



Annual Review

2024-25





Simon Grainge

Simon Grainge
Chief Executive of ISWAN

Message from our Chief Executive

We live in a complex and rapidly changing world where certainty is hard to come by. The maritime sector is working hard to navigate the geopolitical environment whilst dealing with the challenges of meeting decarbonisation targets and remaining commercially viable. It is therefore no surprise that seafarer welfare is not always a top priority in such a challenging business setting. However, there is growing recognition that seafarer welfare needs to be taken seriously if we are to maintain a constant supply of qualified, resilient and competent seafarers to keep the world moving. It is against that background that ISWAN has been working to raise the profile of seafarers and encourage the sector to put them at the centre of their thinking rather than on the periphery.

It's been encouraging to see a steady increase in demand for our commissioned services as companies realise the benefits of providing their workforce with 24/7 emotional and practical support in a seafarer's own language. We have also taken the opportunity to review and revise our training offer to ensure it remains relevant to the needs of seafarers, companies and the industry as a whole.

ISWAN has been developing its new strategy ([see page 26](#)) which will set our course for the next three years, building on what has been achieved so far and making us ever more relevant to industry stakeholders. An important plank in the new strategy is to make our organisation more seafarer centric, ensuring that everything we do is based on their needs.

ISWAN has continued to respond positively to the demands upon all its services and I'm immensely grateful to my team who have worked exceedingly hard throughout the year with limited resources. Our route to financial sustainability is far from over and there are significant headwinds to deal with but we are determined to keep delivering for seafarers, come what may. I hope you enjoy the review and, as always, we are happy to receive feedback.



René Andersen

René Andersen
Chair of ISWAN's Board of Trustees

Message from our Chair

This is my first annual review having taken over the Chair in November 2024 and I'm pleased to report on another successful year for ISWAN. Through my own work, I am very conscious of the challenges facing the maritime sector and seafarers in particular so am very pleased to lead the board of ISWAN in these uncertain times.

This report covers ISWAN's activities from the previous financial year (1st April 2024 to 31st March 2025) and up until the end of 2025, a period when we saw continued demand for ISWAN's services and an increase in membership. This is to be welcomed in an increasingly difficult funding environment. We have seen significant improvements in the way that we collect, categorise and analyse the data gathered through our helplines. This has enabled us to make better use of this data to inform the development of services and engage with our members on the welfare issues facing the sector.

Seafarers have always had to face the trials of danger and isolation that a life at sea brings but there are many less obvious challenges in modern seafaring such as connectivity, lack of shore leave and the pressures of managing the balance between commercial demands and regulatory requirements. It's no wonder that workload and fatigue are regularly reported by seafarers in their interactions with us.

That's why ISWAN's services are so vital but of course none of this would be possible without the continuing support of our funders and sponsors who we are proud to recognise in this report; the Trustees are especially grateful to our long-term funders. The financial environment is getting tougher for organisations like ISWAN so multi-year support is crucial for stability. And of course, an organisation such as ISWAN is only as good as the people in it and I must acknowledge the fantastic work of the team who make it all possible. I am very much looking forward to leading the work of the board in the coming years and helping ISWAN to continue its support to the fantastic people who keep our supply chains intact.



Contents

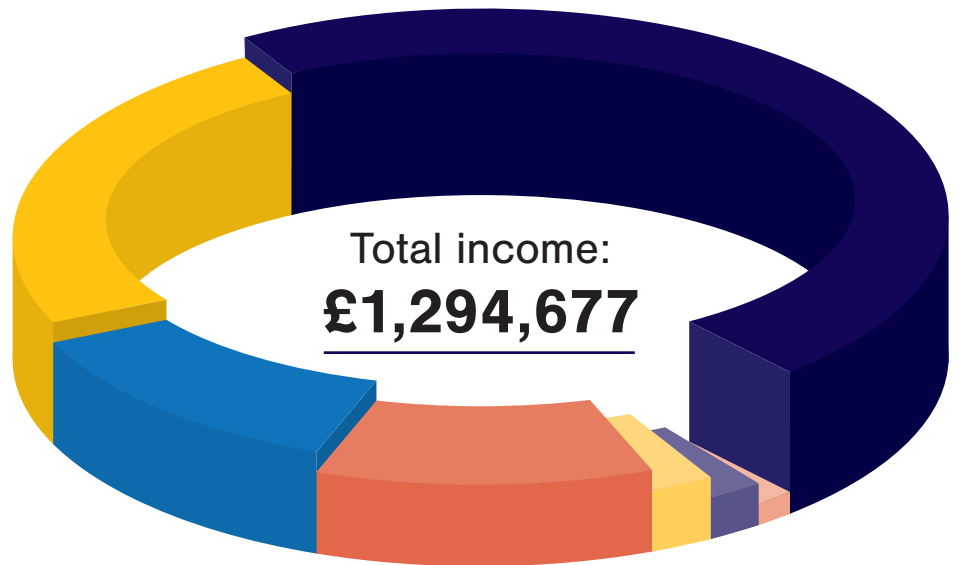
Message from Chief Executive	2	International activities	16
Message from our Chair	3	India & South Asia.....	18
ISWAN in one year	5	Philippines & South East Asia.....	20
SeafarerHelp	7	Seafarers' Emergency Fund (SEF).....	21
YachtCrewHelp	12	Health, safety and wellbeing	21
Seafarer Assistance	16	Our strategy 2025-28	26
		Funders, sponsors and partners	27

NB: The data in this annual review covers the period from 1st April 2024 to 31st March 2025, but we have included updates on our activities until the end of 2025.

