

# SESSIONS

CREWCONNECT GLOBAL CONFERENCE DAY 1 | A  
TIME FOR REFLECTION - 23/11/2020

23 - 26 November 2020

Virtual Conference

Join live (CET time zone) | Watch On-Demand

## ROOM CLOSED - Virtual Meet and Greet, BYO Coffee in the Virtual Exhibition Room

08:00 - 09:00

### Chairman's Welcome & Introduction

09:00 - 09:10

Big Industry Issues - All Delegates

### Participants

**John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

## Keynote| Seafarers ARE Key Workers: Unpacking the crisis

09:10 - 09:25

Big Industry Issues - All Delegates

ITF Secretary General talks about the critical issues that the maritime industry must look at in the future, and how the union movement must respond.

### Participants

**Stephen Cotton** - General Secretary, International Transport Workers' Federation (ITF)

## Address from ICS| Planning a Course of Action and the Roadmap to Recovery

09:25 - 09:40

Big Industry Issues - All Delegates

Assessing the economic impact of the Crisis on our industry and our people; What safeguards can be put in place to aid in the event of a second wave, or another curve ball; Priorities for 2021.

### Participants

**Guy Platten** - Secretary General, International Chamber of Shipping

## An Update from The Philippines: Green Lanes and an outlook on 2021

On demand

Big Industry Issues - All Delegates

### Participants

**Intro: Gerardo Borromeo** - CEO | Vice President, PTC Group | Philippines Shipowners Association

**Teodoro L. Locsin, Jr.** - Secretary of Foreign Affairs of the Philippines, Government of the Philippines

## Comfort Break

10:00 - 10:05

Big Industry Issues - All Delegates

## Industry Dialogues. Part I | Crew Changes, Seafarer Rights & Aligning Priorities

10:05 - 10:50

Big Industry Issues - All Delegates

Why has the situation with crew changes got so dire, that it was designated a human rights crisis? What is the economic impact of this broken system and the toll it has taken on shore-based and sea going personnel? Reassessing the relationship between owners, managers and authorities - can we find common ground to align priorities?

### Participants

**Moderator: John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

**Guy Platten** - Secretary General, International Chamber of Shipping

**Stephen Cotton** - General Secretary, International Transport Workers' Federation (ITF)

**Gerardo Borromeo** - CEO | Vice President, PTC Group | Philippines Shipowners Association

**Andreas Nordseth** - Director General, Danish Maritime Authority

**Capt. Ahmed Belal** - Chairman, IMEC

## Industry Dialogues. Part II | Roadmap to Recovery: The "New Normal"

10:50 - 11:30

Big Industry Issues - All Delegates

In this session, we focus on what precautions must be taken and operators must look out for when thinking of 2021 and potentially even longer. What is the "New Normal" in shipping and what does it mean for our seafarers?

### Participants

**Moderator: John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

**Stephen Cotton** - General Secretary, International Transport Workers' Federation (ITF)

**Guy Platten** - Secretary General, International Chamber of Shipping

**Gerardo Borromeo** - CEO | Vice President, PTC Group | Philippines Shipowners Association

**Andreas Nordseth** - Director General, Danish Maritime Authority

**Capt. Ahmed Belal** - Chairman, IMEC

## Audience Q&A

11:30 - 11:50

Big Industry Issues - All Delegates

## Networking break in the Virtual Exhibition

11:50 - 12:15

## Operator Keynote| Redefining Sustainability

On demand

Big Industry Issues - All Delegates

If this crisis has taught us one thing, it that we are more connected and reliant on each other than we could've imagined. Sustainability can no longer be just about the climate - it is not only a business priority, but it is critical to humanity. In this context, what does sustainability mean from a commercial point of view and how has the COVID crisis impacted the sustainability goals the industry had set for itself? What's the revised green plan?

### Participants

**Carl Schou** - CEO & President of WSM, Wilhelmsen Ship Management

## Operator Keynote| Leading With Empathy

12:30 - 12:45

Big Industry Issues - All Delegates

Empathy, otherwise known as the ability to walk a mile in another one's shoes, has emerged as the differentiating factor, determining not only which organisations are "good", but more importantly, which are going to survive and thrive. If you or your organisation lack empathy, you should fix that. Quickly. The good news is that empathy can be embedded in company culture and communicated - this session will show you how.

