

# at SEA

SEA HEALTH & WELFARE for seafarers

**Interview with  
Imran Rashid:  
IN DEEP WATERS  
WITH THE MOBILE 04**

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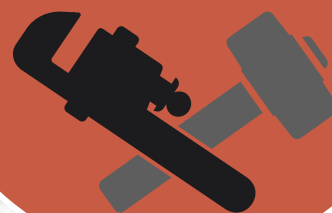


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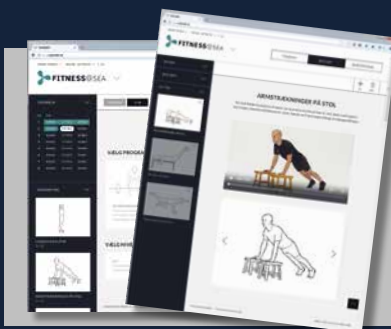
# CONTENT



In deep waters with the mobile 04



A good community at sea requires an effort 06



Now it becomes easier to stay fit at sea 10



Iceberg ahead! Human behaviour and the art of giving feedback 12

AWAKE AT NIGHT 14

NEW CONSULTANT IN SHW 15

NEARMISS FOR ACCIDENT PREVENTION 16

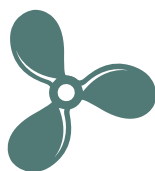
REMEMBER TO ORDER CHRISTMAS PRESENTS 17

CLEAN DRINKING WATER 22

GALLEY GOLDEN NUGGETS 25

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## In deep waters with the mobile:

# IMRAN RASHID SHOWS A PATH TOWARDS HEALTHY DIGITAL HABITS

Doctor and specialist in healthy digital habits provides an explanation for what happens with our brain and our sense of community, when we turn on a mobile. According to him, before we can start incorporating healthy digital practices at sea, such “basic biological needs” as getting enough sleep, nutritious diet, clean drinking water must be met.

By Dyveke Nielsen, Communications Manager at SEA HEALTH & WELFARE

What does the day room look like once your watch is over? Are the crew gathered together around pancakes and ice cream? Are they cheering on the ship's assistant, who is just about to beat the chief engineer in FIFA on the Playstation? Or is the day room empty as the crew members have left the common rooms for the confines of their private cabins? And is the joystick replaced by a mobile and has the soccer match turned into a battle over the ship's one megabit of broadband internet? Then continue reading.

### USING A MOBILE IS NOT A HARMLESS AFFAIR

*What happens to us when we pick up our mobile?* “On the one hand, you can say that the technology of the mobile has made it possible for us to meet our social, biological and psychological needs. With a mobile we can quench our thirst for social interaction. For example, by staying in touch with family and friends when being away from home. There are certain advantages in, among

other things, taking delight in knowing that those back home are well. BUT, on the other hand, using a mobile comes with a price. Namely, the time we spend in front of the screen is time taken from social relations in real life. Vital social relations. Few of us are aware of how crucial it is for us to interact with other people in the physical world, if we want to stay healthy and happy. Without human contact, there is a danger of getting sick from loneliness, which, in turn, can be fatal. And if you feel lonely, a mobile is simply a really poor replacement. That would be the equivalent of chewing gum when being hungry.”

### A MOBILE IS A SOAP OPERA - ABOUT YOU

*How does the mobile and loneliness go together?* “The mobile is constructed in a way that makes you the main character of its universe. It presents the best (or worst if you like) from Hollywood, transmitted directly to your pocket by Silicon Valley. It gives you a feeling of being in a movie



Doctor and expert in digital habits, Imran Rashid.

where you are the main character and where something is always going on around you. The features of the mobile are designed in a way that makes you keep returning again and again. Who wrote you today? Who liked you? Who reacted? Which of your friends has done something that concerns you? The only thing you need to do is to pull the lever at the slot machine and the next episode of your life will magically appear. This self-centered soap opera gradually makes you less interested in, and less prone to engage with, people around you in the real life.”

## THE MOBILE DOES TO US WHAT A SLOT MACHINE DOES FOR A GAMBLING ADDICT

*Is it possible to become addicted to a mobile?* "Every time you use your mobile it triggers the release of the transmitter substance, dopamine. It is also known as the 'happy' hormone, which feeds your ego and is therefore highly addictive. It is similarly released in the brain when we drink alcohol, smoke cigarettes, when drug addicts take drugs or, when we are in love. Being a highly addictive hormone that gives you a feeling of pleasure, dopamine makes you constantly return to your mobile. It is the same that happens with a gambling addict and a slot machine. It is not really the prize that is alluring. It is the expectation of winning the prize, just like the expectation of the next episode of your own soap opera. When, however, we are together with other people in real life, looking into a person's eye, giving somebody a hug or a high five, the hormone oxytocin is released. It is a hormone that is associated with social interaction and makes us bond with other people. It corresponds to having a healthy and nourishing meal when being hungry. To put it simply, dopamine corresponds to sex, drugs and the feeling of rock'n'roll, whereas oxytocin relates to hope and the feeling of love. And it is the latter that is essential for fellowship.

## THE BRAIN IS BEST AT WHAT IT DOES THE MOST

*What happens over time when we spend too much time on our mobile?* "Your brain is wired in such a way that what it does most of it becomes best at. Furthermore, it will always seek to do what it does the best. It means that at some point you will no longer be able to register that, when you are bored - you are automatically reaching for the mobile, and when it is not there - you feel its absence. That means that you have trained your brain and developed an unconscious habit of using the mobile. It is an evil circle because there are specifically two things that can eventually be lost, if we are always on the mobile. The first thing concerns our ability to reflect upon relations, this social 'ping-pong' that strengthens relations between people, thereby releasing oxytocin and establishing fellowships. The second thing relates to our ability of incorporating new knowledge, as well as staying focused and attentive. Both factors have serious implications for both your work life and private life with your family and partner back home. And it is harder for you to be present and engaged with your child, if you have been spending all of your spare time onboard with your mobile.



This picture is taken by Gert Bjerre

The mobile is a good tool to keep in contact with friends and family while sailing, but it is essential to stay in contact with people in real life too.

## Five pieces of advice about digital habits at sea

### 1. Basic biological needs should be met

First and foremost, fundamental basic needs have to be satisfied before we can talk about healthy digital habits. Here we have to go all the way back to Maslow's hierarchy of needs. The seafarer has to have proper food, clean water, a bed to sleep in and sufficient sleep. If we do not get enough sleep, we become more primitive. We become increasingly controlled by our impulses and act by instincts and reflexes - we simply do what we feel like, e.g. pick up the mobile when we are bored. Only when the basic needs have been met, we can ask the question of how to make sure that every crew member - every day - feels like a part of a fellowship.

### 2. Sense of community through collaboration

People need a sense of community. Everybody must be able to answer the question of 'Why are we here?'. This can be achieved by having certain activities during the work day, e.g. through team building and tasks which can be solved in partnership with others. Collaboration and lifting a load together create a "we-are-there-for-each-other"-feeling. We need to talk to each other when we work together. It would be boring as hell not to talk to each other when we work right next to each other all day anyway. Professionally, it also makes a lot more sense to work out problems together. For one, you exchange experiences with each other, but also because a feeling of friendship between colleagues makes you better at completing your tasks.

### 3. Culture neutral fellowships

Create fellowships through culturally neutral activities e.g. in the workout area, eating together in the mess hall or watching a movie together. The feeling of being part of a larger whole is the same for everybody - no matter where in the world they are from. All of us need to feel noticed, feel heard and feel connected to people. If these needs are not covered, we will eventually develop the same symptoms. Loneliness doesn't care about skin colour or culture.

### 4. Potted plants and coziness

Community feeling also develops simply by staying in surroundings that are nice and cozy. That is why something as basic as cushions and potted plants can contribute to the community feeling on board. Some people have a natural talent for creating fellowships (see below).

