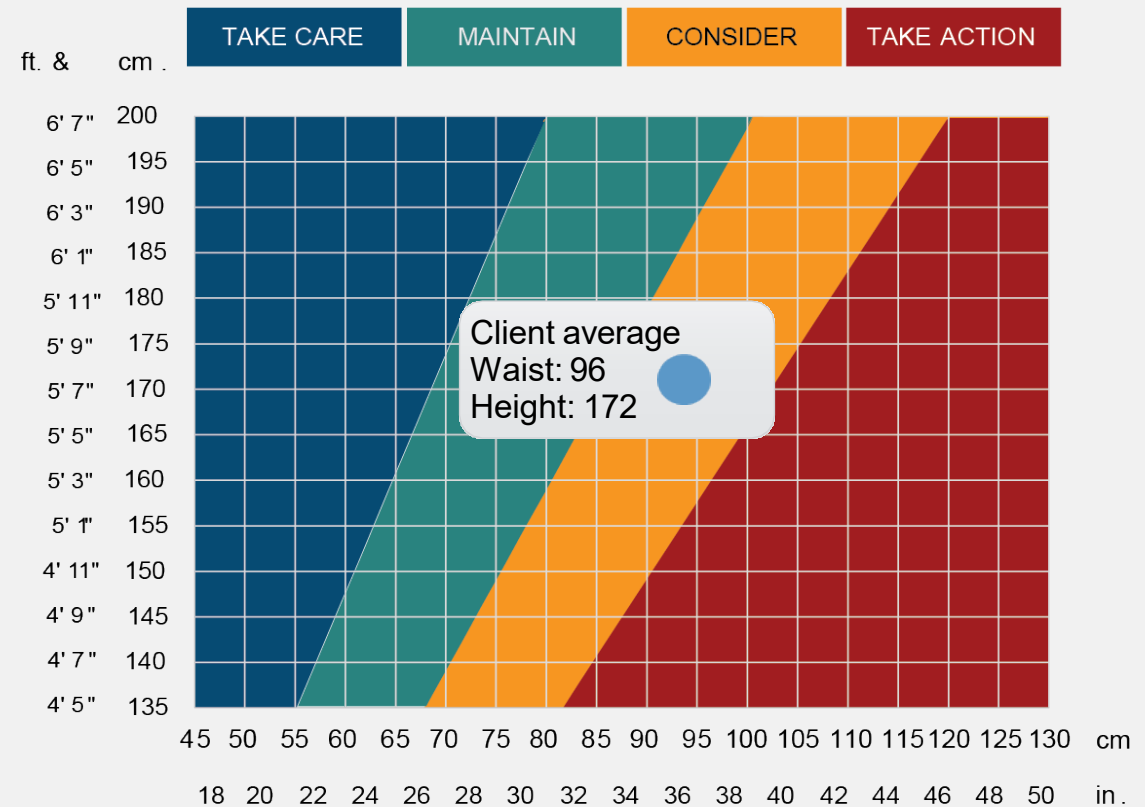


(BMI) Kg/m2

Waist-to-height ratio

WHtR	Re:fresh 2024
Average	56%

Re:refresh 2024



HEALTHY
31%

OVERWEIGHT
42%

OBESE
27%



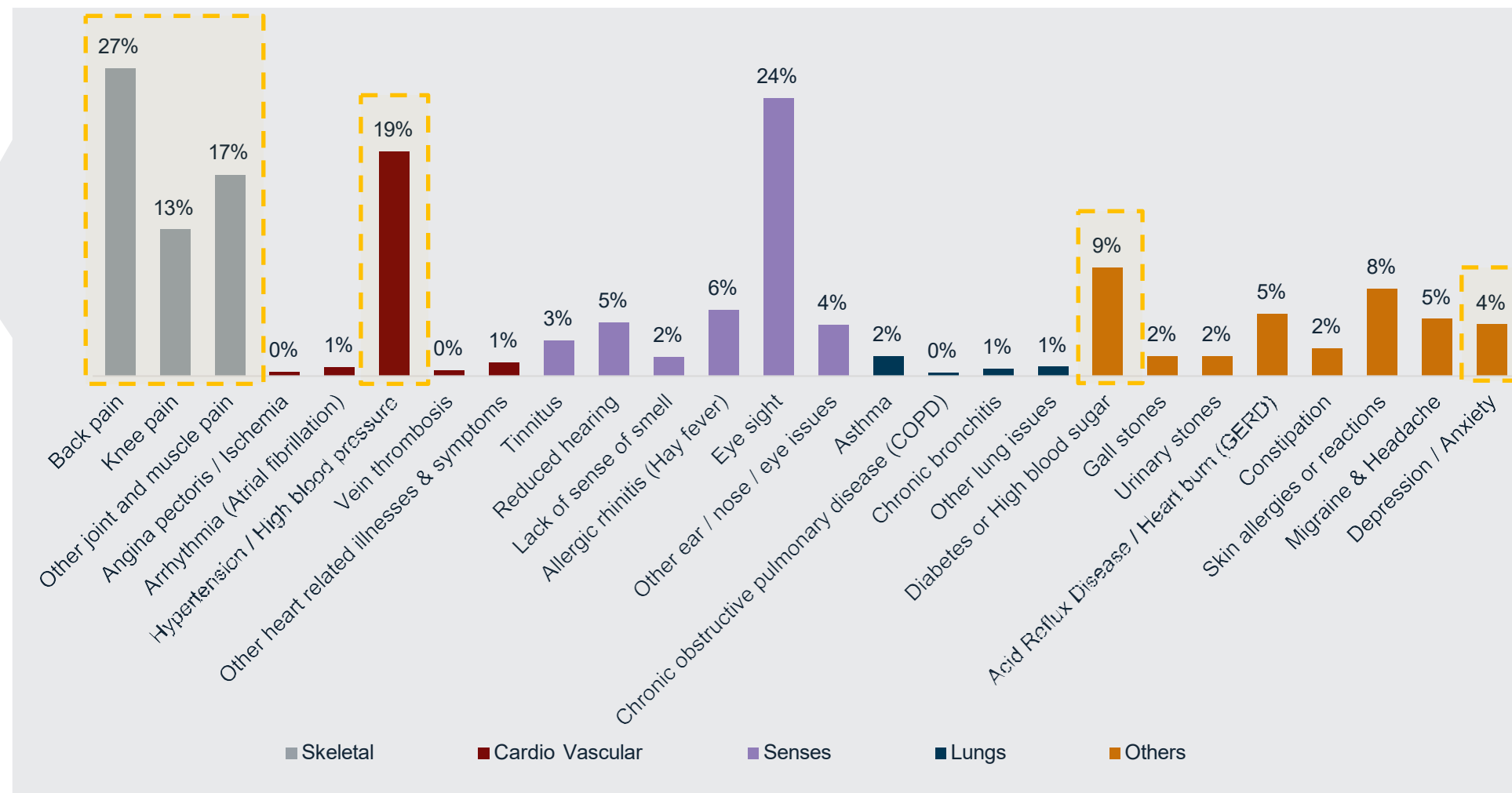
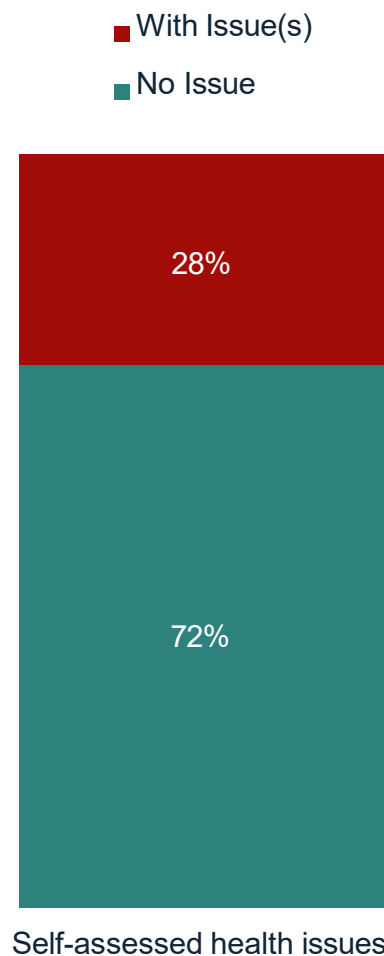
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Health issues



Health issues

Self-assessed health issues





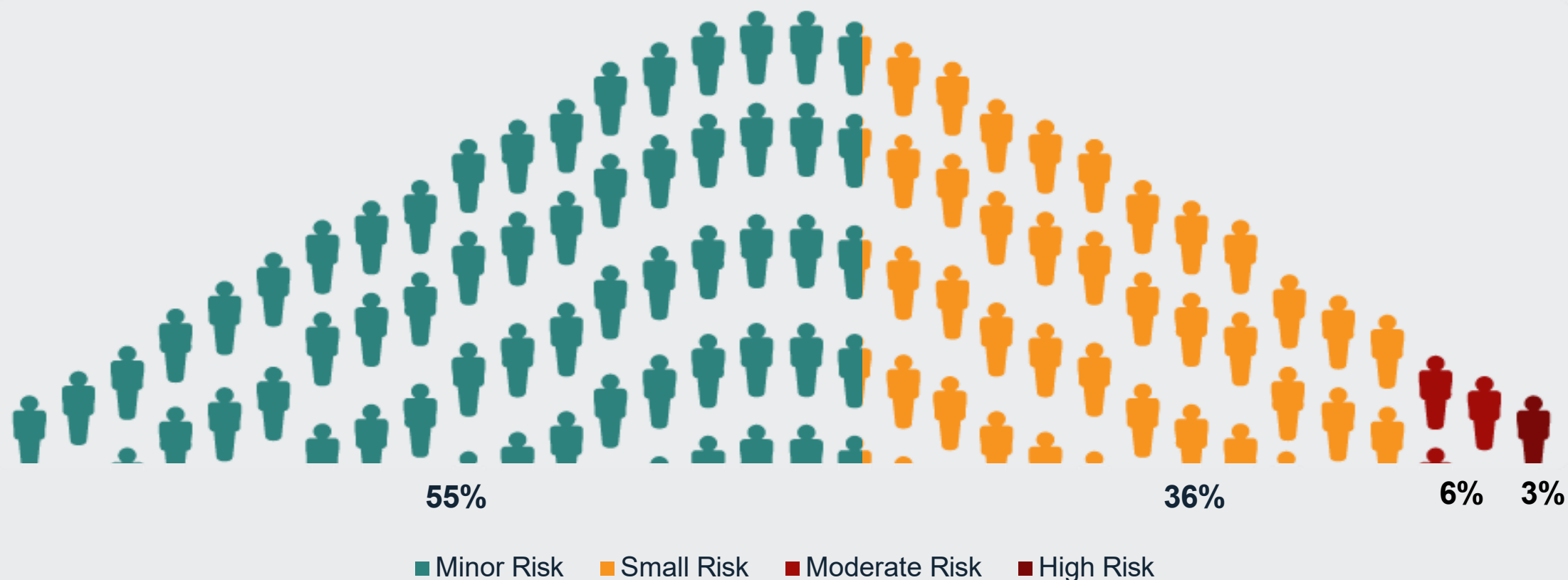
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Diabetes



Diabetes risk

The risk of getting type 2 diabetes within 10 years



Risk points: 0-26

- Below 7 Minor risk (1 in 100)
- 7-11 Small risk (1 in 25)
- 12-14 Moderate (1 in 6)
- 15-26 High to very high risk (1 in 3)

Keep an eye on your weight and consider increasing physical activity
Make sure to discuss your risk of developing diabetes with your doctor at the next visit.
Make a visit to the doctor to check your blood sugar levels as soon as possible.



