Caring for seafarers
around the world

The Mission to Seafarers ESG Report
2023

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Index

INTRODUCTION

About the Mission 3

Our Vision 4

Our Impact 5

Empowering Seafarers 7

Letter from the Chair 8

Executive Voice 9

ESG AND SDGs

ESG Strategy 11

ESG Material Topics 12

Sustainable Development Goals and Initiatives 13

ESG Action Plan and Impact 15

ESG Initiatives 16

ENVIRONMENT 19

Environmental Carbon Footprint 20

Impact Stories 21

SOCIAL 25

Social Workplace 26

Seafarer Wellbeing 31

Volunteers 39

GOVERNANCE 42

The Charity's Trustees and Management 43

Board Independence and Diversity 47

Code of Conduct 48

The Environmental Action Group 51

CONCLUSION 55

APPENDIX 56

About the Mission

For over 160 years, The Mission to Seafarers (the Mission or MtS) has been dedicated to offering care and support to seafarers globally.

Today, operating in 200 ports across 50 countries, The Mission to Seafarers is the world's largest seaport-based welfare organisation, providing year-round support to seafarers of all ranks, nationalities, genders, and faiths.

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

Our Vision

Our vision for the world's 1.89 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, and
- meet the needs of all seafarers and their families, irrespective of faith or cultural background

Our Impact

Our core focus is on providing a comprehensive, proactive, professional and engaged response to meet the diverse needs of seafarers and their families.

Our areas of work include:

- Ship visitation
- Port-based centre hospitality
- Hospital visits for seafarers
- Prison visits to provide support
- Transportation services
- Emergency response, including assistance with post-trauma and mental health counselling or referrals
- Advocacy and support for seafarers during times of crisis or when they are voiceless
- Spiritual support, as needed
- Innovative programs to meet the evolving needs of seafarers through global and local port welfare initiatives

43,235 SHIP VISITS
ENCOUNTERING APPROXIMATELY **302,645 SEAFARERS**

OVER **58,700 SIM CARDS** PROVIDED TO **SEAFARERS**

130,828 SEAFARERS USED OUR TRANSPORT **SERVICES**

1 METRIC TONNE OF KNITTING DISTRIBUTED

149,819 VISITS TO OUR **SEAFARERS' CENTRES**

11,300 SHOPPING TRIPS FOR **SEAFARERS** WITH ESTIMATED VALUE OF GOODS **BOUGHT** TOTALLING OVER **US$1.25M**

716 PORT-BASED JUSTICE, WELFARE AND MEDICAL **CASES**

“Sustainability is the capability of an organization to transparently manage its responsibilities for environmental stewardship, social wellbeing, and economic prosperity over the long-term while being held accountable to its stakeholders.”

ROBERT B. POJASEK, PH.D

Empowering Seafarers

Seafarers play a crucial role in facilitating around 90% of global trade through the shipping industry, which is vital to the world economy. As these men and women work tirelessly to keep the global economy afloat, they deal with prolonged periods of isolation, demanding work schedules and the physical and mental strain of life at sea. Additionally, seafarers must contend with the risks of piracy and geo-political issues impacting shipping routes.

Climate change is beginning to significantly impact seafarers by altering maritime conditions, increasing the frequency and severity of extreme weather events and disrupting traditional shipping routes. Rising sea levels, intensified storms and shifting ocean currents pose heightened risks to vessel safety, making navigation more challenging and unpredictable. These changes can lead to increased stress and mental health challenges for seafarers, who must adapt to more volatile and dangerous working conditions.

As an organisation dedicated to supporting seafarers and their families, The Mission to Seafarers recognises its responsibility to protect the environment on which these workers depend. This commitment aligns with our identity as an Anglican Mission Agency, reflecting the Anglican Communion's fifth mark of mission: **"To strive to safeguard the integrity of creation and sustain and renew the life of the earth."**

Addressing climate change is thus integral to our mission and values.

Letter from the Chair

The Mission to Seafarers has a storied history of supporting those who work at sea. Recognising the pressing need to address the environmental challenges that threaten both the oceans and the livelihoods of seafarers, the Mission is embarking on a new and critical journey - one focused on sustainability.

This initiative is not just about protecting the environment; it is about ensuring that seafarers, who are often on the frontlines of climate change and ecological degradation, are equipped to navigate these challenges. By promoting sustainable practices within the maritime industry and advocating for policies that protect the environment and seafarers alike, The Mission to Seafarers aspires to lead the way in ensuring that the maritime world can thrive in harmony with the planet for generations to come.

As we look to the future, we remain committed to advancing our core principles, ensuring that the maritime industry not only meets its sustainability goals but also creates a fair and equitable environment for all seafarers. We thank our staff, volunteers, partners, stakeholders and the seafarers themselves for their unwavering support and dedication. Together, we can navigate the challenges ahead and build a sustainable future for the maritime industry.

Sincerely,

Thomas Boardley, Chairman, The Mission to Seafarers

Executive Voice

As the maritime industry faces increasing pressure to decarbonise, the Mission recognises the critical role it plays in supporting this transition. Climate change, technological advancements and evolving trade patterns present both challenges and opportunities. Our ESG strategy underscores our dedication to ensuring that seafarers' rights and welfare are prioritised as the industry transitions towards a more sustainable future.

Seafarers are the backbone of global trade, and their wellbeing is essential for a resilient and thriving maritime industry. As the maritime sector undergoes this profound transformation, it is imperative that we place seafarers at the heart of our efforts. By reducing emissions and promoting sustainable practices, The Mission to Seafarers aspires to contribute to a healthier planet and a more resilient industry, ultimately enhancing the welfare and working conditions of seafarers worldwide.

Peter Rouch
Secretary General
The Mission to Seafarers

As a purpose-driven charity, we are energised each day by the positive impact we can make in creating better outcomes for seafarers and their families through the collective efforts of our dedicated employees, volunteers, and partners. Through this ESG report, we highlight our initiatives aimed at supporting seafarers' physical and mental wellbeing, promoting gender diversity, and providing training programs to equip them for the challenges of their profession. These efforts are not only a moral imperative but also a strategic necessity to ensure that the maritime industry continues to thrive sustainably.

As we navigate these times of change, we remain steadfast in our mission to advocate for seafarers and amplify their voices. Together with our partners, we are committed to driving positive change and ensuring that seafarers are recognised as key stakeholders in the industry's journey towards decarbonisation and sustainability.

Tomi Toluhi
Chief Operating Officer
The Mission to Seafarers

"We all need to work together because there are no jobs on a dead planet; there is no equity without rights to decent work and social protection, no social justice without a shift in governance and ambition, and, ultimately, no peace for the peoples of the world without the guarantees of sustainability."

