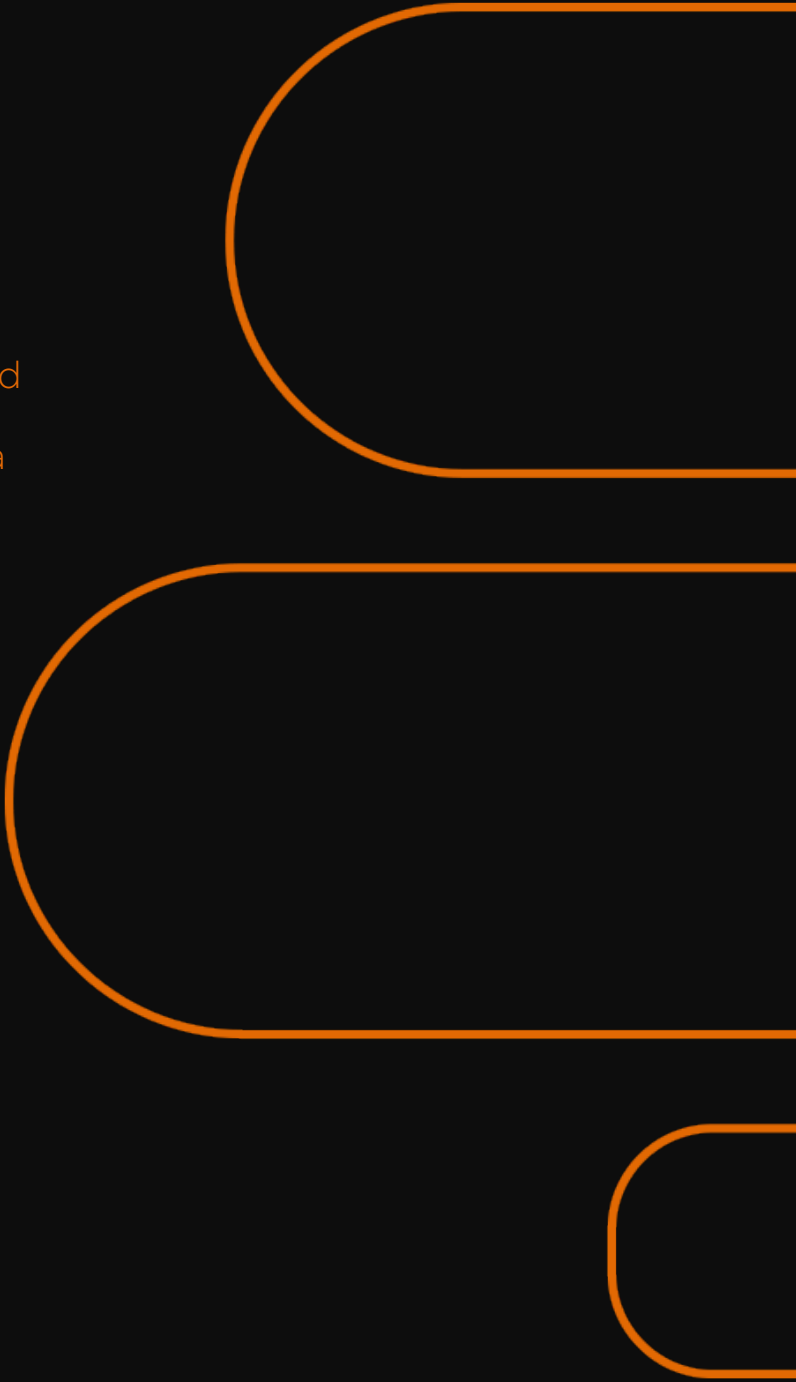


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CREW WELFARE REPORT 2022

An insight into how on-board entertainment can benefit crew well-being on deep sea ships.



THE AIM OF THE REPORT

The COVID-19 pandemic has brought to light issues such as isolation and loneliness and has understandably drawn a lot of attention to the quality of seafarers' working environment. Baze Technology has, through this survey, investigated how our product for onboard entertainment, BazePort Seea, impacts crew welfare and seafarers' daily lives. Another aim of the survey is to identify future services that may be developed and existing services that can be improved.