MARINE BENEFITS

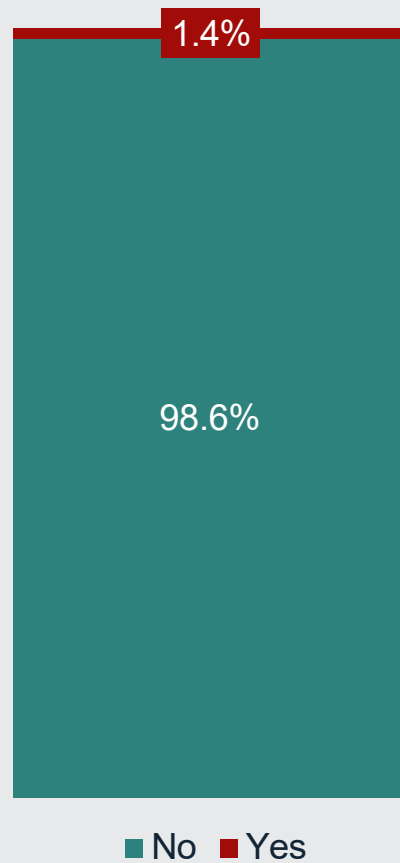
Repatriation



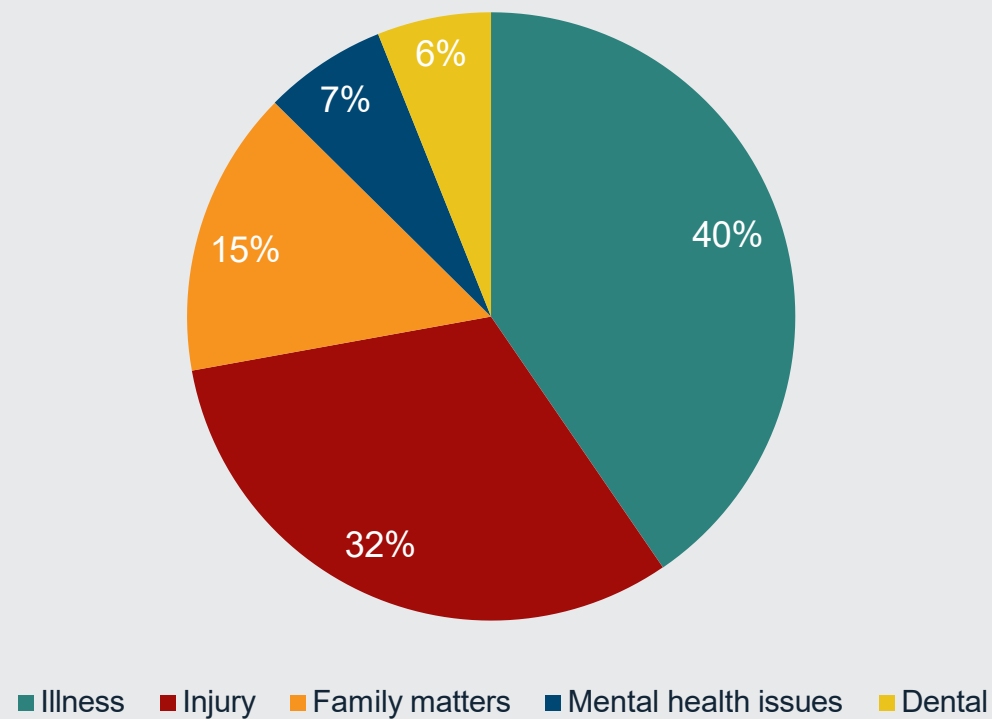
Repatriation

Frequency and causes

Repatriated last 12 months



Causes of repatriation





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Self-efficacy & Health



SEH

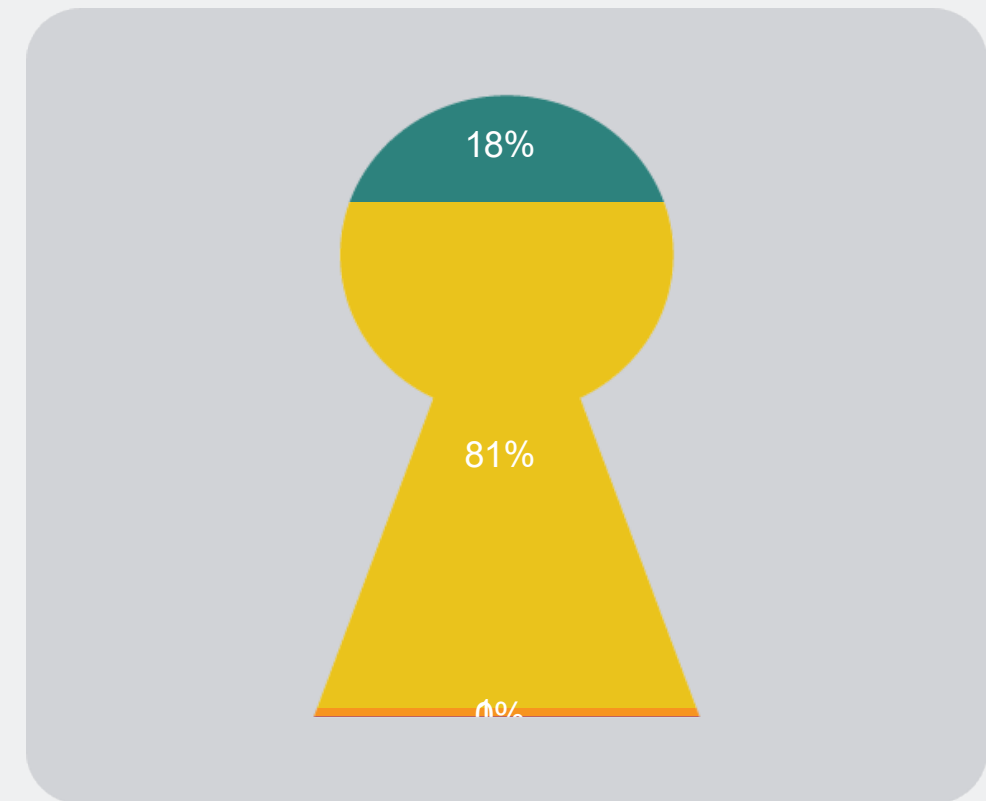
Self-efficacy & Health

	Re:refresh 2024
Self-efficacy	28.10

The belief in one's capabilities to organize and execute the courses of action required to manage prospective situations. – Albert Bandura

Re:refresh 2024 N= 28,407

Self-efficacy



■ Very Low ■ Low ■ High ■ Very High



MARINE BENEFITS

Happiness



Subjective happiness scale

Happiness

	Re:refresh 2024	Wellbeing 2022
Happiness	5.01	5.09

Re:refresh 2024 N= 28,049
Wellbeing 2022 N= 22,992

Re:refresh 2024



score

5.01

By rank

Happiness

	At home	On board	TOTAL
Re:fresh 2024	5.06	4.99	5.01
WB 2022	5.14	5.05	5.09
Master/Captain	5.17	5.13	5.15
Chief Engineer/Engine Manager	5.00	5.05	5.03
Chief Officer/Deck Manager	4.98	4.99	4.99
Chief Cook/Catering Operations	5.11	5.06	5.08
Deck Officer/Deck Operations	4.98	4.89	4.92
Engine Officer/Engine Operations	5.01	4.96	4.98
Deck Rating/Deck Support/Bosun	5.10	4.98	5.02
Engine Rating/Engine Support	5.10	4.99	5.03
Galley staff/Catering Support	5.13	5.03	5.07
Others	5.10	4.95	5.00
Cadet/Trainee	5.03	4.93	4.97

Happiness

If seafarers were its own nation, it would be ranked #8

	Re:refresh 2024	Wellbeing 2022
Rank	5.01	5.09

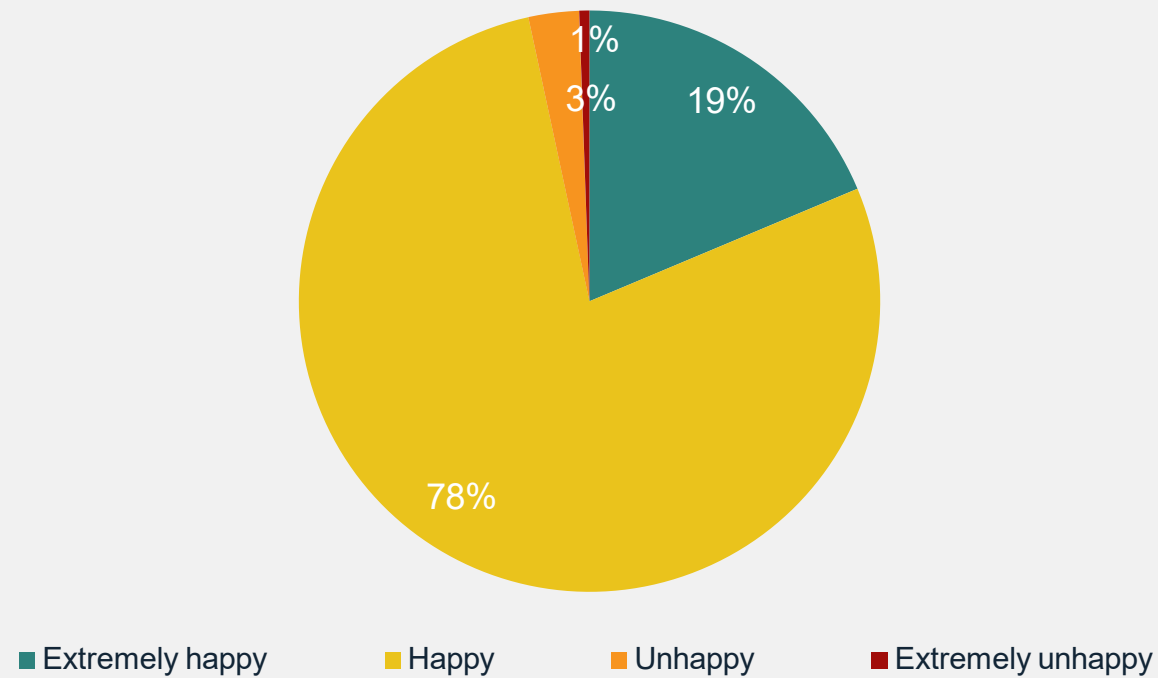
Re:refresh 2024 N= 28,049
Wellbeing 2022 N= 22,992

1	Finland	5.42
2	Denmark	5.31
3	Iceland	5.27
4	Sweden	5.14
5	Israel	5.14
6	Netherlands	5.12
7	Norway	5.11
8	Luxembourg	4.99
9	Switzerland	4.94
10	Australia	4.94
8	Re:refresh 2024	5.01

Happiness

All things considered

All things considered; how happy would you say you are?





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Stress

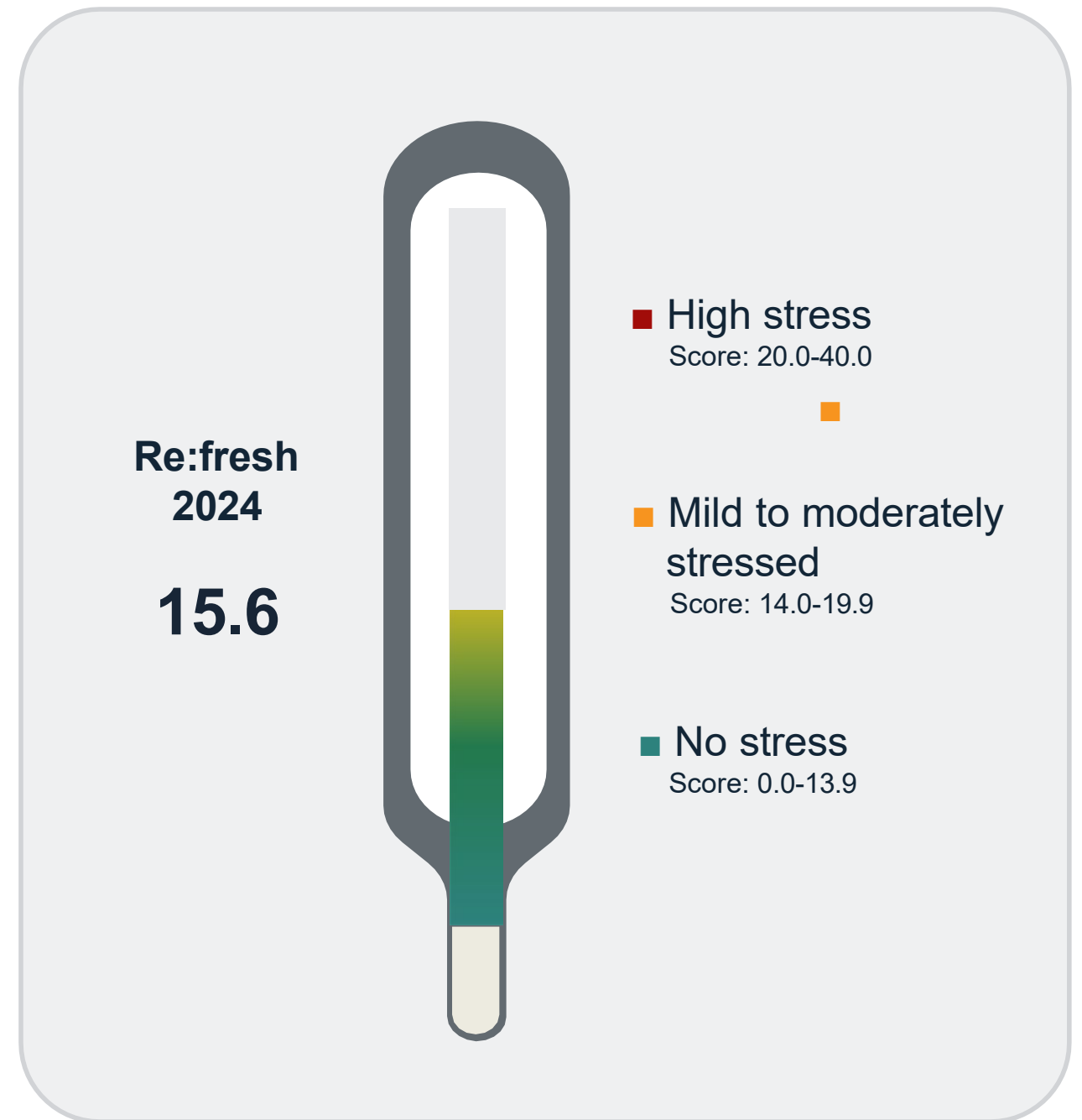


Perceived stress scale

Stress

	Re:refresh 2024	Wellbeing 2022
Stress level	15.6	15.9

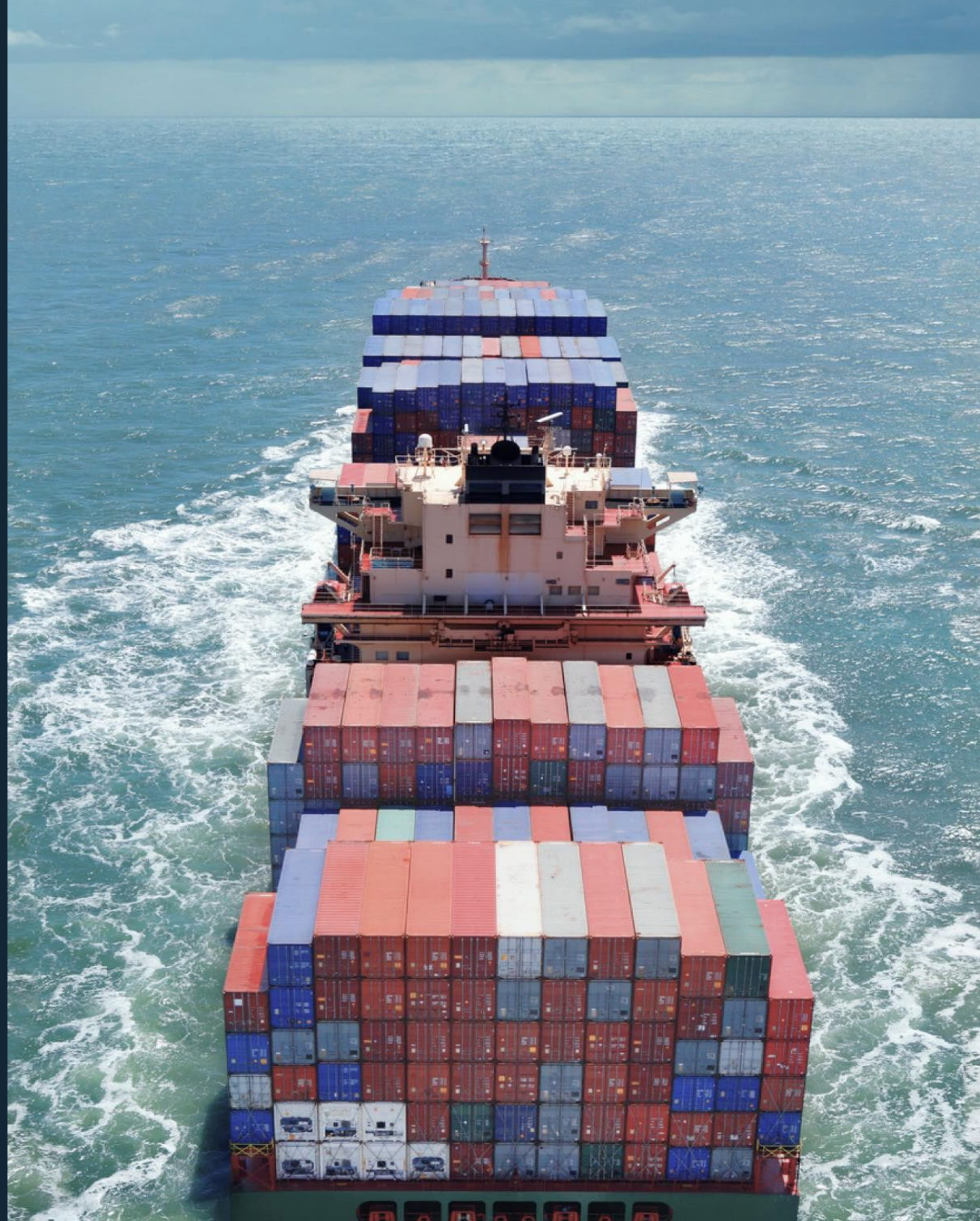
Re:refresh 2024 N = 36,446
Wellbeing 2022 N = 24,662