SHARAN BURROW

ESG Strategy

Catalysing effective and sustainable maritime welfare

The Mission has embarked on a transformative journey which centres around the creation and implementation of an ESG (Environmental, Social and Governance) strategy that not only upholds the organisation's longstanding commitment to seafarers' welfare but also recognises the long-term challenges facing our planet and our part in tackling them.

	ENVIRONMENT	SOCIAL	GOVERNANCE
OUR SEAFARERS	Be a catalyst for global decarbonisation by helping seafarers and their families contribute to a more sustainable world	Provide innovative and inclusive solutions for seafarers and their families creating opportunities for a higher quality of wellbeing and greater fulfilment	Maintain the high standards of integrity and ethical conduct in our service to seafarers, living up to our values every day
OUR CHARITY	Measure the environmental impact of our day-to-day operations, reduce our emissions in line with annual targets and offset unavoidable emissions	Attract, develop, enthuse and retain a united and innovative team while creating an inclusive environment for all	Develop our global governance to meet the highest professional, legal and ethical standards promoting transparency and accountability at all levels
OUR STAKEHOLDERS	Sensitise our stakeholders on the impact of climate change on seafarers and partner with them to contribute towards a more sustainable world	Be a leading advocate for seafarers' welfare and empower our stakeholders to create positive change for seafarers and their families	Continue to advocate for transparency and accountability in the treatment of seafarers seeking better outcomes for them and their families

ESG Material Topics

Key Material Topics

The Mission to Seafarers, as a global maritime welfare organization, has carefully considered its ESG (Environmental, Social and Governance) materiality to align its operations with sustainable practices and stakeholder expectations.

By focusing on these material ESG issues, The Mission to Seafarers aims to enhance its positive impact on the maritime community while ensuring its sustainability and effectiveness as a charity. Here is an overview of key ESG material issues for the Mission.

ENVIRONMENT	SOCIAL	GOVERNANCE
• Operational environment carbon-footprint • Energy efficiency in Mission centers and facilities • Water and Waste management practices at seafarer centres • Sustainable resource use in day-to-day operations	• Employee and Seafarer health and wellbeing, including mental health support • Fair labour practices advocacy for maritime workers • Crisis response for seafarers in distress • Community engagement in seafarer sending nations • Diversity and inclusion initiatives within the organisation and for seafarers • Training and development programs for employees and seafarers	• Ethical practices in all operations and partnerships • Transparency in financial management and reporting • Stakeholder engagement, including seafarers, shipping companies and donors • Risk management, particularly in high-risk areas of operation • Compliance with international maritime regulations and welfare standards

Sustainable Development Goals and Initiatives

We have integrated innovative approaches to ensure our seafarer impact aligns with our selected SDGs. We provide a more detailed consideration of our chosen SDGs and related initiatives, evaluating their impact and the domains where we exert the most considerable influence.

8 DECENT WORK AND ECONOMIC GROWTH

Decent Work and Economic Growth
The Mission to Seafarers plays a vital role in promoting decent work and economic growth in the maritime sector in several ways.

- **Advocating for fair wages and working conditions**
- **Supporting seafarers in need**
- **Advocating for seafarers' rights**

3 GOOD HEALTH AND WELL-BEING

Good Health and Wellbeing
The core mission of The Mission to Seafarers is to enhance the physical and mental wellbeing of seafarers.

- **Mental health support**
- **Facilitating shore leave**
- **Promoting seafarer welfare**

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Responsible Consumption
The Mission to Seafarers implements measures to reduce its own resource consumption.

- **Reducing waste and promoting recycling**
- **Advocating for sustainable practices**
- **Efficient resource management**

4 QUALITY EDUCATION

Quality Education
The Mission to Seafarers provides employees and seafarers with education, information, and opportunities to engage in learning courses.

- **Enhancing maritime education**
- **Promoting continuous education and skill development**
- **Leadership and management training**

Gender Equality
Only about 2% of the global seafaring workforce are women, which equates to 24,000-38,000 women seafarers. The Mission to Seafarers contributes to breaking down gender barriers in the maritime industry, promoting equal opportunities, and working towards a more inclusive and diverse seafaring workforce.

- **Advocacy for gender equality and diversity**
- **Fighting discrimination**
- **Promoting an inclusive culture**

Climate Action
The Mission to Seafarers is committed to adopting environmentally friendly measures within our organisation, such as reducing energy consumption, minimising waste, using sustainable materials, and using our voice to advocate on climate change issues facing seafarers and promote sustainable practices.

- **Environmental responsibility and reduction of carbon-footprint**
- **Augment clean sources of energy**
- **Sustainable transport**

Reduced Inequalities
The Mission to Seafarers contributes to reduced inequalities through several key initiatives:

- **Advocating for fair wages and conditions for seafarers**
- **Promoting equal opportunities and a more inclusive maritime industry**
- **Supporting vulnerable seafarers**
- **Combating exploitation and abuse**

Peace, Justice, and Strong Institutions
The Mission to Seafarers promotes just, peaceful, and inclusive practices in the maritime industry, while also supporting the welfare and rights of seafarers worldwide.

- **Advocating for seafarers' rights**
- **Promoting transparency and accountability**
- **Fostering inclusive decision-making**
- **Supporting access to information**

Partnerships for the Goals
By fostering key partnerships and collaborations, The Mission to Seafarers plays a crucial role in bringing together various stakeholders to work towards common goals in the maritime industry.

- **Collaboration with industry stakeholders**
- **Engaging with local communities**
- **Multi-stakeholder dialogue**
- **Participating in global initiatives**

ESG Action Plan and Impact

Our commitment to Environmental, Social and Governance (ESG) principles is deeply rooted in our core mission of caring for seafarers worldwide. For over 160 years, we have been dedicated to supporting the men and women who work at sea, and now more than ever we recognise that this support must extend to encompass broader sustainability goals.

Our ESG initiatives are aligned with several **United Nations Sustainable Development Goals (SDGs)**, particularly those focused on decent work, gender equality, good health and wellbeing, climate action and partnerships for sustainable development.

As we navigate the complex waters of global sustainability, we remain anchored to our core purpose: serving those who serve at sea. We believe that by embracing ESG principles, we can enhance our ability to support seafarers while contributing to a more sustainable and equitable maritime industry.