### Participants

**Margareta Jensen Dickson** - Group Head of People, Stena Line

## Market Outlook

12:45 - 13:00

Big Industry Issues - All Delegates

### Participants

**Marcus Hand** - Editor, Seatrade Maritime News

## Cruise Industry Review & Forecast for 2021

13:00 - 13:15

Big Industry Issues - All Delegates

To set the scene, we will have a look at the numbers:

- A look the economic impact of COVID-19 on the sector
- Reopening services and routes
- Outlook for 2021

### Participants

**Joost van Ree** - Director Partner Relations, CLIA

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## Audience Q&A

13:15 - 13:30

Big Industry Issues - All Delegates

## Participants

**Facilitator: John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

**Joost van Ree** - Director Partner Relations, CLIA

**Marcus Hand** - Editor, Seatrade Maritime News

**Carl Schou** - CEO & President of WSM, Wilhelmsen Ship Management

**Margareta Jensen Dickson** - Group Head of People, Stena Line

## ROOM CLOSED - Lunch Break & Networking in the Virtual Exhibition

13:30 - 14:15

## An account of the impact of COVID on the career choices and expectations of a Crew Member

On demand  
CruiseConnect

This session will feature a personal story of how the virus has impacted Laura's career trajectory and what's next. It's a story of cognitive adjustment and resilience

## Participants

**Laura Rodriguez Reina** - Artist, MSC

## Recruitment Forum

14:30 - 15:05  
CruiseConnect

## Participants

**Moderator: Grant Holmes** - VP, Cruise Solution, ISS

**Carmen Szasz** - Director of Operations, Job Selection Corporation

**Sinisa Golac** - General Manager, Employment Power

**Zoran Kocoski** - General Manager and Owner, Kouzon Corporation

## Comfort Break

15:05 - 15:10  
CruiseConnect

## Cruise Crew Management Forum: Sharing experience and best practices ; mapping out "the new normal"

15:10 - 16:00  
CruiseConnect

- At the end of a year that has required truly outstanding effort and dedication on the part of both our crew and our crew managers, it's time to reflect on the challenges and bottlenecks in our system and more importantly, to share experience and best practices:
  - Recruitment challenges
  - dealing with and optimizing crew admin
  - improving relationships and working with authorities
  - solutions for training and business continuity

*What is it going to take to get people - crew and passengers safely and confidently back on board?*

## Participants

**Moderator: Grant Holmes** - VP, Cruise Solution, ISS

**Panelist: Dieter Jaenicke** - Chairman and Founder, Viking Maritime Group

**Panelist: Magali Bertolucci** - Director of Crew Development & Strategy, MSC Cruises

**Panelist: Christian Ioannou** - Managing Director, MCTC

**Panelist: Antonella Varbaro** - Fleet Hotel Human Resources Director, Costa Crociere

## Industry Forum: Regaining Customer Trust

16:00 - 16:40  
CruiseConnect

Unpacking the crisis, by taking a critical look at the response and procedures put in place to safeguard crew and passengers, we ask what are the what changes that will likely impact the sector long-term and more importantly, will it take to reassure customers that the industry will provide a safe and enjoyable experience.

## Participants

**Moderator: Joost van Ree** - Director Partner Relations, CLIA

**Panelist: Olaf Groeger** - Managing Director, COLUMBIA Cruise Services

**Panelist: Karen Avelino** - Executive Director of Business Development and the Head of the Cruise Division, Philippine Transmarine Carriers, Inc

**Panelist: Eric Visser** - Director, Seagoing Workforce Management, Holland America Group

## Final Q&A

16:40 - 16:45  
CruiseConnect

## CLOSE OF DAY 1

16:45 - 16:50

# SCHEDULE

CrewConnect Global Virtual Conference & Exhibition |  
CruiseConnect | CrewConnect Global Awards