### 5. More women at sea

What I am about to say is strictly my own personal opinion, but a woman's brain is far better developed than a man's. Women are genetically disposed towards a more refined view on caretaking. That is why the shipping industry should focus on making jobs that are more attractive for women. That would significantly contribute to the sense of community on board.

# A GOOD COMMUNITY AT SEA REQUIRES AN EFFORT

What appeals to the captain of DFDS's ship, KING SEAWAYS, Andreas Kristensen most of all, are the human aspects of seafaring because the community that develops on board a ship is something unique. Yet, it can be challenged by the use of mobiles.

By journalist Louise Graa Christensen

A truly special community characterized by values such as room for cultural diversity and appreciation of others. The captain of DFDS's ship, KING SEAWAYS, Andreas Kristensen shows no doubt when asked about the driving force behind his profession as a seafarer and a captain. When asked about his choice of profession, he promptly replies: "It's in my blood so to speak: my father was a seafarer, and so are my three brothers. Every time we received a letter from faraway places, it was so exciting and fascinating that I was not in doubt about what path to choose," he says. And as expected, the life on board pleased him. "You live and work side by side, which is why everybody agrees on the general idea that everything should fit together properly. For instance, I believe that Filipino seafarers are exceptionally good at keeping up high spirits, even after being away many months at sea, while we Danes may get tired already after a couple of weeks. And yet, I experience that the vast majority of people are putting a lot of hard work into

creating a nice and pleasant environment," Andreas Kristensen says.

## IT IS CRUCIAL TO UNDERSTAND THE CREW'S CHALLENGES

Andreas Kristensen also thrives in his role as a captain. Prior to 2012, he was a chief officer in DFDS, after which he was promoted to a captain, and since 2017, he has been working on KING SEAWAYS. When being asked to express his strongest qualities as a captain, it is having good social skills that comes to his mind. The ability to listen to and understand the challenges faced by the members of the crew. "Of course, my main task is to monitor the physical conditions on board and to have the full picture of what happens where. But being a good captain is equally about paying attention and talking to people," he says. "Besides, it is paramount that you keep your composure and recognize that things are not always turning out the way you want them to. Losing your temper at trivial matters and doing everything yourself is simply not an option."

Andreas Kristensen has earlier received publicity for his role as a captain, when he, together with his crew of the DFDS's cargo ship, BRITANNIA SEAWAYS, received the International Courage Award for having handled a serious fire on board. But according to Andreas Kristensen, he himself did not perform exceptionally valiantly and brings the crew and the firefighters involved in the accident to the forefront.

## REDESIGNING THE MESS HALL TO THE BENEFIT OF ALL

Even though we usually take a community at sea for granted, it requires a continued effort to ensure that it is well-functioning. That is something KING SEAWAYS has been specifically focused on, says Andreas Kristensen, and goes on to explain that a prolonged effort has been made to refurbish the mess halls. "Before that, we had a classic division of officers and private sailors in separate mess halls, but we realized that almost nobody used the facilities after hours. That is why we decided to merge the mess halls



Andreas Kristensen says "To get people out of their cabins we need to do something extraordinary such as installing this 75" tv with surround sound in the day room.



The wall between the two messes have been knocked down so that all on board eat together.

so that everybody ate together. As far as I am concerned, it has been an improvement cutting across different branches of the ship, and having officers and ratings eat together," he says and adds that since the merging the noise level has gone up, making it necessary to also have a separate "quiet" mess hall.

### MOBILES CHALLENGE THE COMMUNITY

One of the reasons why the noise level in the mess is sometimes loud, is that apart from the noise coming from normal conversations, the breaks are also utilized to checking and making calls from mobiles.

"Shipping and seafarers reflect a general development in the rest of society, and that's why we face the same challenges when it comes to the use of mobiles. As far as the social media are concerned, they do not really pose any problem because of the poor WIFI signal on board. But I still experience people spending considerable amounts of time with their mobiles, and I am not an exception in that regard," he says.

Yet, Andreas Kristensen has no intention of introducing rules in this area, even though mobiles can impinge on the community. And that is because a mobile enables you to maintain contact with family and friends: "We've got so many rules on board

that it would pain me to also impose new regulations on the use of mobiles. There is nothing wrong about seafarers speaking with their families, and I do that pretty often myself," he says at the same time pointing out the importance of not hindering the opportunity of having a close contact with the family for the members of the crew of other nationalities who have been away from home for a long time. On KING SEAWAYS, there are 150 seafarers of about 10 different nationalities - primarily Scandinavians, Polish, Filipinos, and Ukrainians.

### WHEN THE SENSE OF UNITY PEAKS

According to Anders Kristensen, restrictions on mobiles is not the best solution. He believes that it is more about creating a balance and offering alternatives.

And he points out several ones, which do make a difference. Firstly, there is the ship's gym:

"The gym is the optimal place for creating team spirit and a feeling of community, because I see that people across nationalities, cultures and branches are working out together, competing for the best lap time on the spinning bikes," he says.

"The brilliant part is when we occasionally play football or basketball ashore - it really creates a sense of community. I am

no longer a captain in these games, but I am gracefully allowed to play, as a left full-back, while it is others who step up and control the flow of the game. On the football field, you take up different roles. On top of that, it is simply fun to be a part of."

Luckily, a special community does not only come into being at the gym - which, according to his estimate, is used by about one third of the crew - or at the month's game ashore. This can also happen at everyday tasks,

"A usual busy working day, when people depend on each other to make things come together, can also bring about a sense of community. Or at the time of large operations, say, when docking the ship, with everybody leaving his or her steady routine and cooperating across sections. I'm liable to think that it is there that the sense of unity peaks," he concludes.

### ABOUT KING SEAWAYS

In constant motion between Amsterdam and Newcastle, with daily departures at 6:00 pm and arrival at 10:00 am the next day. Can carry 1400 passengers and has room for about 300 cars and 30 trucks/trailers.



# VOX POP

The term vox pop is derived from the Latin vox populi, that means the voice of the people and that is exactly what we try to do in the vox pop: Give the seafarers time to talk by interviewing a number of everyday people about their opinion or knowledge of a particular topic.



# HOW ARE THE DIGITAL HABITS ON BOARD?

We have sent our welfare consultant, Belinda, on a trip to the port of Rotterdam to check out the digital habits at sea. This time around, Belinda was welcomed on the Maersk Triple E-class container ship MAASTRICHT MAERSK by Leo, Alex and Mei.

By Belinda Hoff, welfare consultant at SEA HEALTH & WELFARE



**LEO M. NOCHE**  
A/B AND FROM THE PHILIPPINES

"My mobile use depends on the signal! If many people are using our connection at the same time, it is very poor, and I can not connect. I use my mobile mostly to connect with family and friends via Messenger, Facebook, or scroll through news, but most important the 'live contact' with my family!"

*What do you do to keep in contact with colleagues in real life?*

"Playing a game of table football! We just had a tournament onboard and the whole crew participated! It was big fun!"



**MITROI ALEXANDRU,**  
4TH ENGINEER AND FROM ROMANIA

"My mobile use depends on how long my day was and if I am tired. And if the things are good at home, I do not use it so much. But if there is something wrong at home, more attention is needed and then I use my mobile more often. I use it for chatting, sharing photos and making voice calls, IF the connection is good enough!!!"

*What do you do to keep in contact with colleagues in real life?*

"I like to play table tennis! And sometimes watch movies with my mates or have fun with karaoke!"



**MEI JUN,**  
3RD ENGINEER AND FROM CHINA

"My mobile use amounts to about an hour, depending how busy we are. I use QQ and WeChat: it is the most popular chat/messaging app in China. It is how I keep in touch with my wife and son."

