

SESSIONS

PRE-CONFERENCE: WOMEN IN SHIPPING SUMMIT | MUST BE BOOKED SEPARATELY: PLEASE SELECT THE OPTION IN THE BOOK NOW SECTION - 18/11/2019

CrewConnect Global Conference & Exhibition | CruiseConnect Summit | Women in Shipping Summit

18 - 21 November 2019
Sofitel Philippine Plaza Manila
Manila

Registration & Coffee

08:15 - 09:00

Chair's Welcome & Introduction

09:00 - 09:10
Women in Shipping Summit

Participants

Pauliina Jamsa - Global Senior Online Marketing Manager, Siemens

Keynote: Are women reluctant to be at the forefront?

09:10 - 09:30
Women in Shipping Summit

Keynote Panel| What women bring to the table: fight-or-flight vs tend-and-befriend

09:30 - 10:20
Women in Shipping Summit

Figure out what it is that you do that's really unique and see how you can use it to your advantage regardless of your field.

Male dominated industries have been built around and valued fight or flight over tend-and-befriend where rewards come from mutually beneficial outcomes. However, this is exactly what the industry needs in the context of rapid changes driven by commercial and regulatory pressures, but most of all, by an imperative to change the nature of the business itself, with sustainability and the future in mind.

- The quest for mutually beneficial outcomes
- Nurturing collaboration
- Positive impact on mental health

Participants

Moderator: Pauliina Jamsa - Global Senior Online Marketing Manager, Siemens

Joanna Sawh - Crewing Manager, K Line LNG Shipping

Karen Avelino - Executive Director, Business Development, Philippine Transmarine Carriers, Inc.

Challenging unconscious bias in day-to-day interactions: Are we glorifying aggressiveness?

10:20 - 10:40
Women in Shipping Summit

Networking and Refreshment Break

10:40 - 11:20

Preventing Bullying and Harassment

11:20 - 12:00
Women in Shipping Summit

Participants

Mari Pennanen - Chief Business Development Officer, DSM Corridor Group

The Ship Owner's perspective| Maternity, return to work and working arrangements

12:00 - 12:30
Women in Shipping Summit

Participants

Iris Baguilat - President, Döhle Seafront Crewing

Mentor-ship, role models and champions - what works?

12:30 - 13:30
Women in Shipping Summit

Research shows that women are less likely to advocate for themselves than men—and in an industry that is changing so rapidly, they're more likely to fall behind. Some research (conducted by Yale University) also argues that mentor programmes are ineffective in furthering women's careers, and is instead now focusing on the effects of advocacy on career progression. What is the evidence from the industry showing?

Participants

Moderator: Pauliina Jamsa - Global Senior Online Marketing Manager, Siemens

Kate Bollanou - Certified Executive and Leadership Coach, Kate Bollanou Coaching

Networking Lunch

13:30 - 14:30

Weighing options: Career mapping and succession planning

14:30 - 14:50
Women in Shipping Summit

Digital transformation in shipping and opportunities for diversity

14:50 - 15:40
Women in Shipping Summit

Participants

Moderator: Pauliina Jamsa - Global Senior Online Marketing Manager, Siemens

Preeti Dubey - Founder and Director, Strive High Pte.

Networking and Refreshment Break

15:40 - 16:10

Leadership and Sustainable Ocean Development

16:10 - 16:30
Women in Shipping Summit

Finding your executive voice

16:30 - 16:50
Women in Shipping Summit

Participants

Preeti Dubey - Founder and Director, Strive High Pte.

