



Caring for seafarers  
around the world

# Annual Review 2020



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# Why we exist

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The object of the Mission to Seafarers (the Mission), as stated in the Articles of Association, and for which we are established for the public benefit, is:

**“To promote the spiritual, moral and physical wellbeing of seafarers and their families worldwide”**

## Our Vision

Our vision for the world’s 1.5 million seafarers of all ranks, nationalities and beliefs is to;

- operate a network of services where seafarers are valued and cared for in the ports where the need is greatest, thus improving and safeguarding their wellbeing.
- be in the right ports with the right resources offering support which is relevant, compassionate and life-enhancing.
- meet the needs of all seafarers and their families, irrespective of faith or cultural background

## Our Mission

Our simple mission is to care for the shipping industry’s most important asset: its people.

Throughout a long and distinguished history, the Mission has grown to become one of the largest port-based welfare operators in the world, with a presence in more than 200 ports. We provide a service 365 days a year, across 50 countries where 118 of these ports have a Flying Angel Centre. International Headquarters (IHQ) in London directly supports over 70 front-line Staff and around 100 Honorary Chaplains in addition to an army of Volunteers, who visit ships, offer hospitality, drive minibuses and engage in a range of other welfare activity.

## Our Values

- We behave with compassion
- We act with integrity
- We treat everyone with respect
- We believe in justice for all
- We value the resources we have been given

# Welcome from our Secretary General

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Welcome to our Annual Review of 2020, amongst the most testing and eventful years in the 165-year history of The Mission to Seafarers. It has been a desperate time for many crew and for their families. Rarely, I suggest, has our work been more necessary, while at the same time so challenging to deliver. And yet ultimately 2020 has proved to be a year of very significant achievement.

The crew change crisis meant hundreds of thousands of seafarers working beyond their contract ends, often way beyond. The resulting uncertainty, anxiety and exhaustion, combined with a debilitating loss of control over their own destiny and fear of the virus, created acute stress. The lack of shore leave created additional difficulty. For ships without access to WiFi this included problems in sustaining communication with family back home. We also dealt with seafarers who found themselves trapped in port. Many crew lost work very suddenly, especially from the cruise sector and many others were unable to access their contracts, giving rise to financial hardship at home.

Many ports were closed to us, at least for a time, and our hospitality centres and transport services were very severely restricted in their ability to operate. However, in large numbers of ports we were able to sustain vital ship visitation in a “distanced” way at the gangway, often combined with personal shopping delivery (including of vital medicines,

with care package donation and the provision of MiFi units). Welfare and crisis intervention were particularly important. A range of new digital services emerged very quickly, including our Chat to a Chaplain facility. Our Family Support Networks in the Philippines and India were in huge demand. Our interventions with trapped seafarers were also transformational. Together with the wider industry, we played our part in international advocacy, particularly in relation to seeking the recognition of crew as key workers. Local advocacy in relation to justice and welfare cases, including abandonment, remained a priority.

The men and women who crew our ships have worked with magnificent heroism in maintaining vital work trade through these dark times and, as I write, those times are far from over. It has been a privilege to continue in service to them. Our ability to do so has been dependent on the sustaining friendship and generosity which we have received in such great measure through this crisis, with fundraising increasing by 93% in 2020. In thanking our donors, I also thank our extraordinary teams across the world and at IHQ in London for their deep commitment and unstinting efforts through a period none of us will ever forget.

**The Revd Canon Andrew Wright,**  
Secretary General

Patron  
**Her Majesty The Queen**

President  
**Her Royal Highness The Princess Royal**

Vice Presidents (from May 2020)  
**Esben Poulsson**  
**Dr Grahaeme Henderson OBE**





## Trustees —

Thomas Boardley (Chairman)  
Rosemary Alexander  
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Robert Ferris OBE  
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Capt. Neale Rodrigues MM (Vice Chairman)  
Claire Sneddon  
Sam Swire  
The Very Revd Andrew Tremlett  
Peter Cottrell  
The Right Revd David Williams