SUSTAINABLE DEVELOPMENT GOALS

Environmental Action Plan

FOCUS AREA	ENERGY EFFICIENCY	BUSINESS TRAVEL	RESPONSIBLE CONSUMPTION
INITIATIVE	1. Regular energy audits and assessments for all MtS centres and properties 2. Switching to low-carbon energy sources through installation of solar panels or renewable energy providers, where feasible 3. Transitioning from inefficient oil and gas boilers 4. Installation of energy-saving and management measures 5. Introduce an energy efficiency policy and campaigns for MtS offices and centres 6. Increase green spaces at centres	1. Phasing out internal combustion engine-powered vehicles to either hybrid or electric vehicles where port conditions allow 2. Defaulting to high-speed electric rail for short international travel 3. Promoting virtual meetings as an alternative to travelling 4. Opting for public, shared and/or zero-emission transport, where feasible	1. Water usage and waste management: Minimise water usage. Emphasise reuse, reduction, and recycling. Decrease the amount of waste sent to landfills 2. Introduce low-carbon events and sustainable procurement policy 3. Sustainable packaging for promotional material 4. Embracing digitalisation, reducing print-outs, and maintaining a paperless policy
IMPACT ON SDG	7 AFFORDABLE AND CLEAN ENERGY 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION	11 SUSTAINABLE CITIES AND COMMUNITIES 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION 14 LIFE BELOW WATER 15 LIFE ON LAND 17 PARTNERSHIPS FOR THE GOALS

Social Impact Action Plan

FOCUS AREA	HEALTH AND WELLBEING	LEARNING AND DEVELOPMENT	DIVERSITY AND INCLUSION
INITIATIVE	1. Introduce employee volunteering programmes integrated with environmental/community-based causes 2. Increase offline wellness initiatives 3. Continue to offer employee assistance programme and access to online health and wellbeing platform 4. Continue to leverage tailored occupational health support for employees as required	1. Implementation of employee training online platform – The Learning Port(al) 2. Increase consistency of training experience through global roll-out of The Learning Port(al) 3. Encourage skills-based learning and up-skilling courses 4. Continue to support employees undertaking professional courses of study	1. Continue to ensure an inclusive and unbiased approach to recruitment and selection 2. Ensure equal access to training and development opportunities 3. Ensure equal access to manager/leadership development training 4. Regular review of policies and procedures to ensure these are inclusive and compliant with employment legislation
IMPACT ON SDG	8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES 3 GOOD HEALTH AND WELL-BEING	3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION 5 GENDER EQUALITY 10 REDUCED INEQUALITIES	5 GENDER EQUALITY 10 REDUCED INEQUALITIES

Governance Action Plan

FOCUS AREA	BOARD INDEPENDENCE AND DIVERSITY	ETHICAL AND RESPONSIBLE CHARITY	ADVOCACY AND PARTNERSHIPS
INITIATIVE	1. Integration of ESG strategy within the work of the Board and Committees 2. Improve board diversity 3. Ongoing training and development opportunities for board members 4. Periodic board and committee effectiveness reviews in line with the Charity Governance code 5. Continue to update Trustees' Skill Matrix to ensure that trustees recruited onto the Board possess the requisite skills that would further bolster the skills spread of the Board	1. Develop an ESG policy for the organisation 2. ESG training for all staff and volunteers 3. Compliance training for all board and staff members 4. Refresher code of ethics and compliance for all staff 5. Continue to ensure that the MtS Investment Policy aligns with ethical investment principles to include MtS compliance with and commitment to ESG best practices	1. Ongoing seafarer advocacy programmes within the maritime industry 2. Collaboration with industry bodies and global organisations with shared goals
IMPACT ON SDG	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 5 GENDER EQUALITY 4 QUALITY EDUCATION	13 CLIMATE ACTION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS

Environment

DIRECT ALIGNMENT:

INDIRECT ALIGNMENT:

The Mission to Seafarers recognises the increased adverse impact of climate change on seafarers. We are taking significant steps to address our environmental impact and reduce our carbon footprint. Our environmental strategy is focused on energy efficiency, business travel, conservation of resources and the minimisation of waste from our operations.

Focus Areas:

- **Energy Efficiency:** The Mission to Seafarers is dedicated to enhancing energy efficiency across its centres as part of our commitment to sustainability and environmental stewardship. We aim to achieve meaningful reductions in energy consumption and emissions by optimising energy use, switching to low-carbon energy and engaging seafarers in energy conservation efforts
- **Business Travel:** The Mission to Seafarers is committed to reducing emissions associated with business travel as part of its broader sustainability initiatives. By implementing strategies prioritising virtual meetings and efficient travel planning, we aim to minimise our carbon footprint while maintaining effective communication and support for seafarers worldwide
- **Resource Conservation:** The Mission to Seafarers is dedicated to reducing emissions through responsible resource consumption across its operations. This commitment involves implementing strategies to minimise waste sent to landfills and our water consumption. Our commitment to reducing waste sent to landfills includes a focus on reusing and recycling materials

Environmental Carbon Footprint

For The Mission to Seafarers, embarking on the development of an Environmental, Social and Governance (ESG) strategy begins with a vital step: conducting a thorough carbon footprint exercise. The meticulous assessment of our carbon footprint and data-driven analysis of the source of emissions will form the groundwork in shaping the Mission's ESG strategy with measurable environmental objectives, promoting responsible and sustainable practices for seafarers and the broader maritime community.

The Mission to Seafarers has set its baseline year as 2023 and includes reportable regions under its operational control, which include the United Kingdom and Europe, the Middle East and South Asia (MESA), East Asia, Latin America and the Caribbean (LAC). The Mission to Seafarers is committed to transparency and accountability regarding our environmental impact. In line with this commitment, we disclose the total greenhouse gas (GHG) emissions associated with our operations.

2023 Carbon footprint	976.11 tCO_2e

The primary outcome, signifying the approximated carbon footprint for MtS' operations in 2023 stands at 976.11 tCO_2e*. This comprehensive assessment encompasses both direct and indirect sources, providing a comprehensive picture of our carbon footprint. For a detailed explanation of the methodology used in this calculation, please refer to the appendix of this report.

The Mission to Seafarers' carbon footprint is distributed across three scopes of emissions. Scope 1, which includes direct emissions from owned or controlled sources, accounts for 31.33% of the charity's total emissions. Scope 2 emissions, arising from the generation of purchased electricity, steam, heating, and cooling consumed by the Mission, represent 6.34% of the total. The largest portion of emissions falls under Scope 3, which encompasses all other indirect emissions that occur in the charity's value chain, contributing 62.33% of the total carbon footprint. For a detailed explanation of the boundaries included for the calculation of the emissions by scope, please refer to the appendix of this report.