Finding your executive voice

16:50 - 17:10
Women in Shipping Summit

Why men [should] promote women in shipping

17:10 - 17:55
Women in Shipping Summit

Participants

Moderator: Pauliina Jamsa - Global Senior Online Marketing Manager, Siemens

Carla Limcaoco - Vice President, Women in Maritime Philippines Association

Close of Summit

17:55 - 18:00
Women in Shipping Summit

Participants

Pauliina Jamsa - Global Senior Online Marketing Manager, Siemens

Free time

18:00 - 18:30

KVH Pre-Conference Drinks Reception

18:30 - 20:30
Joint Sessions

SCHEDULE

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TIME	JOINT SESSIONS	WOMEN IN SHIPPING SUMMIT
08:00	08:15 - Registration & Coffee	08:15 - Registration & Coffee
09:00		09:00 - Chair's Welcome & Introduction 09:10 - Keynote: Are women reluctant to be at the forefront? 09:30 - Keynote Panel What women bring to the table: fight-or-flight vs tend-and-befriend
10:00	10:40 - Networking and Refreshment Break	10:20 - Challenging unconscious bias in day-to-day interactions: Are we glorifying aggressiveness? 10:40 - Networking and Refreshment Break
11:00		11:20 - Preventing Bullying and Harassment
12:00		12:00 - The Ship Owner's perspective Maternity, return to work and working arrangements 12:30 - Mentor-ship, role models and champions - what works?
13:00	13:30 - Networking Lunch	13:30 - Networking Lunch
14:00		14:30 - Weighing options: Career mapping and succession planning 14:50 - Digital transformation in shipping and opportunities for diversity
15:00	15:40 - Networking and Refreshment Break	15:40 - Networking and Refreshment Break
16:00		16:10 - Leadership and Sustainable Ocean Development 16:30 - Finding your executive voice 16:50 - Finding your executive voice
17:00		17:10 - Why men [should] promote women in shipping 17:55 - Close of Summit
18:00	18:00 - Free time 18:30 - KVH Pre-Conference Drinks Reception	18:00 - Free time

SESSIONS

CREWCONNECT GLOBAL MAIN
CONFERENCE DAY 1S - 19/11/2019

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Registration and Networking Break

08:00 - 08:50

Welcome from Knect365 Maritime

08:50 - 09:00
Joint Sessions

Chairman's Welcome & Introduction

09:00 - 09:10
Joint Sessions

Participants

John Adams - Chairman/ Vice-Chair, Bahamas Shipowners' Association / International Chamber of Shipping

Creating a Culture of Courage in an Age of Fear

09:10 - 09:55
Joint Sessions

Author of the book *Fear is Fuel* (Publishing December 2019 by Rowman & Littlefield, NYC) presents a program underpinned by the latest research from leading neuroscientists, psychologists, and fear experts. Readers learn to harness the power of their fears to breakthrough barriers that have held them back and how to lead successful, invigorating, and rewarding lives by unleashing the power of fear and secrets of courage. Patrick will talk about what it takes to inspire yourself and those who you guide to live courageously and achieve.

Participants

Patrick Sweeney - Entrepreneur, Fear Guru, Adventurer, Fear Institute

Keynote| A strategic approach to competency planning for shipping's automated future

09:55 - 10:15
Joint Sessions

The marine world in 2030 will be a connected and digital one, bringing closer integration between people, software and hardware in a way that could transform the way we operate. We know there is a great deal of overlap between technologies and how they combine to change our world will be important.

But what do we know now about our people, what do we need to learn about and teach them and how soon to ensure a seamless transition to shipping's digital era?

Participants

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

The evolving role of the human element in shipping| The problem of perception of self-value in developing safety behaviours, ownership and leadership

10:15 - 10:35
Joint Sessions

The problem of leadership and accountability on board. Understanding motivation, culture and cultures. Creating a motivating environment takes more than just throwing money at the problem.

Participants

Rene Dziki - Head of Training Department, Intership Navigation Co. Ltd.

Networking and Refreshment Break

10:35 - 11:10

Crew Management – the shift from commoditisation to individual welfare management

11:10 - 11:30
Joint Sessions

A well-motivated crew is not just a generic "well-paid", or "well-trained" crew. It is increasingly important for Operators to look at the issue of crew welfare in the round and adopt a much more individually focussed Crew Welfare Management strategy. Competitive and fair pay, nutritional and healthy (predominantly) fresh and menu-based foods, individual fitness programmes, excellent and progressive initial and subsequent training using the latest technology interaction and delivery mechanisms, a caring work environment on board and ashore, and individual career path development and monitoring, are the essential component parts of Crew Welfare Management. This must be backed up with immediate 24/7 psychologist support for any mental health issues identified by crew members in themselves or in others.

Participants

Mark O'Neil - President, Columbia Shipmanagement Ltd.

A VIEW FROM THE BRIDGE| Building an eco system of shared risks and benefits for ship owners, ship managers and the crew – what is the red thread?

11:30 - 12:20
Joint Sessions

Participants

Moderator: John Adams - Chairman/ Vice-Chair, Bahamas Shipowners' Association / International Chamber of Shipping

Jagmeet Makkar - Co-Founder & Director, SkillsPlus

Mark O'Neil - President, Columbia Shipmanagement Ltd.