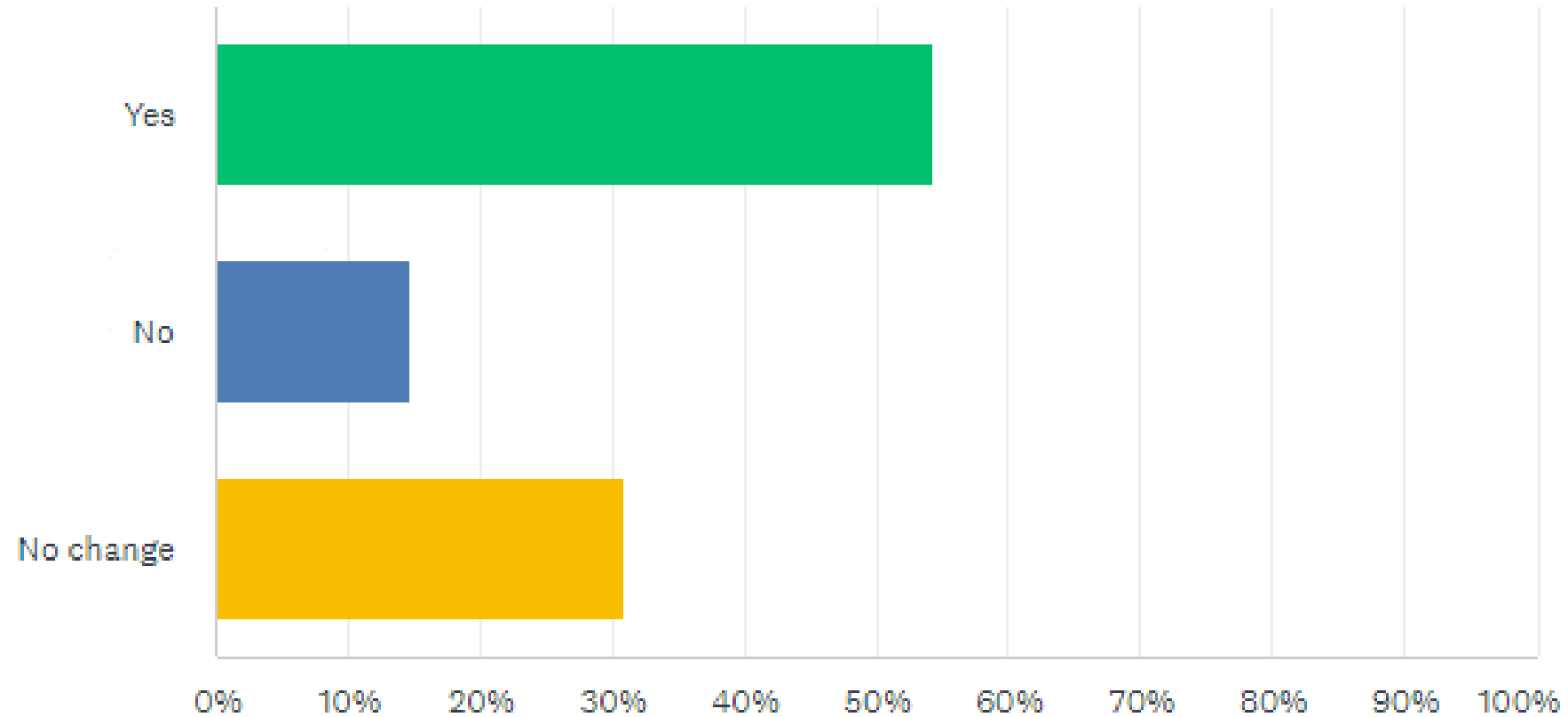
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Wellbeing



Wellbeing

Do you think the wellbeing of seafarers has improved since 2022?



WHO-5

Wellbeing

	Re:fresh 2024	Wellbeing 2022
All well	87%	87%
At risk	13%	13%

At home:

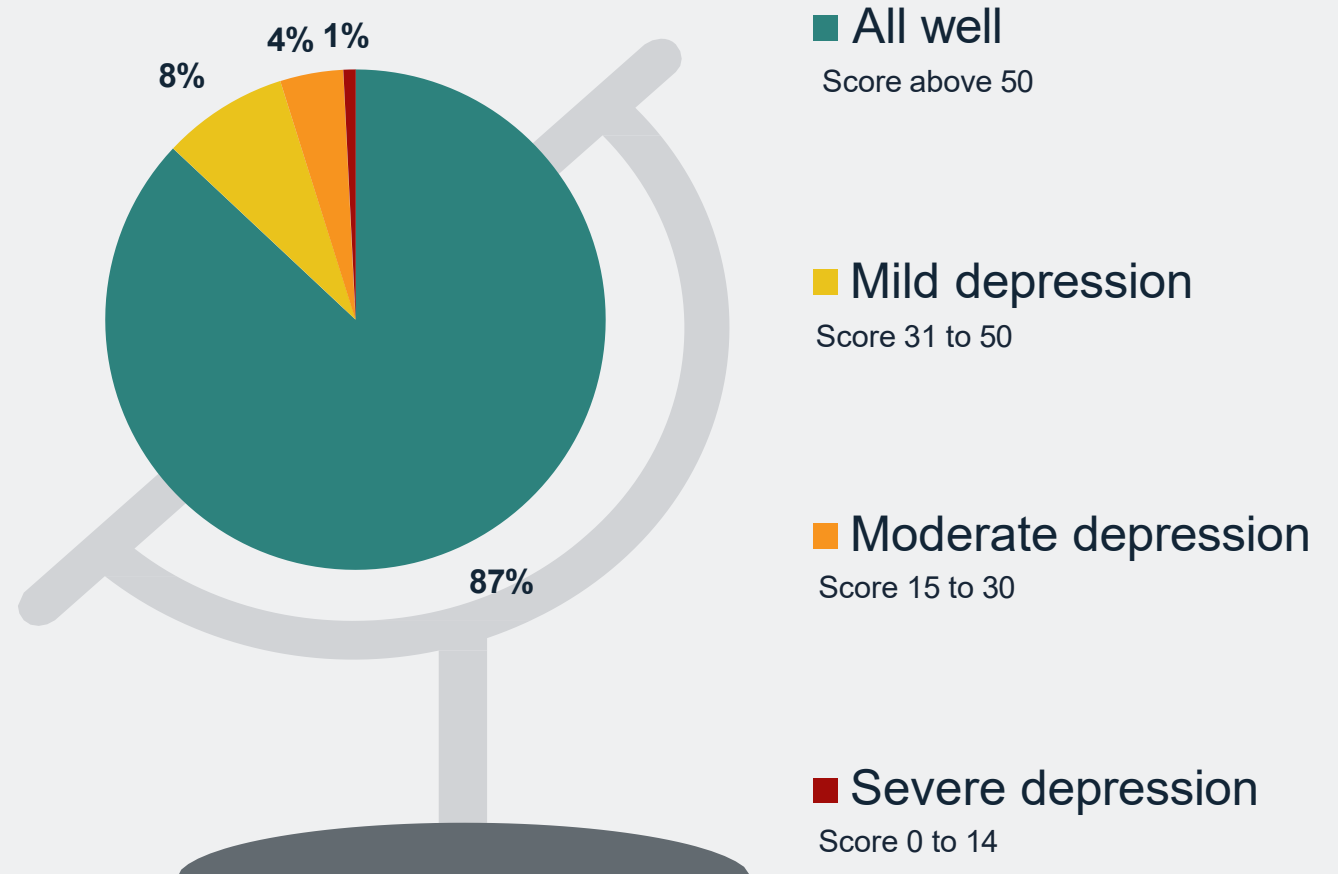
All well	91%
At risk	9%

On board:

85%
15%

Re:refresh 2024 N = 28,206
Wellbeing 2022 N = 22,237

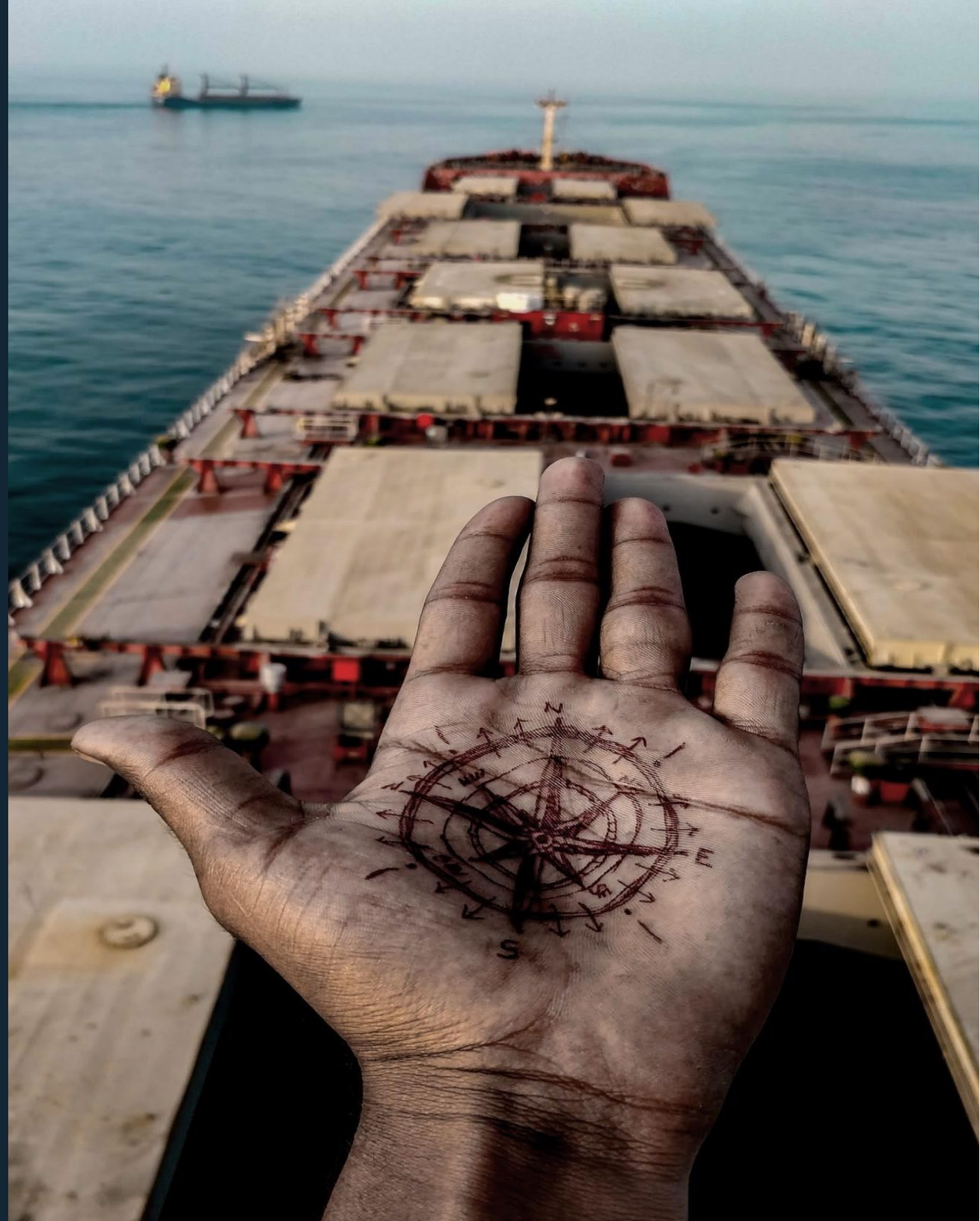
Re:refresh 2024





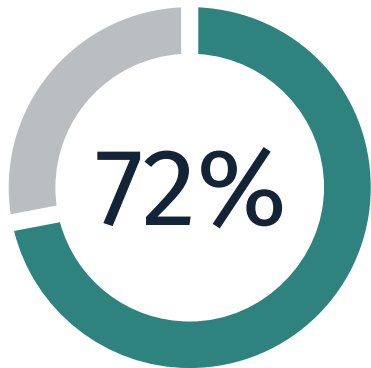
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My work and my skills

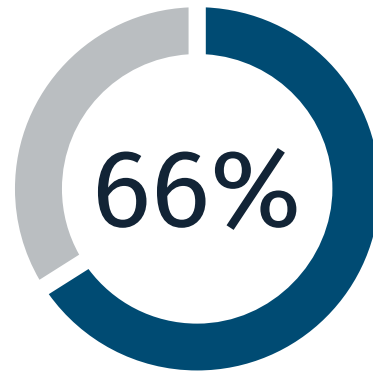


Social aspects onboard

Get enough sleep



Re:refresh 2024



Wellbeing 2022

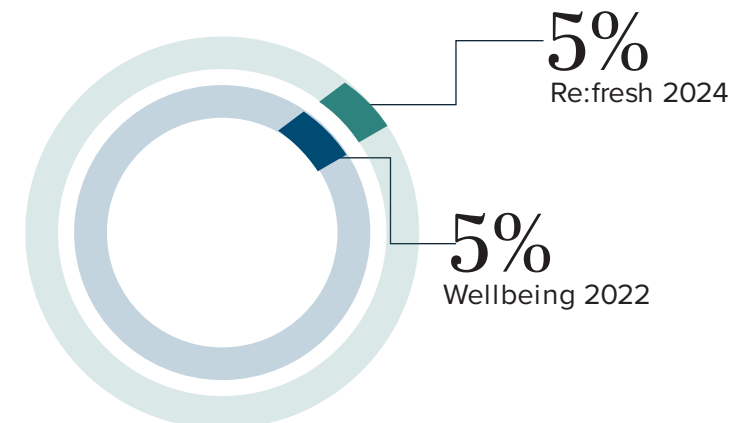
Have at least one coworker that I can talk to share my thoughts with