CREWCONNECT GLOBAL CONFERENCE DAY 1 | A  
TIME FOR REFLECTION - 23/11/2020

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10:00	10:00 - Comfort Break 10:05 - Industry Dialogues. Part I   Crew Changes, Seafarer Rights & Aligning Priorities 10:50 - Industry Dialogues. Part II   Roadmap to Recovery: The "New Normal"	
11:00	11:30 - Audience Q&A 11:50 - Networking break in the Virtual Exhibition	11:50 - Networking break in the Virtual Exhibition
12:00	On demand - Operator Keynote  Redefining Sustainability 12:30 - Operator Keynote  Leading With Empathy 12:45 - Market Outlook	
13:00	13:00 - Cruise Industry Review & Forecast for 2021 13:15 - Audience Q&A 13:30 - ROOM CLOSED - Lunch Break & Networking in the Virtual Exhibition	13:30 - ROOM CLOSED - Lunch Break & Networking in the Virtual Exhibition
14:00		On demand - An account of the impact of COVID on the career choices and expectations of a Crew Member 14:30 - Recruitment Forum
15:00		15:05 - Comfort Break 15:10 - Cruise Crew Management Forum: Sharing experience and best practices ; mapping out "the new normal"
16:00	16:45 - CLOSE OF DAY 1	16:00 - Industry Forum: Regaining Customer Trust 16:40 - Final Q&A 16:45 - CLOSE OF DAY 1

# SESSIONS

CREWCONNECT GLOBAL CONFERENCE DAY 2 | A  
TIME FOR REFLECTION - 24/11/2020

23 - 26 November 2020

Virtual Conference

Join live (CET time zone) | Watch On-Demand

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## ROOM CLOSED - Virtual Meet and Greet, BYO Coffee in the Virtual Exhibition Room

08:00 - 09:00

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## Welcome Back and Setting the Scene for Day 2

09:00 - 09:05

Big Industry Issues - All Delegates

### Participants

**John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

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## An Update on Crewing and Training in India

09:05 - 09:20

Big Industry Issues - All Delegates

### Participants

**Shri Amitabh Kumar, IRS** - Director General of Shipping & Additional Secretary to Government of India Ministry of Ports, Shipping and Waterways, India, Directorate General of Shipping

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## Flag State Forum on Crew Supply

09:20 - 10:00

Big Industry Issues - All Delegates

In this session we analyse the supply-demand outlook for crew, what flag states are doing to anticipate potential challenges and respond to trends.

### Participants

**Moderator: John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

**Panelist: John Hafner** - Vice President, Seafarer Manning & Training, International Registries, Inc.

**Panelist: Shri Amitabh Kumar, IRS** - Director General of Shipping & Additional Secretary to Government of India Ministry of Ports, Shipping and Waterways, India, Directorate General of Shipping

**Panelist: Dwain Hutchinson** - Managing Director & CEO, The Bahamas Maritime Authority

**Panelist: VAdm Robert Empedrad** - Administrator, MARINA

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## Comfort Break

10:00 - 10:05

Big Industry Issues - All Delegates

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## Moving crew in a lockdown situation

10:05 - 11:05

Big Industry Issues - All Delegates

Join ATPI Marine & Energy, Qatar Airways, MASSA and OSM for an insightful and educational speaker session. The panel will discuss their learnings from moving crew during this year's lockdowns and share lessons you can implement within your organisation now and in the future.

### Participants

**Moderator: Jochem Hemink** - Head of Sales Shipping Europe and Asia, ATPI Marine & Energy

**Panelist: Julia Anastasiou** - Director - Conventional Fleet, OSM

**Panelist: Eleftheria Letsiou** - Head of Global Account Management Marine, ATPI Marine & Energy

**Panelist: Matt Raos** - SVP Global Sales, Qatar Airways

**Panelist: Shiv Halbe** - CEO, MASSA (Maritime Association of Shipowners, Shipmanagers, Agents)

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## Audience Q&A

11:05 - 11:15

Big Industry Issues - All Delegates

### Participants

**Facilitator: John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

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## ROOM CLOSED - Coffee Break and Networking in the Virtual Exhibition

11:15 - 11:45

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## Intro and Agenda Setting

11:45 - 11:50

Recruitment & Retention

### Participants

**Francesco Gargiulo** - Chief Executive Officer, IMEC

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## Identifying the vulnerabilities in the system - lessons and best practices for crew managers

11:50 - 12:05

Recruitment & Retention

Recruitment of different nationalities

- Know your seafarers to get the best recruitment results
- Know your seafarers to keep them with your company
- Focus on the Philippines

### Participants

**Ann-Kristin Siewert** - Owner's Representative, Interorient Shipmanagement

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## Wellbeing and Resilience in the Maritime Industry: The need to do better

12:05 - 12:20

Recruitment & Retention

The wellbeing of seafarers has been significantly affected during the SARS-COV-2 pandemic, probably more than any other profession. The difficulties in crew changing has left many seafarers stranded onboard vessels and a large amount of them ashore unable to embark. In a survey conducted on more than 4.500 seafarers the findings did not only showed a significant reduction on wellbeing and an increase in mental health symptoms, but also a desire from the 43% present of both ratings and officers for a change in their career. In a situation like this the proper and practical resilience training is more necessary than ever before. Not only to maintain the retention, but also to protect the mental health and wellbeing of the people both onboard and ashore.