OXFORD-STYLE DEBATE| The introduction of automation in global transport will be evolutionary, rather than revolutionary

12:20 - 13:10
Joint Sessions

Audience voting Pre-Debate (5 min)

Opening remarks (10 min)

Intra-panel discussion (rebuttals) 15 min

Q&A (10 min)

Closing remarks (5 min)

Final Audience voting & adjudication (5 min)

Participants

Facilitator: John Adams - Chairman/ Vice-Chair, Bahamas Shipowners' Association / International Chamber of Shipping

Debater: Revolutionary: Nico Corbijn - Vice President, Crew Management, MSC HR

Digital Data and Crewing Efficiencies

13:10 - 13:30
Joint Sessions

We live in times of exponential data growth with 90% of the world's data being created in the last two years. How can emerging technologies and data science help with today's crew management challenges? With an estimated 1.5million workers on the world's ships, Crew Managers are adopting digital solutions to boost agility and maximise operational efficiencies.

Participants

Scott Kerr - CEO, Mintra

Lunch in the CrewConnect Exhibition

13:30 - 14:40
Joint Sessions

Stream Intro

14:40 - 14:45

Recruitment & Retention: Hiring and Inspiring

Stream Intro

14:40 - 14:45

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

Personality assessments for Filipino seafarers: Creating a framework to better understand themselves and others

14:45 - 15:05

Recruitment & Retention: Hiring and Inspiring

Behavioural Competency Assessment and Verification for Vessel Owners

14:45 - 15:05

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

Something is fresh in Denmark: Digital certificates for seafarers – feedback from the first pilot project

15:05 - 15:25

Recruitment & Retention: Hiring and Inspiring

Our pilot project is now underway, demonstrating and visualizing the potential utilization of digital certificates for seafarers.

Our vision of digital certificates for seafarers holds great potential and many aspects. We expect to lessen the administrative burdens of all stakeholders within the maritime sector. We predict that Port State Controls will become more smooth and efficient. Digital certificates will provide a higher level of security and validity while instant and automatic verification will be key.

Participants

Rasmus Høy Thomsen - Director, Danish Maritime Authority

"Friendzoning" the Human Element

15:05 - 15:25

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

Our industry has had at least two decades of flirtation with the idea of taming the "human element", a factor our industry believes is at the core of a vast majority of the accidents and incidents that the industry has witnessed.

Have our efforts in this direction plateaued?

If so, has the time now come to "friend zone" the industry's darling, the "human element" and look out for a more suitable mate?

Or, shall we continue to do what we have been for at least two decades and expect and hope that we get different and positive results?

Participants

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

Psychometric assessments for seafarers

15:25 - 15:45

Recruitment & Retention: Hiring and Inspiring

Participants

Luiza Shahbazyan - Product Manager of SafeMetrix, Safebridge

CASE STUDY| Training strategies for the future. How VR and other developments improve competency

15:25 - 15:45

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

Participants

Capt. Pradeep Chawla - Chairman/ Managing Director QHSE & Training, GlobalMET/ Anglo-Eastern Ship Management Ltd.

What do we know about seafarers' mental health and wellbeing?

15:45 - 16:05

Recruitment & Retention: Hiring and Inspiring

- Are mental health problems amongst seafarers considered to be a significant problem by key stakeholders within the international cargo shipping industry?
- What factors and features of life on cargo vessels do seafarers identify as supporting and/or undermining good mental health and wellbeing?
- What policies and practices could be implemented by ship operators and/or welfare bodies to provide better support for the mental health and wellbeing of seafarers?

Participants

Helen Sampson - Director, SIRC, Cardiff University

Emotional Intelligence - Foundational skill for building a Just Culture

15:45 - 16:05

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

Participants

Preeti Dubey - Founder and Director, Strive High Pte.

Coffee and Networking Break

16:05 - 16:35

Digital Certification Platform to streamline complex workflows: benefits for issuers, holders and verifiers

16:35 - 16:55

Joint Sessions

Participants

Luiza Shahbazyan - Product Manager of SafeMetrix, Safebridge

What is a digital competency framework for shipping?

16:55 - 17:40
Joint Sessions

There two groups of technology drivers: those that will transform the ship design and build space – leading to advancement in ship building, propulsion and powering and the development of smart ships;

and the technologies that drive safety, commercial and operational performance – advanced materials, big data analytics, communications, sensors and robotics.

- What are the priorities currently? Where are we investing more?
- Does it work?

AUDIENCE PARTICIPATION

What would a digital competence framework for shipping include?