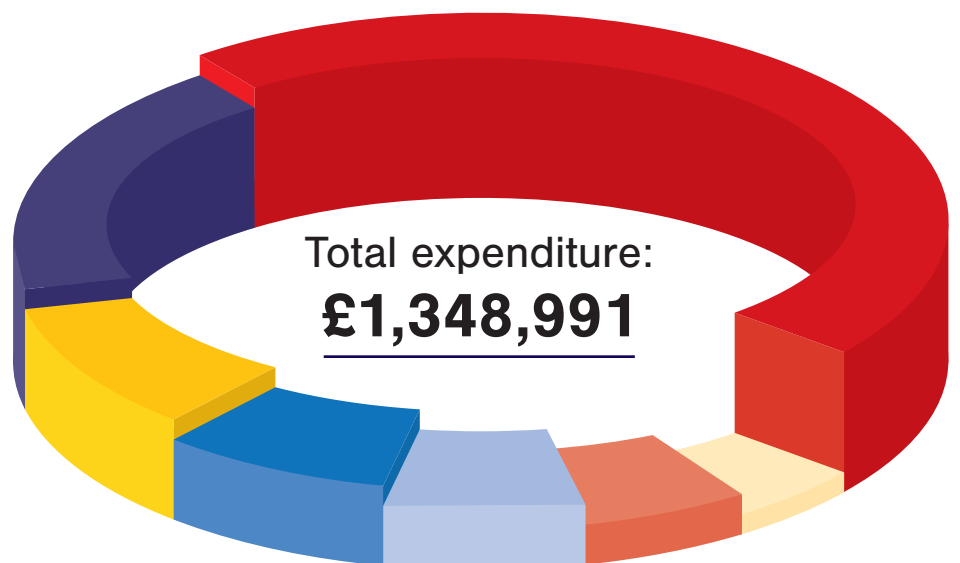
ISWAN in one year

Data from 1st April 2024-31st March 2025

- Grants
£608,221
- Commercial trading operations
£299,974
- Membership subscriptions
£166,636
- Mental health training
£150,835
- Ad hoc donations
£28,821
- Investments
£22,733
- Other income
£17,457



- SeafarerHelp
£623,132
- Projects
£247,960
- Commercial trading operations
£133,627
- Membership support
£111,425
- Regional activities
£92,558
- Mental health training
£78,683
- Relief funds
£61,606



ISWAN in one year

Data from 1st April 2024-31st March 2025



US \$78,276.49

granted via
relief funds



Over 700

downloads of the ISWAN
for Seafarers app



SeafarerHelp is a **free, confidential, multilingual helpline** operated by ISWAN for seafarers and their families. The service is available **24 hours a day, 365 days a year**. SeafarerHelp provides emotional, wellbeing and practical support to seafarers and their families of any nationality.

Data from 1st April 2024-31st March 2025



TOP 5 NATIONALITIES



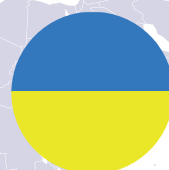
INDIA
27%



PHILIPPINES
19%



CHINA
3%



UKRAINE
2%



RUSSIA
2%



UNKNOWN/WITHHELD
32%

ISWAN is seeing the ways that SeafarerHelp is evolving in line with the advent of onboard connectivity. More reliable access to the internet means that fewer seafarers are contacting SeafarerHelp with practical inquiries, such as to request the details of port welfare centres. Instead, growing numbers of seafarers are turning to SeafarerHelp for support for more complex issues, such as mental health concerns or experiences of onboard bullying or harassment. This means that although the number of new cases fell in comparison with

the previous financial year, SeafarerHelp officers supported seafarers with a higher number of in-depth issues, often involving multiple contacts over several weeks or even months. This increase in more complex contacts to SeafarerHelp is not necessarily due to rising cases of mental health difficulties or experiences of abuse, bullying harassment or violence at sea; it may well reflect greater awareness of these issues and an increasing willingness of seafarers to reach out for support.



Seafaring is a global profession, and ISWAN is proud and distinctive in offering helpline support in over 12 languages. Our experience has shown that support works best when seafarers and family members can speak without fear of misunderstanding, using words and phrases that best represent their feelings, beliefs, and values, and to team members with whom they can connect and relate.

Throughout this year, we have had cases from a variety of nationalities and in multiple languages, where support in first language was critical to understanding and appropriate support. Of note, we have had Russian seafarers speaking about complex

and time-sensitive issues, in which language translation sites would be insufficient and inaccurate for understanding. Similarly, our Tagalog speakers have been critical in parsing the meaning of idioms and word choice in cases related to the safety of seafarers, allowing us to intervene and provide life-saving support.

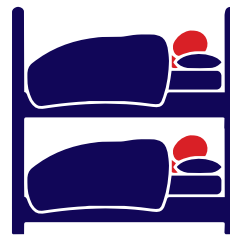
ISWAN strongly believes that support for seafarers and their families must be respectful of the many differences that geographically and linguistically disparate seafarers and family members have, and we maintain the right of seafarers to speak in their own language whenever possible while using our service.

