

# WE CARE

REVIEW 2023

**ANGLO-EASTERN WOMEN OF SEAS**



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## CEO's Message

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I'm pleased to once again highlight our unwavering commitment to the well-being of our seafarers. Our initiatives continue to grow, driving positive development for the people at the heart of our community.

At Anglo-Eastern, our focus is on our clients, but our driving force is the many colleagues serving onboard. Our most valuable asset is you. This edition of WE Care showcases over 60 programmes designed to enrich the lives of our now 30,000+ seafarers, helping you live and work with purpose and enjoyment.

We prioritise both physical and mental health, ensuring strict adherence to occupational safety standards and regularly updating our protocols to meet or exceed industry norms.

We cultivate a strong sense of community through social initiatives and recreational activities, fostering a positive work environment and contributing to society.

Our diverse training and educational opportunities are designed to enhance your skills and advance your career, supporting continuous personal and professional growth regardless of gender, race, age, or experience.

*Ultimately, we care.*

We are one team with one goal: shaping a better maritime future. We recognise that this vision is only achievable with the support of each individual. That's why we are continuously improving and expanding our initiatives to meet your evolving needs.

I encourage you to take full advantage of everything we offer, to share your feedback, and to listen and learn from those around you.



Bjorn Hojgaard  
Chief Executive Officer



This is what we believe in - the approach we take across every aspect of our business.

## OUR PROMISE

### Leading with integrity

Anglo-Eastern leads by doing the right things the right way. We enable everyone to perform at their best, while challenging ourselves to responsibly shape the industry and make a positive impact in our communities.

## OUR PURPOSE

- Building trust
- Driving performance
- Shaping a better maritime future

## OUR VALUES

### Nurturing our people and communities

We have an unwavering commitment to the ongoing growth and success of our people and the communities that depend on us.

### Progressively setting the standard

We look beyond the status quo and always strive to be the best we can be. We seek the latest knowledge and skills to set standards and deliver results.

### Courage to do what's right

We take ownership for all outcomes and stand firmly for what we believe in, even when we have to make tough calls. We engage in open, honest dialogue to meet our stakeholders' needs.

CARE OF PEOPLE | CARE OF SHIPS | CARE OF PLANET



# WE Care

More than 60 innovative well-being and engagement activities



Dedicated Team with diverse background in HR, Psychology, Sociology, Legal, Social work & Analytics

\*-external vendors

# At Anglo-Eastern, we understand the importance of strengthening the well-being of our people.

We implemented over 60 well-being initiatives for our people both onboard and ashore, and we also connected with their families. We listened, we discussed, we implemented.



## BUILDING TRUST

Emotional & Mental, Social and Physical well-being and transparency initiatives



## DRIVING PERFORMANCE

Occupational safety and development initiatives



## SHAPING BETTER MARITIME FUTURE

Environmental, sustainability, and governance initiatives





## New initiatives



## Wellbeing Surveys 2023

### JANUARY



**Living Condition Survey**  
Vessels Participation: 510  
No. of Participants: 5805

Approval Rating: 92.6%



**Drug and Alcohol Survey**  
Vessels Participation: 564  
No. of Participants: 6504

Approval Rating: 97.7%

### MAY



**Wellbeing Survey Series 1**  
Psychological Safety in my team

Vessels Participation: 557  
No. of Participants: 7629

Approval Rating: 89.5%

### JUNE



**Wellbeing Survey Series 2**  
My performance at my workplace

Vessels Participation: 558  
No. of Participants: 7327

Approval Rating: 89.2%



**Wellbeing Survey Series 2**  
My performance in my personal life

Vessels Participation: 559  
No. of Participants: 6387

Approval Rating: 91.8%

### AUGUST



**WE Team Survey**  
Vessels Participation: 512  
No. of Participants: 910

Approval Rating: 97.7%

### OCTOBER



**SeaStaff Satisfaction Survey**  
Vessels Participation: 581  
No. of Participants: 13562

Approval Rating: 96.3%



**Safety Culture Survey**  
Vessels Participation: 590  
No. of Participants: 6890

Approval Rating: 97.0%

### NOVEMBER



**Marpol Compliance Survey**  
Vessels Participation: 584  
No. of Participants: 11835

Approval Rating: 96.0%

# BUILDING TRUST

We created stronger bonds of trust that motivate our people to engage in building respectful, supportive, and empathetic workplaces.







# EMOTIONAL AND MENTAL HEALTH

We understand that mental health is a fundamental aspect of overall well-being. We believe our people are best supported when they can come together to form a community of care.

## WE (Well-being & Engagement) Team

A team consisting of the 2<sup>nd</sup> Officer, the 2<sup>nd</sup> Engineer, and the most approachable person, known as B.R.O., is dedicated to driving engagement programme and building a strong team bond onboard.



Formed on more than **500** vessels

## Building Relationships Onboard (B.R.O.) Programme

The onboard effective buddy programme has significantly improved the first-time experience of all our trainees and new joiners, allowing them to smoothly assimilate into the new environment.