Participants

Moderator: John Adams - Chairman/ Vice-Chair, Bahamas Shipowners' Association / International Chamber of Shipping

Max Johns - Professor, Hamburg School of Business Administration

Arming Seafarers with the Correct Knowledge

17:40 - 18:00
Joint Sessions

This session will address the lack of clarity in categorisation of security incidents, and how seafarers and vessels should be prepared before entering areas that are deemed "high-risk".

Participants

Max Williams - Fleet Operations Director, Arc Africa

Responsible recruitment| Human Rights in the Shipping Industry

18:00 - 18:20
Joint Sessions

Maritime industry sustainability initiatives have generally prioritised environmental issues, with limited focus on human rights. This briefing presents human rights risks that actors involved in ocean transport may face throughout

a ship's lifecycle – from planning through to recycling. It provides good practice examples for shipping companies, operators, business customers and investors seeking to align with relevant international standards. The briefing

focuses in particular on cargo and bulk ocean transport and draws on standards set out in the ILO Maritime Labour Convention (MLC), the UN Guiding Principles on Business and Human Rights (UNGPs), the UN Convention on the Law of the Sea and the Hong Kong Convention on the Recycling of Ships.

Sustainable shipping, the green economy and sustainable crewing: Developing the maritime work place of the future

18:20 - 18:40
Joint Sessions

MEPC 74, Sulphur Cap, BWM, Decarbonisation and the role of the crew. Impact of the transition to a greener economy on people, the workforce and business. Changing mindsets, boundaries and conditions.

RESERVED

Stream Recap and Chairman's closing remarks and close of Day 1

18:40 - 18:55
Joint Sessions

Participants

John Adams - Chairman/ Vice-Chair, Bahamas Shipowners' Association / International Chamber of Shipping

Torbjørn Eide - Vice President, Klaveness Ship Management AS

Welcome Drinks Reception

18:55 - 20:55

Full Steam Ahead Party at the ATPI Arms (Romblon and Mindanao Rooms)

20:55 - 23:10

SCHEDULE

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TIME	JOINT SESSIONS	RECRUITMENT & RETENTION: HIRING AND INSPIRING	SAFETY AT SEA: SAFETY PERFORMANCE, LEADERSHIP & THE HUMAN ELEMENT
08:00	<p>08:00 - Registration and Networking Break</p> <p>08:50 - Welcome from Knect365 Maritime</p>	<p>08:00 - Registration and Networking Break</p>	<p>08:00 - Registration and Networking Break</p>
09:00	<p>09:00 - Chairman's Welcome & Introduction</p> <p>09:10 - Creating a Culture of Courage in an Age of Fear</p> <p>09:55 - Keynote A strategic approach to competency planning for shipping's automated future</p>		
10:00	<p>10:15 - The evolving role of the human element in shipping The problem of perception of self-value in developing safety behaviours, ownership and leadership</p> <p>10:35 - Networking and Refreshment Break</p>	<p>10:35 - Networking and Refreshment Break</p>	<p>10:35 - Networking and Refreshment Break</p>
11:00	<p>11:10 - Crew Management – the shift from commoditisation to individual welfare management</p> <p>11:30 - A VIEW FROM THE BRIDGE Building an eco system of shared risks and benefits for ship owners, ship managers and the crew – what is the red thread?</p>		
12:00	<p>12:20 - OXFORD-STYLE DEBATE The introduction of automation in global transport will be evolutionary, rather than revolutionary</p>		
13:00	<p>13:10 - Digital Data and Crewing Efficiencies</p> <p>13:30 - Lunch in the CrewConnect Exhibition</p>		
14:00		<p>14:40 - Stream Intro</p> <p>14:45 - Personality assessments for Filipino seafarers: Creating a framework to better understand themselves and others</p>	<p>14:40 - Stream Intro</p> <p>14:45 - Behavioural Competency Assessment and Verification for Vessel Owners</p>
15:00		<p>15:05 - Something is fresh in Denmark: Digital certificates for seafarers – feedback from the first pilot project</p> <p>15:25 - Psychometric assessments for seafarers</p> <p>15:45 - What do we know about seafarers' mental health and wellbeing?</p>	<p>15:05 - "Friendzoning" the Human Element</p> <p>15:25 - CASE STUDY Training strategies for the future. How VR and other developments improve competency</p> <p>15:45 - Emotional Intelligence - Foundational skill for building a Just Culture</p>