TOP 5 ISSUES RAISED*



EMPLOYMENT TERMS AND CONTRACTUAL ISSUES

16% (530 cases)



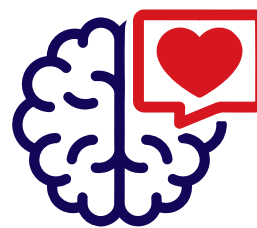
LIVING CONDITIONS AND ONBOARD CULTURE

12% (378 cases)



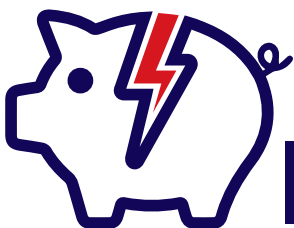
RECRUITMENT, TRAINING AND CERTIFICATION

11% (362 cases)



MENTAL HEALTH AND WELLBEING

9% (307 cases)



FINANCIAL ISSUES AND COMPENSATION

8% (253 cases)

*excluding 'General enquiries' & 'Other'

We heard from many seafarers and family members this year about the financial difficulties of caring across generations. We supported the partner of a seafarer with the toll of these family caring financial pressures on their mental health and wellbeing and encouraged open conversations with their seafaring partner about how to best manage this. While the financial pressure was unchanged, this family was helped by the ability to be open and honest and work towards better coping.

KEY TRENDS

MENTAL HEALTH



WORRY AND CONCERN



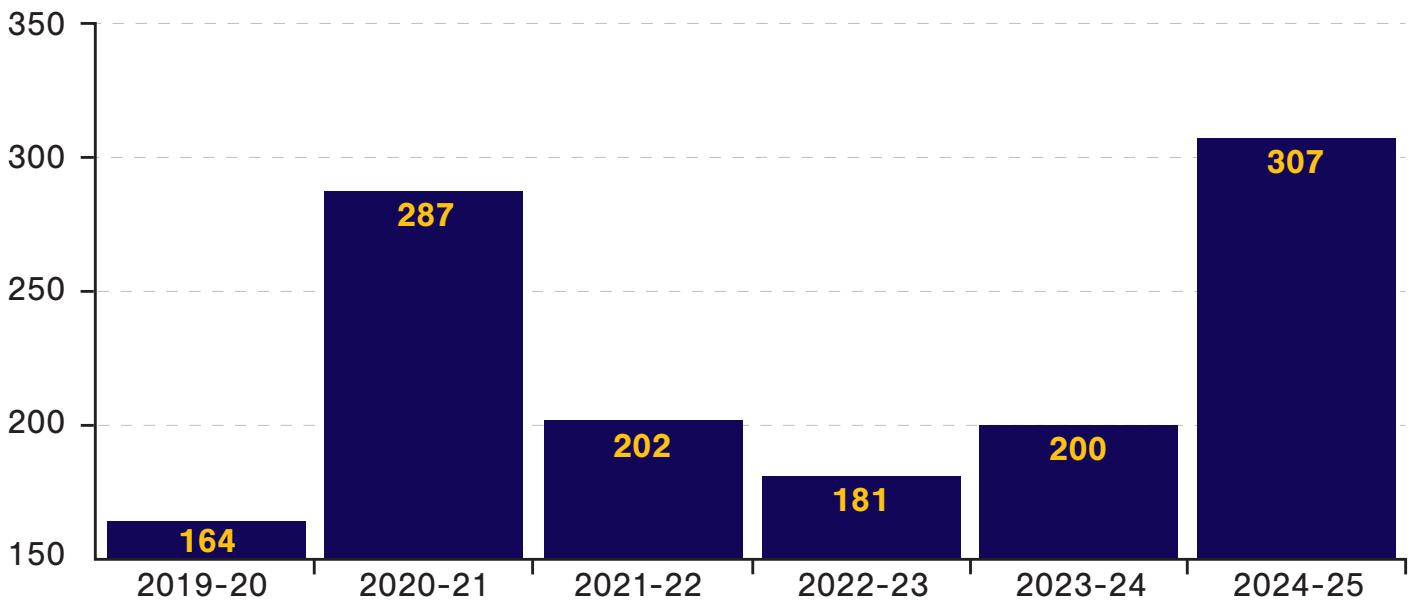
WORKPLACE STRESS



LOW MOOD



DIAGNOSED MENTAL HEALTH CONDITION



Of the mental health concerns reported to us, there was a trend with many seafarers and family members reporting difficulties with communication in relationships over the past year. Maintaining connection and respectful patterns of communication is challenging when physically distant and requires mutual work and consideration. We worked with one seafarer to move beyond arguing and towards respectful disagreements, and to set communication expectations with their partner, leading to overall better coping while at sea.



ABANDONMENT

In 2024-25, ISWAN provided support to **263** seafarers in **29** cases of abandonment, up from **25** cases in 2023-24 and **16** cases in 2022-23.

This mirrors broader trends in increasing rates of seafarer abandonment – the ITF reported 312 abandonment cases in 2024, up from 132 in 2023.

Our helplines are unique, as the support we provide is tailored to the needs of each person who contacts us. While we have seafarers and family members who contact us one time for information or a listening ear, we also have those who need someone to sit alongside and support them until they feel they can cope, or they are back home with their loved ones.

In the past year, we have supported individuals both in one-off contacts, across a few weeks, and ranging up to support

across three months of calls and messages with one early-career seafarer who was struggling on-board.

The ability to provide ongoing support to those who are so isolated and vulnerable when working at sea, through messages, calls, or emails, is critical to ensuring the safety of individuals, crew, and vessels. It makes for mentally healthier ships, and we are proud to stay connected to those who need us most.





YachtCrewHelp is a **free, confidential, multilingual helpline** operated by ISWAN for yacht crew and their families. The service is available **24 hours a day, 365 days a year**. YachtCrewHelp provides emotional, wellbeing and practical support to yacht crew and their families of any nationality.