## Let's Meet

An open discussion on professional commitments and personal development is carried out informally between the Master/Chief Engineer and the crew.

No. of Let's Meet sessions

Engine  
**167**

Deck  
**314**

## Buddy Programme

The onboard buddy programme has proven to be effective and has significantly improved the first-time experience of all our trainees and new joiners.



over  
**420**  
ships  
have  
buddies

## Anglo-Eastern Reach Programme (ARP)

Connecting our seafarers to specialists (from RMA-3CUBE), for emotional support and psychological help.



**117**  
seafarers  
provided with  
psychological  
help

## Mind the Mind (MtM) webinars

Mental health webinars covering the complete well-being framework held every three weeks for seafarers, both on leave and onboard.

**18**  
Webinars



Connect with families of seafarers by Marine HR, while they were out at sea.

**25,435**  
Families Connected

## Mental Health First-Aid Course

WE Care's new initiative, a course designed by 3CUBE, helps to identify the signs and symptoms of various mental health problems and enables participants to provide appropriate assistance while onboard.



Shore Medical insurance

**141** Claims settlement





# PHYSICAL HEALTH

Anglo-Eastern promotes healthy eating with balanced meals and diverse dietary options. They also offer fitness classes, gym access, and sports, activities onboard, benefitting seafarers' physical and mental well-being while away from home.



## Wellness Sendouts

18

Mental health

7

Physical health

7

Fitness

5

General health

6

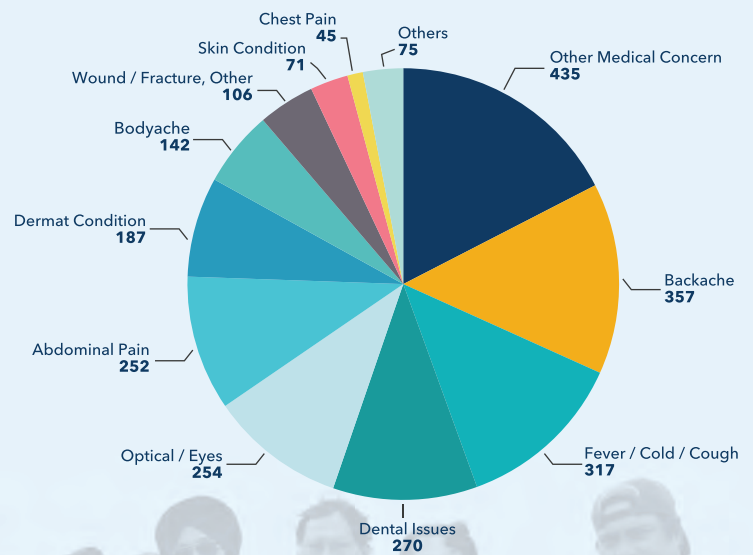
Nutrition

## 3CUBE Radio Medical Advice (RMA)

RMA service by 3CUBE Medicare is a 24x7 Remote Medical Assistance for Mental & Physical Health Concerns.



Nine different specialists and doctors offering multilingual healthcare support.



**2,785** cases handled

51

Diversions saved due to timely recovery

188

Port visits saved due to timely recovery

194

Cases recovered prior to likely medical repatriation

# ANGLO-EASTERN HUMANITARIAN FUND

*\*To assist seafarers and their families who are not covered by existing insurance or by PNI.*





# GalleyMasters

Provision Procurement

Foodahead Newsletter

Provision Inventory

Briefing to the joining masters

Trainings for Chief Cooks

Menu Planning Guidance

Store Management

Culinary Guidance

GalleyMasters, established in 2013, strives to provide catering services, improve well-being, and build positive relationships on ships. GalleyMasters began by providing accounting services, but has now expanded to include purchasing provisions, inventory management, menu planning, food newsletters, and recently launched training sessions for all Chief Cooks onboard Anglo-Eastern vessels.



Motivational contests for International Chef's Day and International Seafarers Day

185

Briefings to Officers

129

Cooks trained

96

New uniforms distributed on vessels

12

Issues of Foodahead newsletters for 2023

The total volume handled by GalleyMasters as on 31<sup>st</sup> Dec 2023



349

No. of vessels managed



3,929

Total number of orders confirmed

# SOCIAL WELL-BEING AND SEASTAFF ENGAGEMENT

We genuinely care for our workforce and improve their social well-being through holistic seafarer engagement programmes.

## Anglo-Eastern Staff Satisfaction Engagement Team (ASSET)



**14**  
ASSET Posts

Over  
**24,000**  
seafarers engaged

## Engagement onboard

A creatively planned day by the WE Team to indulge in a variety of activities for the onboard crew members. Day of the Seafarer, Seafarer's Campaign, International Maritime's Day, International day of Women Seafarers, Chef's Day, Diwali, Halloween.