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TIME	JOINT SESSIONS	RECRUITMENT & RETENTION: HIRING AND INSPIRING	SAFETY AT SEA: SAFETY PERFORMANCE, LEADERSHIP & THE HUMAN ELEMENT
16:00	<p>16:05 - Coffee and Networking Break</p> <p>16:35 - Digital Certification Platform to streamline complex workflows: benefits for issuers, holders and verifiers</p> <p>16:55 - What is a digital competency framework for shipping?</p>	<p>16:05 - Coffee and Networking Break</p>	<p>16:05 - Coffee and Networking Break</p>
17:00	<p>17:40 - Arming Seafarers with the Correct Knowledge</p>		
18:00	<p>18:00 - Responsible recruitment Human Rights in the Shipping Industry</p> <p>18:20 - Sustainable shipping, the green economy and sustainable crewing: Developing the maritime work place of the future</p> <p>18:40 - Stream Recap and Chairman's closing remarks and close of Day 1</p> <p>18:55 - Welcome Drinks Reception</p>	<p>18:55 - Welcome Drinks Reception</p>	<p>18:55 - Welcome Drinks Reception</p>
19:00			
20:00	<p>20:55 - Full Steam Ahead Party at the AT-PI Arms (Romblon and Mindanao Rooms)</p>	<p>20:55 - Full Steam Ahead Party at the AT-PI Arms (Romblon and Mindanao Rooms)</p>	<p>20:55 - Full Steam Ahead Party at the AT-PI Arms (Romblon and Mindanao Rooms)</p>

Registration & Coffee

08:00 - 08:50

Chairman's Intro and Recap Day 1

08:50 - 09:00

Joint Sessions

Participants

John Adams - Chairman/ Vice-Chair, Bahamas Shipowners' Association / International Chamber of Shipping

Setting the scene| One for sorrow, two for joy: Employment survey shows decreasing confidence in shipping jobs market but diversity & discrimination ranking high in employees' priorities

09:00 - 09:20

Joint Sessions

It is unsurprising to see job security causing concern to employees. Volatile market conditions continue. Companies who are in a strong position financially are often investing by way of mergers and acquisitions. This is happening across all sectors – tanker, gas, dry, offshore, technology, finance, broking – and with some very big players. Combined with continued slow economic growth, an uneasy geopolitical backdrop and fragile economies, uncertainty for employees has only heightened. The result? Nearly two-thirds, or 62%, of shore-based shipping industry employees are concerned over job security, particularly those employed in vessel operations, compared to 56% last year.

On the bright side, 69% of respondents to the survey said that diversity and discrimination in the workplace was an extremely or very important issue. So if you needed one, here's a business case for diversity and inclusion.

Industry Keynote| Creating the immersive learning experience: human-centred, technologically enhanced, with purpose

09:20 - 09:50

Joint Sessions

Outside View Keynote| Changing the innovation immune systems

09:50 - 10:10

Joint Sessions

I work with leadership teams to design and deploy interventions that catalyse rapid idea generation, solution-focused problem solving and collaborative innovation. I challenge entrenched thinking and the innovation immune systems that kill new ideas like a virus.

Establishing purpose as the organisational North Star leads naturally to reflection on current practices, identifying what is working and then amplifying that, while considering new innovations to advance on purpose. The challenge is often then the same, commercial or social enterprise, ongoing success depends on the creation of 3 values; social, user, and sustainability. These are the organisational chakras that, when well aligned, bring joy.

Outside View Keynote: Why We Need to Put the Human at the Heart of Sustainability

10:10 - 11:10

Joint Sessions

In August 2015 Jaz O'Hara was one of a group of friends that visited the so-called Jungle refugee camp in Calais, France, intending to make a documentary; shocked by what she found, she wrote a Facebook post that gathered over 65,000 shares overnight, leading to a fund-raising campaign. What started as a crowd-sourcing for a one-off trip to take some supplies to the Calais camp accumulated a huge volume of donations of physical goods (stored in multiple London warehouses, then taken to Calais in 40 vehicles), and raised £150,000 in a matter of weeks under the banner of CalAid.

This is her story and that of her work. This presentation makes the link between sustainability and our future, with humans at the heart of the debate.

Participants

Jaz O'Hara - Founder, The Worldwide Tribe

Networking and Refreshment Break

11:10 - 11:50

OXFORD-STYLE DEBATE | STCW v.4: Standards will only ever ensure the lowest common denominator/ Standards guarantee safety and fairness at sea

11:50 - 12:40

Joint Sessions

Audience voting Pre-Debate (5 min)

Opening remarks (10 min)

Intra-panel discussion (rebuttals) 15 min

Q&A (10 min)

Closing remarks (5 min)

Final Audience voting & adjudication (5 min)

Participants

Debater: Con standards: John Lloyd - Chief Operating Officer, The Nautical Institute

Debater: Con standards: Raal Harris - Managing Director, Videotel

Meanwhile, on the ground – IMO Reports| A critical view of current STCW implementation and considerations for V.4

12:40 - 13:00

Joint Sessions

Very serious deficiencies detected in the Port State Control Inspections are related with the educational training of the crews and the establishment of the relationship with possible maritime accidents.