*What do you do to keep in contact with colleagues in real life?*

"During my free time I prefer to go to the gym or play a game of table football".

# NOW IT BECOMES EVEN EASIER TO STAY **FIT AT SEA!**

In July 2019, we will introduce 'fitness@sea' which is a brand new off- and online training program for both the experienced sportsmen- and women and for those who just want to stay active every now and then. All you need is to make sure that the IT-program 'Health and Safety at Sea' is installed on a computer on the ship.

By Dyveke Nielsen, Communication Officer at SEA HEALTH & WELFARE

It can be difficult to get a good start working-out without a training program. And if you do have a training program, it just makes more sense being on Wi-Fi to be able to watch videos and instructions and follow your development. Unfortunately, there is limited or no Wi-fi on many ships. Therefore, we are now making it a little easier to get started with training at sea.

## **FITNESS ON BOARD GOES DIGITAL – ALSO WHEN YOU ARE OFFLINE**

Maybe you already know the IT-program 'Health and Safety at Sea' where you can do things such as risk assessments and gain knowledge about chemicals for use on board. Soon, you can do much more than that. As the summer announces its arrival, we will be able to offer sports enthusiasts a whole new module called 'Fitness@sea', which will make it even easier to register results to the

FIT4SEA-competition and also provide inspiration for daily exercise.

## **WHAT DOES THE NEW MODULE OFFER?**

With 'Fitness@sea' you will have access to a wide range of popular training programs with instructions and videos created by the Danish Defense Health Service. The programs are designed so that they can be used in limited space and with few tools such as dumb bells and elastics - or without any at all. There are both experienced athlete level and beginner level training programs. You can also enter your results in the program and compete with your colleagues on board.

## **WIN COOL PRIZES**

As in the Fit4SEA competition, you can win great prizes in the form of sports equipment and subscriptions to sports magazines when registering your training in the program. And if

you have just started your training, you will receive a training t-shirt in nice quality as soon as you have run, cross-trained or rowed 100 km or when you have been strength training for four hours.

## **HOW DO I GET STARTED WITH 'FITNESS@SEA'?**

To get started with 'Fitness@sea', the ship's computer must have installed the IT program 'Health and Safety at sea' version 5.0. If you have not already installed the program, you can get help by writing to support@shw.dk. If you would like to use your mobile or tablet in the training room or your cabin, make sure that your device is connected to the same Wi-Fi as the computer where the IT program is installed. You can then enter the URL from your computer's browser window onto a Safari or Chrome browser on your device. Now you can access 'Fitness@sea' and watch training programs and register your results.

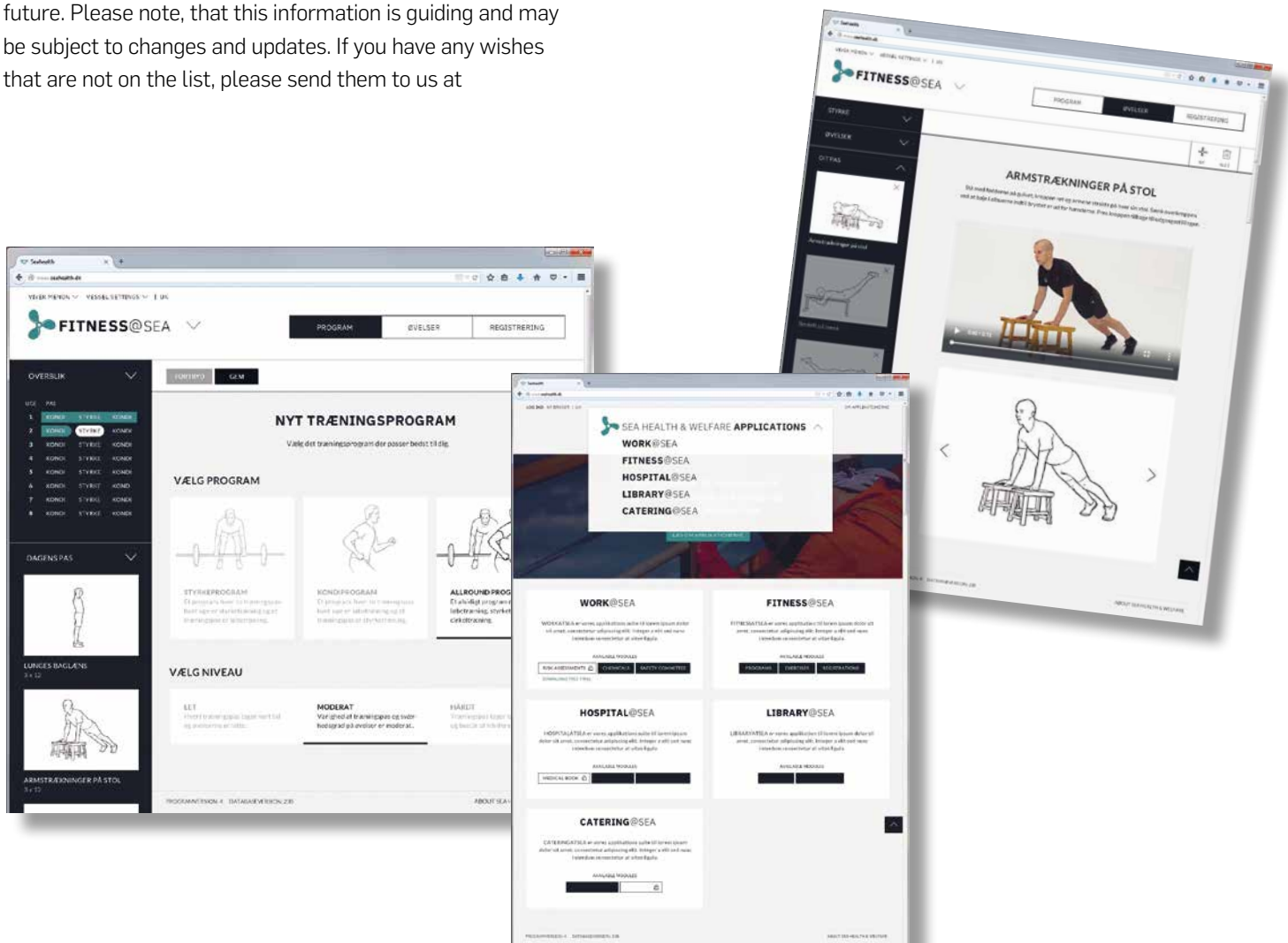
# THE IT-PROGRAM FOR SEAFARERS IS UNDER CONSTRUCTION

The IT-program 'Health and Safety at Sea' is growing due to an increasing demand of more connectivity in an often offline workplace. This means that the program will transform into a *platform* with a long list of health, safety and, yes, finally also leisure offers for the seafarers. In addition, the platform will function as a communication channel between ship, shipowner and SEA HEALTH & WELFARE. Users will also experience a more modern and contemporary look and feel. At the same time, the navigation will function as a normal webpage.

Below you can see what will happen to the platform in the future. Please note, that this information is guiding and may be subject to changes and updates. If you have any wishes that are not on the list, please send them to us at

support@shw.dk. We listen to the seafarers, the shipping companies and the industry's stakeholders, so don't hold back - your opinion counts!

- Improved database synchronization and updating.
- A nice new design and name change to '@sea' and '@shore'.
- Register results to Fit4SEA.
- The database will take up 85% less space.
- Seafarers can receive news from all around the world.
- Sharing risk assessments between ships.