***tCO2e: tonnes (t) of carbon dioxide (CO2) equivalent (e)**

The Mission to Seafarers' carbon footprint is distributed across three emission scopes:

- Scope 1 (direct emissions): 31.33%
- Scope 2 (purchased energy): 6.34%
- Scope 3 (indirect value chain emissions): 62.33%

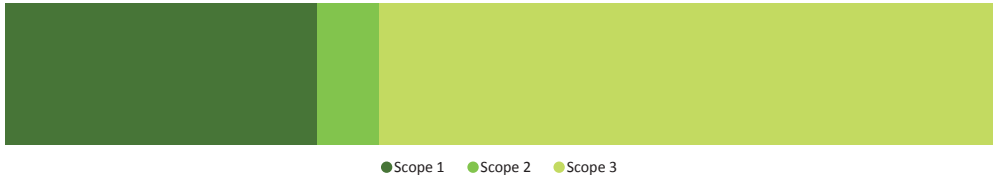


Figure 1: Scope 1, 2 and 3 Carbon Emissions

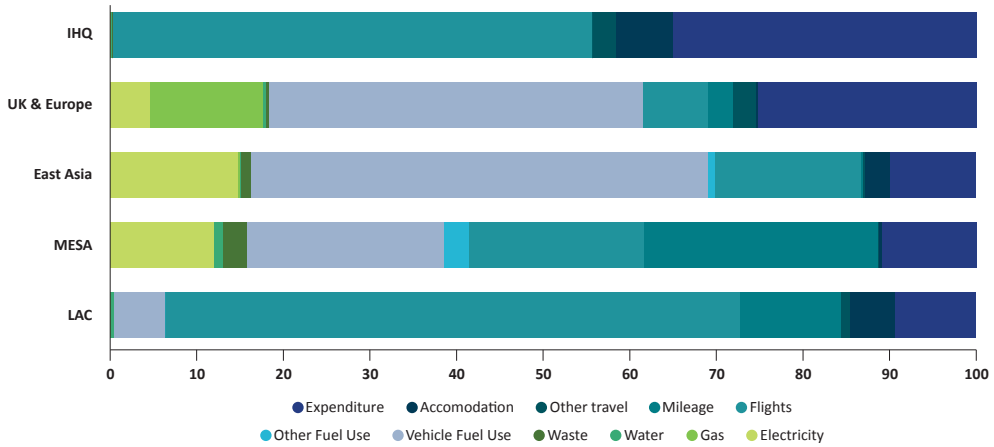


Figure 2: Percentage of GHG emissions by activity

Impact Stories

East Asia – EV Adoption Programme

The transition to electric and hybrid vehicles in MtS East Asia region, particularly in Hong Kong and Japan, is fostering a greener and more economical transportation landscape. In 2023, MtS in these countries made substantial progress in adopting eco-friendly vehicles, aiming for a complete shift away from traditional combustion engines by 2024. This initiative demonstrates MtS East Asia's dedication to sustainable transport with positive effects on fuel expenses, energy conservation, and environmental protection.

MtS Hong Kong has introduced four new electric vehicles, while MtS Japan has added two hybrid vehicles to its existing electric fleet. This shift to electric vehicles has led to remarkable cost reductions, with fuel and tax expenses for electric vehicles being only about 10% of those for petrol-powered counterparts.

Beyond vehicle electrification, the region has implemented additional energy-saving strategies. A notable measure is the 1-degree Celsius increase in air conditioning temperature across all stations, projected to yield a 10% energy saving – a significant benefit in East Asia's warm climate.

The move towards electric vehicles and energy-efficient practices offers numerous environmental advantages. These include a decrease in carbon emissions from the transport sector, which is responsible for roughly 20% of Hong Kong's carbon footprint. Additionally, the quieter operation of electric vehicles contributes to reduced noise pollution in urban areas, while the elimination of local exhaust emissions leads to improved air quality.

Hong Kong's Innovative Seafarers Centre - A Model for Welfare and Sustainability

The Mariner's Club, the Mission's centre in Hong Kong is revolutionising seafarer welfare with a new, environmentally sustainable centre opening in 2025. Nine floors of the new 42-storey development will be dedicated to seafarer services. The redevelopment not only modernises facilities for seafarers but also supports Hong Kong's maritime industry and tourism development.

It will offer 75 ensuite rooms, extensive amenities, and adhere to Gold Beam building standards. The centre prioritises sustainability through eco-friendly furnishings, minimal plastic use, water conservation measures, and energy-efficient systems. Local sourcing for restaurant ingredients and LED lighting further enhances its green credentials. The Revd. Canon Stephen Miller, who has been chaplain in Hong Kong since 2011 envisions this centre as a global model, aiming to provide top-tier services for seafarers. "We want to provide a five-star service for seafarers who often find they live a two-star life," he says with pride.

North Tees Boosts Comfort with Innovative HVAC Upgrade

The MtS North Tees Centre in the UK recently underwent a significant upgrade, transitioning from an ageing oil boiler system to a modern air conditioning solution. The original oil boiler, installed in 1996 when the Centre was built, had become increasingly problematic, requiring frequent repairs and expensive replacement parts. Additionally, the rising costs of heating oil and safety concerns regarding the single-skin oil tank prompted the search for an alternative. The Centre opted for an air conditioning system, which not only provides heating in winter but also cooling during the increasingly uncomfortable summer months. An immersion heater was also installed to supply hot water.

Remarkably, the new system supports environmental sustainability by optimising energy efficiency and reducing the overall carbon footprint, in addition to significant financial benefits from this transition. This upgrade exemplifies how adopting more efficient and adaptable climate control technology can enhance both cost-effectiveness and comfort for seafarers.

A Tranquil Retreat for Seafarers

Nestled within the environs of MtS Falmouth in the UK, lies a remarkable garden that has garnered an Outstanding Award in the RHS South West in Bloom Awards. This tranquil oasis serves as a vital sanctuary for seafarers, offering them a peaceful space to unwind after lengthy periods at sea.

Graham Hall, a dedicated volunteer and former seafarer with 37 years of maritime experience, designed and maintains the garden, which he views as an essential aspect of the Mission's care for seafarers, noting its importance in uplifting spirits and promoting wellbeing. He actively enhances the garden each year with new features, including a tin mine, waterfall, bug hotel, and a life-sized tribute to World War II seafarers. Alongside Penny Phillips, Chairperson of the Falmouth branch of The Mission to Seafarers, Hall ensures that this unique space remains engaging and beneficial for those who seek solace from their maritime duties.

The garden provides a sanctuary that starkly contrasts the hard metal and steel environment of their ships, where no greenery or plants exist. It not only enriches the lives of seafarers but also stands as a testament to the community's commitment to their health and happiness, offering a rare touch of nature in their otherwise sterile and mechanical world.

Social

DIRECT ALIGNMENT:

INDIRECT ALIGNMENT:

The Mission to Seafarers recognises the importance of social impact in supporting our employees and seafarers' overall wellbeing and career development. Our social impact strategy focuses on three key areas: health and wellbeing, training and development, and diversity and inclusion.