Furthermore, inspection reports are ambiguous, and they do not specify accurately the deficiencies, the consequences and the required action to be taken in order to rectify those deficiencies. Likewise, that fact does not allow an adequate treatment in the future inspections made by other Administrations in the ambit of MOU-PSC. In general, it is observed that the crew training and education do not agree with the requirements of the STCW-78/95 Convention.

ILO Reports| Sectoral Meeting on the Recruitment and Retention of Seafarers and the Promotion of Opportunities for Women Seafarers

13:00 - 13:20
Joint Sessions

The sustainability of this dynamic sector depends on the ability to continue to attract a sufficient number of quality new entrants and retain experienced seafarers, including women seafarers and other under-represented groups. This calls for a creative approach involving the social partners and all other relevant stakeholders to achieve both meaningful and viable solutions.

The Global Commission on the Future of Work 2 has examined opportunities that arise as the world of work continues to transform and makes recommendations on how to address the key challenges for the future of work. Its report discusses how advancement in gender equality, seizing the opportunities presented by technological change and effective social dialogue can promote decent and sustainable work.

Multicultural relationships, cross communication and how to use their power

13:20 - 13:40
Joint Sessions

Participants

Kate Bollanou - Certified Executive and Leadership Coach, Kate Bollanou Coaching

Networking lunch in the Exhibition

13:40 - 14:50

ITF-ICS joint guidelines on MLC implementation

14:50 - 15:10
Joint Sessions

ICS and ITF emphasise that a number of countries with highly developed arrangements for providing seafarer welfare services and facilities are not yet signatories to the MLC, while many seafarer supply countries have also not yet developed welfare organisations to provide services or facilities for seafarers either at home or abroad.

This new complementary publication is intended to assist governments and welfare agencies in drafting their own guidelines for implementing the welfare provisions of the MLC. While some countries may already have their own laws and policies in place, they may nevertheless wish to adapt these new Guidelines to complement their current practices

From hands-on research| Predictors of incident injury and illness at sea

15:10 - 15:30
Joint Sessions

There are approximately 1.5 million seafarers in the world, and this occupational group is responsible for 90% of global commerce. In an increasingly global economy, the contribution of these workers cannot be overstated. However, there is little research on the health problems, including work injuries or related illnesses in this remote working population. In a prospective study, I am actively working to better describe, treat, and prevent seafarer medical problems. This is vitally important in a world of increasing interconnectivity, globalization, and specialization.

It is hypothesized that a variety of occupational exposures, including unique biological (travel-related, close-quarters), chemical, physical, and psychosocial hazards (stress, language barriers, organizational factors, shift work, piracy), as well as baseline population characteristics will be predictors of incident injury and illness at sea.

Participants

Connor Seyle - Director OEF Research, One Earth Future Foundation

A P&I claims perspective on accidents, incidents and damage at sea

15:30 - 15:50
Joint Sessions

Boost your confidence: what is really blocking you?

15:50 - 16:10
Joint Sessions

To take your career to the next level, talent and knowledge is not enough. You need to have confidence to speak in social situations, convince senior management and present in front of an audience.

Following Pauliina's spirited talk, you will be able to help your crews:

- Know what the most common fears causing anxiety and lack of confidence are
- Understand what is really blocking them PERSONALLY to get to even higher leadership position
- Have more clarity on what they want to achieve
- Discover three main points in my method to overcome fears
- Take three simple, actionable steps to implement straight away in the workplace

Participants

Pauliina Jamsa - Global Senior Online Marketing Manager, Siemens

Identifying and preventing loneliness at sea

16:10 - 16:30
Joint Sessions

The project aims to identify issues that contribute to a feeling of loneliness amongst Danish seafarers, especially managers, and younger seafarers' expectations and demands when it comes to loneliness. This will also include identification of the factors that promote and inhibit loneliness at sea and how these are affected by changes to the role of managers and technology.

The project aims to make some recommendations and provide guidance on action that could help reduce loneliness at sea and strengthen the role of managers, together with tools and proposals for specific implementation by companies.