### Participants

**Dimitris Lyrakos** - CEO, Filistos ASCOT

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## Crew Management Forum: Sharing experience and best practices - mapping out "the new normal"

12:20 - 13:00

Recruitment & Retention

At the end of a year that has required truly outstanding effort and dedication on the part of both our crew and our crew managers, it's time to reflect on the challenges and bottlenecks in our system and more importantly, to share experience and best practices:

- dealing with and optimizing crew admin
- improving relationships and working with authorities
- tried and tested solutions

### Participants

**Moderator: Francesco Gargiulo** - Chief Executive Officer, IMEC

**Panelist: George Pitaoulis** - Crewing Manager, ABC Maritime

**Panelist: Norman Schmiedl** - Group Crewing Director, Columbia Ship Management

**Panelist: Iris Baguilat** - President, Döhle Seafront Crewing

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## ROOM CLOSED - Lunch Break & Networking in the Virtual Exhibition

13:00 - 13:45

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## Handling personal data: safety and security considerations for Crew Managers

13:45 - 14:00

Big Industry Issues - All Delegates

### Participants

**Cameron Amigo** - Global IT and Data Management Lead, SPI Marine

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## Assessing Digital Transformation| Remote Operations - Digital certificates for seafarers

14:00 - 14:15

Big Industry Issues - All Delegates

### Participants

**Ajit Jacob** - Chief Examiner, UK Seafarer Services, and Head of Seafarer Technical Policy, Maritime and Coastguard Agency/ UK Ship Register

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## Comfort Break

14:15 - 14:20

Big Industry Issues - All Delegates

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## And Now Let's Talk: Has digital transformation proved itself in critical times & what do we focus on next

14:20 - 15:15

Big Industry Issues - All Delegates

The Covid-19 crisis has brought on a fundamental change in the way we work - remote work, virtual meetings, virtual events, virtual training. Ship operations were also impacted and this was a litmus test for the digital shipping future which has been hailed. It's time to revisit digital transformation to check to what extent it fulfilled its promise and what the next phase is.

### Participants

**Moderator: John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

**Panelist: Stewart Bankier** - Head of Compliance & Personnel Development – HR Marine, Bernhard Schulte Shipmanagement

**Panelist: Adam Lewis** - Head of Training and Operations, IMEC

**Panelist: Ajit Jacob** - Chief Examiner, UK Seafarer Services, and Head of Seafarer Technical Policy, Maritime and Coastguard Agency/ UK Ship Register

**Panelist: Nikos Gazelidis** - Global Head of Marine – Managing Director Greece & Cyprus, ATP Marine & Energy

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## Audience Q&A

15:15 - 15:30

Big Industry Issues - All Delegates

### Participants

**Moderator: John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

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## CLOSE OF DAY 2

15:30 - 16:30

# SCHEDULE

CrewConnect Global Virtual Conference & Exhibition |  
CruiseConnect | CrewConnect Global Awards

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09:00	09:00 - Welcome Back and Setting the Scene for Day 2 09:05 - An Update on Crewing and Training in India 09:20 - Flag State Forum on Crew Supply	
10:00	10:00 - Comfort Break 10:05 - Moving crew in a lockdown situation	
11:00	11:05 - Audience Q&A 11:15 - ROOM CLOSED - Coffee Break and Networking in the Virtual Exhibition	11:15 - ROOM CLOSED - Coffee Break and Networking in the Virtual Exhibition 11:45 - Intro and Agenda Setting 11:50 - Identifying the vulnerabilities in the system - lessons and best practices for crew managers
12:00		12:05 - Wellbeing and Resilience in the Maritime Industry: The need to do better 12:20 - Crew Management Forum: Sharing experience and best practices - mapping out "the new normal"
13:00	13:00 - ROOM CLOSED - Lunch Break & Networking in the Virtual Exhibition 13:45 - Handling personal data: safety and security considerations for Crew Managers	13:00 - ROOM CLOSED - Lunch Break & Networking in the Virtual Exhibition
14:00	14:00 - Assessing Digital Transformation  Remote Operations - Digital certificates for seafarers 14:15 - Comfort Break 14:20 - And Now Let's Talk: Has digital transformation proved itself in critical times & what do we focus on next	
15:00	15:15 - Audience Q&A 15:30 - CLOSE OF DAY 2	15:30 - CLOSE OF DAY 2