Data from 1st April 2024 – 31st March 2025



TOP 5 NATIONALITIES



UNITED KINGDOM
13%



PHILIPPINES
4%



SOUTH AFRICA
4%



AUSTRALIA
3%



INDIA
3%



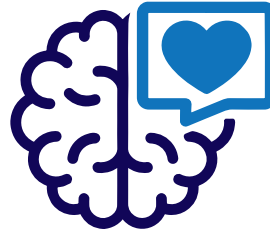
UNKNOWN/WITHHELD
48%

TOP 5 ISSUES RAISED*



**EMPLOYMENT TERMS
AND CONTRACTUAL
ISSUES**

24% (73 cases)



**MENTAL HEALTH
AND WELLBEING**

20% (63 cases)



**RECRUITMENT,
TRAINING AND
CERTIFICATION**

18% (57 cases)



REPORT
**ABUSE, BULLYING,
HARASSMENT,
DISCRIMINATION
AND VIOLENCE**

12% (36 cases)



**PHYSICAL HEALTH
AND WELLBEING**

6% (20 cases)

*excluding 'General enquiries' & 'Other'



KEY TRENDS



Abuse, bullying, harassment, discrimination and violence (ABHDV)

↑ **50%** on 2023-24 (36 contacts, up from 24)

We heard a range of cases related to ABHDV on YachtCrewHelp, ranging from lower-level cases of inter-crew communication issues to the much more high-risk cases of those impacted by sexual violence while working on yachts. This year we supported yacht crew in several cases where they were survivors of sexual violence while at work. Foundational to this support is belief, respect, choice, and the return of their rights. We also saw the key difference that supportive captains can make in these cases, and we had many cases where captains reached out to us directly for support for affected crew, and this community of support made a positive impact on coping.

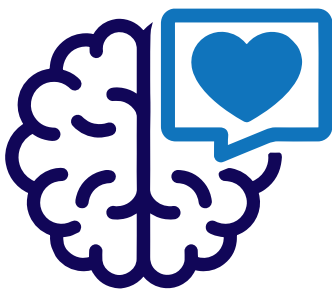


Employment terms and conditions

↑ **18%** on 2023-24 (73 contacts)

Contacts relating to unfair dismissal increased by 50% (24 contacts in 2024-25)

Across 2024-25 we learned more from yacht crew about the vulnerability of their jobs, with many experiencing a lack of consistent rights and contractual standards, leading to insecure employment. We spoke to yacht crew who experienced ongoing stress while at the mercy of management who may damage their reputation, and therefore their hireability and career longevity. In one case, a yacht crew member was supported to remember their right to fairness after their dismissal, and we worked with them on their coping strategies and processing the pressure of employment loss.



Mental health

↑ **13%** on 2023-24 (63 contacts)

There was an increase in mental health-related cases on YachtCrewHelp across 2024-25. Our team supported yacht crew with a range of issues, including support for those experiencing mild to moderate low mood or worry, through to those in an acute mental health crisis. We work carefully to provide risk assessment and crisis support in all cases where anyone is struggling. Of note, we also heard from several supportive and engaged captains who were seeking support for their crew following their experiences of unexpected incidents at sea, traumatic events, or mental health concerns. In these cases, we help these captains to support their crew, as well as providing a listening ear to the captains themselves. We remain available to all yacht crew, regardless of rank, and look forward to hearing from anyone who needs a listening ear.



Across 2024-25, we worked hard to identify and respond to service user needs by fine-tuning the levels of support we offer to seafarers and their families. We are fortunate to offer seafarers and their families options for accessing support, from the frontline support of our helpline team, to focused and ongoing sessions of support from our in-house Specialised Support Team, to our external counselling network for those cases where further expertise is required.

Importantly, our Specialised Support Team is available to prevent mild to moderate mental health or wellbeing issues from becoming a

risk to the safety and coping of seafarers. This team has worked with seafarers this year on a range of issues that have threatened their coping skills including communication in long-distance relationships, managing the mental impact of unemployment, coping with loss and grief, and cross-cultural differences amongst crew. For those seeking this support, they have benefited from a caring and supportive relationship with our team, check-ins on their progress towards their own-held goals, and consistent support with developing or maintaining coping strategies.



Seafarer Assistance

Under the Seafarer Assistance banner, we operate a number of independent, commissioned helplines for companies and organisations in the maritime sector. These helplines offer free, confidential, multilingual emotional support to crew, 24 hours a day, 365 days a year.

In the financial year 2024-25, we established **7** further helplines for shipping companies.



International activities

Our international teams in India and the Philippines have continued to make a real impact throughout 2024-25, remaining active and responsive to the needs of seafarers and their families. Beyond these regions, we have expanded our reach by appointing dedicated ambassadors and volunteers in Sri Lanka, Kenya, Malaysia, Hong Kong, Bangladesh and Pakistan. These representatives provide vital local insight, promote our services, and act as trusted points of contact in areas where we do not yet have a physical presence.

This year, we have further strengthened our global network of support, deepening partnerships with welfare organisations, shipping companies, crewing agencies, unions, hospitals, and government departments. These collaborations enable us to respond quickly and effectively to the challenges faced by seafarers worldwide.

Our international teams continue to deliver practical humanitarian assistance to those experiencing traumatic events, while also working with partners to advocate for seafarers' rights and develop new welfare initiatives. In total, our international teams supported **10,203** seafarers and their families this financial year, providing financial, counselling and humanitarian support, helping them navigate ongoing hardships and prepare for the challenges of life at sea.