## 2018 was a good year for the sporty seafarers!

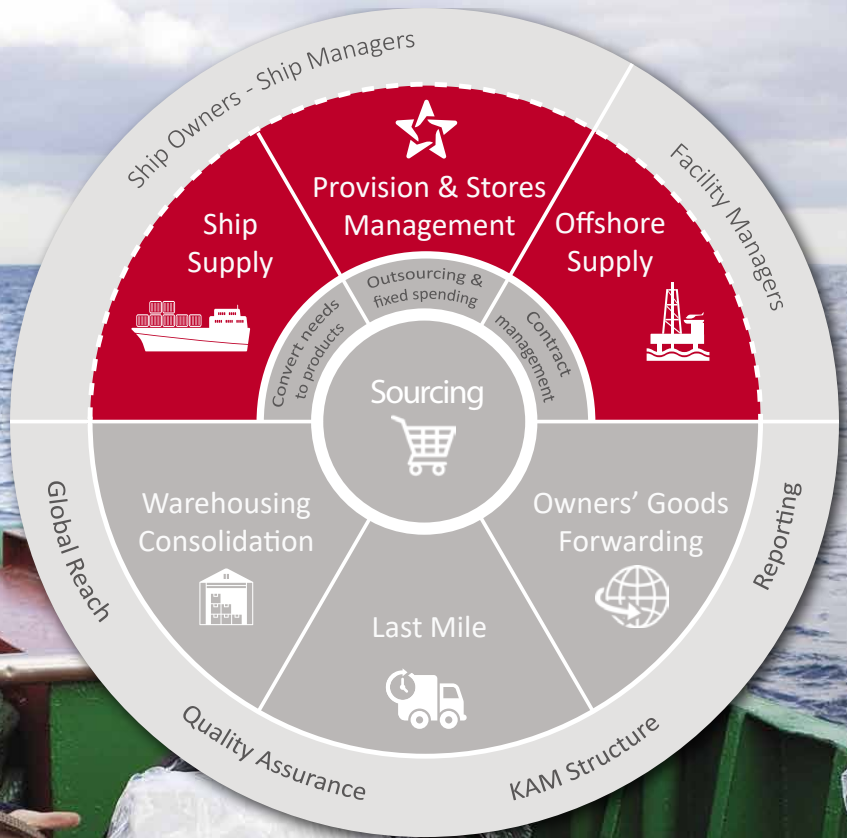
This is how much you trained compared to 2017. Keep it up, people!

	2017	2018
<b>Cross training</b>	15.732 km	16.665 km
<b>Weight lifting</b>	13.260 hours	24.002 hours
<b>Rowing</b>	54.871 km	64.826 km
<b>Running</b>	124.580 km	152.863 km
<b>Biking</b>	244.699 km	316.068 km



If you haven't started the Fit4SEA competition yet, go to [www.shw.dk](http://www.shw.dk) and find out how to begin.

Fit4SEA  
score board



# Expert care

- making our customers' life at sea better



SHIP SUPPLY

Wrist Ship Supply is the world's leading ship and offshore supplier of provisions and stores with a market share above 8%. Wrist offers a global 24/7 service, including handling of owners' goods, shipping, airfreight and related marine services that meet the demands of international organisations as well as local businesses.

From offices around the globe all Wrist staff takes pride in making it easy for customers to receive their supplies – where and when requested – efficiently and at the best possible price. Wrist's mission is to provide expert care - making our customers' life at sea better.

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# STAYING AWAKE ON NIGHT WATCH

If you have to work in the dark and with the lack of activity, such as when working on the bridge, it is especially difficult to stay alert.

Try the following:

- Take a little physical exercise, for example running on the spot. This boosts the body and gets the brain going too.
- Eat some fruit /carrots, as the taste stimulates an area in the brain and chewing stimulates another area.
- Drink a single cup of coffee or tea - it freshens and stimulates you.



## ATTENTION: Chemicals and hot surfaces

By Anne Ries, senior consultant in SEA HEALTH & WELFARE

In SEA HEALTH & WELFARE, we have been contacted by a ship that experienced that while cleaning a hot machine in the engine room with Naphtha (a cleaning detergent based on crude oil), the substance caught fire.

In accordance with the CLP rules, the safety data sheet does not warn against the fire hazard as the flash point of the product is above 60°C. Furthermore, the product does not contain substances that are defined

as organic solvents, which are normally categorised as flammable.

However, we believe that since the supplier is responsible for the correct use of the product, there should be a warning in the safety data sheet that points this out.

In our 'Chemical Database' in the IT-program 'Health and Safety at Sea', we have moved the product so that it includes workplace safety instructions for products

containing organic solvents. In this way, we ensure that the user is warned. Besides, we will review the other products in this group in the 'Chemical Database' for this particular use on hot surfaces.

Furthermore, if the product has a code number, remember that when using it on hot surfaces (above 35°C), you must increase the first number (inhalation hazard) by 1.

# SEA HEALTH & WELFARE welcomes new consultant

In March 2019 SEA HEALTH & WELFARE welcomed Ester Elizabeth Ørum as new consultant with a special focus on accident prevention. Ester has a long and many-sided career behind her in the maritime industry, which started as cadet on container- and tanker vessels at A.P. Møller Mærsk, and later as a dual officer and first mate. Since then, Ester has worked in the ferry business, among other things, as chief mate at Sundbusserne and 1st mate at POVL ANKER at Bornholm-erfærgen. When asked about life at sea, Ester replies: "I have been on ships that felt like a second home. Where the crew was like family members and where all looked after one another regardless of gender, rank and nationality. There was a high degree of trust and one could at any time come forward with her or his concerns. I would love to see this on all ships."

## FOCUS ON ACCIDENT PREVENTION

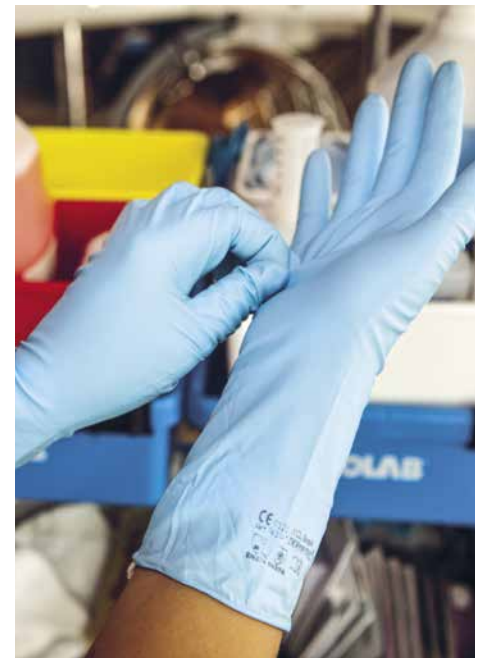
With her previous solid experience, as Designated Training Officer and instructor in eg. maritime safety and life-saving equipment, Ester will advise ships and companies to a healthy safety culture on board. "Some of the things I bring with me to SEA HEALTH & WELFARE are my many years of knowledge about accident prevention. There is no doubt that lack of

time is one of the key challenges when experiencing accidents. No employee goes to work with the intention of making mistakes or accidents. No, it is very much because there is not enough time to work safely. We also need to change the perspective on incident reporting. We need to be honest and open, and perhaps open up for new ways of reporting incident reports that don't focus on individuals but on structures."

If you need advice on safety at sea, please contact Ester Ørum on [est@shw.dk](mailto:est@shw.dk) or mobile phone +45 6015 5823.



New consultant in SHW, Ester Ørum.



## Gloves are *disposable* gloves

It is almost impossible to put on a used glove without coming into contact with the chemicals or source of infection that may be on the glove from previous use.