## Entertainment hub

A streaming entertainment service for seafarers, crafted exclusively to offer a wide variety of magazines, movies and newspapers.

**showstopper**



**150** VESSELS

The newspapers, magazines, movies, etc. are top notch quality. The content caters to movie buffs, fitness and motor enthusiasts, and current affairs people alike.

...AE Forum



## WE Awards - Well-being and Engagement

Quarterly Well-being and Engagement Awards are part of a broader seafarer recognition programme, acknowledging social initiatives, team collaborations, and the creation of a positive work environment onboard.



## Reward and Recognition - XOXO Day

Comprehensive and easily accessible rewards and recognition platform.

**77**  
Rewards  
Redeemed



## STARLINK



**350** vessels with Starlink (2024)



## Ship Visits

Management's visit to ships, aimed to strengthen the bond between management and sea staff, and to celebrate dedication, and achievements of our sea staff.





# TRANSPARENT COMMUNICATION

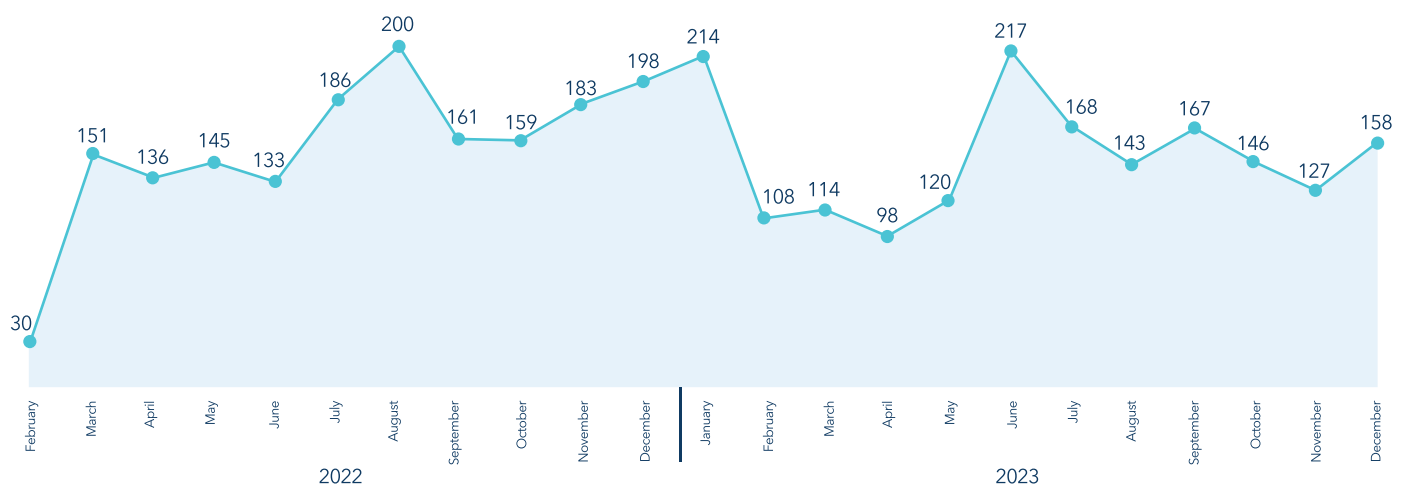
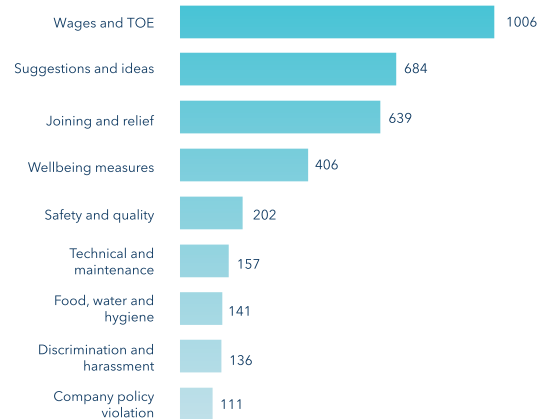
Anglo-Eastern Forum serves as an educational platform where seafarers can anonymously post their queries or suggestions, which are answered by senior management.



**3,482**

Queries addressed in the forum as of December 2023

## Type of category



## WE Care App

The app puts all job-related information at seafarer's fingertips in a clear and effective manner. Key features include:

- Joining, onboard and training schedules
- News, updates and list of benefits
- AE forum for open dialogue at all levels
- Portal to give feedback on your experience with us - from signing-on to life on board and signing-off