FAMILY OUTREACH PROGRAMME

We officially launched our Family Outreach Programme (FOP) in both India and the Philippines in 2024. Designed for seafarers' spouses, children, parents and siblings, this interactive seminar aims to highlight the importance of family support in enhancing the wellbeing of seafarers, acknowledging its vital role as a lifeline for those enduring prolonged separations from family and home. The FOP is designed to empower families with information and resources so they can support and communicate effectively with their loved ones at sea and understand the challenges of their work.

Several companies have already commissioned ISWAN to run this programme for their crews' family members. We held **8** sessions reaching **596** family members in 2024-25, with a further **510** sessions reaching **551** family members from 1st April 2024 to the end of 2025.

If your company or organisation would be interested in this programme, please get in touch with us using the contact details on the [last page](#).



“Definitely walking out as a different person with an improved perspective.”



India & South Asia



- Our team in India handled **96** new cases affecting **451** seafarers or their families this financial year, providing important emotional support as well as practical guidance to help them deal with their respective problems.
- The team delivered **19** presentations, both online and in-person, at various maritime training institutes in India, Indonesia and Kenya. These presentations reached **2,514** cadets and ratings to raise awareness of the challenges that they can face during their first voyage at sea and ways they can build their coping mechanisms.
- Our campaign to raise awareness of fraudulent crewing agents in India led to us supporting **467** Indian seafarers, providing emotional support and guidance on the necessary steps to finding a resolution. In December 2024, we published a report containing the findings and recommendations from our joint research with Gujarat Maritime University (GMU), which examined the issue of fraudulent recruitment in India and the steps that can be taken to provide safer routes into a seafaring career.



 [Read the report here](#)

- The Indian team participated in **74** meetings and events across the year including attending various seminars, conferences, online / offline meetings to develop new partnerships and build up on the existing ones. The team held a day-long annual seminar event in Mumbai on 28th November 2024, which was attended by almost **130** participants from the Indian maritime sector. The event launched ISWAN's Family Outreach Programme in India (see text box on page 17) and presented the results of the joint research with GMU and ISWAN's survey on decarbonisation (see text box on page 19).



UPDATE: Between the end of the financial year and the end of 2025, we launched both our Seafarers Education and Awareness induction programme for cadets and trainees, and a workshop for shore staff called Together in Care. We also published a new family handbook in collaboration with Fleet Management to support seafarers and their families in maintaining healthy relationships and communication while apart. In December, our team in India held a successful event in Mumbai to highlight the importance of structured induction, strong shore-based support and meaningful family engagement in building a resilient and future-ready maritime workforce. The seminar brought together seafarers, cadets, ratings, families, industry

leaders, government representatives, training institutes and welfare organisations to explore practical ways to strengthen wellbeing and improve retention across the maritime sector. We were also proud to sign a Memorandum of Understanding (MoU) with the Directorate General of Shipping, India, aiming to enhance the welfare, training, safety and wellbeing of Indian seafarers and their families through collaborative initiatives.

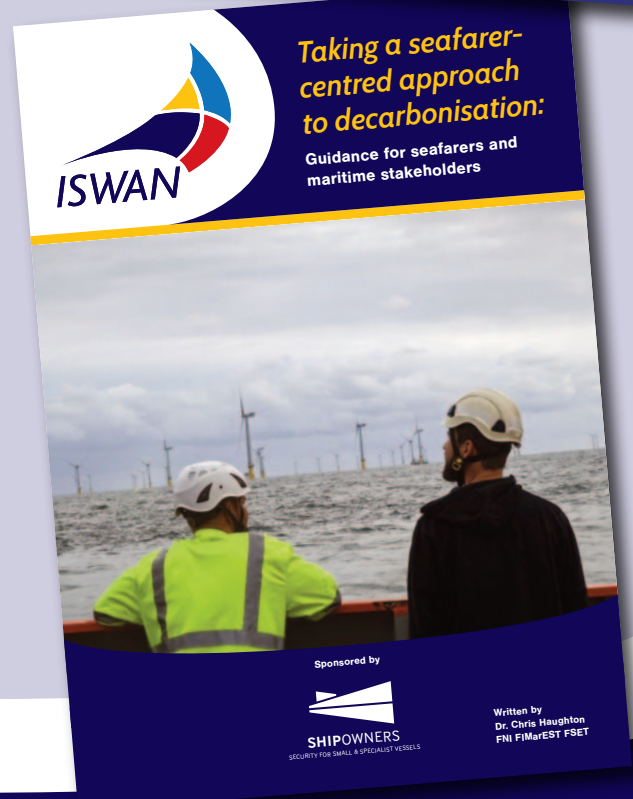
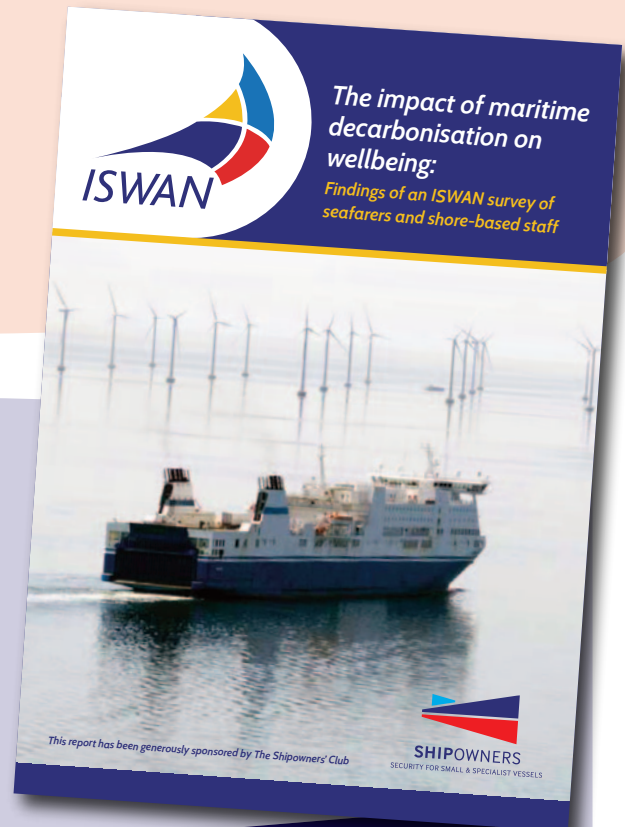
Taking a seafarer-centred approach to decarbonisation