## Our Impact



**30,576**  
SOCIALLY DISTANT  
SHIP VISITS,  
ENCOUNTERING APPROXIMATELY  
**187,140**  
SEAFARERS

**86,996**  
VISITS TO OUR  
SEAFARERS' CENTRES

**46,063**  
SEAFARERS  
USED OUR  
TRANSPORT  
SERVICES



**212**  
interactions *per month* on our  
digital Chat to a  
Chaplain service



**1,426** justice and  
welfare cases



**144,612**  
items of PPE given out  
to our teams globally

IN THE PHILIPPINES

**2,876**

seafarers received food  
aid, transport and practical  
support through our COVID-19  
response programme



**1,688**

families helped  
through our  
emergency families  
feeding programme  
in Tuticorin

# Income and Expenditure

## How much we raised

	2020	2019
Donations.....	£1,845,000	£1,669,000
Legacies.....	£1,197,000	£758,000
Restricted Income.....	£1,434,000	£324,000
Provision of Services to Seafarers.....	£270,000	£412,000
Trading.....	£192,000	£197,000
Investments.....	£708,000	£831,000
Other.....	£157,000	£139,000
	<b>Total: £5,803,000</b>	<b>Total: £4,330,000</b>

## Where we spent your money

Cost of raising funds.....	£841,000	£979,000
<b>Port based welfare services</b>		
Ship visiting and ministry to seafarers.....	£1,652,000	£1,552,000
Seafarer transportation.....	£155,000	£195,000
Branch and Centre operations.....	£889,000	£1,159,000
Grants to support Ministry around the world.....	£1,067,000	£837,000
Publication of The Sea Newspaper for seafarers.....	£28,000	£98,000
Advocacy, welfare and emergency response.....	£341,000	£334,000
Digital welfare and support.....	£97,000	£48,000
Programmes for wellbeing of seafarers and their families.....	£148,000	£125,000
	<b>Total: £5,218,000</b>	<b>Total: £5,327,000</b>

# Our Objectives for Supporting Seafarers

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## We champion seafarers who have suffered injustice and mistreatment.

In 2019, our activities included:

### COVID-19 response

As reported elsewhere in this document, MtS has been the only international maritime charity to provide ship visiting services to seafarers, stopping only when required by national lockdown or port regulation. All of our services have been carried out whilst wearing PPE and in a socially-distanced way. From providing access to communication facilities, COVID-safe seafarers' centres and transportation to advocating for seafarers to get a vaccine, MtS has trumpeted the plight of seafarers during this extraordinary time.

### Advocacy

The Mission continues to advocate for seafarers around the world including on issues of abandonment. We are pleased to be part of the International Christian Maritime Association delegation to the International Maritime Organisation, of which we hold the Chair. Despite the pandemic, the Delegation has attended various online committee meetings and raised the plight of seafarers and their welfare. In 2019, the Delegation took part in discussions at the Legal Committee, Facilitation Committee and the Marine Environment Protection Committee, as well as the industry-led Human Element Industry Group.

### WeCare Programmes

E-learning versions of our programmes in Social Wellbeing and Financial Wellbeing were created and launched. Working with our partners at Oceans Technologies Group, the courses were made available to the industry so that more seafarers could access the courses online.

### The Seafarers Happiness Index

The pandemic gave the Seafarers Happiness Index the chance to get seafarers' voices heard at a crucial time. Our quarterly reports made the headlines and were quoted by companies, Flag States and maritime authorities. The standard report continues to attract a large number of seafarers, and in 2019 we launched a benchmarking service for individual companies.

### Cadetships

Our Flying Angel Ambassadors studying at the MOL/Magsaysay Maritime Academy in Cavite, Greater Manila, had their learning shifted online during the pandemic. Our team in Manila provided remote support to them and their families with many joining our Family Network online events and forums.

### The Sea Newspaper

Our internationally admired free maritime digest shifted online to prevent the spread of COVID-19 through paper. A growing number of seafarers now receive the publication via email and plans are in place for a limited print run in 2021. The paper is available from The Mission to Seafarers and several other societies, and has sections in English, Tagalog, Mandarin and Russian.