Focus Areas:

- **Health and Wellbeing:** The Mission to Seafarers is committed to promoting the physical and mental health of all our staff, volunteers, and seafarers worldwide. We aim to provide comprehensive support through counselling services, health education programs, and access to medical resources
- **Training and Development:** The Mission to Seafarers is dedicated to enhancing the skills and career prospects of our employees, volunteers and seafarers through targeted training and development programs. We offer a range of courses and workshops covering financial security, emotional wellbeing, technical skills, leadership development, and personal growth
- **Diversity and Inclusion:** The Mission to Seafarers is committed to fostering a diverse and inclusive maritime community. We actively promote equal opportunities and respect for all, regardless of their background, gender, ethnicity, or nationality

Social Workplace

The Mission to Seafarers is committed to putting people first by providing a supportive and inclusive environment to build a culture of engagement, and by working together to ensure the health and safety of our employees. The Mission remains steadfast in its commitment to social responsibility, striving to create a positive impact on seafarers, our workforce, and the broader communities we serve.

In this section, we highlight important initiatives and performance metrics concerning social responsibility, underscoring our commitment to the welfare of seafarers, our employees, and the communities we support.

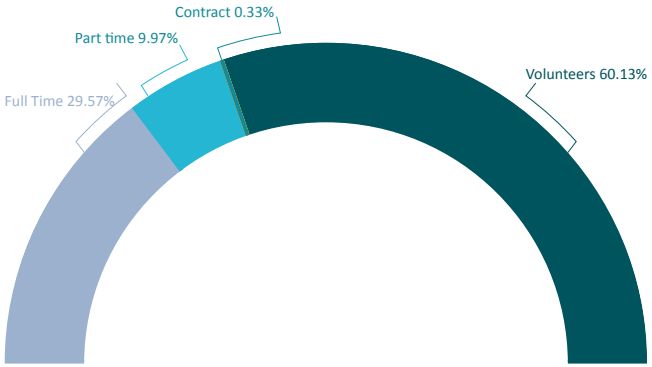


Figure 3: Employee count by type

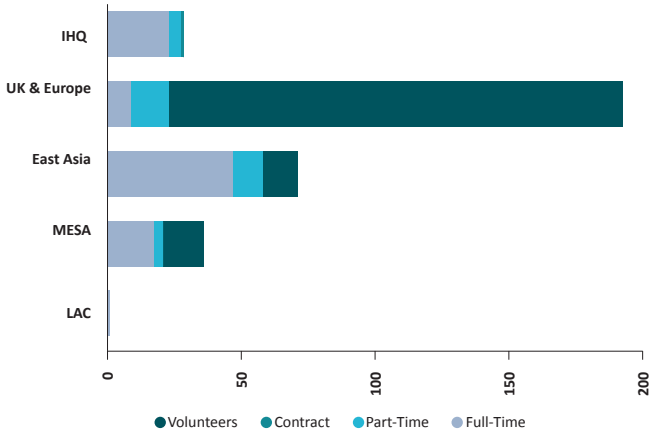


Figure 4: Employee count by type and region

Health and Wellbeing

A supportive work environment is essential for fostering personal and professional growth, as well as overall job satisfaction. We have a range of health and wellbeing initiatives designed to promote mental, emotional, and physical wellness of our teams, as well as for seafarers.

These initiatives include comprehensive training programs, mental health resources, and opportunities for skill development, all aimed at empowering our teams to prioritise their wellbeing. By creating a culture of care and support, we aim to enhance employee engagement, resilience, and productivity, ensuring that everyone can thrive both in and out of the workplace.

Holidays	33 days' annual leave including public holidays to full time staff, pro-rata for part time staff. We also give discretionary leave to staff during the Christmas to New Year period
Family Leave	Maternity leave, Adoption leave, Shared Parental leave, Paternity leave, Parental bereavement leave
Pension	All eligible employees are enrolled into either the Workplace Pension Scheme or the Church of England Clergy Pension Scheme. For those enrolled in the Workplace Pension Scheme the Mission contributes 7% of salary and the employee contributes 3%
Season Ticket Loan	Interest-free loan provided to cover the cost of an annual season ticket for public transportation
Life Assurance	Death in Service benefit of 3x salary
Employee Assistance Programme	Confidential helpline, Legal support, Medical helpline, Day-to-day information services
Cycle to Work Scheme	Tax savings on bikes and related equipment
Flexible working	Working arrangement where the number of hours worked, or the time when or the place from where work is undertaken may vary from standard practice
Health and Wellbeing Platform	On-demand digital access, wellbeing webinars, Digital Gym, BeCalm programmes, Sound Space podcast, Food and Nutrition and Shopping discounts
Eye Care	Free Eye Test for employees who use display screen equipment/ VDU screens for majority of their work

Note: Employee benefits and welfare schemes representative in the UK

Diversity and Inclusion

The Mission values diversity of all types and we are committed to building an inclusive culture guided by our philosophy, in which all employees feel they belong and can do their best work.

Figure 5: Total number of employees by gender

Our Senior Management Team is diverse, and we aim to increase the diversity of our frontline teams. We believe diverse thoughts and experiences help drive innovation and lead to long-term success.

Figure 6: Senior management team employee diversity

Employee Data as of 31st December 2023

Training and Development

Consistent and accessible opportunities for skill development and learning are essential to our strategy for fostering an engaged workforce. We aim to empower our employees to take charge of their career growth over the long term by offering training, coaching, and leadership development programs. Additionally, we provide tuition assistance for those seeking further education and promote a culture of learning, development, and collaboration through a variety of initiatives.

GENERAL	• Code of Conduct • Health & Safety • Data Protection (GDPR equivalent, if any as applicable) • Display Screen Equipment • Cyber Security Awareness	
HEALTH & SAFETY	• Health & Safety Essentials • ASIST - Applied Suicide Intervention Skills Training • Emergency First Aid at Work • Infection Prevention and Control • IOSH Managing Safely	• Mental Health Awareness • Sexual Harassment Awareness
LEADERSHIP & ETHICS	• Business Compliance Essentials • MSP Foundation • Risk Assessments • Anti-Money Laundering	
PORT & VOLUNTEERS	• Driver Awareness • Good Practice Volunteer Management • Lone Worker Safety • Manual Handling • Ship Welfare Visitor training	• The International Ship and Port Facility Security (ISPS) Code • Ladder Safety • Critical Incident and Stress Management (CISM)

2023 Initiatives

MARKET REVIEW
Conducted a UK Market Review to better understand where MtS sits in the market with regard to compensation, benefits and working practices. Analysis showed that MtS was well-placed in the market.

UK POLICY REVIEW
Commenced full review of all UK policies and procedures (completed 2024).

APPRAISAL PROCESS
Undertook a review of the current IHQ process. Revisions implemented in early 2024 included assessment against values; amending performance rating scale; adding a mid-year review; amending the cycle and adding a mid-year check-in.

LMS
Undertook due diligence on the implementation of a Learning Management System.

Seafarer Well-being

Ensuring the welfare of seafarers remains at the forefront of MtS's commitment.

We have continued to provide essential support services, including medical assistance, counselling, and connectivity solutions, recognising the unique challenges faced by seafarers during their time at sea.