In 2024, we published the findings of our industry-wide survey of seafarers and maritime stakeholders across the globe, which explored the impact that the decarbonisation of the shipping industry was having on their work. Although many seafarers were supportive of the aims of decarbonisation and willing to be active contributors, the rapid technological changes and regulatory regimes were having a substantial impact on workload, fatigue and stress levels at sea. Concerns were also raised around potential criminalisation in the event of alleged breaches of new rules and regulations.

 [Read the report here](#)

Driven by these findings, we produced a guide for seafarers and maritime stakeholders, providing practical ways to support seafarers' wellbeing during the zero-carbon transition.

 [Read the guidance here](#)



Philippines & South East Asia



- Our team in Philippines handled over **139** new cases in the reporting period assisting **651** seafarers or their families.
- The team delivered **38** online and in-person presentations in the Philippines during pre-departure preparation organised by shipping companies, reaching **10,506** participants.
- The team in the Philippines participated in **54** events across the year including the Crew Connect Global conference in November 2024, shipping companies officers' conferences, and Day of the Seafarer celebrations in June 2024.
- They also organised a successful day-long annual seminar in partnership with various local organisations with an audience of nearly **150** participants. The event explored family outreach in the maritime sector and insights into seafarers' welfare in the Philippines, and presented the results of ISWAN's survey on decarbonisation (see text box on page 19).



Securing official registration in the Philippines

On 5th July 2024, ISWAN achieved a significant milestone by securing business registration for its representative office in the Philippines. This recognition is more than a legal formality; it affirms our commitment to operate transparently and responsibly. This legal status paved the way for landmark Memorandums of Understanding with the Department of Migrant Workers (DMW), the National Maritime Polytechnic (NMP), and the Philippine Association of Maritime Institutions (PAMI). Through these partnerships, we are strengthening welfare programs for seafarers and their families, advancing data utilisation and research to improve skills and safety, and supporting education for the next generation of maritime professionals.



Update: Between the end of the financial year and the end of 2025, our team in the Philippines marked Day of the Seafarer in June with an event, 'Safer SEAS', designed to underscore the importance of mental health awareness for achieving harassment-free workplaces.

We also organised a half-day, hybrid-format seminar in Manila in November which aimed to reframe mental health through the lens of Filipino culture, emphasising connection, compassion, and shared responsibility. Attendees included seafarers, cadets, maritime professionals and family members.

Seafarers' Emergency Fund (SEF)

This fund is managed by ISWAN to provide immediate, essential aid to seafarers and their close families who are directly involved in sudden and unforeseen crises. It has provided a lifeline for seafarers who find themselves in a crisis.

During this financial year (1st April 2024-31st March 2025), the SEF paid out a total of **\$78,276.49** in **32** grants. These grants were used to pay for medical treatments, critical illnesses, renewal of seagoing documents, medications, counselling, house restoration, supporting abandoned seafarers and funeral costs.



Health, safety and wellbeing

Social Interaction Matters (SIM) Project

In 2024-25, our Social Interaction Matters (SIM) Project reached an exciting milestone with the completion of its third phase of research. The live research phase concluded in January 2025, involving around 200 seafarers across six vessels, representing all three maritime industries – shipping, yachting, and cruise.

This unique study trial gathered rich insights into how meaningful social interaction influences crew health, safety and overall wellbeing, using innovative SeaQ and Fitbit technologies alongside Social Ambassador logs to collect this valuable data.



UPDATE: The final report was launched in January 2026 and presented key findings and actionable recommendations, most notably to enhance social connection and quality rest time in a way that is inclusive and useful for different onboard cultures and environments.

Building on these outcomes, ISWAN is developing educational resources and practical guidance to support seafarers in becoming Social Ambassadors on board their own vessels. Launching later in 2026, the campaign will encourage crew to share their experiences and the unique ways they foster connection, helping to keep the SIM Project's spirit of belonging and cross-sector learning active and growing. Looking ahead, the SIM Project aims to partner with an entire fleet to roll out the Social Ambassador programme. If this is of interest to your crew or organisation, we would welcome the opportunity to hear from you.



‘Safe at sea... it takes all of us!’ campaign

Throughout 2024-25, ISWAN proudly continued to champion the ‘Safe at sea... it takes all of us!’ campaign, an initiative addressing personal safety challenges faced by women seafarers and promoting the power of allyship at sea. Funded by The Seafarers’ Charity and UK P&I Club, and delivered under ISWAN’s Safe and Inclusive Future for All (SAIFA) Seafarers Project, the campaign’s impact continued to spread across the maritime community.

The campaign officially launched in September 2024, and in October 2024, a high-profile event in London brought together industry leaders and seafarers to spotlight safety and inclusion at sea. During the same month, ISWAN collaborated with Equipundo to publish two practical resources on ‘How to be an ally’, offering clear guidance for crew and leaders to foster inclusive and supportive workplace cultures.