Feel lonely

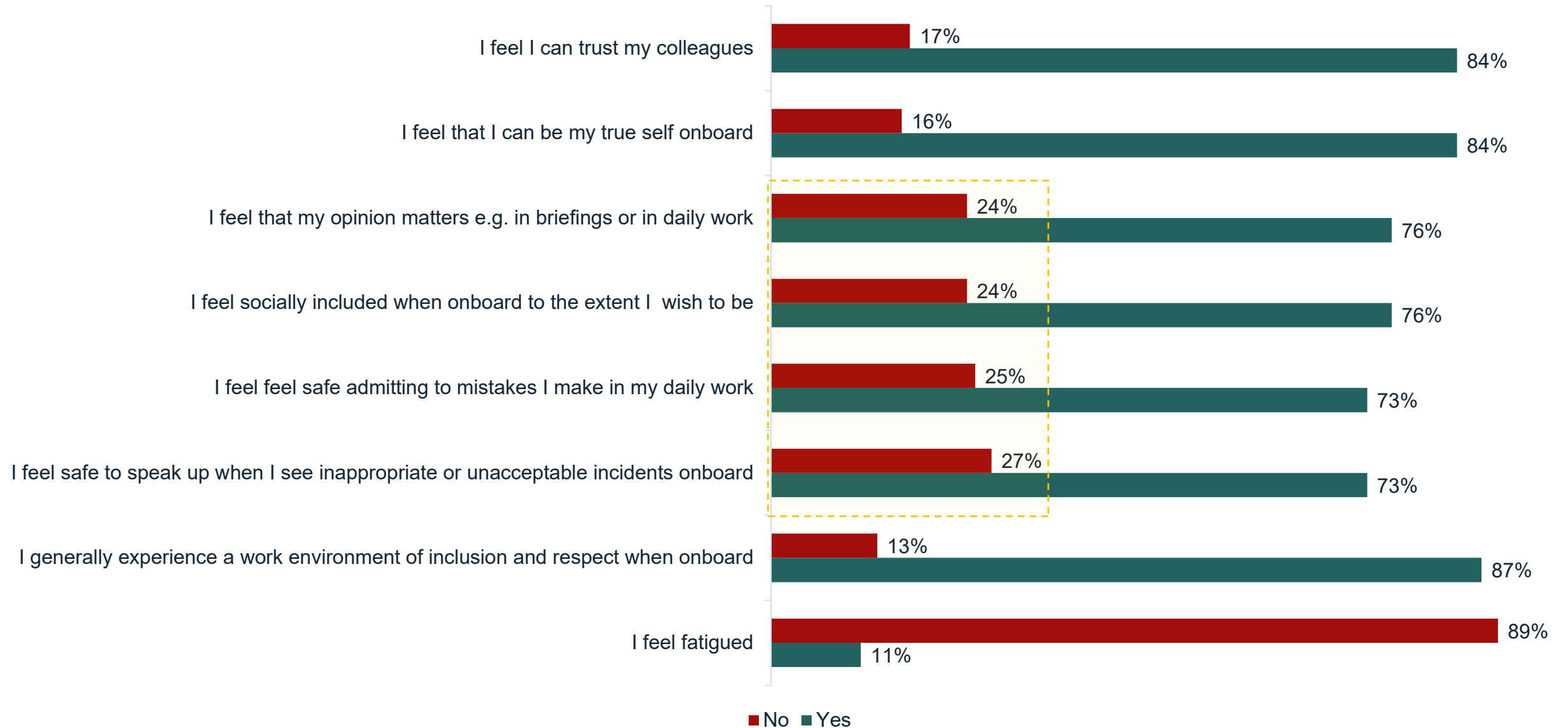


Feel bullied



Social aspects onboard

Social and work-related aspects that affect life onboard





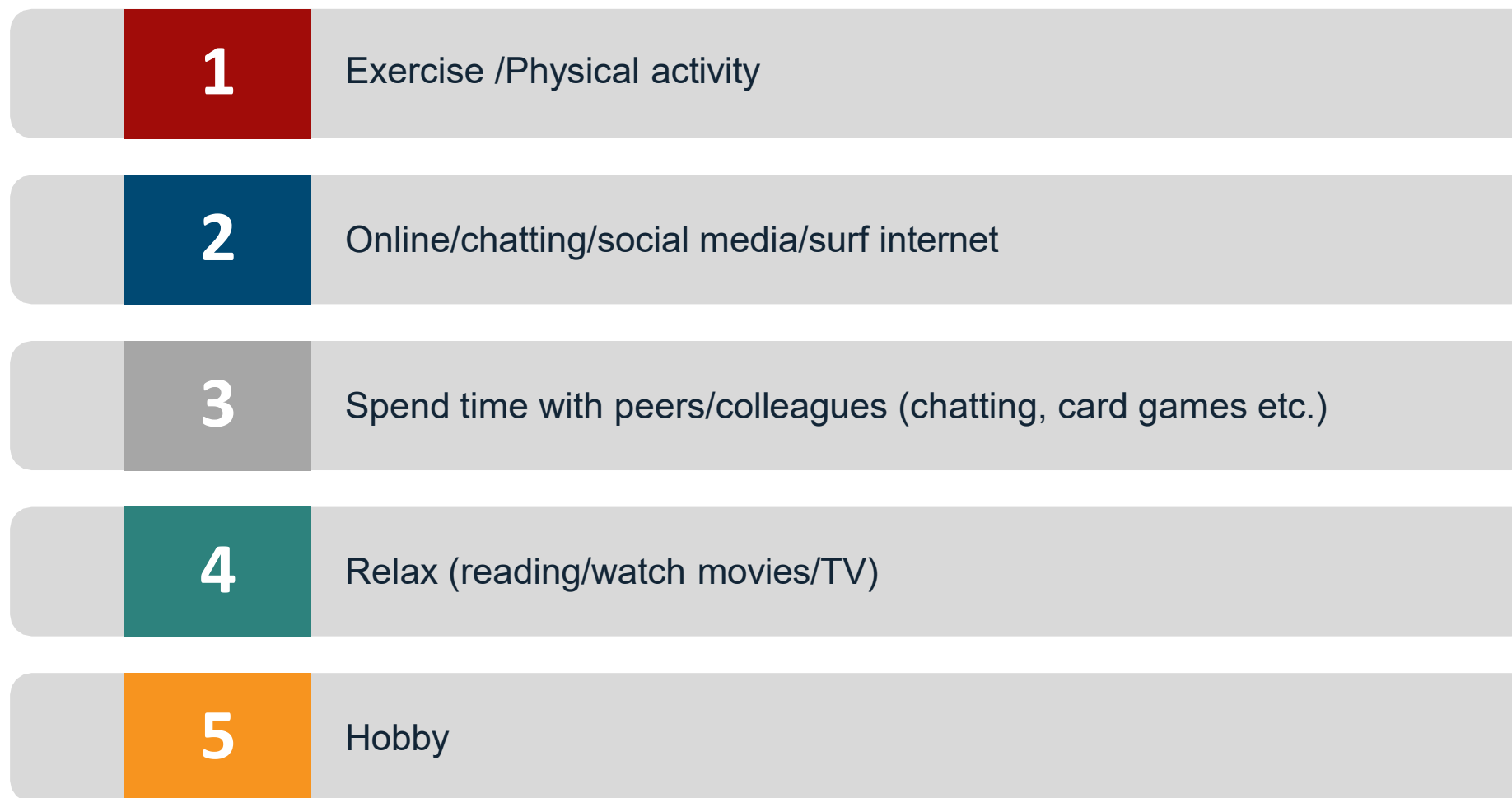
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Leisure time



Leisure time

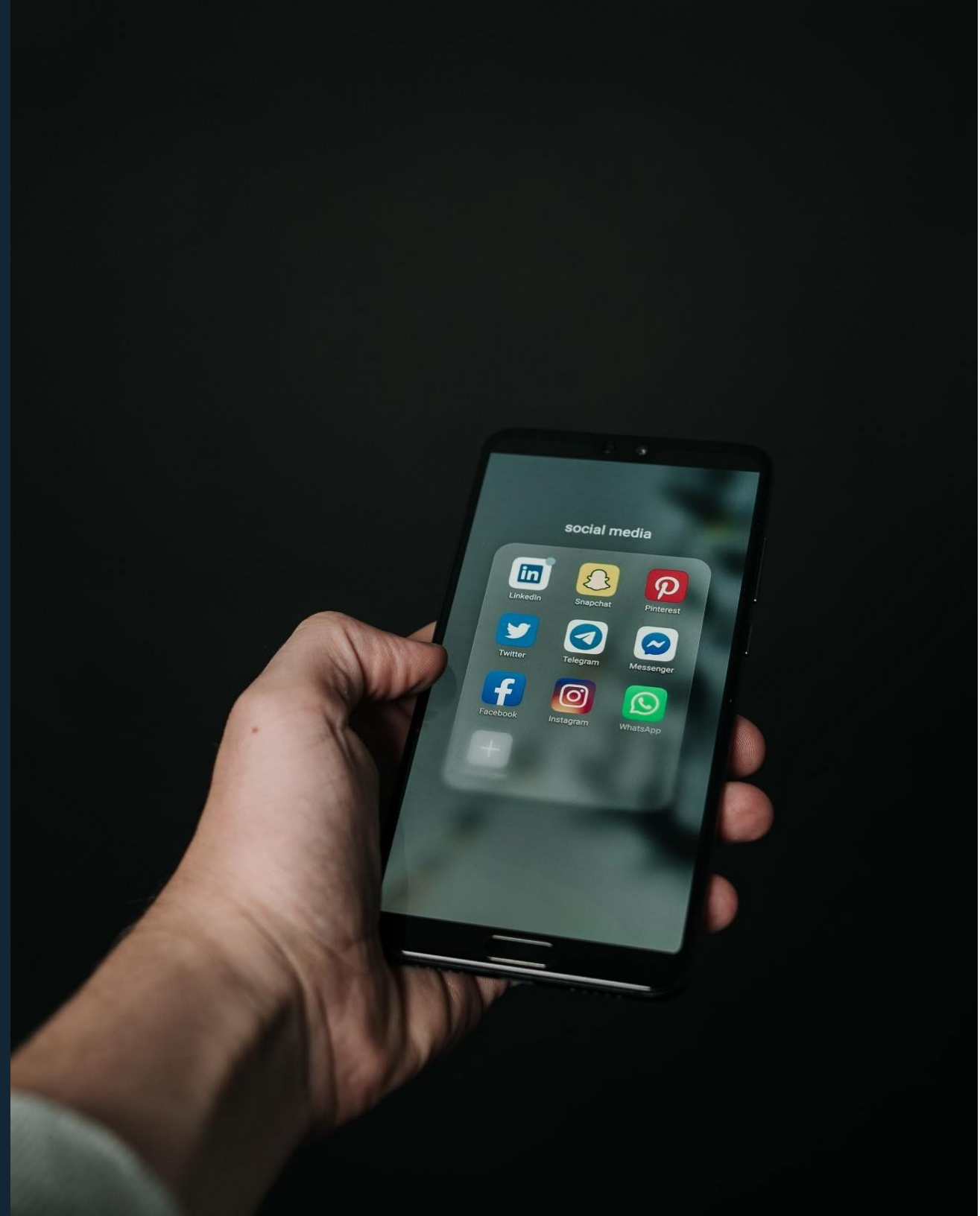
Ranking of how seafarers like to spend their free time onboard