# Stories from our ports

One crew member told me when I visited him,

**“Thank you for visiting us, we feel like prisoners, we are not allowed to go ashore and we are stuck on board for months on end and see no one who really cares about us! You have made a real difference to us!”**

— John Attenborough, Port Chaplain, Southampton

**“I wanna say one more thank you again Father, on behalf of all the crew, for your outmatched efforts into helping us with our request. All the guys had big smiles receiving the gifts you prepared for us, especially Captain who loves coffee. Please also extend our thanks to everyone @seaman’s mission for their unending efforts in helping seafarers around the world.”**

— Crew in Panama following a visit with SIM cards and care packages.



It was pouring with rain and a bit cold. At the sight of some free gifts, the Chinese Chief Officer took me aback when he said to me on board:

**“On a cold and rainy day, you bring us warmth”**

— Mark Classen, Port Chaplain, Richards Bay



**“We received a request from Joseph, a cook on one of the container vessels, who was desperate to contact his family in the Philippines. He literally emailed me almost every nautical mile on his way into Teesport! He was so thankful I was able to visit him. His thanks were emailed through after he was able to speak to home, he was happy all his family are safe and well. As he is over contract now, he has no idea when he will be able to go home.”**

— Aidan Webster, Centre Manager, North Tees & Hartlepool

“I cannot explain the immense joy that myself and my colleagues experienced when we went out on the first day of resumed Chaplaincy and as a brilliant ecumenical team. The joy and emotion and surprise in the seafarers’ eyes was something to experience and behold.”

— Mark Classen, Port Chaplain, Richards Bay



“I handed over out Mi-Fi unit and free snacks for the crew. They are very grateful, surprised and really excited to talk to their families back home”

— Glen Estrada, Ship Visitor, Lyttelton

“We decided to prepare small packages for seafarers from Myanmar to celebrate Thingyan. We prepared hand-sanitizers, soaps, toothpastes, chocolates, chips, small size of bags and short letters written in English and Myanmar language. Thankfully, the security guards allowed me to deliver those packages on the bottom of gangway, and crew came down and took them inside.”

— Monica Park, Port Chaplain, Busan

“I visited the ship this afternoon and spoke with several crew members. They had not been allowed off their ship since March and many are well over their contracts. They were delighted and thrilled to be able to come to the Mission for four hours of shore leave. The captain thanked me profusely as did many of the crew members. They had a great time playing pool and calling home and eating and drinking. I did some shopping for them including some beer, chocolate and donuts. I have never seen a crew so happy and appreciative of the ministry extended to them”

— Dan Phannenhour, Port Chaplain, Vancouver



# WeCare Programme



## WeCare is a global training initiative supported by the UK P&I Club's 150th anniversary fund.

The programme has continued to offer a unique suite of courses focusing on the mental health and wellbeing of both seafarers and their loved ones. In 2019 this programme reached over 6,000 seafarers and their families through workshops delivered in range of places, from marine training centres to community halls.

WeCare responds to seafarers' needs for support in social communication and financial management. Our experiences speaking with seafarers found these two topics can often be misinterpreted and cause undue pressure on seafarers through their relationships. This in turn can trigger anxiety, depression and, in the worst cases, suicide. With the support of the UK P&I Club we have produced two courses – Social Wellbeing and Financial Wellbeing - to ensure the future mental safety of seafarers.

In 2020 the COVID-19 pandemic ceased all WeCare workshops. Whilst this felt like a severe blow at the time there were glimpses of hope on the horizon. As the WeCare programme was unable to deliver it returned to a state of development and produced a range of innovative solutions.

### Financial Wellbeing course

In February 2020 we launched a new course, Financial Wellbeing. The course provides informative money management guidance to help seafarers and their families have better control over their spending. Participants are taught simple saving and budgeting techniques, such as how to allocate a set amount of money monthly to extended family – a challenge that is particularly relevant to seafarers from the Philippines. Whilst we have been unable to deliver this course in a workshop environment, we have been successful in transitioning it onto an online platform with downloadable learning resources.

### E-Learning programme – Bring WeCare on board

In June 2020 WeCare began developing an e-learning programme with the continued support of the UK P&I Club. Additional sponsors came on board including the TK Foundation and Prime Tanker & Gas Management. Our team brought together a range of e-learning specialists including course developers Virtual College. This enabled us to create online courses that could reach and empower more seafarers and their families than before.