IN THE PHILIPPINES

2,717 SEAFARERS AND THEIR FAMILIES ATTENDED **FAMILY NETWORK AND WE CARE EVENTS** AND...

1,043 RECEIVED JUSTICE AND WELFARE **SUPPORT**

62,110 SEAFARERS AND FAMILY MEMBERS ARE BENEFITTING FROM **KNOWLEDGE AND TOOLS** OF **WECARE TRAINING**

455 SEAFARERS AND FAMILY MEMBERS PARTICIPATED IN **EDUCATIONAL COURSES** RUN BY **MYANMAR** FAMILY NETWORK

2,050 SEAFARERS AND FAMILY MEMBERS PARTICIPATED IN OUR **FAMILY NETWORK IN TUTICORIN**

Programme Snapshot

Port-based welfare

The Mission to Seafarers offers comprehensive support services for seafarers, including ship visits to check on crew welfare, provision of SIM cards for communication and transportation assistance, liaison with other organisations on behalf of seafarers, emergency support, access to Seafarers' centres for relaxation, Wi-Fi, and refreshments, and advocacy services when needed.

Family Support Network

The Family Support Network (FSN) program connects seafaring families worldwide, fostering a sense of global community. It serves as a vital link between seafarers and their loved ones during periods of separation, offering essential support in challenging times. The Mission to Seafarers provides social and economic training programs, and spiritual counselling, along with referrals, to help families navigate their unique challenges. Through various initiatives, the FSN empowers families to share concerns, seek guidance, and celebrate achievements, ensuring they feel connected and supported even when apart.

WeCare

The WeCare initiative is a comprehensive program developed by The Mission to Seafarers in collaboration with several partners to promote mental health and wellbeing among seafarers worldwide. This e-learning program offers mental health advice and wellbeing resources to over 62,000 seafarers, both on ships and ashore. WeCare focuses on two key areas: financial wellbeing and social wellbeing.

Our Seafarers Happiness Index

The Seafarers Happiness Index, launched in 2015 by The Mission to Seafarers, is a platform for maritime workers to express their feelings about life at sea. This initiative aims to gather insights from the global seafaring community, providing a comprehensive view of both positive and challenging aspects of their career. By collecting this data, the organisation seeks to build a case for industry-wide improvements.

Happy at Sea App

The "Happy at Sea" app is designed to enhance the welfare of seafarers worldwide. This app provides centralised access to essential services, available 24/7 in over 200 ports across 50 countries. It allows seafarers to pre-order services before port visits, access wellbeing resources offline, and complete the Seafarers Happiness Index survey for tailored support.

Impact Stories

Ship Scouts Curriculum - Educating the Next Generation of Seafarers

The Mission to Seafarers in Tuticorin, India, successfully implemented an innovative educational program called the Ship Scouts Curriculum from August to December 2023. This 18-week course aimed to educate children about the maritime industry and create awareness of the value of seafarers worldwide.

The curriculum was designed to help students understand how their relatives work on board ships and to inspire them to consider careers in the shipping industry. The course was structured into six units, each introduced by experienced maritime professionals; a total of 150 students participated in the program, taught by nine tutors. The curriculum was tailored to different age groups, with printed books provided for students in standards 1-5, 6-8, and 9-12, along with activity sheets and colouring aids.

The program's success was evident in the positive feedback received from parents, teachers, and students alike. Students reported a deeper understanding of maritime careers and a newfound respect for seafarers' sacrifices. The course culminated in a valedictory service featuring an exhibition of the student's work; helping students understand their relatives' roles on ships, fostering a sense of respect and appreciation for seafarers, and engaging parents in their children's learning process.

The Ship Scouts Curriculum not only educated the next generation about maritime careers but also strengthened the connection between seafaring families and their communities, potentially inspiring future seafarers in the process.

Essential Support Provision for the Seafaring Community in Altavas, Aklan

The Mission to Seafarers Philippines demonstrated its commitment to supporting the seafaring community during a crisis when flash flooding struck Altavas, Aklan. Through the leadership and dedication of their Family Support Network volunteers, the organization swiftly responded to the urgent needs of affected seafarers' families in the aftermath of the typhoon and flooding.

The relief effort provided food aid and essential support to seventeen families, each comprising four to seven members. This intervention was made possible through effective collaboration between the local leadership and the national office, showcasing the organization's ability to empower key volunteers and mobilise resources quickly. The impact of this support was profound, with beneficiaries expressing sincere gratitude. One recipient remarked, "This is the first time we received help directly from MtS, this is truly a blessing, thank you very much!" This response highlighted the direct and meaningful impact of the organization's efforts on the affected families.

Furthermore, the experience proved fulfilling for the volunteers involved, reinforcing their commitment to the Mission's work. Their dedication to supporting the seafaring community, especially during challenging times, exemplifies the organisation's core values and its importance in providing a safety net for seafarers and their families.

SafeTALK

The Mission to Seafarers received significant funding from the Merchant Navy Welfare Board in 2023 to deliver Suicide Prevention training throughout the industry. The training programme was threefold. Firstly the provision of SafeTALK courses, designed to form a network of Suicide Alert Helpers, able to connect people with thoughts of suicide to intervention care givers. Secondly, the provision of ASIST courses, designed to create specialised suicide intervention care givers across British ports and the maritime industry. And thirdly, to update SafeTALK and create maritime themed vignettes for future audiences.

The Mission to Seafarers trained 145 people as Suicide Alert Helper through delivering eight SafeTALK courses in the UK, Belgium, and Australia. In addition, 42 Suicide First Aiders were trained including 10 MtS employees including Port Chaplains and Centre Managers, 19 representatives from port-based businesses, and five representatives from maritime corporations. Together, these people represent a community alert to suicide and willing to make communities, whether onshore or onboard, suicide safer in the future. Notable feedback from participants included “We need to get this onto the ships!” and “In my company I am the one who will be contacted in case of a red flag sent through our helpline for seafarers. Before ASIST this thought got me panicking but I feel much more confident now I feel I would be able to get into this situation with a lot more ease. Thank you!!”

In November, 12 vignettes were agreed for publication by Livingworks and applied to the new ‘SafeTALK MtS’ course. The Mission to Seafarers aims to launch the new course in 2024, targeting maritime colleges, training centres, and ship management companies. The new vignettes will undoubtedly make the course more attractive, and its themes more relatable, to the maritime sector. A trailer featuring these can be watched here.

In July 2023, The Mission to Seafarers was awarded the non-profit organisation award at the Safety4Sea Crew Welfare Awards. It was awarded in recognition of the SafeTALK course and its comprehensive approach to suicide prevention and fostering crew welfare on shore and on board. It commended the tangible results achieved across the globe, training Port Chaplains and maritime stakeholders as Suicide Alert Helpers.