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Social media



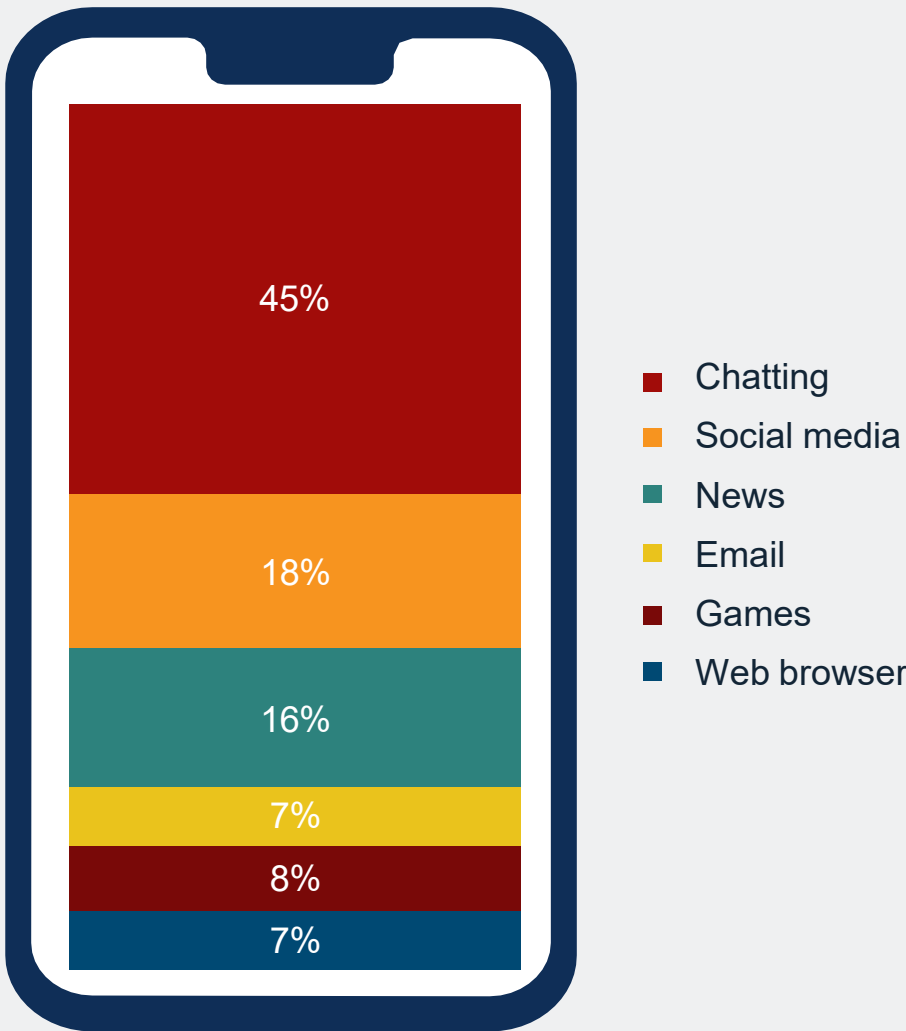
Platform used and time spent online

Screen time

	Re:refresh 2024
Time spent online	2 hrs 57 mins

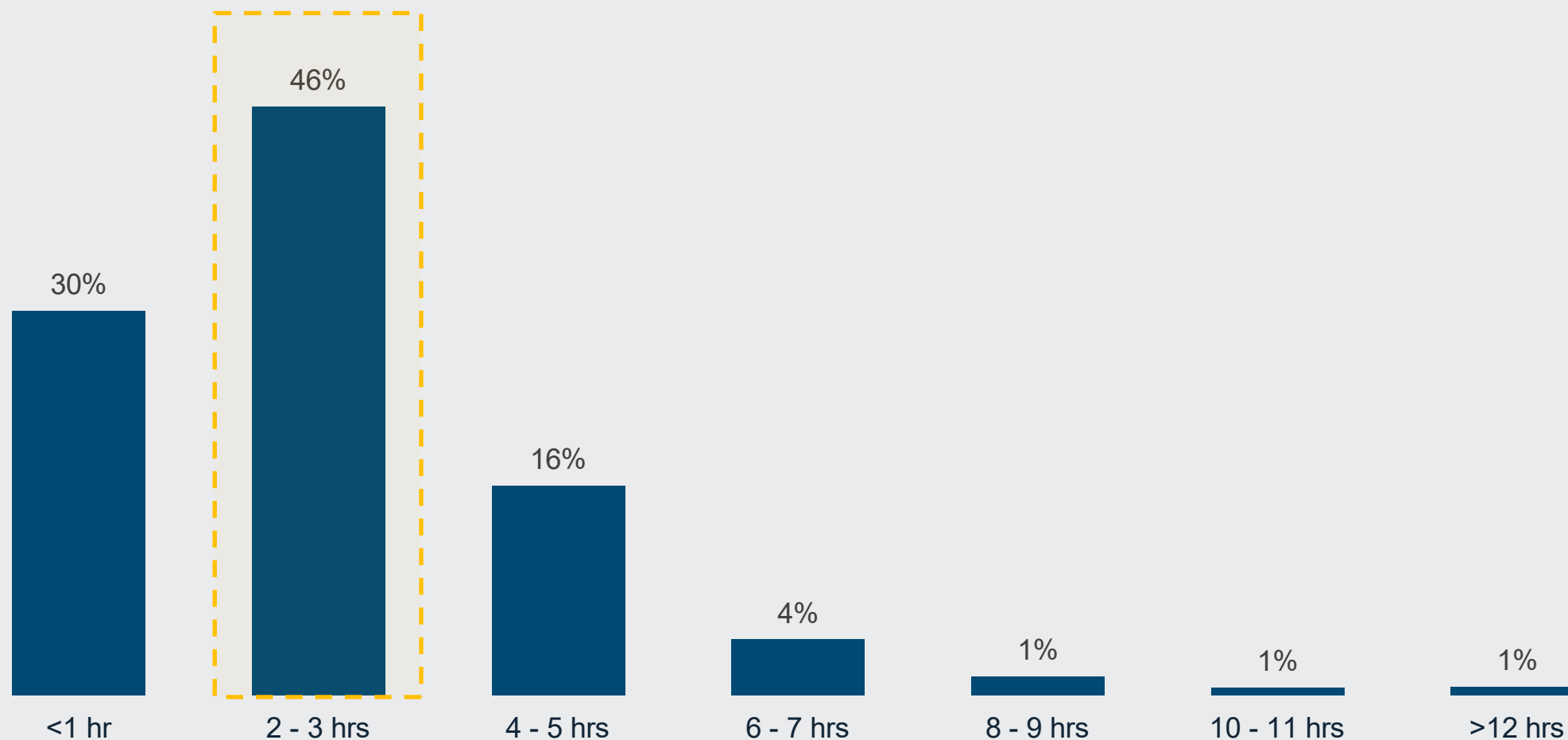
Global average 6 hrs 40 min per day

Preferred online activities ranked 1



Time spent online

Time spent online





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The balance between skills and challenges

Flow



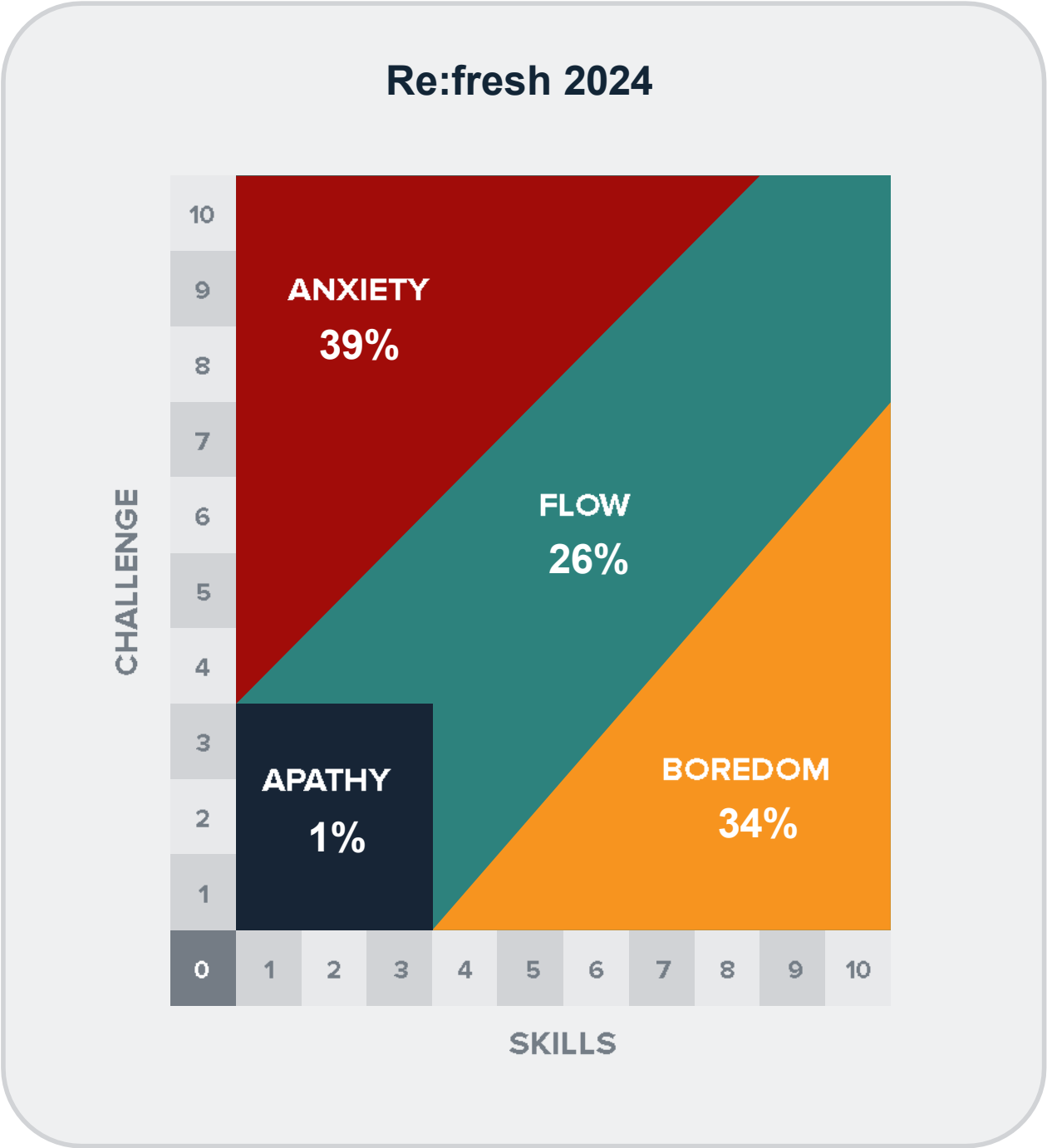
The balance between skills and challenges

Flow

	Re:refresh 2024	Wellbeing 2022
Flow	26%	32%
Anxiety	39%	39%
Boredom	34%	28%
Apathy	1%	1%

Re:refresh 2024 N = 27,170

Wellbeing 2022 N = 18,468

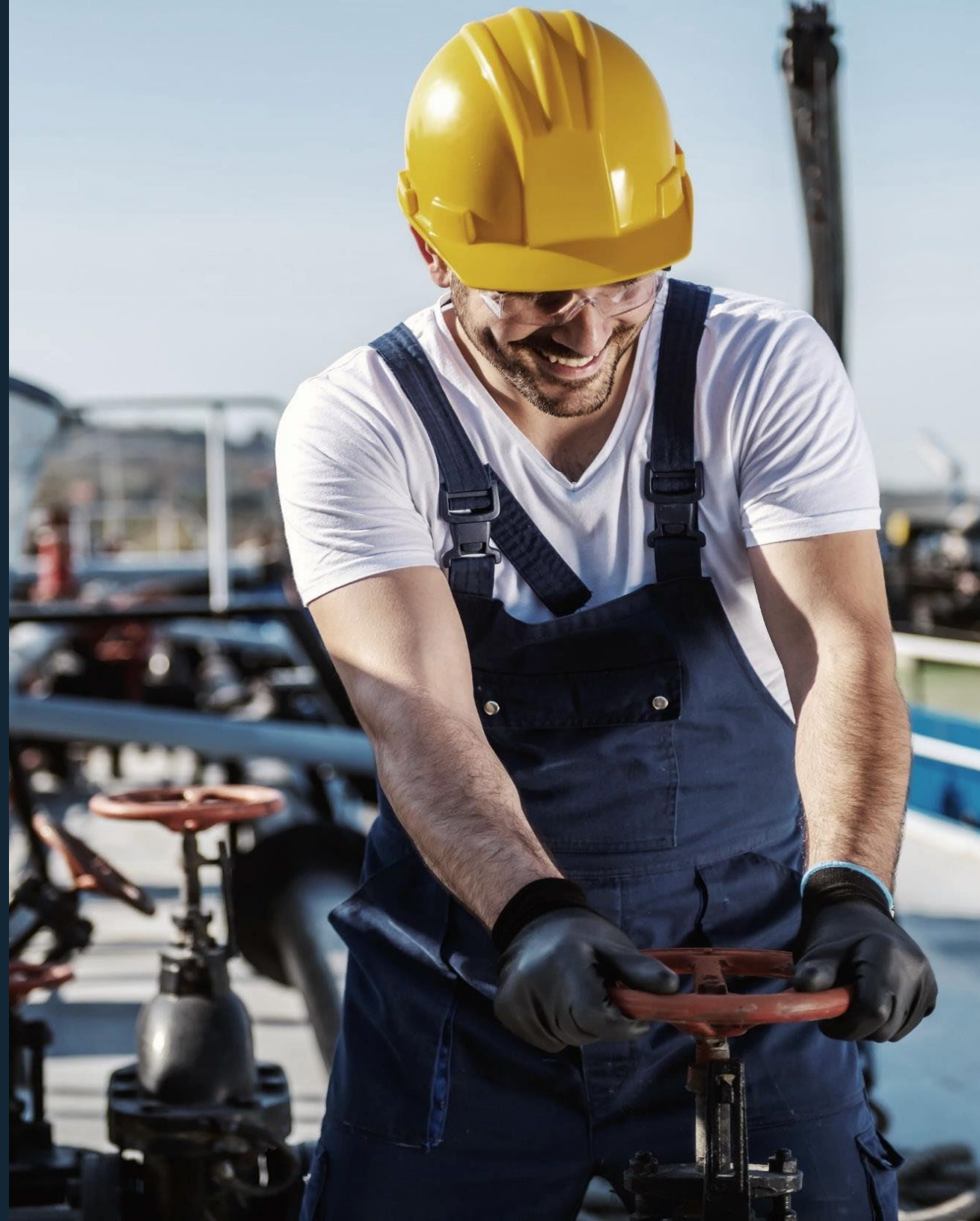




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Employee Net Promoter Score

eNPS



eNPS

Employee Net Promoter Score

	Re:fresh 2024	Wellbeing 2022
eNPS	12% or 7.6	14% or 7.6
Promoters	36%	38%
Passive	39%	37%
Detractors	24%	24%

Re:refresh 2024 N = 27,170
Wellbeing 2022 N = 18,468

Re:refresh 2024

12% or 7.6

DETRACTOR:
0 TO 6

People who feel their lives have been diminished by their associations with their organizations or leaders. They are dissatisfied and even dismayed by how they are treated. They frequently speak negatively about their organizations and are likely to leave as soon as they find something better.

PASSIVE:
7 TO 8

People who are satisfied, but not loyal employees. They rarely talk up their companies, and when they do, it's likely to be qualified and unenthusiastic. If a better offer comes along, they are likely to defect.

PROMOTER:
9 TO 10

People who feel that their lives are enriched by the organization and leaders. They behave like loyal employees, typically staying longer and talking the organization up to their friends and colleagues. Promoters go the extra mile to help customers or colleagues.

By rank

Employee Net Promoter Score (eNPS)

Re:fresh 2024 N = 27,170
Wellbeing 2022 N = 18,468

	At Home		On Board		TOTAL	
	eNPS	Score	eNPS	Score	eNPS	Score
Re:refresh 2024	19%	7.8	8%	7.5	12%	7.6
WB 2022	21%	7.8	9%	7.4	14%	7.6
Master/Captain	34%	8.1	26%	7.9	29%	8.0
Chief Engineer/Engine Manager	19%	7.8	15%	7.7	17%	7.7
Chief Officer/Deck Manager	5%	7.4	6%	7.4	6%	7.4
Chief Cook/Catering Operations	30%	8.2	15%	7.7	20%	7.8
Deck Officer/Deck Operations	12%	7.6	-3%	7.1	2%	7.3
Engine Officer/Engine Operations	15%	7.7	4%	7.4	9%	7.5
Deck Rating/Deck Support/Bosun	23%	7.9	10%	7.6	14%	7.7
Engine Rating/Engine Support	22%	7.9	8%	7.6	13%	7.7
Galley staff/Catering Support	22%	7.9	18%	7.7	19%	7.8
Others	21%	7.9	8%	7.4	13%	7.6
Cadet/Trainee	19%	7.8	0%	7.3	8%	7.5



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Bullying & Harassment





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SNAQ

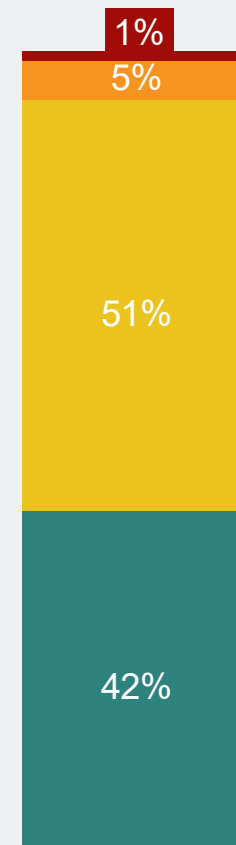
Short negative acts questionnaire

	Re:refresh 2024
Bullied	6%
Work-related criticism	51%
Not bullied	42%

Work-related criticism: receiving critical feedback, being kept out of the information loop, being assigned impossible tasks, being undermined, negative comments related to work of performance, being intentionally excluded from work-related activities.