**25,706**

Number of users

**11,911**

Average hits each day

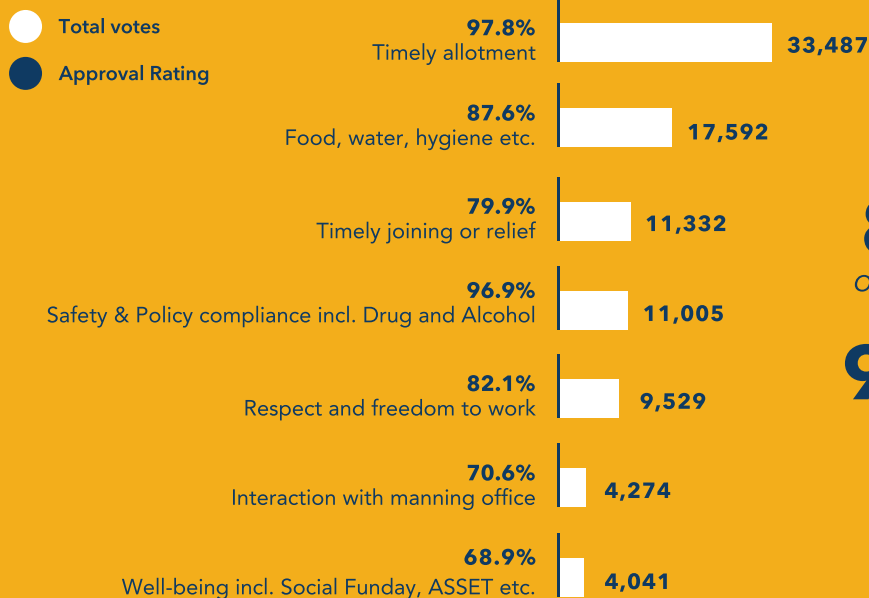




# BEING RESPECTFUL

Leading with integrity is our promise and our purpose. It is what sets us apart. Anglo-Eastern's code of conduct ensures that we are conducting business with high integrity and respect.

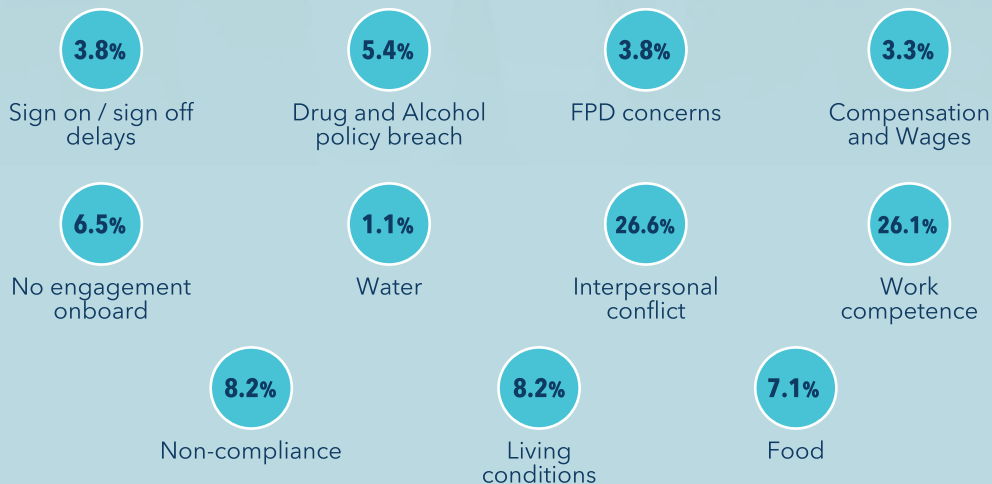
## Seafarer Feedback Rating (SFR)



**89.5%**  
Overall Approval Rating

**91,260**  
Total Participants

## Concerns resolved by Grievance handling team





# SURVEYS

Well-being surveys to monitor the overall experience of our seafarers

Over **55,111** responses in 7 surveys throughout 2023.