About the Research

This report presents the results and findings of a quantitative survey conducted in autumn 2022. A total of 658 candidates from four fleets of vessels sailing worldwide answered nine questions. The results give a better understanding of the crew welfare on board. The survey was completed voluntarily by crewmembers on ships that frequently use BazePort Seea.

Crew Welfare

There has been an increased focus on crew welfare and mental health among seafarers in recent years, especially after the global outbreak of COVID-19. Crew welfare defines the attraction of a workplace to the workforce, as well as the overall employment experience onboard any given vessel. By improving the physical working environment, seafarers better their health conditions (Li et al., 2022).

CHALLENGES FOR SEAFARERS

Socialisation on Board

Isolation and loneliness are among the challenges associated with seafaring. Seafarers can be away from family and loved ones for up to 6-8 months and often do not have free access to the internet or other forms of communication. Therefore, spending time with other crew members is essential to help reduce the social isolation that often occurs among seafarers. Research shows that socialisation among crewmembers is one factor that positively influences seafarers' well-being onboard (Sampson & Ellis, 2020).

Quality of the Workplace

A good working environment is essential. It has been demonstrated that the working environment and employee performance are directly positively related and linked to the employees' well-being (Hafeez et al., 2019). Seafarers can be isolated from the rest of the world for extended periods, which means taking care of the crew and their well-being is essential for the quality of the workplace. What matters is the availability of various recreational and social activities onboard (Sampson & Ellis, 2020).

Fostering a sense of community, and allowing enough time for relaxation, socialisation and recreational activities will greatly increase crew resilience and the quality of the workplace (Paukstat et al., 2022).



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RESEARCH FINDINGS

Crew Welfare

84 per cent of the respondents stated that their workplace environment had improved since the BazePort entertainment system was installed onboard. To test the validity of this question, we needed to make sure the respondents understood what was being asked. A separate question on how access to onboard entertainment increases their well-being on the ship yielded similar results (+/- 2%). These results support academic research indicating that increased well-being is associated with an improved workplace. Furthermore, **91 per cent** agreed that the entertainment system is positively impacting their well-being. **The most common influence their 1) relaxation (42%), 2) staying updated on current events (34%), or 3) spending more time with other crew mates while enjoying entertainment (19%).**

Is access to onboard entertainment increasing your wellbeing on the ship?

8 out of 10 crewmembers agree that access to onboard entertainment is increasing their well-being onboard

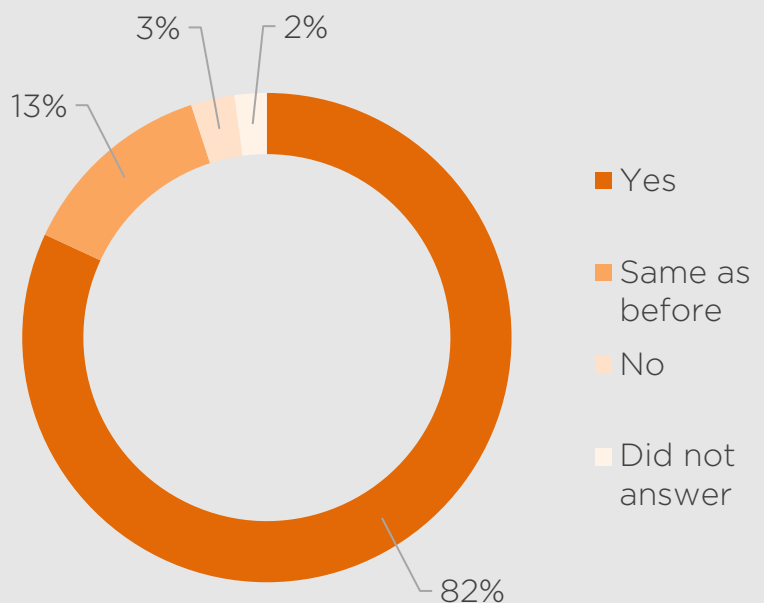


Figure 1. Showing results from question 1.

RESEARCH FINDINGS

Social Life

In line with previous research, our findings show that the perception of a good workplace relates to how good the social life at the workplace is. When asked if the entertainment system encourages them to socialise, **the majority** of our respondents (84%) suggested they generally spent more time with fellow crewmembers after the entertainment service became available on board. When it comes to entertainment specifically in public areas, **88 per cent** implied that this was part of enabling socialisation.