Re:refresh 2024 N= 26,617

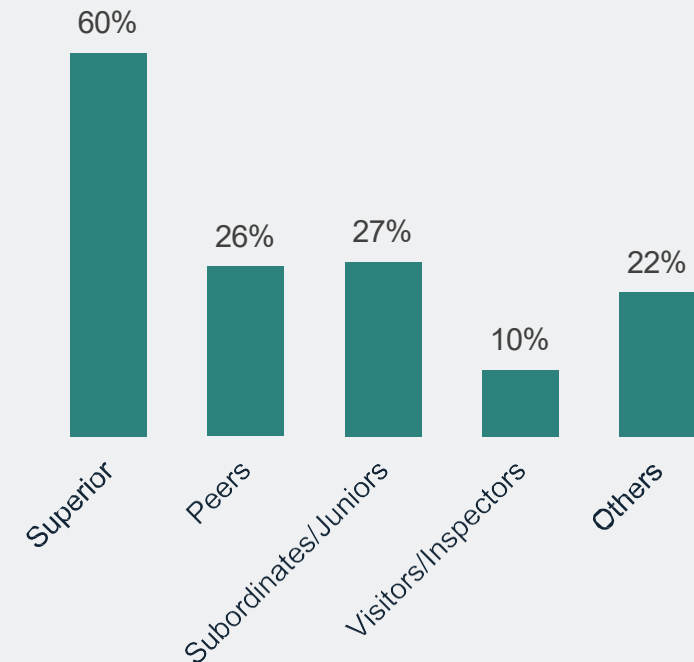
Bullying and harassment



Bullied:

Aggressor:

- Severe targets
- Occasionally bullied
- Work-related criticism
- Not bullied

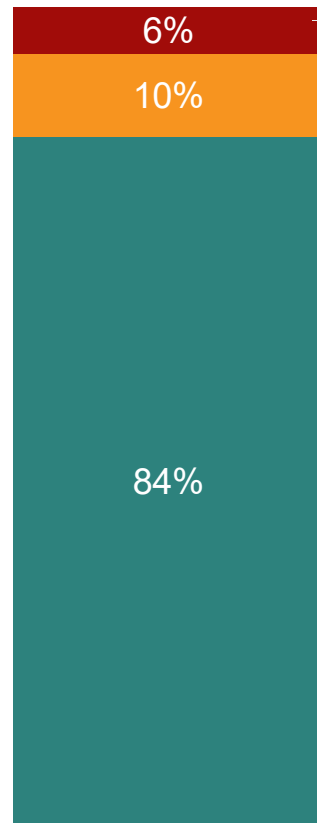


9% Cadets
8% Deck officers
8% Catering support

9% Passenger & cruise ship

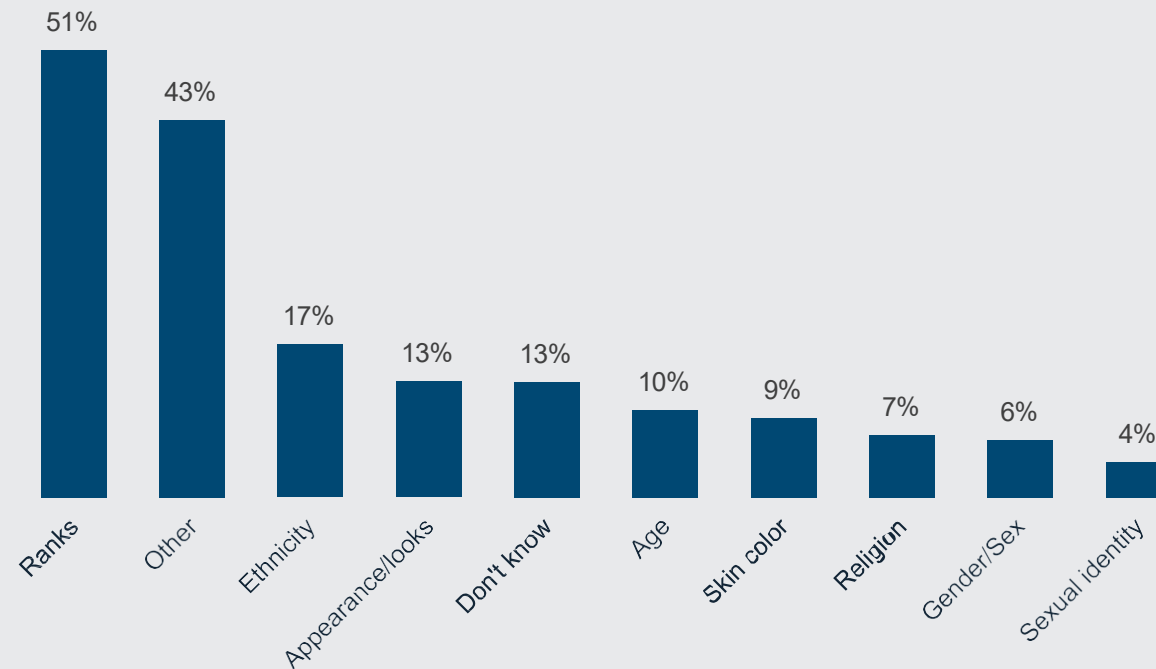
Bullying and harassment

Experiences during the last three years

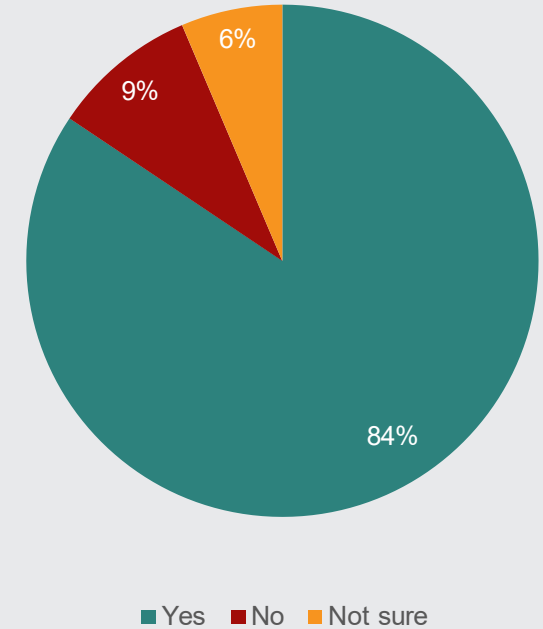


■ No ■ Yes once ■ Yes, several times

The harassment included the following:

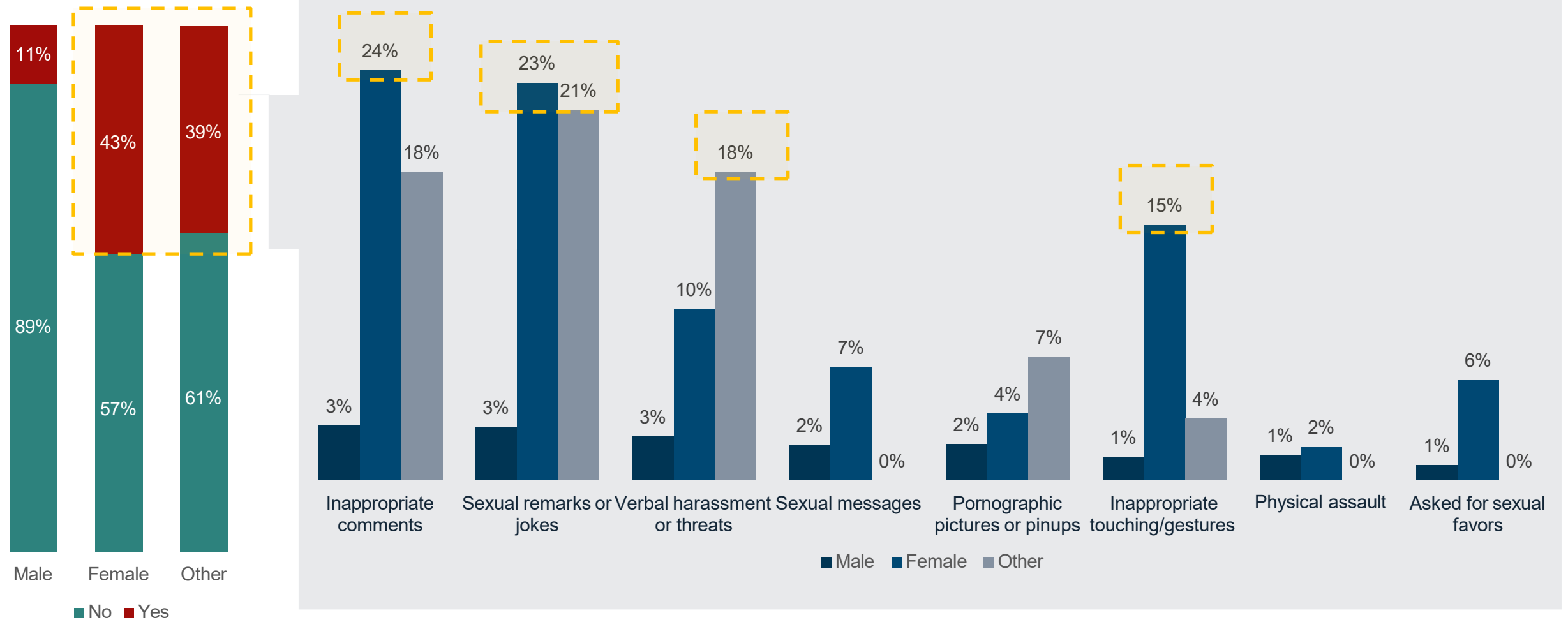


Do you know where to report bullying or discrimination?



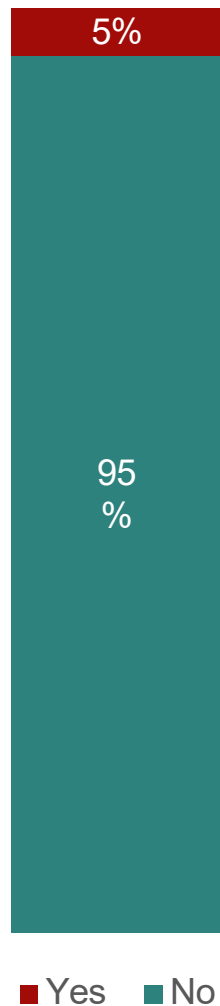
Sexual harassment

Men and women

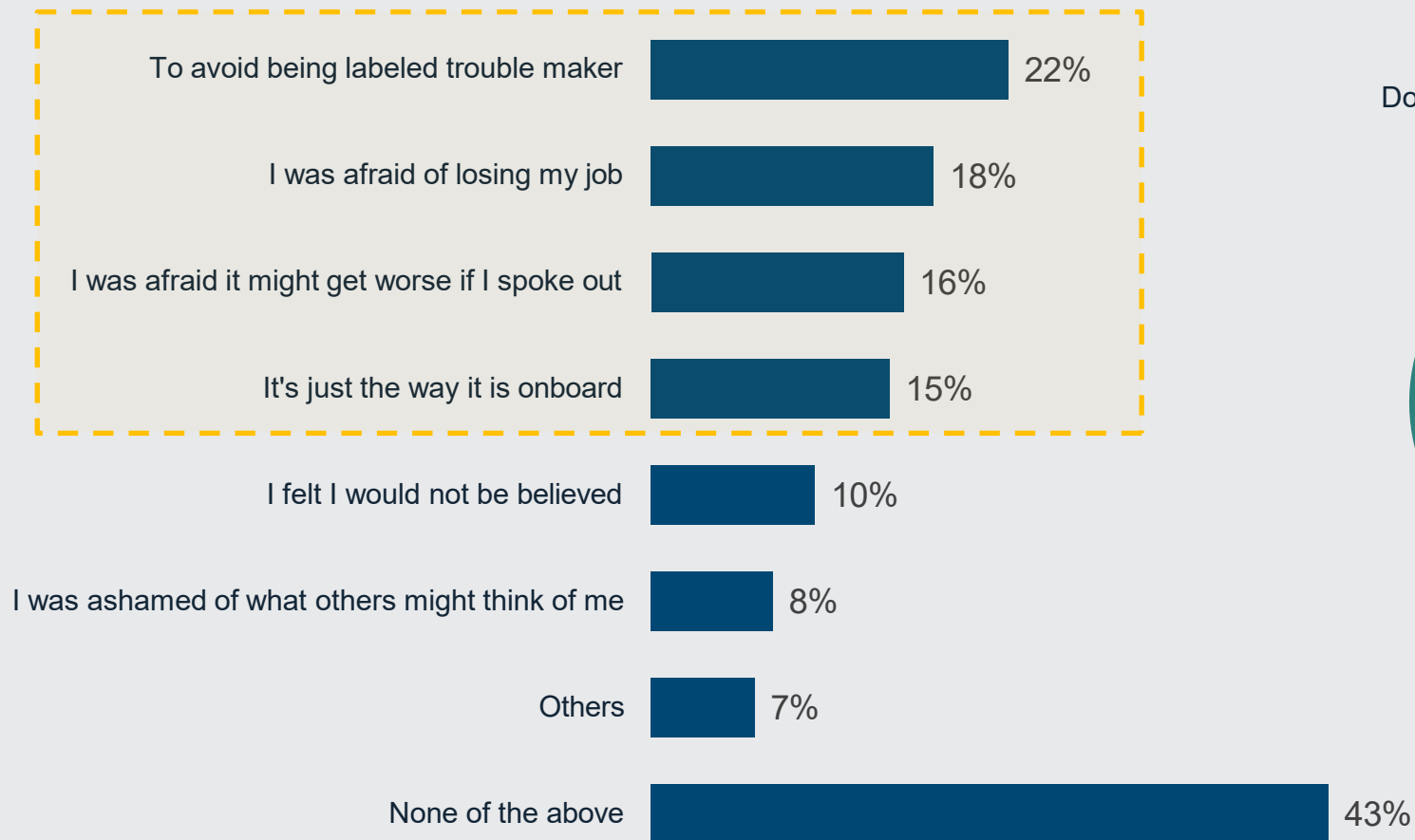


Sexual harassment

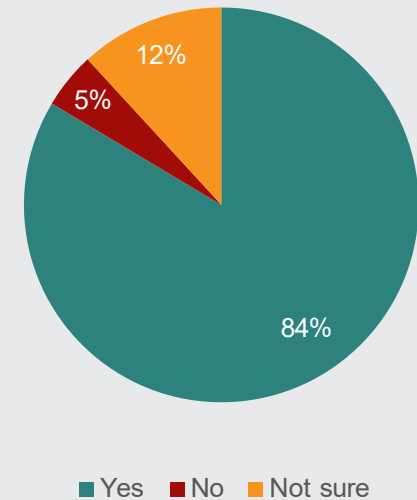
Frequency and experience



Have you ever thought of reporting an incident of sexual harassment but refrained from doing so? If yes, why?

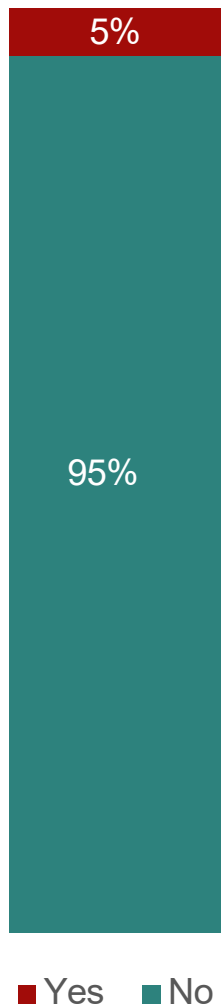


Does your company have a policy against sexual harassment?



Sexual harassment

Have you ever thought of reporting an incident of sexual harassment but refrained from doing so?