## Sea staff satisfaction and engagement survey

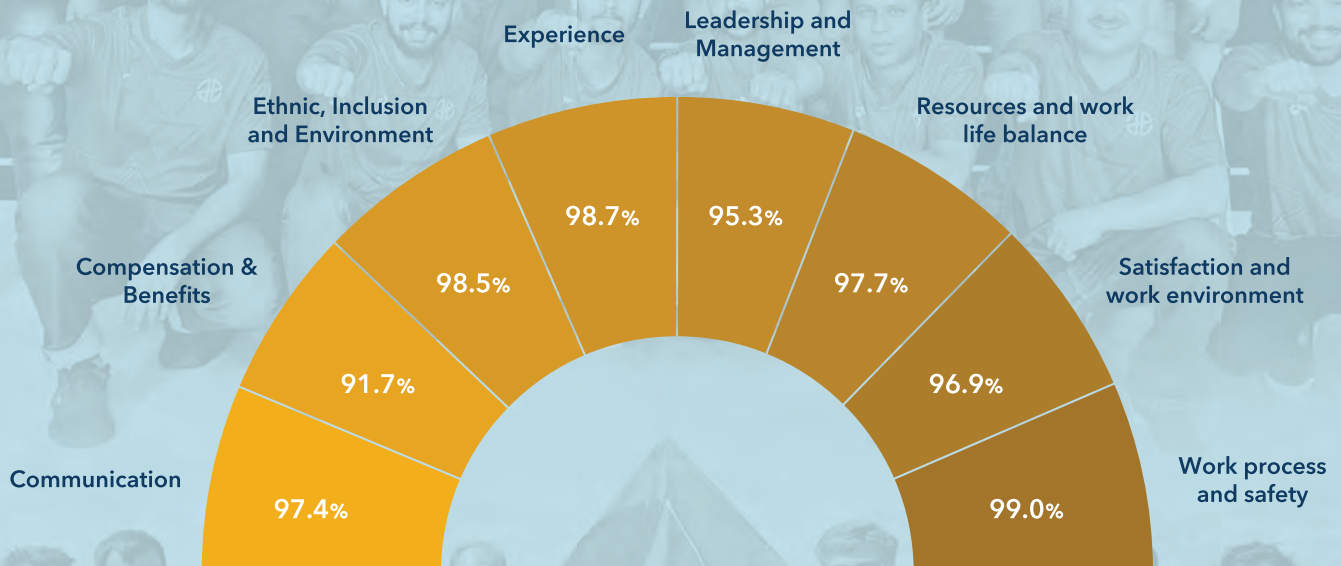


**96.3%**  
Overall Approval Rating

**581**  
Vessels Participation

**13,562**  
No. of Participants

### Categories



## WE team Survey



### Categories

**Social engagements**

**83.03%**

**TOE Awareness**

**88.8%**

**Onboard trainings & programmes**

**89.22%**

**Physical and mental health awareness**

**86.83%**

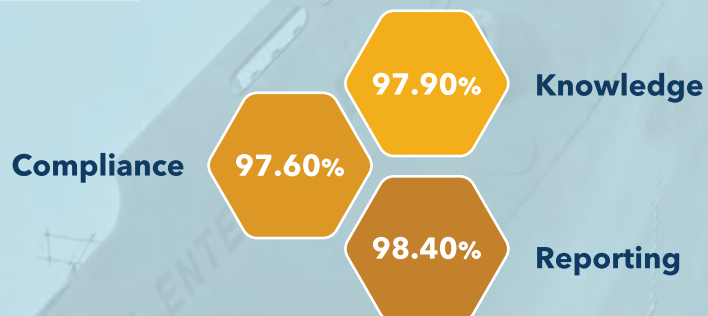
**512**  
Vessels Participation

**910**  
Total Participations

## Drug &amp; Alcohol Survey



## Categories



97.7%  
Overall Approval Rating

564  
Vessels Participation

6,504  
No. of Participants

## Safety Culture Survey



## Categories



97%  
Overall Approval Rating

590  
Vessels Participation

6,890  
No. of Participants



### Well-being series Survey - 1 Psychological Safety in my Team



#### Categories

**Psychological Safety**

86.83%

91.73%

89.83%

**Recognition and Accountability**

**Support and Trust**

89.5%  
Overall Approval Rating

557  
Vessels Participation

7,629  
No. of Participants

### Well-being series Survey - 2 My Performance at my workplace



#### Categories

**Feedback and Safety**

97.73%

98.5%

98.23%

**Personal Performance and Conduct**

**Team Dynamics and Support**

98.2%  
Overall Approval Rating

558  
Vessels Participation

7,327  
No. of Participants

### Well-being series Survey - 3 My Performance in personal life



#### Categories

**Financial Planning and Security**

87%

92.16%

96.16%

**Personal Goals and Health**

**Relationships and Well-being**

91.8%  
Overall Approval Rating

559  
Vessels Participation

6,387  
No. of Participants

## Anglo-Eastern Women of Seas

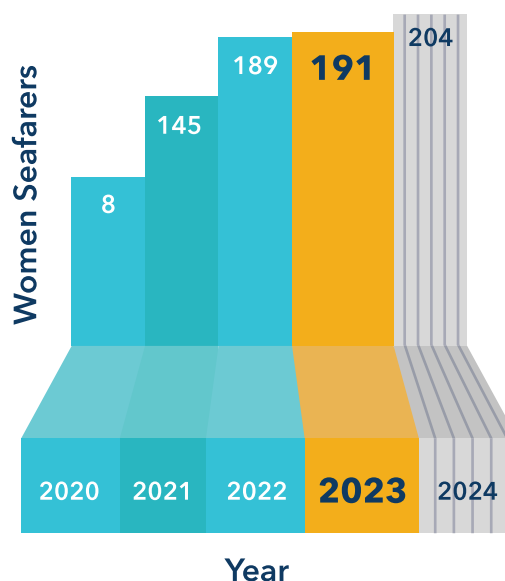


# DIVERSITY, EQUITY, INCLUSION & BELONGING

Our DEIB goals in 2023 focused on addressing gender-specific challenges and creating an inclusive culture that supports both the personal and professional growth of our women seafarers.