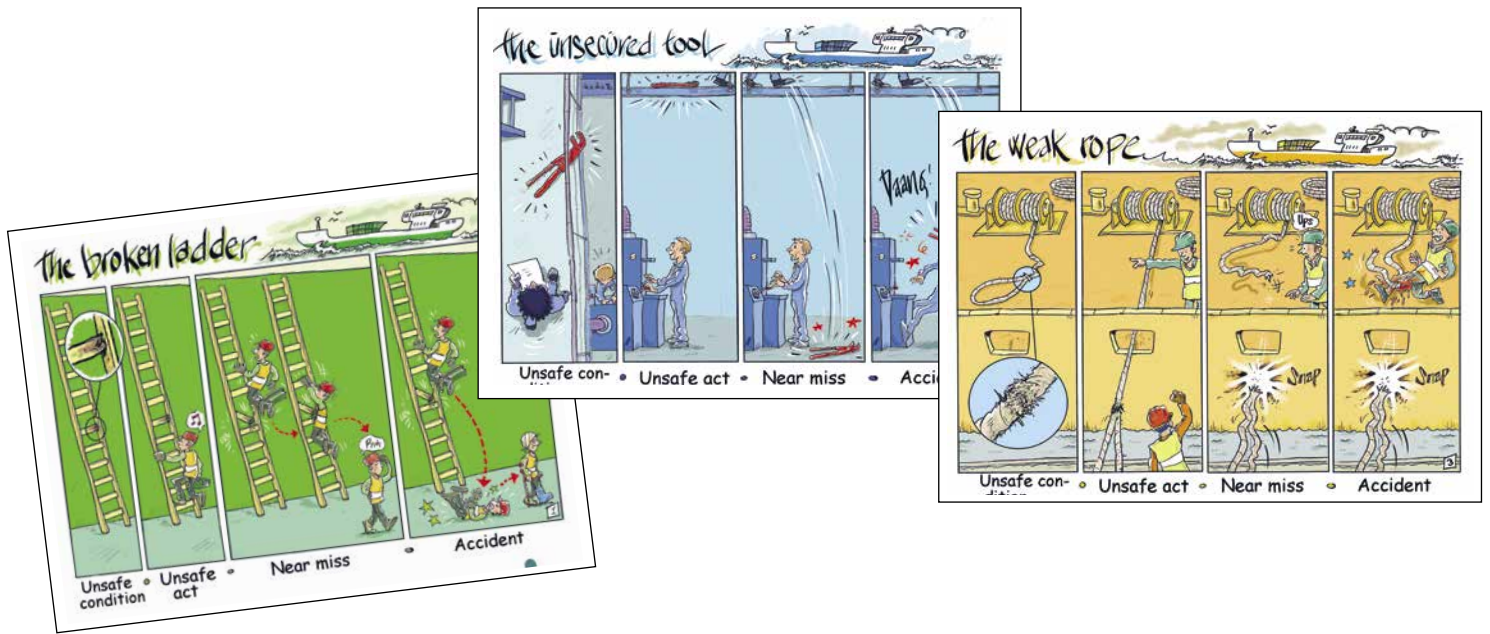
Gloves must not be cleaned for the purpose of using them later, because the control over the breakthrough time is gone as soon as they have been used once.

Gloves are therefore disposable gloves!

In very special cases, gloves for cleaning can be used more than once, but this must be based on a concrete assessment and must always be in accordance with the supplier's instructions. As a minimum, the following must be met before the glove can be used again:

- 1) The glove has not been used to handle hazardous chemicals.
- 2) The glove must be clean.
- 3) The glove should be dry.

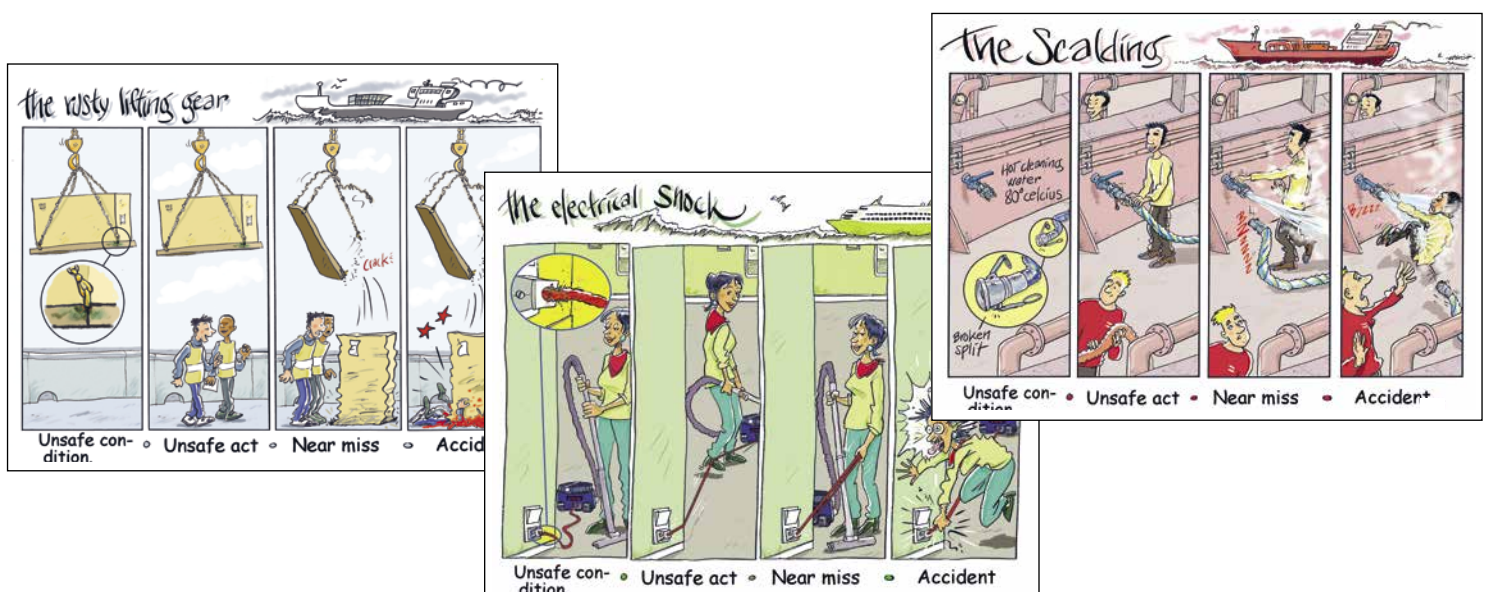
Source: Health and safety in the industry, bfa-i.dk



# NEAR MISS DRAWINGS for accident prevention

In order to reduce and prevent accidents on board, we need to have knowledge about what kind of incidents are taking place. In this way, we can become better at learning from each other's mistakes - both the technical and the human. We have developed drawings with a large number of near-miss situations, which are used as dialogue-creating teaching material in the work on accident prevention.

Order your near miss drawings at [sales@shw.dk](mailto:sales@shw.dk).



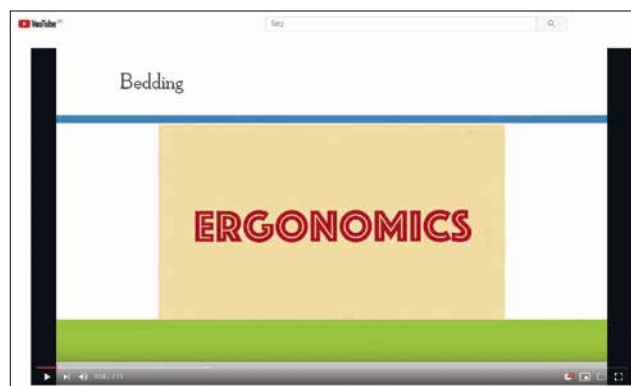


# TAKE CARE OF YOUR BODY

- it has to last a life time

Do you make beds in 96 seconds? Do you lift heavy cylinder heads or carry lubricating oil canisters? Or carry heavy boxes of cabbage heads to the storage room?