 [Read the guidance here](#)

UPDATE: In 2026, with funding from The Seafarers’ Charity and Trinity House, the team will deliver the next phase of the campaign, supporting its long-term aim of driving lasting behavioural and cultural change. As part of this work, ISWAN is inviting readers to review and trial the ‘How to be an ally’ guidance in practice, to help assess its relevance and effectiveness. If this is of interest to your crew or shore staff, we would welcome hearing from you – your feedback will help shape the next steps toward safer, more inclusive working environments.





Welfare of Yacht Crew Project

ISWAN continued to contribute to the Changing Tack Working Group on Yacht Crew Welfare, a collaboration that ultimately led to the recruitment of a dedicated Welfare of Yacht Crew Project Manager at ISWAN, sponsored by The Seafarers' Charity, in January 2025. In late 2025, ISWAN signed an MoU with the Superyacht Alliance for Changing Tack to be the crew welfare think tank, driving projects through focus groups of industry stakeholders.

Laura Beard, a former superyacht Purser with extensive experience in yacht management, refit and construction, joined the team to drive the project forward. Since her appointment, activity, awareness and support have been expanding at a rapid pace.

The team has seen over £50,000 raised with new income generation initiatives and high-profile industry figures organising fundraisers including the Marathon 4 Mental Health, which will now be an annual fundraiser going forward. We're also pleased to welcome eight new yachting members brought in by a membership drive in June 2025.

ISWAN has also maintained high visibility across the industry through a range of events



and speaking engagements. We attended our first US show in 2025. At the Palm Beach Boat Show, ISWAN's Projects and Relationships Manager Georgia Allen joined Capt. Kelly Gordon on a panel discussing Real Solutions for Mental Health at Sea. The team also delivered a Bluewater webinar with over 300 crew registered, presented at Marine Money in Monaco, and attended the Palma International Boat Show, Monaco Yacht Show, The Superyacht Forum and Metstrade. These events were great opportunities for us to raise awareness of Changing Tack and the Welfare of Yacht Crew Project.

UPDATE: We launched a campaign to raise awareness of YachtCrewHelp in September 2025, attracting many stakeholders and achieving strong social media engagement and a rise in calls and messages to the helpline (new cases tripled in number compared to the same period the previous year). ISWAN has also signed an MoU with Lloyd's Register to collaborate on yacht crew safety projects.



Mental health and wellbeing initiatives

Between April 2024 and March 2025, ISWAN continued to prioritise seafarer mental health and wellbeing, delivering guidance, support, and educational initiatives to crews across the maritime sector. Over the course of the year, we evaluated our approaches to ensure resources remain practical, relevant and responsive to the real needs of seafarers.

UPDATE: Our annual seminar in the Philippines in October 2025, 'BAYANIHAN – Reframing Mental Health: A Filipino Perspective', was part of our efforts to become more culturally informed and seafarer-centred in our approach to mental health. We are also working on delivering our Family Outreach Programme (see page 17) and our Seafarers Education and Awareness Sessions (SEAS), which tackle mental health and self-care, in more countries.

Looking further ahead, ISWAN is developing a new, seafarer-centred education strategy designed to provide accessible, engaging, and impactful support for health and wellbeing at sea. This forward-looking approach will ensure that seafarers receive the knowledge, skills, and resources they need to thrive both on board and ashore.



Diversity, equity and inclusion at ISWAN

Our DEI Steering Group dedicated significant time and effort to reviewing team feedback on ISWAN's current practices and needs in relation to diversity, equity, and inclusion. This feedback was carefully analysed to identify key themes and priorities for embedding a stronger DEI culture across the organisation. Based on these findings, the Steering Group made a series of recommendations to the leadership team.

UPDATE: In recent months, these recommendations have already resulted in tangible progress, including the introduction of a more formalised HR function and a collaboration with the Diversity Study Group to develop and embed a comprehensive DEI strategy – work that will continue into 2026.



Membership

ISWAN gained **20** members during the financial year 2024-25, bringing the total to **126**.

Our members are a network of international companies and organisations committed to improving the welfare of seafarers. Their subscriptions help us continue to offer direct services to seafarers and their families, and their support enables us to further awareness of these services and build our reputation across the maritime sector.

If your company or organisation would be interested in joining, please get in touch with us.

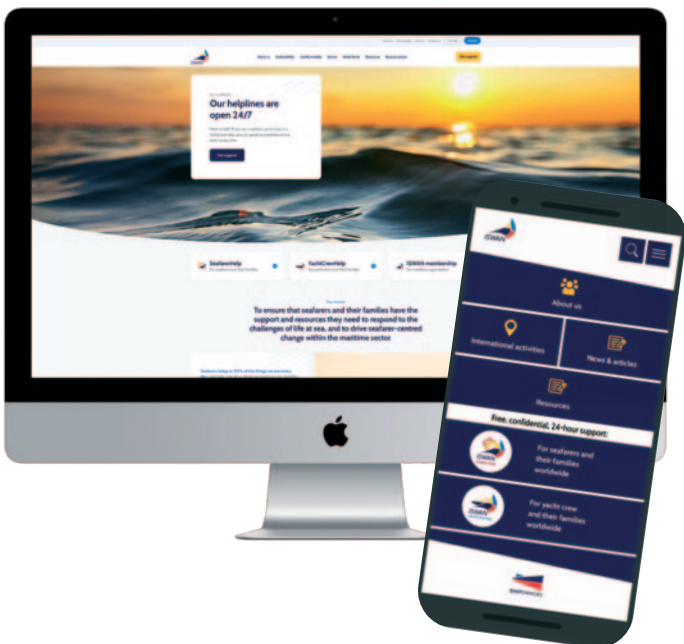


Communications

A major milestone in ISWAN’s communications this year was the launch of our new website, which combines three former websites (ISWAN, SeafarerHelp and YachtCrewHelp) into one and brings all of ISWAN’s services and resources together in one central hub. We plan to develop our website further over the coming year with an exclusive members’ area and more features to offer the best possible support to seafarers.