# SESSIONS

CREWCONNECT GLOBAL CONFERENCE DAY 3 | A  
TIME TO LOOK AHEAD - 25/11/2020

23 - 26 November 2020

Virtual Conference

Join live (CET time zone) | Watch On-Demand

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## ROOM CLOSED: Virtual Meet and Greet, BYO Coffee in the Virtual Exhibition Room

08:00 - 09:00

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## Welcome Back and Setting the Scene for Day 3

09:00 - 09:05

Big Industry Issues - All Delegates

### Participants

**John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

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## Keynote| A Lesson in Agility - Building resilience in your organization and people

09:05 - 09:20

Big Industry Issues - All Delegates

Black Swan events are not what they used to be. By that we mean, that there a measurable increase in frequency and impact of such disruptive phenomena, with no indication that trends are doing anything but going up. So let's talk about agility and go back to its roots- resilience. In this session we look at the DNA of resilient organisations to help you become more agile: 1. Resilience demands "distributed control with centralized coordination," not "centralized control with distributed execution." 2. Resilience demands high quality, real-time data. 3. Resilience requires leadership who care. 4. Resilience thrives in a community, not just an organization.

### Participants

**Mark O'Neil** - President, Columbia Shipmanagement

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## The Value of Innovation Particularly in Troubled Waters - Why we can't go back

09:20 - 09:35

Big Industry Issues - All Delegates

Without losing sight of immediate concerns and keeping the focus on the Human Element, we must also look to the future. A future where workforce autonomy and intelligent systems are commonplace means that the effective integration of people and technology should be a primary concern. Owners and managers should embrace this reality and prepare for it. The best place to start is Leadership on board. This is the time when we add a new dimension to the concept, shift the way we work so that we may adapt and compete.

### Participants

**Andreas Nordseth** - Director General, Danish Maritime Authority

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## Leadership for the "New Normal"

09:35 - 10:25

Big Industry Issues - All Delegates

One of the revelations of 2020 is the realization (for those who still needed convincing) that training for the so-called soft skills, people skills, showing vulnerability and creating a work environment which values and encourages open dialogue and expression, are no longer desirable. They have become imperatives.

In this session we focus on priorities for the *New Normal*, starting of course, with an assessment of what it looks like.

### Participants

**Moderator: John Adams** - Managing Director /Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

**Panelist: Mark O'Neil** - President, Columbia Shipmanagement

**Panelist: Aashish Puri** - Head of Talent and Development, Maersk Line FMT Hamburg GmbH

**Panelist: Tommy Olofsen** - Executive Chairman, OSM Maritime Group

**Panelist: Pradeep Chawla** - Managing Director, Group QHSE and Training, Anglo-Eastern Ship Management Ltd/ GlobaMET

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## Comfort Break

10:25 - 10:30

Big Industry Issues - All Delegates

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## Overview to MarTID 2020 Report

10:30 - 10:45

Big Industry Issues - All Delegates

### Participants

**John Lloyd** - Chief Executive Officer, The Nautical Institute

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## Follow Up Session & Trailer

10:45 - 11:00

Big Industry Issues - All Delegates

### Participants

**Facilitator: John Lloyd** - Chief Executive Officer, The Nautical Institute

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## ROOM CLOSED - Coffee Break and Networking in the Virtual Exhibition

11:00 - 11:20

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## Increasing your ROI on training investments. How mobile technology and social learning can walk hand in hand

11:20 - 11:40

Safety at Sea: Safety Performance, Leadership & the Human Element

Up to 80% of training is never used and applied. Hear about why that is, and how new technologies can dramatically increase successful training implementation and measurement

### Participants

**Michael Weidner** - Managing Director, Marine Performer

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## Digitalization within Maritime Training - the future of remote and cloud-based training solutions

11:40 - 11:55

Safety at Sea: Safety Performance, Leadership & the Human Element

### Participants

**Gullik Jensen** - Director of Digital Services, Maritime Simulation, Kongsberg Digital

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## Technology in Marine Training: Using the Science of Scenario & Problem Based Learning

11:55 - 12:10

Safety at Sea: Safety Performance, Leadership & the Human Element

Learning science has evolved alongside the rapid technological changes in training delivery. Applying that science to the possibilities that Cloud based learning offers, can boost ROI in learning investments.