We have developed easy-to-understand videos that provide instructions to working and taking care of your body at the same time. You can order your videos (free of charge) on [sales@shw.dk](mailto:sales@shw.dk) or watch them on Youtube here [www.shw.dk/ergonomi-film](http://www.shw.dk/ergonomi-film).



## Christmas presents and bingo prizes

Remember that we can help you buy Christmas presents and bingo prizes for the ship club. Just make sure your order well in advance.

Choose presents within three different price groups:

Price group A – 200,- DKK per person

Price group B – 300,- DKK per person

Price group C – 500,- DKK per person

We will ship the presents with the ordinary stores. That means you will need to pay attention to the deadline for shipping from your agent or shipping company so the presents can reach you before Christmas.

We need to know:

How many presents you need from the various price groups.

Remember that the master must sign the declaration that the presents are to be used for the ship's club – find the declaration on our website under 'Ship's Club'.

When ordering, please enclose your ship name, contact person and shipping address. Send the order to [skibsklub@shw.dk](mailto:skibsklub@shw.dk).



# A/B on duty – craftsman off duty

“When I was younger, I wanted to be an architect since I really loved drawing. And now I like this hobby because I get happy when someone really likes my craftsmanship. And that gives me inspiration for creating more models! One day when I sign off for good, I will continue to craft these and sell as toys. My favorite piece is the oil rig (MAERSK ENDURER) because they have a lot of things to put on like that helipad with the small chopper.” – said Rogel P. Manalastas, A/B on MAASTRICHT MAERSK when we met him on duty on the gangway in the Port of Rotterdam. Rogel designs, creates, makes wooden models of various Maersk ships, platforms, etc. All handmade! And every free minute he has, he spends it carving.





Mervin Dawson David, 2014



Unfortunately, we do not know when this picture is from. All we know is that it is really old.

Did you know that the 'Photo Competition for Seafarers' started all the way back in 1952 and every year we receive hundreds of pictures from life at sea?

Especially the weather and animals are popular shots among seafarers.

You can also participate in the competition. Send your best shots to [foto@shw.dk](mailto:foto@shw.dk). We would love to receive more pictures of seafarers and activities on board.

# Iceberg ahead!

## Human behaviour and the art of giving feedback

Observing people's behaviour is in many ways like observing an iceberg. You only get to see the tip of people's feelings, thoughts and motives. The rest is hidden. Mastering the skill of feedback and feedforward paves the way for better insights into the behaviour of a team. A skill that is highly important to build trust culture in the workplace.

By Vivek Menon, Head of Department at SEA HEALTH & WELFARE

When I was sailing as a navigator, I wrote the deck logbook in a way I was taught years before. During a sailing, the chief officer would daily during change-of-watch comment on my work in the deck logbook. It was a way of commenting that made me feel that she didn't agree on how I did it, yet it was not really clear to me what the issue was. As it continued over time, my younger version of me began to challenge the chief officer's daily comments. At first, it created some frictions between the two of us. But eventually, the discussions turned into a more constructive dialogue in which we both realised that none of us was right – or wrong. Instead, we found out that we had different educational backgrounds with equally different experiences on various ship types. It turned out that we were, in fact, both right in our procedures. We both had been used to certain kinds of logbook writing systems – unique to the ships we had worked on. This initial deck logbook-friction between the two of us became a foundation of our trust culture working forward.

### PEOPLE AS ICEBERGS

This example serves the purpose to illustrate that we people are like icebergs. When we observe or interact with people around us, we tend to make first impressions based on only 10 % of their

behaviour. We make assumptions on what we can actually see and hear without really understanding a person's 'inside' as in feelings, intentions and motives. It is like observing an iceberg where only 10 % of it is above the surface, and the rest is hidden under water. Getting to know a little more than 10% of the person in front of you requires time and effort what will eventually help build a trust culture on board. Just like it happened with the beforementioned chief officer and me. A good leader will make sure that he or she gets to know more than only 10 %. This is important because a trust culture makes work safer, more efficient and it provides a greater sense of well-being and fewer conflicts.

### FEEDBACK FOR A BETTER UNDERSTANDING

Practicing feedback builds trust and has long been an essential element and - when constructive and honest - can be a gift for your team. There are a few things to remember when providing feedback to team members.

- If you are dissatisfied with something, you need to intervene quickly. Do not wait for your annual or scheduled meeting.
- Continuous feedback is key. Especially as a leader, it is important to repeat again and again what you expect for instance, that people must come to you when they are in doubt about a task.



Vivek Menon when has was sailing as junior officer.

- Make sure you have an open body language and remember to acknowledge good examples when people come to you.

When giving feedback, it is natural for us to address both positive and negative observations. It is essential to describe the positive or negative observations, describe its effect and what you would like to see in the future. However, giving negative feedback can be a great challenge and may make both parties feel uncomfortable. It is natural that people do not like receiving criticism, especially if we as leaders do not fully understand the reasons for their behaviour (i.e. the remaining 90%). So, what can we do?

### FEEDFORWARD – FOR A BETTER FUTURE

Feedback is in some situations inadequate because it focuses on *past* behaviour. Instead, it is more fruitful to practice the concept of feedforward because here, the focus is on opportunities that exist in the future. Instead of looking back on what someone did, you look ahead on possible solutions. What you try and achieve with this method is to inspire a desirable behaviour going forward. And this is helpful as we people tend to feel more appreciated when the focus is on the future and self-improvement.

### HOW TO GET STARTED

Let us look at the beforementioned example again. In order to create trust rather than frictions, this is a way of starting:

- 1. What is the issue at stake?** Let's say that the chief officer observes something odd in the way that the junior officer writes the deck logbook. Chief officer should then take a meeting with the junior officer and in a curious manner asks about his or her history of sailing such as what type of ships and why deck logbooks were written this way.
- 2. Describe your goal for desirable future behaviour.** Chief officer guides the junior officer through the procedures of writing deck logbook on this ship and why it is important to do it this way.
- 3. Provide one or two suggestions for the future that could help them achieve the goal.** Chief officer shares a couple of examples from her entries in the logbook as reference for the future.
- 4. Listen to comments from the person involved.** Chief officer listens to the junior officer's thoughts about this new way of writing the deck logbook.
- 5. Finish and follow up.** Chief officer says 'thank you for the talk. Let us meet up in say two weeks' time and see how it works'.

# Clean drinking water day-to-day awareness

A clear glass bottle is tilted, pouring water into a glass. The water is captured in mid-pour, creating a dynamic, flowing stream. The background is a soft, out-of-focus light blue and white, suggesting a clean, bright environment. The overall aesthetic is clean and refreshing.

## IF YOU DO NOT FEEL THE WATER IS OK:

Allow the water to run for 10 minutes and flush the pipe system. This is also a good idea if you get a cabin, which has not been used for some time. If this does not solve the problem, contact the safety committee. They will try to identify the source of the problem. If you cannot immediately identify the problem do or order a water analysis to identify what is causing discoloration or smell, and possibly contact the company and SEA HEALTH & WELFARE on +45 7240 2610 or [ari@shw.dk](mailto:ari@shw.dk) for further assistance.

Everyone on board should be alert to water tasting or smelling different or becoming cloudy. The cook especially should be alert as being the person who regularly uses water for cooking.