Other:

- Because it's been reported and then I became a target, *and my life was made hell, and I almost lost my job* because the manager took vengeance on me for speaking up.
- Felt it was just easier to *ignore*.
- My appraisal.
- Office spread rumors, do not trust.
- as per procedure objective *evidence* it's difficult to obtain.
- Because it is difficult to explain that girl is harassing you sexually.
- I didn't wanna accepted what happened, *do reporting it would make it "real"*
- I don't know where to start...
- I felt I wouldn't be *protected*.
- Was experiencing not my self but the crew committed outside party and accused sexual harassment might consequence is the ship will be detained. Too bad for the *reputation*.
- Afraid i would have to *change vessel*
- My colleague is being harassed, but she urges us not to interfere
- I was threatened and told *it's the way women are been treated onboard*, and I was scared it would be passed to other ships and since very less females in this field so they keep discussing the same incident with all the new joiners and the ones signed off, I would lose my job, *my dignity will be at stake*, and which ever ship I join they will speak about the past incident.
- To avoid destroying someone's career.
- It *makes no difference*.
- It doesn't help. No consequences in the port.



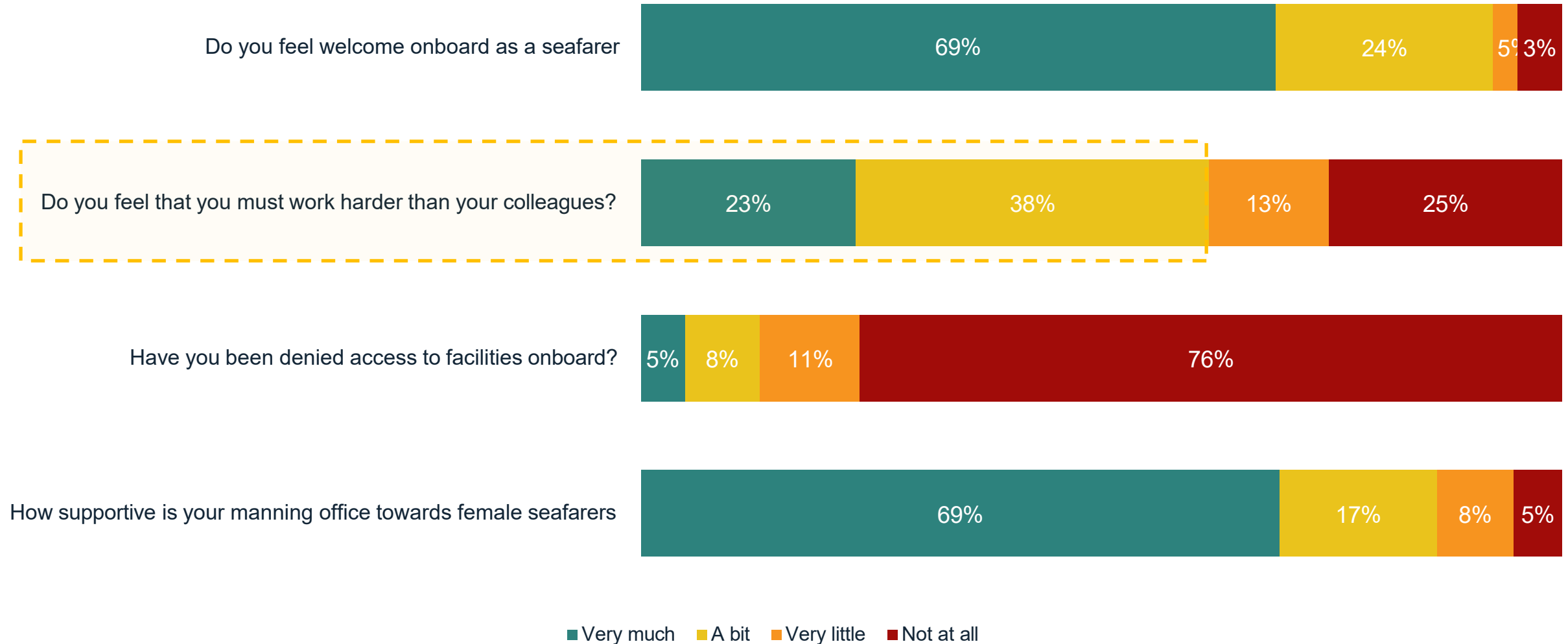
MARINE BENEFITS

Women in shipping



Women in shipping

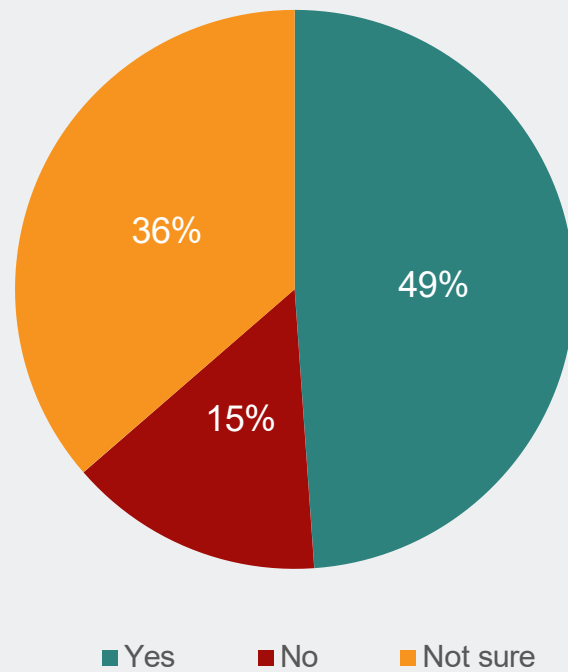
As a female seafarer (or identifying as "other"):



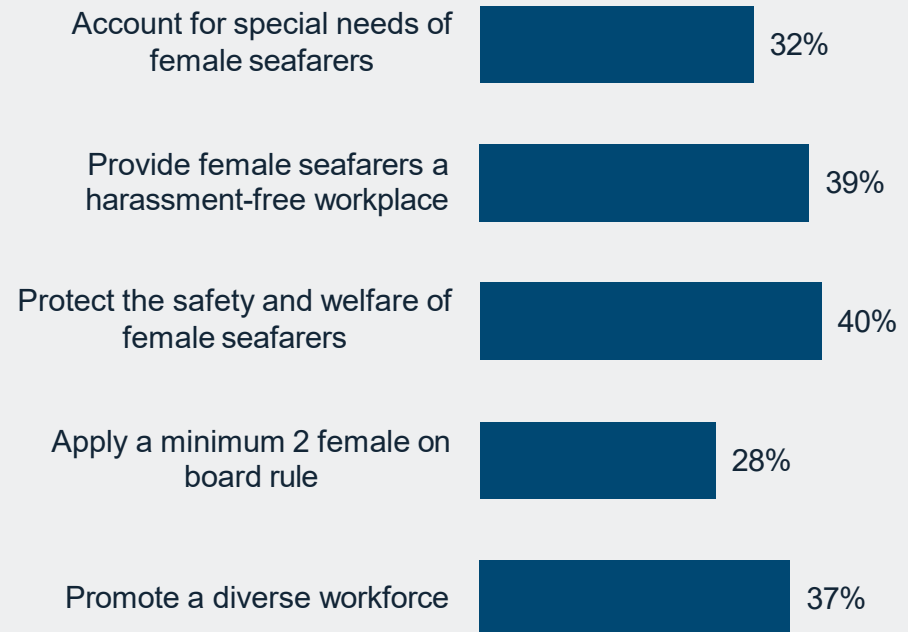
Women in shipping

Reporting, policy and benefits

Does your company have a policy specifically framed for women?



If yes, does the policy:





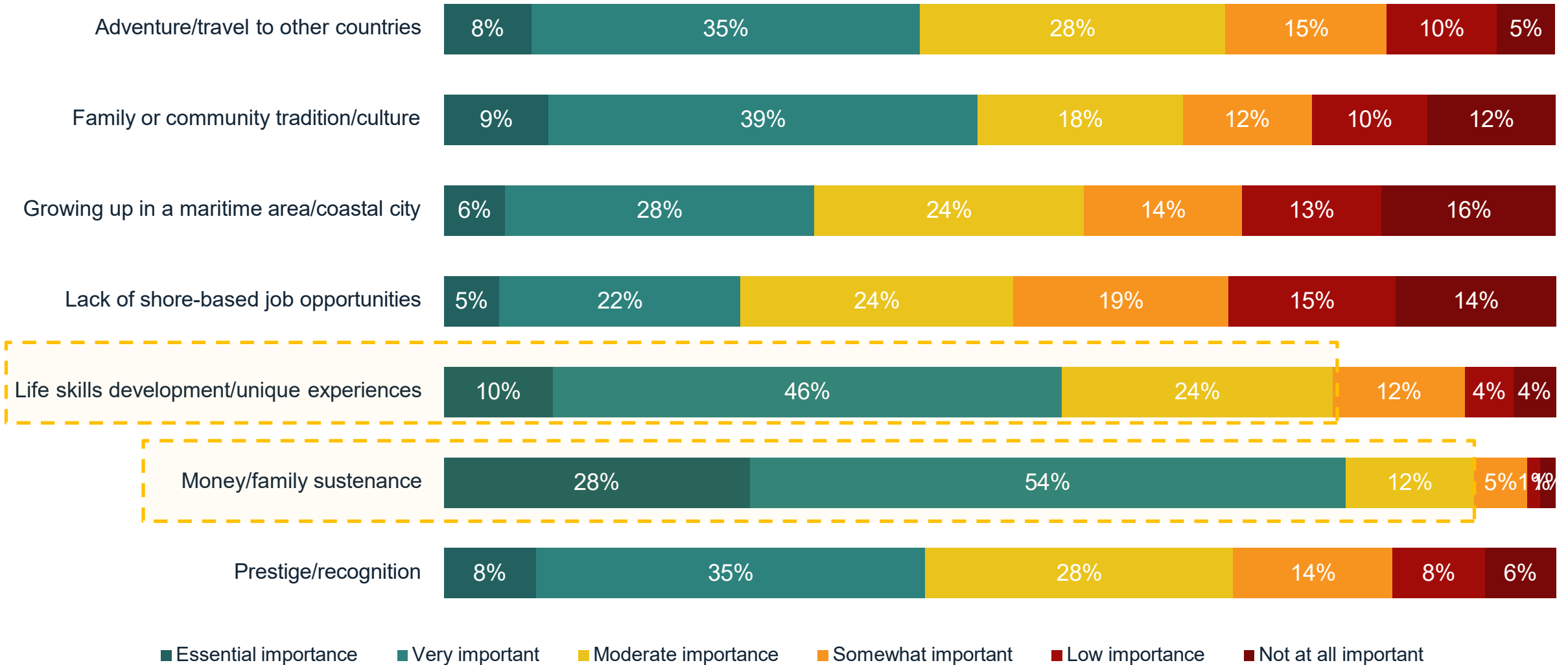
MARINE BENEFITS

Seafaring career and retention issues



Seafaring career and retention issues

Factors influencing the decision to become a seafarer



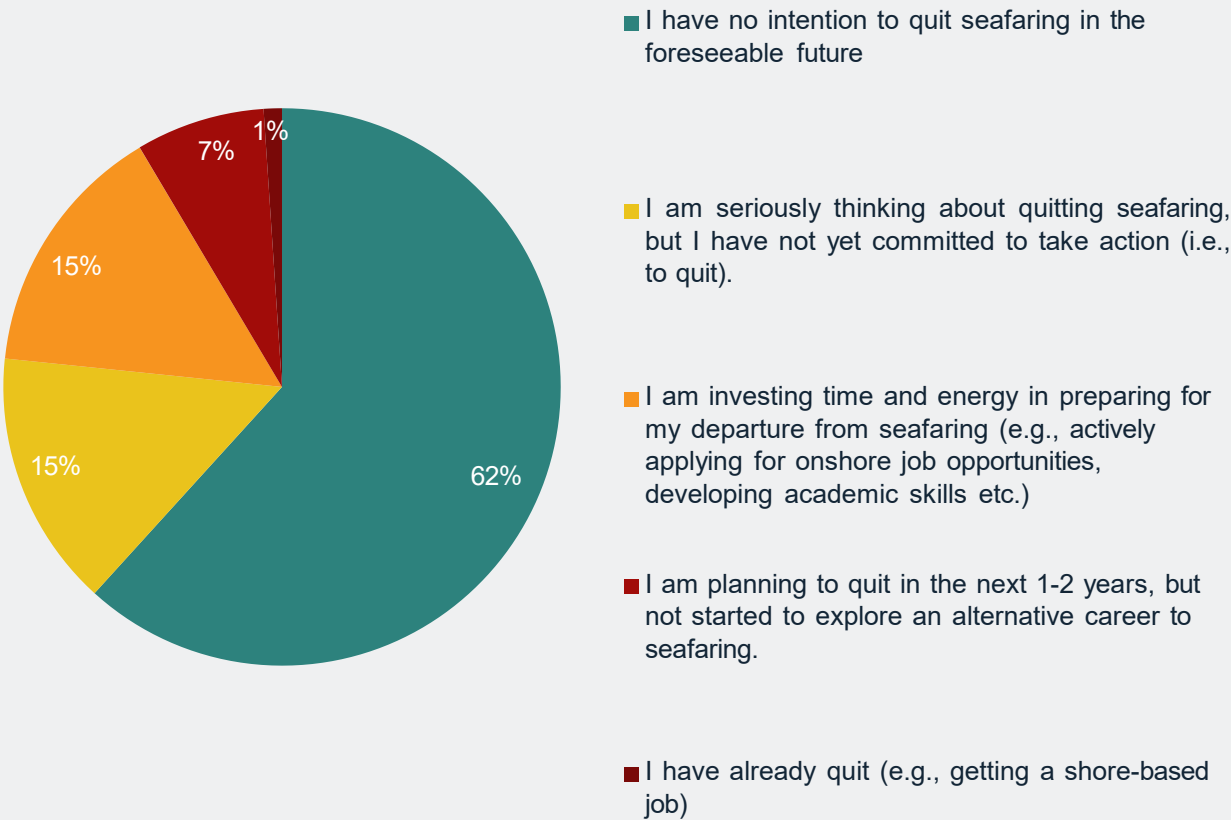


Career plans

Seafaring career and retention issues

Planning to leave in	Re:refresh 2024
2 to 5	19%
5 to 10	29%
More than 10	51%

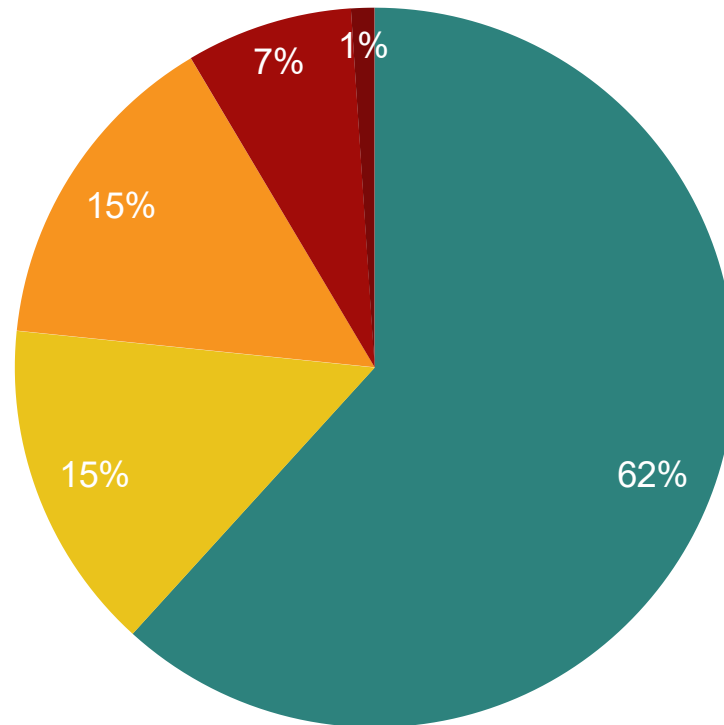
Re:refresh 2024



Seafaring career and retention issues

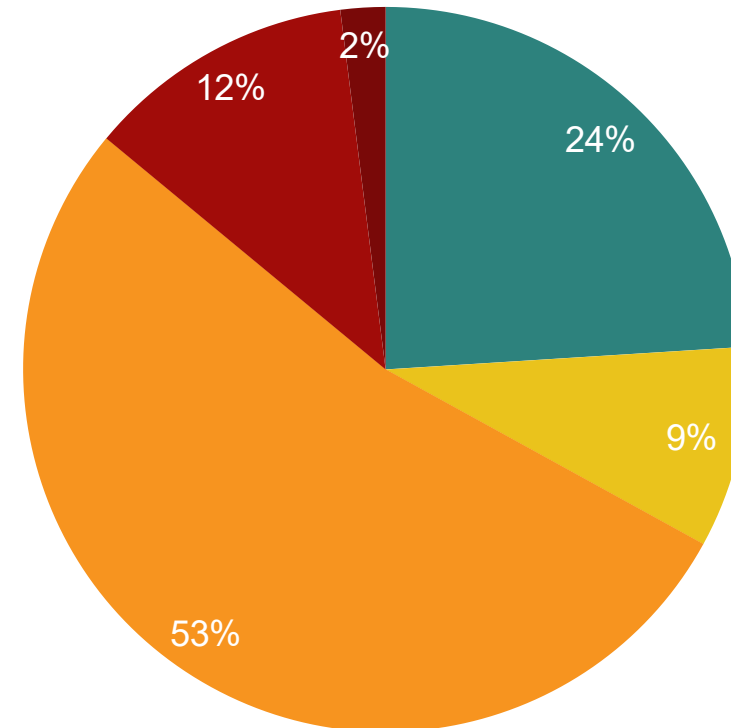
Re:fresh 2024 vs. Wellbeing 2022

Re:fresh 2024



- I have no intention
- I am seriously thinking
- I am investing time
- I am planning
- I have already quit

Wellbeing 2022

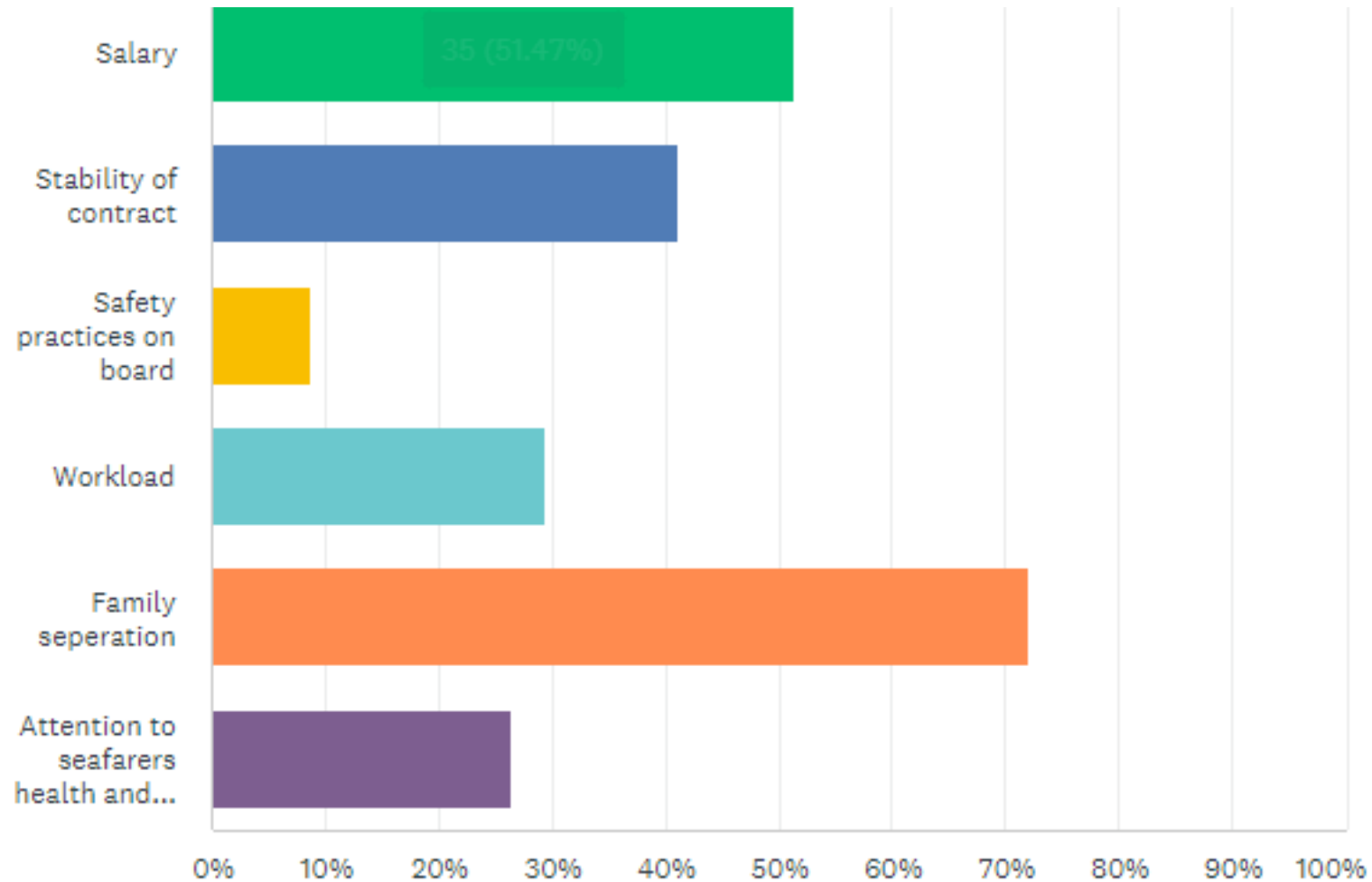


- I always wanted to be a seafarer
- Seafaring is for me
- COVID has not affected
- No longer sure
- Decided to quit

Re:refresh 2024 N = 26,429
Wellbeing 2022 N = 18,226

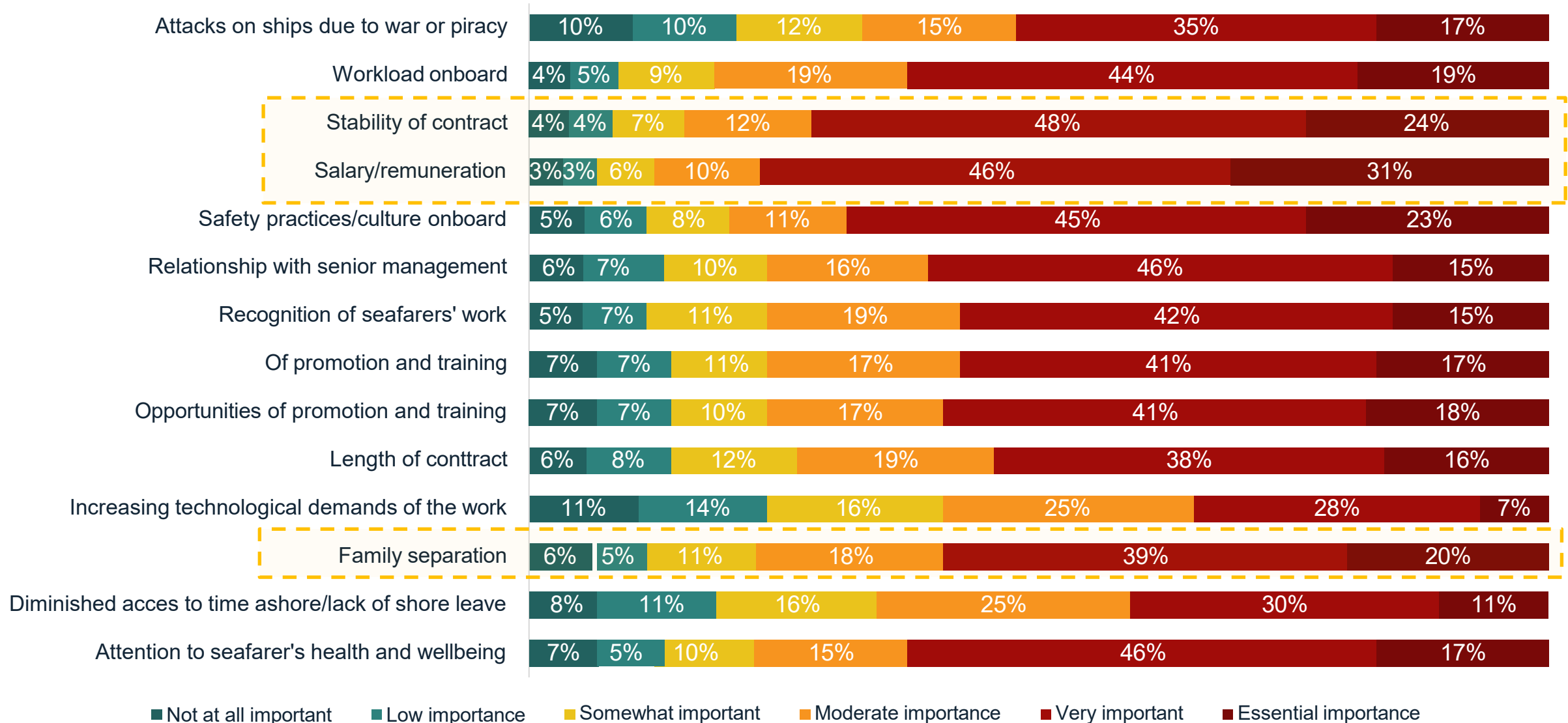
Seafaring career and retention issue

What are the top factors influencing seafarers to leave their profession?



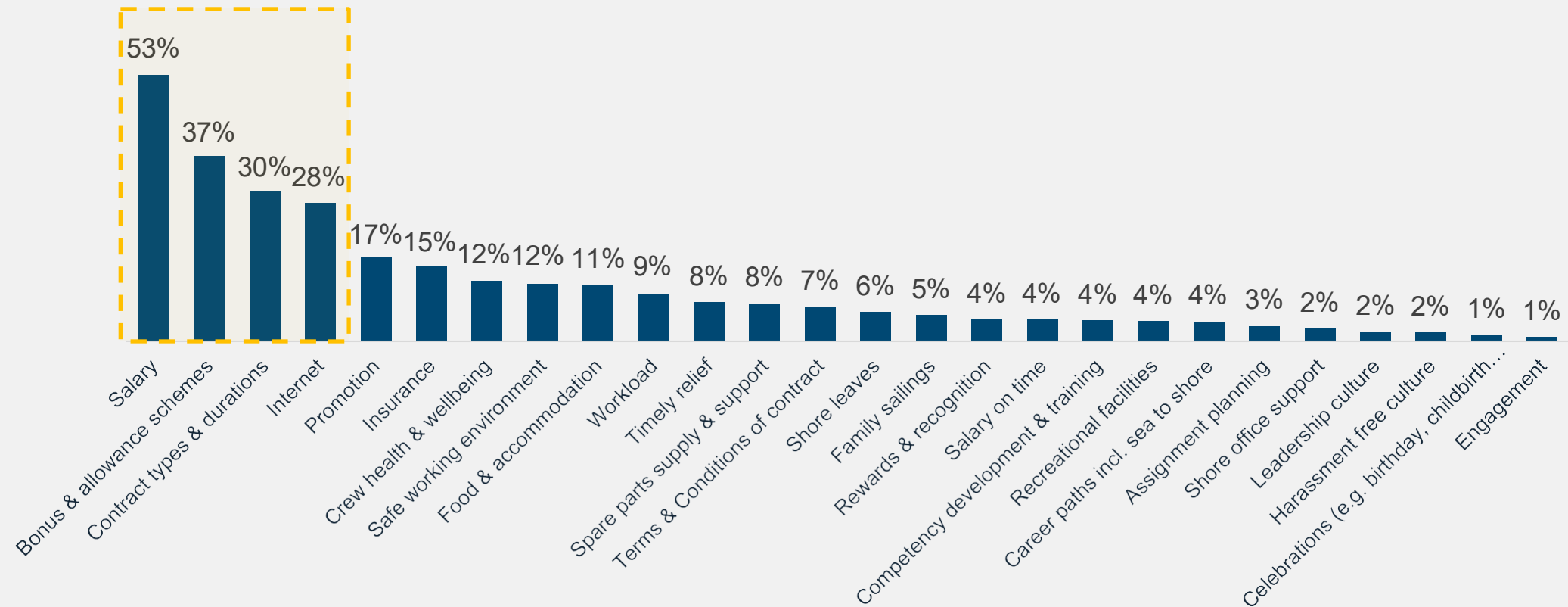
Seafaring career and retention issues

Factors influencing the consideration to quit the seafaring career



Seafaring career and retention issues

Top 3 areas companies could make improvements



Key takeouts

- Seafarers have high self-efficacy and self confidence – a good foundation
- Happy and well – lessons learned from 2022 and the pandemic years - loneliness & having someone to talk to improved
- Majority have waistlines putting them at risk for NCDs – but still happy!
- Sexual harassment – in urgent need of attention: policy, education, culture etc.
- Women in shipping - still a long way to go, but we need to get started!
- Culture, communication and leadership onboard.



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Very interesting, but please don let me do yoga!

7000 shared their thoughts

- This Refresh somehow reminded us of what matters most onboard and how we will deal those questions that has been asked. Thanks for this online refresh.
- Please make sure our company take very serious of this survey outcome. Zero meaning if study being made but no follow up after that.
- It's very good survey...i learn lot of about my self.. every month i like one survey like this ..like get wakeup every question and I feel improved some knowledge regarding the question about healthy benefits. thank you!
- Bad attitude superiors must be terminated in this company
- As modernization kicks in the maritime industry, it would be an eye opener for every shipping company to upgrade internet services as a channel on freedom of communication for every seafarer... A simple talk either to their loved ones or. a certain person that keeps them in moving forward in this lonely or happy industry



MARINE BENEFITS

Q & A



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Yes. You're in good company

Thank you!