However, digital, and online training can over-promise and under-deliver without critical, learning science fundamentals. Technology alone does not build skills and competence – technology is an enabler, not the ultimate solution. Scenario based, thinking skills elements glue the promises of technology with the training needs of mariners.

In this presentation, James will demonstrate how the latest thinking in problem based, Adaptive Learning can be applied to situational and scenario learning using Simulation and Cloud technologies to boost training results.

### Participants

**James Lee** - Business Development and Solutions Manager, Digital Learning, Wartsila Voyage

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## Comfort Break

12:10 - 12:15

Safety at Sea: Safety Performance, Leadership & the Human Element

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## Learning as Theatre. The art of engagement

12:15 - 12:30

Safety at Sea: Safety Performance, Leadership & the Human Element

Engaging students in the learning process is known to increase their attention and focus, motivates them to practice higher-level critical thinking skills, and promotes meaningful learning experiences.

But as we move further and further into remote delivery, how can we ensure that we truly connect with our audience and get the results we are looking for? Ocean Technologies Group Creative Raal Harris explores the pillars underpinning learner engagement, explains the power of emotional investment and responses and finds inspiration in some unexpected places.

### Participants

**Raal Harris** - Group Creative Director, Ocean Technologies Group

## Training and Safety at Sea Forum | Safety Training: Back to basics - the human element

12:30 - 13:15

Safety at Sea: Safety Performance, Leadership & the Human Element

More than at any time recent history, in the coming months, ensuring the safety of cargo and crew during operations and in all interactions onboard and in ports of call will be of crucial importance. This means staying alert, being empowered and acting as a team – it means building a level of trust that will ensure everyone speaks up and takes timely and appropriate action. It also means a full systems check – how can you be sure?. So, it's time to go back to basics.

### Participants

**Moderator: John Lloyd** - Chief Executive Officer, The Nautical Institute

**Panelist: Raal Harris** - Group Creative Director, Ocean Technologies Group

**Panelist: Angus Ferguson** - Director, Onboard Maritime

**Panelist: Gautam Ramaswamy** - Director - Regulatory Affairs, The Hong Kong Shipowners Association

**Panelist: Faouzi Fradi** - Group Director Training, Columbia Shipmanagement

## Audience Q&A

13:15 - 13:25

Safety at Sea: Safety Performance, Leadership & the Human Element

### Participants

**Facilitator: John Lloyd** - Chief Executive Officer, The Nautical Institute

## Lunch and Networking

13:25 - 14:10

## Bringing Analog back: Improving safety performance using dialogue and play

14:10 - 14:30

Big Industry Issues - All Delegates

### Participants

**Connie Gehrt** - Partner, SAFETALK

**Soren Boge Pedersen** - Partner, SAFETALK

## Storytelling | Four stories about life on-board and on shore during a pandemic

14:30 - 15:30

Big Industry Issues - All Delegates

In this session we will hear from seafarers about their experience with COVID-19 and we are certain these will be eye-opening and inspiring for the audience:

Jessica is focused on successfully influencing and realizing sustainable organizational change through open cross organizational dialog. These are a few strategies she will share that was effective to maintain on board wellbeing with her crew during COVID-19.

Jeroen will offer the successful strategies he used to strengthen crew resilience, communication and engagement even during social distancing. This will be a personal insight at being away for many months during the pandemic balancing the dynamics as a captain, a father with small kids at home and wife whom was also a former seafarer.

Lynn will describe her personal on board experiences during COVID-19 through the lens of a seafarer and resilient human addressing quarantine, communication and cohesiveness to name a few.

Chi is passionate to share her personal narratives of resilience and coping skills during this crisis and advocate for seafarer mental health. A motto she follows, "It is ok not to feel ok and ok to ask for help" empowers fellow Filipino seafarers to overcome barriers to reach out for help. Chi's social impact initiatives serves as an agent of change for all seafarers.