### E-Learning will allow WeCare to avoid COVID barriers and offer a range of advantages.

- Engage seafarers anywhere in the world through vessel LMS technology.
- Engage families in the comfort of their own home or community.
- Reach industry stakeholders, so they may share their knowledge of WeCare.
- Provide complete care before, during and after the course through a Safe Space and Digital Chaplaincy feature.
- Provide online resources including self-care plans, financial planning templates, and more.

We hope our new e-learning courses will be widely available and engage learners. The design of both our Social Wellbeing and Financial Wellbeing courses is clean and simple, featuring videos, activities, and downloadable materials to engage learners.

2020 may have had its challenges, however, WeCare took stock, re-grouped and began developing a programme that can overcome those barriers and reach even more seafarers and their families than before. 2021 is set to be a prosperous year for the WeCare programme as we launch a series of programmes that can reach seafarers on board and families at home irrespective of physical boundaries. Because together, WeCare.

# Our Thanks

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**We thank some of our donors who supported us financially in 2020.**

## **Trust Support** —

Christopher & Kirsty Johnston Charitable Trust  
Clearwater Foundation  
ITF Seafarers' Trust  
Medway Mission to Mariners  
Merchant Navy Welfare Board  
Pemberton-Barnes Trust  
Princess Anne's Charities Trust  
Seafarers UK  
Swire Charitable Trust  
TK Foundation  
Trinity House

## **General Corporate Support** —

Augustea Shipping Services  
Baltic Exchange Charitable Foundation  
Wilhelmsen Ship Management  
BP Shipping  
Borealis Maritime  
Northern Marine  
Shell  
UK P&I Club  
HFW  
J&J Denholm  
Tindall Riley  
BHP  
Everblacks Towage  
Northern Marine  
Berge Bulk  
Rightship

## **Flying Angel Campaign Supporters** —

### **Platinum Donors**

Seafarers UK  
Grimaldi  
David Pellatt  
BW Maritime

### **Gold Donors**

TCC Group  
Grindrod  
DNV GL  
Intertanko

### **Silver Donors**

Marine Society  
Trinity House  
Standard Club  
Clearwater Marine Foundation  
SKULD  
Stena with Brittany Ferries  
Norden  
Enesel

### **Bronze Donors**

Ardmore Shipping with Anglo Ardmore and Thome  
BSM  
Dynacom  
UK P&I Club  
V.Group



# Consolidated Balance Sheet at 31 December 2020

	Unrestricted Funds £'000	Restricted Funds £'000	Total 2020 £'000	Total 2019 £'000
Intangible fixed assets	3	-	3	-
<b>Fixed Assets</b>				
Tangible assets	4,308	461	4,769	5,025
Investments	23,209	-	23,209	27,249
<b>Total fixed assets</b>	<b>27,520</b>	<b>461</b>	<b>£27,981</b>	<b>32,274</b>
<b>Current Assets</b>				
Stocks	18	-	18	32
Debtors	597	-	597	733
Investments - short term deposits	7,299	-	7,299	1,743
Cash at bank and in hand	820	673	1,493	1,091
<b>Total current assets</b>	<b>8,734</b>	<b>673</b>	<b>9,407</b>	<b>3,599</b>
<b>Liabilities</b>				
Creditors falling due within one year	390	-	390	327
<b>Net current assets</b>	<b>8,344</b>	<b>673</b>	<b>9,017</b>	<b>3,272</b>
<b>Net assets excluding pension liability</b>	<b>35,864</b>	<b>1,134</b>	<b>36,998</b>	<b>35,546</b>
<b>Defined benefit pension scheme liability</b>	<b>39</b>	<b>-</b>	<b>39</b>	<b>118</b>
<b>Total net assets</b>	<b>35,825</b>	<b>1,134</b>	<b>36,959</b>	<b>35,428</b>
<b>Charity Funds</b>				
Unrestricted general	23,082	-	23,082	22,482
Unrestricted designated	12,743	-	12,743	12,321
Restricted income funds	-	1,134	1,134	625
<b>Total charity funds</b>	<b>35,825</b>	<b>1,134</b>	<b>36,959</b>	<b>35,428</b>

Approved and authorised for issue by the Board on 11 May 2021. Signed on its behalf by:

**Thomas Boardley**  
Chairman of the Board

**Rosemary Alexander**  
Chairman Audit and Risk Committee

## Case Studies



### In Tuticorin, The Mission to Seafarers team embarked on an emergency feeding programme to help seafarer and fisher families affected by the COVID-19 pandemic.