With the new website, we also launched a new visual identity, aligning the logos and brand colours of our two core helplines with ISWAN to highlight them as ISWAN services.

Our ISWAN for Seafarers app continues to expand its user base, with over 700 downloads over the course of the year, and social media continues to be an important tool for engaging with ISWAN’s key audiences – seafarers and their families on Facebook and Instagram, and industry stakeholders on LinkedIn.



Policy & research

Over the past year, we have begun to redevelop our policy and research activities in order to support ISWAN’s key strategic aim to advocate for a seafarer-centred maritime sector. This has included ongoing work to strengthen use of helpline data and other points of contact with seafarers and their families in order to identify key welfare concerns, particularly those that are overlooked within the wider maritime sector. These insights then form the core of ISWAN’s project activities and policy priorities.

Over the course of the year, we published research in key areas of concern to seafarers, including recruitment fraud in India and practical guidance to support the wellbeing of seafarers through the decarbonisation transition.

UPDATE: We held observer status at the Special Tripartite Committee of the Maritime Labour Convention at the International Labour Organization (ILO) in April 2025, which saw the agreement of several measures to improve seafarers’ welfare and safety, including strengthening rights to shore leave and actions to combat shipboard violence and harassment. Furthermore, we observed the Third meeting of the Joint ILO-IMO Tripartite Working Group, which resulted in the adoption of guidelines to ensure the fair treatment of seafarers detained in connection with alleged crimes. In December 2025, the IMO Assembly confirmed ISWAN’s consultative status. Over the coming year, policy and research initiatives will focus on making best use of this role to represent seafarers’ priorities and concerns in key discussions relating to safety, welfare in an the context of rapid technological change.

Our strategy, 2025-2028

In April 2025, we launched our new three-year strategy for 2025-28, which has a strong emphasis on ensuring our services and activities are seafarer-centred:



Our vision

A safe, fair and inclusive maritime sector that provides fulfilling careers and sustainable livelihoods for all seafarers and their families



Our mission

To ensure that seafarers and their families have the support and resources they need to respond to the challenges of life at sea, and to drive seafarer-centred change within the maritime sector

Our strategic goals

- 1. All of our work is seafarer-centred**
- 2. We are there for all seafarers and their families, whatever they are facing**
- 3. Our services and projects are high quality, impactful and solutions-focused**
- 4. We drive change in the maritime sector by using our platform to raise awareness of seafarers' concerns and advocate for evidence-based solutions**
- 5. Our organisation is sustainable**
- 6. Our organisation is values-driven**

Thank you to our funders, partners and sponsors

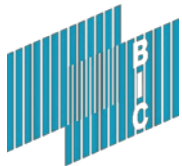
Core funding



Welfare of Yacht Crew Project (including YachtCrewHelp):



Other funding and support:



Thank you also to all the companies and organisations who supported our events in 2024-25 – your support is invaluable.

Partnerships are very important to us, particularly those we have with our peers. A big thank you to all our friends:





Need to talk?

**We are here to listen –
about anything, anytime.**

We provide emotional, wellbeing and practical support to seafarers and their families.

- *Free*
- *Confidential*
- *Support available in over 12 languages*
- *Available 24 hours a day, 365 days per year*



Call us:

+44 (0)207 323 2737



Live chat:

iswan.org.uk/seafarerhelp



Email us:

help@seafarerhelp.org



WhatsApp:

+44 (0)7909 470 732



Visit:

iswan.org.uk/seafarerhelp

for resources and guidance on
common issues for seafarers

Find us on:



Download the free *ISWAN for Seafarers* mobile app for a direct line to SeafarerHelp and offline access to resources



Need to talk?

**We are here to listen –
about anything, anytime.**

We provide emotional, wellbeing and practical support to yacht crew and their families.

- *Free*
- *Confidential*
- *Support available in over 12 languages*
- *Available 24 hours a day, 365 days per year*



Call us:

+44 (0)203 713 7273



Live chat:

iswan.org.uk/yachtcrewhelp



Email us:

help@yachtcrewhelp.org



WhatsApp:

+44 (0)7514 500 153



Visit:

iswan.org.uk/yachtcrewhelp

for resources and guidance on common
issues for yacht crew

Find us on:



Download the free *ISWAN for Seafarers* mobile app for a direct line to YachtCrewHelp and offline access to resources

***Would you like to work with us,
find out more about our services
or become a member of ISWAN?***

Please contact Alan Croft,
Business Development Manager:
alan.croft@iswan.org.uk
+44 (0)20 3876 8585



4th Floor
Silverstream House
45 Fitzroy Street
Fitzrovia
London
W1T 6EB



@iswan_org



facebook.com/iswan.org



International Seafarers' Welfare & Assistance Network (ISWAN)

Tel +44 (0)300 012 4279
Email iswan@iswan.org.uk

www.iswan.org.uk

ISWAN is a Registered Charity, Number 1102946 and a
Registered Company Limited by Guarantee, Number 3171109