WeCare

Wellbeing programmes from
The Mission to Seafarers

WeCare Wellbeing Program - Empowering Seafaring Families for a Brighter Future

The Mission to Seafarers implemented its WeCare Financial and Social Wellbeing courses across various Family Support Network Chapters and corporate partners in the Philippines starting in mid-2023. Over 500 individuals participated in the program, which received overwhelmingly positive feedback. The courses addressed crucial aspects of personal finance, relationships, and overall wellbeing, specifically tailored for the seafaring community. Participants found the content highly relevant and appreciated the safe, supportive environment for open discussion and learning.

One attendee's comment highlighted the program's impact: "Thank you very much for the insights and information you shared... I let my seafarer son (now onboard) listen, and he is thankful that I learned and enjoyed this kind of event." This sentiment was echoed by many, underscoring the program's success in bridging knowledge gaps, and fostering family support. The initiative also showcased strong collaboration between The Mission to Seafarers office and local volunteers, with volunteer leaders demonstrating exceptional coordination and hospitality. This case study exemplifies how targeted educational programs can significantly benefit the seafaring community, addressing both financial and social wellbeing needs while strengthening community ties. We believe that seafarers will be safer on board having undertaken these courses with their family members.

Anchoring Support: How The Mission to Seafarers Transforms Lives Across the Globe

Antwerp

On December 28, The Mission to Seafarers (MtS) responded to a tragic incident in Zeebrugge Port, Belgium, where a stowaway was accidentally crushed to death during loading operations. Revd Jaako Laasio from the Finnish Seamen's Mission contacted MtS Antwerp Port Chaplain, Fr June, requesting urgent pastoral care for the affected crew. Despite challenging weather conditions, Fr June travelled 84 kilometres to visit the ship, offering critical incident stress management support, conducting a prayer ritual for the deceased, and leading a group prayer for the crew's strength and peace. This compassionate response was documented by VRT, a regional media outlet, as part of a broader documentary on community-focused church work.

The crew, captain, and shipping company expressed deep gratitude for MtS' timely intervention, highlighting the crucial role of port chaplaincies in addressing seafarers' emotional and spiritual needs during traumatic events.

Busan

In January 2023, a chaplain visited a vessel at Busan New Port, delivering long-awaited Christmas gifts to a crew with whom they had been in communication since the holiday season. The visit made possible through cooperation with the ship's agent and customs officials, brought joy to the crew and underscored the importance of these personal connections.

The Mission's commitment to seafarer welfare was further demonstrated by their distribution of 350 Christmas gifts to 19 ships, an increase made possible by additional donations from Friends of the Flying Angel. This expansion of their gift-giving program allowed them to reach and positively impact more seafarers during the holiday season.

Tuticorin

The Mission assisted the family of Emerald, a seafarer who tragically died on his first day of work in Turkey, by helping them navigate the process of receiving death benefits. They also secured a Seafarers' Emergency Fund grant of USD 5000 for Mr B, who required urgent cardiac surgery.

The Mission's hospitality was evident in their interaction with the captain of M/V DS and his family, providing transportation and local guidance. Their care extended to meet the specific needs of crew members, as demonstrated by supplying fresh meals to the crew of M/V SB, which led to improved morale and cultural exchange onboard. Additionally, the Mission's Family Support Network organised an educational field trip for 133 children from their tuition centres to a District Science Centre and Fisheries College, providing hands-on learning experiences about seafaring and science.

Bahrain

In January, a Mission to Seafarers chaplain in Bahrain conducted a series of impactful ship visits, reaching out to 152 seafarers across various vessels. The chaplain's presence was warmly received, with crew members expressing appreciation for the Mission's services and facilities available in Bahrain. Among the seafarers encountered, six were Indian nationals, including two from Tuticorin, allowing for meaningful conversations in Tamil that brought joy to both parties. The chaplain spent quality time engaging with the seafarers, addressing their concerns and providing pastoral care.

Additionally, 125 seafarers received Christmas gift packages containing essential items like toiletries, cosmetics, and chocolates, which were greatly appreciated for their practicality in daily life at sea. Despite facing a setback when the Mission vehicle experienced gear failure from January 24th onwards, the chaplain's dedication remained unwavering. Ship visits continued through hired vehicles and occasional support from the dean's vehicle, demonstrating the Mission's commitment to maintaining seafarer welfare services.

Halifax

Young Jonecar, a seafarer who suffered a severe leg injury from a gangway accident, has been receiving continuous care and support during her extended stay in Halifax. The Mission has made six personal visits to her during her five-week hospital stay, which included four surgeries, and her subsequent isolation at an airport hotel.

To alleviate the loneliness of being separated from family and crew, local Filipino community members have been providing her with authentic meals. Additionally, both Deacon Art Mitchell and Revd Andrew Cooke have made multiple visits to offer spiritual and emotional support. The Mission is also assisting Ruel, an Ordinary Seaman from a tanker, who was hospitalised in Port Hawkesbury due to a severe asthma attack. After his discharge, he is recuperating at Cambridge Suites before his repatriation to the Philippines. Both Jonecar and Ruel have been connected with the volunteer consul in Halifax and the Philippine Consulates in Toronto and Ottawa to ensure they receive proper benefits, government assistance, and timely repatriation. The Mission has approved welfare funds for both seafarers and provided them with complimentary Megga SIM cards to stay connected. Furthermore, the Mission has introduced a bicycle lending program, allowing seafarers to explore Halifax during their limited shore leave, enhancing their wellbeing and connection to the local community.

Tuticorin

The Mission to Seafarers (MtS) in Tuticorin were involved with an effective intervention in a complex seafarer welfare situation aboard a vessel in August 2023. The incident, initially reported by MtS Chaplain Stephan Thanapaul in Tuticorin, involved seven seafarers facing multiple issues including unpaid salaries, denied sign-offs, and bullying, culminating in a violent incident involving the Chief Engineer.

Through persistent communication efforts, MtS navigated challenges including a change in vessel ownership and language barriers with the new Iranian owner. Their mediation led to the new owner addressing the complaints, initiating disciplinary action against the Chief Engineer, and agreeing to the seafarers' sign-off and salary settlement. The successful resolution was evident on August 23, when all seven seafarers were safely at the airport, ready to return home. The case gained local recognition, particularly in Punnaikayal, a coastal village in Tuticorin, where one of the seafarers resided. The Punnai Shipmen's Welfare Association publicly expressed gratitude to Revd Stephen Thanapaul and MtS for their crucial role in repatriating Mr. Benzikar, who had endured significant hardships aboard the Iranian-owned vessel.

Volunteers

Volunteers play a crucial role in the charitable efforts of our organisation. With hundreds of individuals actively involved in various centres, assisting seafarers, and visiting ships, they significantly support and enrich the work of our chaplains and staff in serving the maritime community. While we do not assign a financial value to their contributions in our accounts, their invaluable support to our mission is truly immeasurable.