### Participants

**Moderator: Pam Kern** - Founder, Happiness at Sea

**Panelist: Jeroen van Donselaar** - Captain, Cruise Industry

**Panelist: Chi Cruz** - Seafarer, Cruise Industry

**Panelist: Lynn Banks** - Seafarer, Cruise Industry

**Panelist: Jessica Schumann** - Hotel Director, Cruise Industry

## Risk Management Forum

15:30 - 16:25

Big Industry Issues - All Delegates

Session 1 - An update on Emergency Response Plans and Compliance with MCA Regulation

Session 2 - An update from Intermanager Risk Management best practice

Discussion on risk management and what the focus should on for 2021.

*At the end of the session, we'll give you the chance to ask questions and get clarification from our panel or your peers. You can either ask a question or offer an answer.*

### Participants

**Moderator: John Adams** - Managing Director / Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

**Tom Millet** - Planning Director, Vessel Services, Witt O'Brien's

**Kuba Szymanski** - Secretary General, InterManager

**Mike Powell FNI** - Strategy Director, StratumFive

## Final Q&A

16:25 - 16:30

Big Industry Issues - All Delegates

## CLOSE OF DAY 3

16:30 - 17:30



# SCHEDULE

CrewConnect Global Virtual Conference & Exhibition |  
CruiseConnect | CrewConnect Global Awards

CREWCONNECT GLOBAL CONFERENCE DAY 3 | A  
TIME TO LOOK AHEAD - 25/11/2020

23 - 26 November 2020  
Virtual Conference  
Join live (CET time zone) | Watch On-Demand

TIME	BIG INDUSTRY ISSUES - ALL DELEGATES	SAFETY AT SEA: SAFETY PERFORMANCE, LEADERSHIP & THE HUMAN ELEMENT
08:00	08:00 - ROOM CLOSED: Virtual Meet and Greet, BYO Coffee in the Virtual Exhibition Room	08:00 - ROOM CLOSED: Virtual Meet and Greet, BYO Coffee in the Virtual Exhibition Room
09:00	09:00 - Welcome Back and Setting the Scene for Day 3 09:05 - Keynote  A Lesson in Agility - Building resilience in your organization and people 09:20 - The Value of Innovation Particularly in Troubled Waters - Why we can't go back 09:35 - Leadership for the "New Normal"	
10:00	10:25 - Comfort Break 10:30 - Overview to MarTID 2020 Report 10:45 - Follow Up Session & Trailer	
11:00	11:00 - ROOM CLOSED - Coffee Break and Networking in the Virtual Exhibition	11:00 - ROOM CLOSED - Coffee Break and Networking in the Virtual Exhibition 11:20 - Increasing your ROI on training investments. How mobile technology and social learning can walk hand in hand 11:40 - Digitalization within Maritime Training - the future of remote and cloud-based training solutions 11:55 - Technology in Marine Training: Using the Science of Scenario & Problem Based Learning
12:00		12:10 - Comfort Break 12:15 - Learning as Theatre. The art of engagement 12:30 - Training and Safety at Sea Forum  Safety Training: Back to basics - the human element
13:00	13:25 - Lunch and Networking	13:15 - Audience Q&A 13:25 - Lunch and Networking
14:00	14:10 - Bringing Analog back: Improving safety performance using dialogue and play 14:30 - Storytelling  Four stories about life on-board and on shore during a pandemic	
15:00	15:30 - Risk Management Forum	
16:00	16:25 - Final Q&A 16:30 - CLOSE OF DAY 3	16:30 - CLOSE OF DAY 3

# SESSIONS

CREWCONNECT GLOBAL CONFERENCE DAY 4 | A  
TIME TO CELEBRATE - 26/11/2020

23 - 26 November 2020

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## ROOM CLOSED: Virtual Meet and Greet, BYO Coffee in the Virtual Exhibition Room

08:00 - 09:00

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### Opening Remarks

09:00 - 09:05

Mental Health and Wellbeing

### Participants

**John Adams** - Managing Director /Chairman / Vice-Chair, VShips UK Limited/ Bahamas Shipowners' Association / International Chamber of Shipping

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## Keynote I | Caring For Our Crews: Emotional first aid on board

09:05 - 09:25

Mental Health and Wellbeing

A critical look at the support infrastructure on board and how we can care better for our crews, particularly in times of crisis.