# 204

Women seafarers from diverse nationalities deployed under our banner globally



## Onboard preparations

**Joining Preparations checklist** for vessels for onboarding women seafarers

**22** **Gender Sensitisation** trainings for all crew onboard

Regular screening of **Anti-harassment awareness** onboard

**Hotline poster** with emergency helpline number in Women seafarer's cabin

## Joining preparations

**81** **Well-being briefings and Joining preparations checklist**

Online or In-person briefings for women seafarers by Well-being team



**Joining Kit**  
Curated travel essentials







## Psychological safety

### 122 AWOS Connect

Regular on-call checks with women seafarers while onboard ensuring safe and inclusive environment and providing channels for reporting grievances (if any).



#### Internal Committee

Internal committee with external member formed for addressing concerns.

### 68 TOP 4 Connect

Focus check on the implementation of the joining preparation checklist and emphasis on understanding perspectives and approach of both genders.



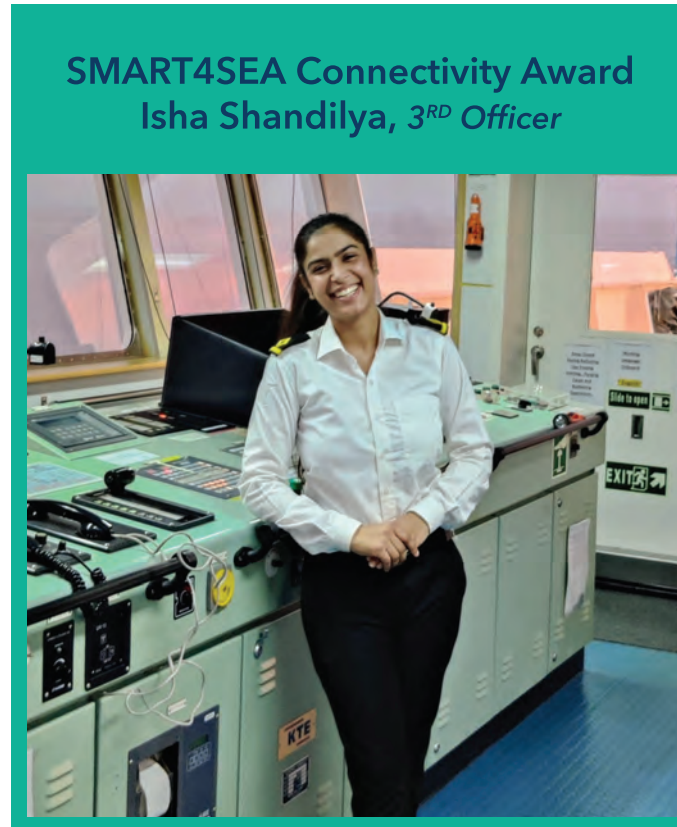
## Women Leadership Team







**The ATPI Marex Women in Maritime Conference & Awards**



**SMART4SEA Connectivity Award**  
Isha Shandilya, 3<sup>RD</sup> Officer



**International Women's Day**  
Manila

## Annual Conference 2023



**Launch of AWOS**



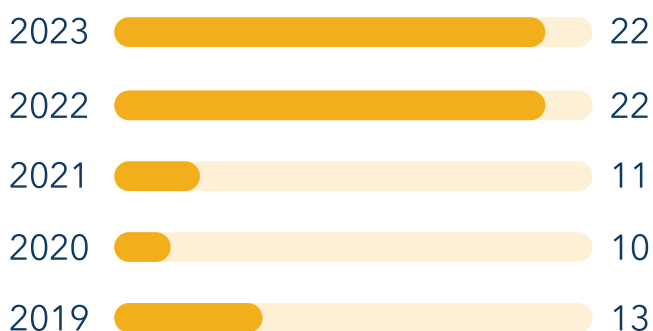
**IMO International Day of Women in Maritime**





Anglo-Eastern's focus on gender diversity and inclusion is evident from the increasing trend of female trainees. Around 100 female cadets have successfully completed training at the Anglo-Eastern Maritime Academy.

### Growth in women cadet intake



### Facilities at AEMA



Rise in application numbers of girls interested in joining the profession.

Cadets are selected based on interviews and an overall merit list.



### AEMA's career fair participation

The girl cadets at AEMA visit various conferences, career fairs, and promotional events for the Merchant Navy, generating interest and inspiring females to join the profession.



Convent of Jesus & Mary Hampton Court School in Mussoorie, Vantage Hall Girl's Residential School



Ecole Globale International Girl's School in Dehradun



AEMA recognised and awarded for Diversity, Equity and Inclusion





# DRIVING PERFORMANCE

We have built a positive and strongly engaging culture, reinforcing learning through our shared purpose and goals, growth mindsets, and psychological safety.