By Anne Ries, senior consultant at SEA HEALTH & WELFARE

Clean drinking water is a special challenge on board a ship. It either has to be made from seawater or loaded on board when in port. So, it is absolutely essential that the water produced or loaded on board is clean and that tanks and pipe systems are also clean. It is, therefore, important every day to pay attention to following:

- Water should generally be colourless. Sometimes a slight reddish tinge can be seen in water. This is often due to iron, for example from rust flaking from inside the water pipes. If it does not disappear after the water has been running for about 10 minutes, investigate where the contamination is coming from.
- Water must be clear and transparent. If the water is not clear, this can often be due to the presence of iron or manganese. If there has been no flow through that part of the pipe system for some time, there may also be biofilm. This means that the water contains microorganisms that in the worst case could make you ill.
- Water must not smell. Since water is stored in tanks the water may acquire taste from the tanks. This can be a sign of chemical contamination from coatings.
- If you detect a smell of "rotten eggs" (hydrogen sulphide) when using the hot tap, it may be due to the lack of maintenance on the hot water system. The above will alert most crew and get them asking questions. If someone on board is concerned about water quality, they should contact the ship's safety committee who will then assess whether water should be checked or whether other precautions should be taken. Most of the health hazards from metals come from leaking from pipes and taps. These problems can be minimized by always letting the water run for a while before using it for drinking, making coffee etc. This is especially relevant if a tap has not been used for some time, but also for instance when using a tap first thing in the morning.

When should we check the water - apart from regular checks?

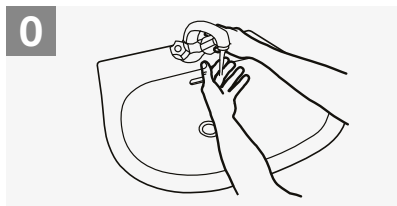


# HOW TO WASH HANDS

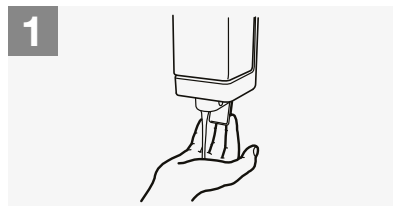
Anyone who prepares meals must have proper personal hygiene. Especially your hands can be a source of spreading bacteria. Therefore, it is crucial that you wash your hands often and properly. Here is how you do. You can tear out this guide from the magazine and hang nearby a sink.

## WASH HANDS BEFORE AND DURING FOOD HANDLING - SERVING TOO

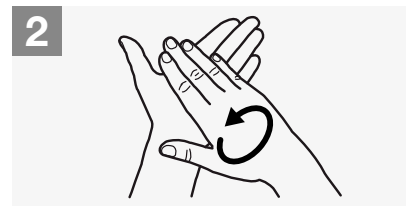
 **Duration of the entire procedure: 40-60 seconds**



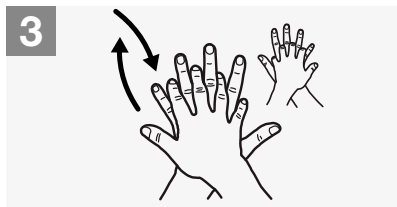
**0** Wet hands with water;



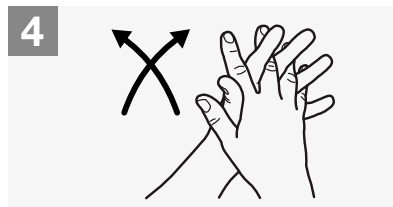
**1** Apply enough soap to cover all hand surfaces;



**2** Rub hands palm to palm;



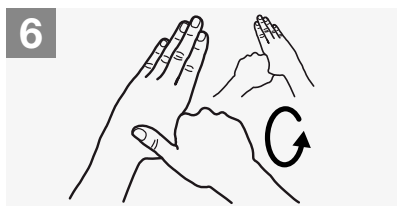
**3** Right palm over left dorsum with interlaced fingers and vice versa;



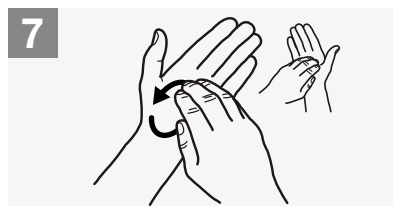
**4** Palm to palm with fingers interlaced;



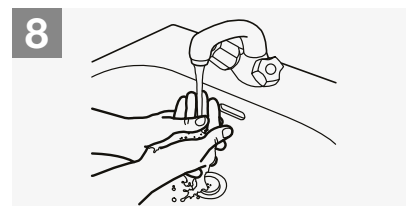
**5** Backs of fingers to opposing palms with fingers interlocked;



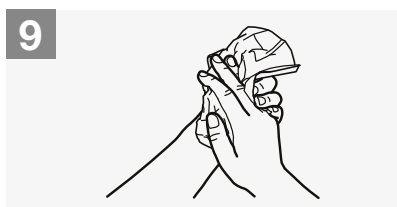
**6** Rotational rubbing of left thumb clasped in right palm and vice versa;



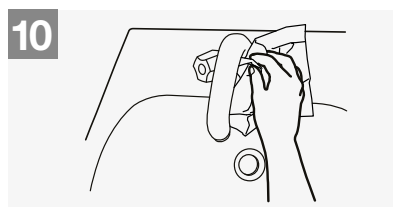
**7** Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



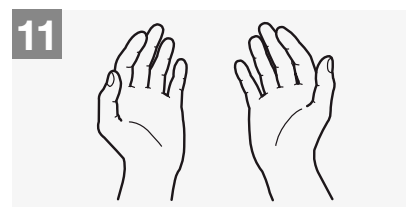
**8** Rinse hands with water;



**9** Dry hands thoroughly with a single use towel;



**10** Use towel to turn off faucet;



**11** Your hands are now safe.



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## APPLE BONNE FEMME

We have received a greeting with a delicious dessert recipe from "chef grandad" also known as Anders Hjarsø, ship cook at VUOKSI MÆRSK.

### INSTRUCTIONS

1. Apples are hollowed out with an apple corer.
2. The bottom of the apple is filled with marzipan to cover the hole.
3. Spray 'remonce' (1 part butter, 2 part brown sugar and a little cinnamon mixed together) in the hole from the top.
4. If wanted, sprinkle the apples with flaked almonds.
5. The apples are baked in the oven approx. 12-15 min at 170 degrees. Beware! Pay attention to the soft apples, so they don't burn.

The apples are served with a vanilla cream made of 3 parts soured cream + 1 part whipped cream, which is flavored with lime peel - seeds from vanilla pods (possibly vanilla sugar) and a little icing sugar.

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## ADOBO

- the national dish from the Philippines

Pork Adobo made with succulent pork belly braised in vinegar, soy sauce, garlic, and onions. A delicious balance of salty and savory, this hearty stew is the Philippines national dish for good reason!

### INSTRUCTIONS

- 2 pounds pork belly, cut into 2-inch cubes
- 1 onion, peeled and sliced thinly
- 1 head garlic, peeled and minced
- 2 bay leaves
- 1 teaspoon salt
- 1/2 teaspoon pepper
- 1 tablespoon oil
- 1 cup vinegar
- 1/2 cup soy sauce
- 1 cup water

### INSTRUCTIONS

- In a bowl, combine pork, onions, garlic, bay leaves, salt, and pepper. Place in the refrigerator and marinate for about 30 minutes.
- In a wide, heavy-bottomed skillet over medium heat, heat oil. Add meat mixture and cook, turning occasionally, until pork is lightly browned.
- Add vinegar and allow to boil, uncovered and without stirring, for about 3 to 5 minutes.
- Add soy sauce and water and stir to combine. Allow to a boil for another 3 to 5 minutes.
- Lower heat, cover, and simmer for about 40 to 50 minutes or until meat is fork-tender and sauce is reduced. Serve hot and with rice.

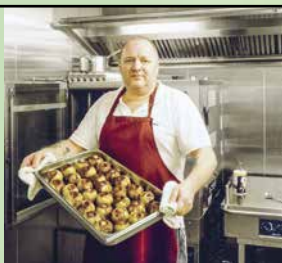
Source: kawalingpinoy.com


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### Yummi, thanks for sharing, chef grandad!

Do you have a recipe you would like to share? Send your contribution to [atsea@shw.dk](mailto:atsea@shw.dk) and we'll tell everyone.