### Participants

**Dennis Svane Hansen** - Vice President, Head of Global Manning, BW Fleet Management

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## Keynote II | Mental Hygiene

09:25 - 09:45

Mental Health and Wellbeing

Mental hygiene is highly effective for maintaining resilience on board, but it is often overlooked and undervalued. Good mental hygiene - just like a healthy diet and regular exercise - has a tremendous impact on how we deal with our emotions and crisis situations. Knowledge about mental health tools and the correct way to apply them is vital for cultivating mental strength in the face of adversity.

### Participants

**Charles Watkins** - Founder, Mental Health Support Solutions

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## Are We Better Prepared For Prevention?

09:45 - 10:05

Mental Health and Wellbeing

### Participants

**Sandra Welch** - CEO, Seafarers Hospital Society

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## A P&I Club's perspective on major claims and seafarer competency

10:05 - 10:20

Mental Health and Wellbeing

A critical look at what contributes to recent major shipping casualties. How is this related to seafarer competency and company training systems? Are there differences between certain ship types and what can we do about this?

### Participants

**Capt. Yves Vandenberg** - Director of Loss Prevention, The Standard Club

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## Comfort Break

10:20 - 10:25

Mental Health and Wellbeing

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## The Future of Health Technology - Using gamification to increase self-efficacy and self-regulating behaviors towards preventive care

10:25 - 10:40

Mental Health and Wellbeing

### Participants

**Gisa Paredes** - Chief Operating Officer, WellAtSea

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## Seafarers' Wellbeing During the time of COVID-19

10:40 - 10:55

Mental Health and Wellbeing

In light of the present COVID-19 situation and severe restrictions on crew changes, the overall health and wellbeing of seafarers has increasingly become a matter of concern. The Re:refresh wellbeing edition is based on the standard Re:refresh survey, focusing on psychological and social aspects. 27 companies participated in the survey with 16,977 responses representing over 87,000 seafarers from all around the world. What insights have we gained from this study?

### Participants

**Rebecca Mejia** - Public Health Manager, PhD candidate (Lund University), Marine Benefits AS

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## Examining Data and Seafarer Accounts on Mental Health, COVID-19 & Audience Q&A

10:55 - 11:45

Mental Health and Wellbeing

1. Setting the scene: an update on the Happiness Index and what crews are telling us on the ground seafarers
2. Presentation of the data from LR
3. Panel discussion about the findings with Q&A

### Participants

**Moderator: Ben Bailey** - Director of Advocacy and Regional Engagement, Mission to Seafarers

**Panelist: Joanne Stokes** - Head of Human Factors, Lloyd's Register Marine Consulting

**Panelist: Karen Avelino** - Executive Director of Business Development and the Head of the Cruise Division, Philippine Transmarine Carriers, Inc

**Panelist: Capt. Yves Vandenberg** - Director of Loss Prevention, The Standard Club

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## ROOM CLOSED - Coffee Break and Networking in the Virtual Exhibition

11:45 - 12:15

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## Global Maritime Youth: How to teach the next generation to navigate beyond being first

12:15 - 12:30

CrewConnect Global Awards

"Global Maritime Youth" is a movement that has the potential to move the needle and needs to be shared with the industry. Lundy will take us through what makes youths tick and how to get them and keep them on board.

### Participants

**Capt. Lundy Ngcobo** - The Blaqmermaid - Africa's First Female Dredge Master, Director & Founder of Global Maritime Youth, Womaritime Experts

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## Q&A

12:30 - 12:35

CrewConnect Global Awards

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## CrewConnect Global Awards

13:00 - 14:00

CrewConnect Global Awards

### Operator Awards

Innovation and Adoption of Technology Award;

Welfare and Corporate Social Responsibility Award;

Safety at Sea Award

### Individual Awards

Seafarer of the Year Award

Rising Star Award - on board/ shore based

### Participants

**MC: Mike Powell FNI** - Strategy Director, StratumFive

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## Closing Address

14:00 - 14:15

CrewConnect Global Awards

### Participants

**VADM Eduardo MA R SANTOS, AFP (RET.)** - President,  
Maritime Academy of Asia and the Pacific

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## Conclusions & "What's Next" Forum

14:15 - 14:30

### Participants

**Facilitator: John Adams** - Managing Director  
/Chairman / Vice-Chair, V.Ships UK Limited/ Bahamas  
Shipowners' Association / International Chamber of  
Shipping

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## CLOSE OF DAY 4 AND CONFERENCE

14:30 - 14:35

# SCHEDULE

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TIME TO CELEBRATE - 26/11/2020

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