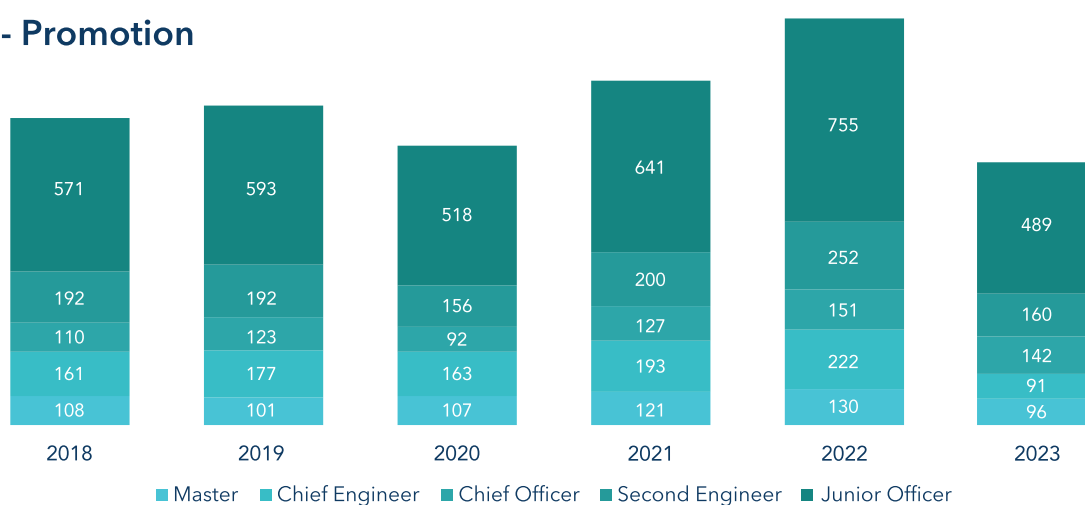




# TRAINING AND DEVELOPMENT

A culture of learning is needed now more than ever. We equip our people to excel in the skills needed in the present and the future.

## Growth - Promotion



## All rank average retention rate

**95%**



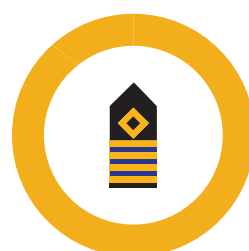
## Retention rate by rank



Master  
**96%**



Chief Officer  
**92%**



Chief Engineer  
**95%**



Second Engineer  
**96%**

## Progress of In-house Talent

*We offer not just a job but a Career & Commitment*



World's largest cadet training programme and 70% of our seafarers have been promoted in-house







88 OFFICERS



## TRIP TO EUROPE

On completion of more than 25 years of dedicated service with Anglo-Eastern Ship Management, sponsored flight tickets to officers and their spouses.



### Global Maritime India Summit 2023

Anglo-Eastern was in the limelight at GMIS 2023, being honoured with two awards: one for Maritime Excellence in Global ESG Initiatives, and the other as a best booth winner.

### Sea Service Excellence Award





# SHAPING A BETTER MARITIME FUTURE

The ability to adapt to new and changing conditions is essential for future success. We have managed to overcome dynamic challenges by keeping sustainability as a top priority.





# SUSTAINABLE DEVELOPMENT OF OUR PEOPLE

## Diverse Nationalities



**30,000+**  
SEAFARERS

**1,932**  
SHORE EMPLOYEES



# ANGLO-EASTERN MARITIME ACADEMY (AEMA)



Learning  
Facilities



Athletics  
Recreation



Hostel  
Facilities



Best-in-Class  
Faculty

The Anglo-Eastern Maritime Academy (AEMA) established on 15 June 2009, since provided trainings to

**3,121**  
Deck cadets

**2,175**  
Engine cadets

**531**  
Electrical cadets



On completion of the pre-sea training, cadets or trainees are placed on Anglo-Eastern Group managed ships for further onboard training.



**Standout feature of AEMA** - A wide range of shipping experiences during onboard training



# ANAVI



Our core CSR Programme, ANAVI, drive us to implement effective initiatives and create a positive impact in society.

Supported by  
 **ANGLO-EASTERN**

**LUCKNOW**



**MUMBAI**



**KOLKATA**





# ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)

## Cleaner and hygienic water onboard

Ship staff provided with steel bottles for drinking water, thus reducing use of single plastic bottles.



Through this initiative:



Saved  
**58,000**  
bottles of water



**80 Litres**  
of drinking  
water per day

## Anglo-Eastern's San Pedro forestry project





# SEA GUARDIANS

*“As SeaGuardians entrusted with preserving our oceans, we manage and operate the vessels under our care in strict compliance with MARPOL, following a zero-tolerance policy toward violations to ensure a better maritime future for all.”*





# WE Care TESTIMONIALS



I've been with Anglo-Eastern for 2 years, and it's been one of the best decisions of my life. Now, I'm sailing with Ardmore Seahawk as Chief Officer and blissful to have another sister onboard as 3/O. Thanks to Anglo-Eastern for supporting and making women seafarers visible. I'm proud to be part of the Anglo-Eastern, Anglo-Ardmore, and the AWOS family. AWOS and the well-being department provide invaluable support to women seafarers.