Participants

Connie Ghert - Managing Director, CONOVAH

Social Work @ Sea: People First (Then the Numbers)

16:30 - 16:50
Joint Sessions

Workplace social work looks at the person in their environment. Crew live and work in the same surroundings. My research and projects focus on how the cruise ship environment affects crew behavior through a psychosocial lens impacting productivity and company performance where there are little to no boundaries. Highlighting a traditional mindset "But we've always done it this way" to improve crew welfare by applying contemporary approaches to invest in human capital that translates in long term company savings. The research will look at data analytics of return on investment (ROI), value of investment VOI and cost of ignorance (COI).

Participants

Pam Kern - Founder, Happiness at Sea

Networking and Refreshment Break

16:50 - 17:20

SESSIONS

CREWCONNECT GLOBAL MAIN
CONFERENCE DAY 2 - 20/11/2019

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Healthcare and wellbeing: Access to care, access to information and organisational culture

17:20 - 18:05

Joint Sessions

- Telemedicine: benefits and limitations
- Data protection and discrimination
- Claim handling for mental health

Participants

Moderator: John Adams - Chairman/ Vice-Chair, Bahamas Shipowners' Association / International Chamber of Shipping

Didoy Lubaton - Medical Director for Holistic Care, Nordic Medical Clinic

Christina DeSimone - CEO, MedSea

Anwar Buftain - Team Leader Fleet Personnel, Kuwait Oil Tanker Company

Open forum: All of the questions you still need answers to

18:05 - 18:25

Joint Sessions

You told us you need more time to talk. We listened, so to wrap up the conference, we will look at all of the questions asked during sessions that we did not have time to answer, as well as questions that you think should be on the agenda in the future.

Cadet Task Force 2019

18:25 - 18:35

Joint Sessions

Participants

Moderator: Kimberly Karlshoej - Consultant, Karlshoej Maritime

Chairman's closing remarks and close of the conference

18:35 - 18:40

Joint Sessions

Participants

John Adams - Chairman/ Vice-Chair, Bahamas Shipowners' Association / International Chamber of Shipping

Free Time

18:40 - 20:40

CrewConnect Global Industry Awards

20:40 - 00:40

Show your support for the industry and your commitment to developing excellence and help your colleagues or clients get the recognition they deserve.

Participants

Judge: Esben Poulsen - Chairman, International Chamber of Shipping

Judge: Adam Lewis - Head of Training and Operations, IMEC

Judge: John Lloyd - Chief Operating Officer, The Nautical Institute

Judge: Sandra Welch - Deputy CEO and Director of Programme, Sailors' Society

Judge: Jacqueline Smith - Maritime Coordinator, International Transport Workers' Federation

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

Judge: Natalie Shaw - Director Employment Affairs, International Chamber of Shipping (ICS)

Judge: Kuba Szymanski - Secretary General, InterManager

SCHEDULE

CREWCONNECT GLOBAL MAIN
CONFERENCE DAY 2 - 20/11/2019

CrewConnect Global Conference & Exhibition | CruiseConnect
Summit | Women in Shipping Summit

18 - 21 November 2019
Sofitel Philippine Plaza Manila
Manila

TIME	JOINT SESSIONS
08:00	08:00 - Registration & Coffee 08:50 - Chairman's Intro and Recap Day 1
09:00	09:00 - Setting the scene One for sorrow, two for joy: Employment survey shows decreasing confidence in shipping jobs market but diversity & discrimination ranking high in employees' priorities 09:20 - Industry Keynote Creating the immersive learning experience: human-centred, technologically enhanced, with purpose 09:50 - Outside View Keynote Changing the innovation immune systems
10:00	10:10 - Outside View Keynote: Why We Need to Put the Human at the Heart of Sustainability
11:00	11:10 - Networking and Refreshment Break 11:50 - OXFORD-STYLE DEBATE STCW v.4: Standards will only ever ensure the lowest common denominator/ Standards guarantee safety and fairness at sea
12:00	12:40 - Meanwhile, on the ground – IMO Reports A critical view of current STCW implementation and considerations for V.4
13:00	13:00 - ILO Reports Sectoral Meeting on the Recruitment and Retention of Seafarers and the Promotion of Opportunities for Women Seafarers 13:20 - Multicultural relationships, cross communication and how to use their power 13:40 - Networking lunch in the Exhibition
14:00	14:50 - ITF-ICS joint guidelines on MLC implementation
15:00	15:10 - From hands-on research Predictors of incident injury and illness at sea 15:30 - A P&I claims perspective on accidents, incidents and damage at sea 15:50 - Boost your confidence: what is really blocking you?
16:00	16:10 - Identifying and preventing loneliness at sea 16:30 - Social Work @ Sea: People First (Then the Numbers) 16:50 - Networking and Refreshment Break
17:00	17:20 - Healthcare and wellbeing: Access to care, access to information and organisational culture
18:00	18:05 - Open forum: All of the questions you still need answers to 18:25 - Cadet Task Force 2019 18:35 - Chairman's closing remarks and close of the conference 18:40 - Free Time
19:00	
20:00	20:40 - CrewConnect Global Industry Awards