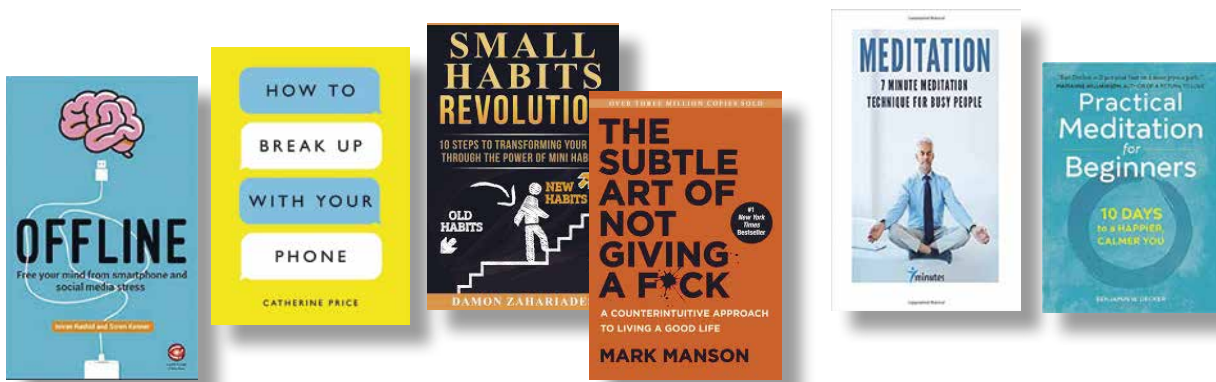




"You can find magic  
whereever you look.  
Sit back and relax, all  
you need is a book"

Dr. Seuss

By Irene Olsen, librarian at SEA HEALTH & WELFARE  
Marc de Fontenay, Photo Competition for Seafarers 2015



The heading for the books below could be "Take care of yourself"-books. If you would like to read any of them, please write to the library at bibliotek@shw.dk. You can also contact us, if you want to read books similar to the ones chosen – or if you would prefer something completely different!

### [OFFLINE – FREE YOUR MIND FROM SMARTPHONE AND SOCIAL MEDIA STRESS](#)

**Imran Rashid & Søren Kenner**

Imran Rashid and Søren Kenner have sparked an international debate by revealing the "mind hacks" Facebook, Apple, Google, and Instagram use to get you hooked on their products. In *Offline*, they deliver an eye-opening research-based journey into the world of tech giants, smartphones, social engineering, and subconscious manipulation. This provocative work shows you how digital devices change individuals and communities for better and worse. A must-read if you or your kids use smartphones or tablets and spend time browsing social networks, playing online games or even just browsing. Learn how to recognize 'mind hacks' and avoid the potentially disastrous side-effects of digital pollution. Learn digital habits that work for you.

You can read an interview with Imran Rashid on page 4.

### [HOW TO BREAK UP WITH YOUR PHONE - THE 30-DAY PLAN TO TAKE BACK YOUR LIFE](#)

**Catherine Price**

Is your phone the first thing you reach for

when you wake up? And the last thing you see before you sleep? Do you find the hours slip away as you scroll through your social media timeline? In short, are you addicted to your phone? The book offers a smart, practical and useful plan to help you conquer your mobile phone addiction in just 30 days - and take back your life in the process. You don't have to give up your phone forever; instead, you will be more mindful of how you use your phone.

### [SMALL HABITS REVOLUTION: 10 STEPS TO TRANSFORMING YOUR LIFE THROUGH THE POWER OF MINI HABITS!](#)

**Damon Zahariades**

Most people fail when they try to incorporate new habits into their day. It's not for lack of good intentions. You have plenty of motivation and willpower. But neither is enough. Predictably, the new habits fail to take root and are eventually abandoned. There's a simple solution: starting small. This effective, method is described in detail here. If you have a few minutes a day, you can develop habits that lead to: better health, greater self-confidence, improved productivity, stronger relationships, and a more fulfilling lifestyle.

### [THE SUBTLE ART OF NOT GIVING A F\\*CK: A COUNTERINTUITIVE APPROACH TO LIVING A GOOD LIFE](#)

**Mark Manson**

In this generation-defining self-help guide, the author cuts through the crap to show us how to stop trying to be "positive" all the time so that we can truly become better, happier people. For decades, we've

been told that positive thinking is the key to a happy, rich life. "F\*\*k positivity," he says. "Let's be honest, shit is f\*\*ked, and we have to live with it." Manson doesn't sugarcoat or equivocate. He tells it like it is—a dose of raw, refreshing, honest truth that is sorely lacking today. There are only so many things we can give a f\*\*k about, so we need to figure out which ones really matter.

### [MEDITATION - 7 MINUTE MEDITATION TECHNIQUE FOR BUSY PEOPLE](#)

**Mark Sanders**

This modern life is like a treadmill. There is always a rush, always an agitation, always a search for something to make you feel happier. But you're wrong. Your achievements and relationships would be greater if you were present in what you do. You are overthinking, over-reacting, over-analyzing, over-stressing, and over-doing every little thing. What can you do? Meditate. Now. This book is a powerful tool for the modern era.

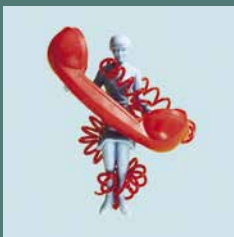
### [PRACTICAL MEDITATION FOR BEGINNERS: 10 DAYS TO A HAPPIER, CALMER YOU](#)

**Benjamin W Decker**

Master 10 meditation techniques in 10 days with the step-by-step method. The key to building a solid meditation practice is in the practice itself. From Zen and Vipassana to walking meditations and body scans, the simple practices outlined in this book helps you make it easy to build an ongoing meditation routine that is best for you. The book is both for newcomers and experienced meditators.



Yes, we love podcasts, and this time we have chosen three very different ones. One about getting a healthier relationship with your phone, one about accidents and accident prevention and a small podcast about what scares people. You can listen to podcasts directly from your computer, from the browser on your phone, or through services like Spotify, iTunes and other providers of podcasts. You can download the podcasts or listen online.



## IT'S COMPLICATED

is a new podcast series launched in 2019. It features one to one interviews with high-profile individuals from the worlds of media, health, business and art, talking candidly about their phone habits and sharing tips and tricks that have worked for them to get a better screen-balanced life. The podcast is aiming to get to the bottom of what a healthy relationship with our phones really look like and to equip you with tips and tricks to save you hours of time every day – and leaving you healthier and happier.

## PREACCIDENT INVESTIGATION PODCAST – AN INTRODUCTION TO ORGANIZATIONAL SAFETY

is an ongoing safety podcast conversation of Human Performance, System Safety, & Safety Culture hosted by Todd Conklin, who travels the world consulting and training in organizational development and Human Performance Safety. Todd Conklin has made 222 episodes of his podcast since 2015 talking to many different people about accidents and how to prevent them. In episode 218 you can hear an interview with Nippin Anand (Human Factors and Safety Management Specialist) who, together with Øssur Hilduberg (The Danish Maritime Accident Investigation Board) were the first to talk to Francesco Schettino the Captain of COSTA CONCORDIA, to get his side of the story. The views are Nippin Anand's personal views and may not represent the views of the organization that employs Nippin Anand now or in the past. The title of the podcast is: PAPod 218 - The Costa Concordia - "We were the first to talk to the Captain about what he was thinking."



## 10 THINGS THAT SCARE ME

A tiny podcast about our biggest fears. In each episode, one person talks. Alone in a room. It could be anyone. It could be you. It's someone driven by fears that keep them up at night, that define their lives, and inform their choices. This is a podcast about them, about you, about us, and the world we inhabit together. Perhaps you don't recognize the fear the person talks about, but you get them and you get close to the person that talks.