The lockdown in India left many facing unemployment and thousands of families struggling to meet the cost of basic necessities. Seeing a need for urgent help in the locality, the MtS team decided to take urgent action.

“During the first wave of the pandemic, numerous seafarer and fishermen families in the coastal villages of Tuticorin were devastated by the sudden imposition of lockdown which resulted in unemployment issues and escalation of prices,” recalls Revd Isaac Franklin, Port Chaplain in Tuticorin, “We thought that the only way the Mission can be of any help to them is by providing food”.

The programme was supported by Seafarers UK and The Mission to Seafarers’ Samaritan Fund. Working with local authorities and parish priests, the MtS Chaplain and a team of volunteers provided vital food packages and PPE to hundreds of these families. Each received a parcel with essential commodities including oil, rice, dhal, vegetables and hand sanitizers. Some 1,688 families were helped through the programme, or around 10,000 individuals in total.

Among those helped were those who had been left jobless by the pandemic. Mr R had been out of work for the past year due to the lockdown. Since his brother, a fellow seafarer, died in 2008 whilst at sea, he has been the sole breadwinner for his family and struggling to support his aged parents.

The family had previously received medical support through the India Family Project in Tuticorin and the additional help through the food packages came at a critical time.

The programme also gave support to many widows of seafarers. Mrs F, whose husband passed away from an illness after 17 years at sea, has been left with three daughters to support. She said that due to COVID-19 lockdown, her job was affected and they were struggling to make ends meet. She gratefully remarked, “At a time when we are in a financial crisis, The Mission to Seafarers Tuticorin has been a great support for us”.

As a result of the food programme, MtS, known locally as the Flying Angel Club, has become a household name in the area. As Revd Franklin commented, “Our initiative to feed them and provide PPE at this time of crisis very much impressed the maritime communities in Tuticorin, and so our mission has become well known among them”. There are plans to extend the programme to help those affected by the second wave in India and in the longer term, MtS plans to develop a community driven family support network, providing welfare and wellbeing to the families of seafarers.



## In Mombasa, the MtS Chaplain and his team have been a lifeline to the crew of the abandoned MV Jinan.

In October 2019, the steel carrying MV Jinan was abandoned by its owner in the port of Mombasa. The crew, all from Syria, were left without pay or means of subsistence on board the vessel. In July 2020, the situation became critical.

“We received a distress call that the crew again had run out of food stuff and no one wanted to hear anything about the ship including the ship agent because of the pending bills that had not been paid”, explains Revd Moses Muli, Port Chaplain. “When I visited the ship, I found that the situation was worse than it looked from outside. The crew had suffered for a long time. They had slept without food, they were getting drinking water from marine police who also offered to help, they had not been paid their salaries and they could not communicate with their families. One crew was on medication and they had no power and were cooking using firewood”.

The remaining crew were living on board the abandoned vessel, going without food, clean water or even fuel for generators. To make matters worse, COVID-19 had meant the crew were not issued with shore passes, and to add to their predicament, as Syrians they did not have a local consulate in the country, leaving them struggling to access medical care.

MtS Mombasa took full responsibility for supporting the crew with food, water, medical expenses, clothing and fuel. As Moses comments, “The situation is one of the worst our centre has ever handled. Everyone ran away from the responsibility and it was left upon us either to care for them or leave them to die”.

Moses and the team continued to support the crew throughout the lengthy legal process. He visited the ship every week, bringing food supplies and other essentials. “When we visited the ship, we usually offered them moral support, encouraging them and giving them hope, we counselled them telling them that one day everything will be alright and they will join their loved ones back in their native countries”.

The matter took a long time to go through court, but in May 2021 the crew were paid and finally able to return home to their families.

# World Map







**The Mission to Seafarers**

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@FlyingAngelNews



The Mission to Seafarers



**Caring for seafarers  
around the world**