"I Spend More time with my Crewmates after the new entertainment service became available on board"	
Agree	64 %
Somewhat Agree	20 %
Neither Agree nor Disagree	9%
Somewhat Disagree	< 2 %
Disagree	< 3%
Did not Respond	< 2 %

Figure 2. Showing results from question 4.

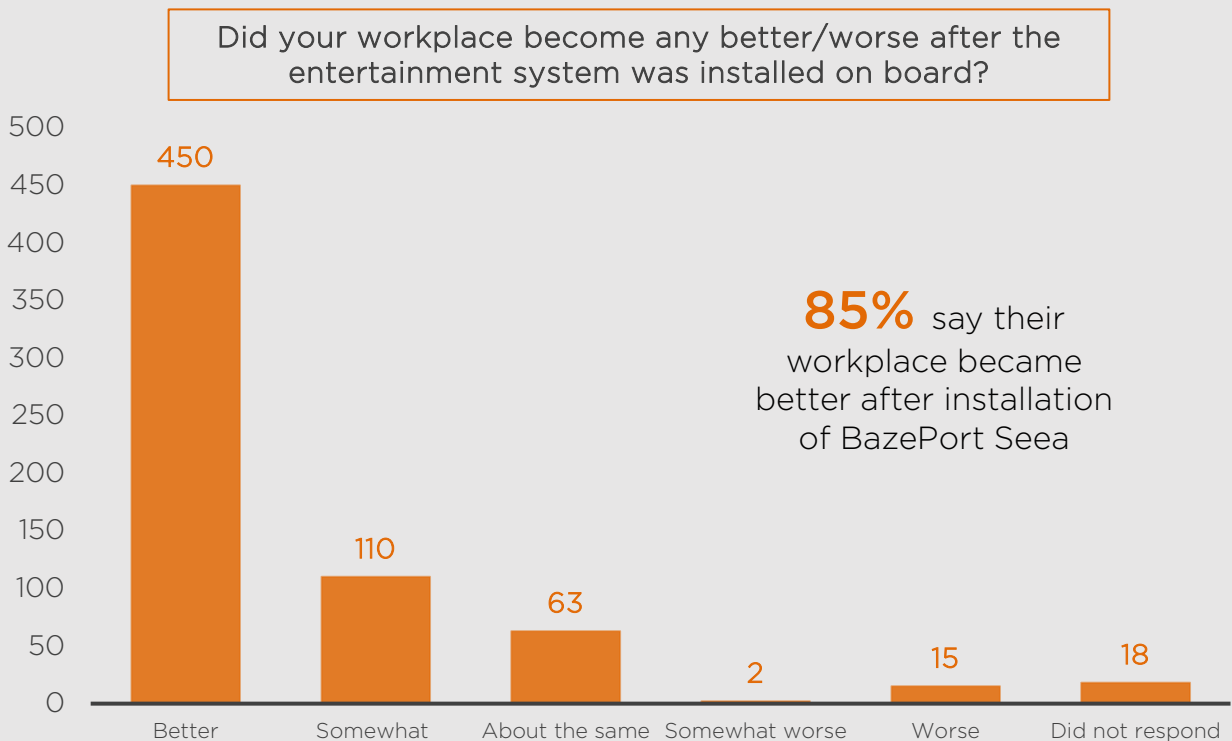


Figure 3. Showing results from question 2.

WHAT OUR CUSTOMERS SAY

Customer Satisfaction

Our users are satisfied with the BazePort Sea system. Usage statistics from the built-in Analytics module reveal that the entertainment system is a big part of crew members' daily life. It also illustrates how access to onboard entertainment improves crew welfare. **91 per cent** agree with the statement that onboard entertainment improves their well-being on board. **Don't just take our word for it, hear it from seafarers themselves:**



Figure 4. Quotes from daily users of BazePort Sea.

What's Next?

It thrills us to see BazePort Sea contribute so positively to such important issues as people's mental health and well-being. BazePort continues to add high value to our customers and their businesses, helping them attract the best sea staff, maintain high standards in fleet crew welfare, as well as differentiate in the highly competitive shipping market. At the same time, end-users (the crew onboard) continue to provide very positive feedback with high levels of product engagement and enjoyment.

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