SESSIONS

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Registration & Coffee

08:15 - 09:00

Chairman's Welcome and Intro

09:00 - 09:10
CruiseConnect

Participants

Eric Visser - Director, Seagoing Workforce Management, Holland America Group

It's all office GEOPolitics: Market growth, regulatory updates and future routes

09:10 - 09:30
CruiseConnect

Participants

Joost van Ree - Director Partner Relations, CLIA

Growth: A blessing and a curse? Assessing the impact of the rate of growth on experience delivery for guests

09:30 - 10:20
CruiseConnect

Participants

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

aMAZEing people| The complex circumstances of crew behaviours on board

10:20 - 10:40
CruiseConnect

Participants

Richard Parkman - Lecturer in Leadership and Organisation Behaviours, Programme Lead BSc Cruise Management and Tourism, Hospitality & Cruise Management, University of Plymouth

Coffee and Networking Break

10:40 - 11:15

Ask not what your company can do for you? A critical look at the Cruise industry employment proposition

11:15 - 11:40
CruiseConnect

The cruise industry needs to hire 80,000 new seafarers yearly over the next decade both for turnover and to staff the new ships being introduced. As such, companies are gearing up their recruitment and retention efforts in the traditional sourcing markets, while also exploring new recruitment sources for officers and crew. Candidate profiles are very specific, expectations clearly defined, but how valuable is our industry's proposition, in terms of career development and employee benefits?

Participants

Mike McEnroe - Vice President Human Resources, Royal Caribbean International

Sustainable cruising – responsible crewing

11:40 - 12:00
CruiseConnect

In this session we explore the opportunities and approaches needed to ensure the long-term sustainability of cruise companies as a source of employment for crew supply countries.

Participants

Georgia Dowdall - Talent Acquisition Manager Crew Position, MSC Cruises

Passenger ship safety

12:00 - 12:30
CruiseConnect

Lunch and Networking

12:30 - 13:30

Back to Basics: BRM/ERM training – assessing the capacity and quality of specialised training in the industry

13:30 - 13:50
CruiseConnect

Above and beyond: the case and application of AI in training

13:50 - 14:10
CruiseConnect

What came first – the standards or the collaboration? Crucial elements of training standards (re)definition and implementation in the Cruise industry

14:10 - 14:55
CruiseConnect

Participants

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

Anna Giacobbe - Crew Training Manager, MSC Cruises

You can't teach this! Linking your training strategy with your crews' service innovation performance

14:55 - 15:15
CruiseConnect

Achieving Safety Culture change in a multi-national workforce

15:15 - 15:35
CruiseConnect

Participants

Paul Wheeler - Fleet Safety Director, Holland America Group

Coffee and Networking Break

15:35 - 16:05

Happy crew, happy cruise: Defining priorities for mental health on board

16:05 - 16:30
CruiseConnect

Being away from home for prolonged periods of time makes cruise crews particularly vulnerable to mental health concerns. How can we offer appropriate support to crews and effectively tackle the stigma around asking for help in the shipboard environment?

SESSIONS

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Happiness and the Bottom Line

16:30 - 16:50
CruiseConnect

Wondering how to maintain a great work/life balance during a long contract at sea? Struggling to find ways to increase cruise ratings, revenue and retention on your ships? Happiness at Sea is an example of crew-centered programming that focuses on wellness as well as the bottom line. With a mix of the right prevention and intervention strategies, you can improve crew happiness to increase productivity and engagement. In this interactive session, Pam Kern will share how her Happiness at Sea program successfully fights exhaustion and cynicism while developing professional efficacy and resilience among crew members. The happier the crew, a greater potential for a healthier bottom line.

Participants

Pam Kern - Founder, Happiness at Sea

Bouncing back: Crisis management & reputation damage control in the era of social media

16:50 - 17:20
CruiseConnect

Chairman's closing remarks and close of summit

17:20 - 17:30

Participants

Eric Visser - Director, Seagoing Workforce Management, Holland America Group

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