It's wonderful to meet my Anglo-Eastern sisters at year-end conferences and International Women's Day webinars. I work safely and peacefully, knowing I'm protected and supported by the company, which makes my family happy too.

Thanks to AWOS and the well-being department for their thoughtful AWOS bags, pre-joining checklists, and special video training for women. Thanks also to Anglo-Eastern for strictly enforcing anti-harassment policies.

As an AWOS member, I'm ready to support my sisters and share my experiences. I'm grateful for my supportive colleagues.

**Hazer Atasever**, *Chief Officer*

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I wanted to take a moment to express my sincerest gratitude for the incredible journey I've had with Anglo-Eastern over the past 15 years. Starting as a junior engineer and progressing through various roles, the trust and belief the company has placed in me has been nothing short of amazing.

It's truly been an honour to be a part of a team where professionalism is not just a word, but a way of life. The FPD team's expertise and the technical teams' dedication have been invaluable assets, constantly pushing boundaries and turning challenges into opportunities.

One of the most remarkable aspects of Anglo-Eastern is the WE Care team and their intrinsic motivation to provide the best working environment for everyone onboard. Their efforts have made a significant difference in motivating the crew and ensuring that we have the support we need to succeed. Without their help, I'm certain we wouldn't have achieved the level of success we have today.

Once again, thank you for believing in me and for providing an environment where I could grow both personally and professionally. I look forward to many more years of collaboration and success together.

**Fulbaria Vishalkumar Devji**, *Chief Engineer*





Seafaring is my dream profession. Although I initially failed the Ishihara test for a maritime course, I joined the Galley Team and found my path. The seafaring life is challenging but thrilling, uniting people from diverse backgrounds. We respect and support each other like family. I'm grateful to our superiors, crew members, and Anglo-Eastern for nurturing our well-being and this opportunity.

**Greggar Garces**, *Chief Cook*



As a Master on, I am incredibly pleased with Anglo-Eastern and their commitment to our well-being. The WE Care programme is remarkable initiative that truly shows how much Anglo-Eastern values seafarers. Their continuous support and genuine concern for our physical and mental health make a significant difference in our daily lives.

Additionally, the FPD department plays a crucial role in our operations. They strive to deliver high-quality crew members who are well-trained and dedicated. Their meticulous attention to the timely relief and rejoining of seafarers ensures that our team remains cohesive, and our operations run smoothly. The efforts of the FPD department provide us with the stability and reliability we need to perform our duties effectively.

My team and I feel valued and motivated, knowing we are backed by a company that prioritises our welfare. Anglo-Eastern's dedication to creating a supportive and caring environment at sea is unparalleled, and we are proud to be part of such an outstanding organisation.

**Nikhil Bhatt**, *Captain*

I am incredibly happy to be part of Anglo-Eastern, where the collaborative spirit and dedication of various teams make every day a rewarding experience. Working with the FPD team has been particularly fulfilling, as their professionalism and expertise consistently drive successful outcomes. The technical team stands out for their innovative approach and unwavering support, ensuring that we stay ahead of industry challenges. Additionally, the WE Care programme exemplifies the company's commitment to employee well-being, creating a supportive and positive work environment. Together, these teams make Anglo-Eastern not just a workplace, but a community where everyone thrives.

**Arbaaz Khan**, *Captain*



# OUR AWARDS 2023

We're one of the world's leading ship management companies, recognised by both the shipping industry and national governments, with more than 100 awards presented to us in the last 12 years alone.

## HONG KONG



**Ship Manager of the Year**



**Excellent Performance by a Ship Manager**

## INDIA



**Maritime Excellence in Global ESG Initiatives**



**15 times**  
Best Foreign Employer of Indian Seafarers





# Anglo-Eastern Global Well-being Team

Introducing Anglo-Eastern's Well-being Team, dedicated towards enhancing the welfare of our valued seafarers. With a strong emphasis on innovative initiatives, they diligently work towards ensuring the well-being of our ship staff and stakeholders.

To facilitate effective communication and engagement, the team has implemented multiple feedback platforms allowing for the meticulous analysis of data to provide actionable insights. Additionally, they conduct surveys, organize exciting contests, launch impactful campaigns, and arrange joyous celebrations, all communicated through diverse ASSET posts.

In alignment with Anglo-Eastern's commitment to Diversity, Equity and Inclusion (DEI), the team actively supports the Anglo-Eastern Women of Seas (AWOS) and various initiatives under it. The Well-being Team works towards safeguarding the welfare of seafarers and fostering an inclusive maritime environment.

The Well-being team extends their gratitude to Capt. Vinay Singh, Group Managing Director - Marine HR, for his invaluable guidance and constant support.



Contact us at [wellbeing@angloeastern.com](mailto:wellbeing@angloeastern.com)



Thank you,  
Anglo-Eastern family.  
You inspire us.



**ANGLO-EASTERN**

[www.angloeastern.com](http://www.angloeastern.com)