Bridging Distances: Heartwarming Tales from the Mission's Volunteers

From Knitting to Seafarer Support - Christine Edwards' Volunteer Journey

Christine Edwards' journey as a Mission to Seafarers volunteer began with a simple act of knitting hats for seafarers. Her involvement deepened after attending a Thanksgiving service where she learned about the challenges faced by abandoned crews, igniting a sense of injustice and a desire to help. When the Mission opened a new seafarers' cabin in Groveport, Christine and her husband Tim seized the opportunity to volunteer.

Despite Groveport being a smaller port, it receives two to three vessels weekly, making the cabin and the Edwards' work crucial due to the lack of transport links to nearby towns. The couple regularly travels 15 miles to maintain the cabin, ensuring it remains a welcoming space for seafarers. Their efforts have not gone unnoticed, with grateful messages from seafarers reinforcing the value of their work.

Connected to the wider Mission network by Revd Tim Linkens, the Humber and Trent ports chaplain, Christine and Tim find purpose in being part of a larger effort to support seafarers. Their story illustrates how a simple act of kindness can evolve into a meaningful volunteer role, making a significant difference in the lives of seafarers far from home.

From A Shipping Executive to A Mission Volunteer - Guy Campbell's Journey

Guy Campbell, a veteran of the shipping industry with over 32 years of experience, embarked on a new chapter in his career by volunteering with The Mission to Seafarers. After transitioning from his roles as a broker, charterer, and trader with companies like Swire Bulk and Koch Carbon, and serving as Chairman of The Baltic Exchange, Guy now focuses on his arbitration practice.

His involvement with the Mission began through a chance encounter with Jan Webber, the organization's Director of Development, who connected him with Ruth Campbell, the chaplain in Tilbury. Within months, Guy found himself on his first ship visit, donning a high-vis jacket and hard hat, and engaging with seafarers over coffee. This experience has given Guy a fresh perspective on crew welfare, an area he was already interested in as an independent trustee and Chair of the Sustainable Shipping Initiative. Now volunteering a couple of days, a month at London Gateway, Guy provides information about the Mission's services, distributes SIM cards, and offers a sympathetic ear to crew members. He sees this as an opportunity to give back to the industry that has been so integral to his career.

Guy hopes his experience will inspire other retired shipping executives to consider volunteering, viewing it as a chance to maintain their connection to the maritime world while making a meaningful difference in seafarers' lives. With the Mission's small team in London aiming to visit every ship that comes into port, Guy's contribution is invaluable, and he encourages others to join this rewarding endeavour.

Meet Our Volunteers

Meet a few of our incredible volunteers who give their time so selflessly to support seafarers across the globe

Jim Calvesbert, Ship Visiting Volunteer
Halifax, Canada

As a former seafarer, I know the hardships of being separated from home and loved ones. Being a ship visitor allows me to show current seafarers that they are not alone and that their efforts and sacrifices are truly appreciated. A simple gesture with profound results.

Alexe Finlay, Volunteer
South Tees, UK

Volunteers are key at South Tees where we don't have any employed personnel. We integrate fully with Stella Maris so there is a daily ship visiting service.

Thanks to the Merchant Navy Welfare Board and the Baltic Exchange, we have a vehicle which volunteers use to transport seafarers to the centre, shops and the town. Wi-Fi is free. Clothes, books and DVDs are free. Seafarers are vital to us and should be treated with dignity and respect.

Hedda Aston, Volunteer
Richards Bay, South Africa

I first appreciated the work of The Mission to Seafarers during COVID when the crew were not allowed off their ship. Many seafarers are Filipino and so, being one myself, it was gratifying to help and provide a friendly face to those in quarantine or sick in hospital.

The work of the Mission makes such a difference to crew members in a strange country knowing they have a network of support from people who really care - and I want to be part of it.

Cathedral Volunteers
Busan, South Korea

Every Easter, mothers' who meet at the Cathedral in Busan prepare 200 Easter eggs for the crews who pass through The Mission to Seafarers.

They have prepared Easter eggs for seafarers for 15 years. If the mothers' meeting did not prepare the gifts, there would be no opportunity to share Easter joy with seafarers.

Governance

DIRECT ALIGNMENT:

INDIRECT ALIGNMENT:

The Mission to Seafarers' core values and governance principles form the bedrock of our efforts to foster a sustainable, inclusive, and compassionate maritime ecosystem. We are dedicated to leading by example, consistently upholding ethical, inclusive, and responsible policies and practices across all our operations. Our organisation's reputation stands as one of our most valuable assets. The robust governance structures, policies, and practices we have in place serve as a solid foundation for cultivating trust among our employees, communities, donors, and the global society we serve. We remain committed to building upon our legacy of positively impacting humanity through principled and conscientious actions, now and always.

Focus Areas:

- **Board Independence and Diversity:** We aim to ensure a balanced representation of skills, experiences, and perspectives by actively recruiting board members from various backgrounds, including maritime industry experts, legal professionals, and individuals with diverse cultural and ethnic backgrounds. Our commitment to board independence includes regular performance evaluations and term limits to ensure fresh perspectives and effective oversight
- **Ethical and Responsible Charity:** The Mission to Seafarers is committed to upholding high standards of ethical conduct and responsible charity management. We have implemented comprehensive policies and procedures to ensure financial transparency, efficient use of resources, and compliance with all relevant regulations
- **Advocacy and Partnerships:** Our commitment to advocacy includes participating in policy discussions, contributing to industry initiatives, and collaborating with other maritime welfare organisations to create a unified voice for seafarers' interests

The Charity's Trustees and Management

The Mission to Seafarers is dedicated to upholding a robust governance framework that fosters enduring value. As a charitable organisation, it is structured as a company limited by guarantee without share capital. The Mission benefits from the leadership of a committed, skilled, and voluntary board of trustees. The Board, with various board committees, oversees the organisation's strategic direction, key objectives, and reporting obligations.

The Mission's governance is anchored in its Board of Trustees, as established by the organisation's Articles of Association. The most recent version of these Articles was adopted on August 19, 2022. This structure ensures that the Mission operates with transparency, accountability, and a clear focus on its charitable aims to support seafarers worldwide.

Andrew Tremlett	Peter Cottrell
Alexandra Harwood	Robert Ferris
Claire Sneddon	Samuel Swire
David Williams	Thomas Boardley
Gary Chapman	Timothy Smith
Michael Power	William MacLachlan

As of 31st December 2023

Committees

The Mission to Seafarers has a governance structure which benefits from five specialised committees, each dedicated to a crucial aspect of the charity's operations.

Audit and Risk Committee	**Ensuring financial integrity, effective risk management, and compliance with relevant standards and regulations across the charity's operations.**
Governance and Nominations Committee	**Ensuring effective governance, maintaining a skilled and diverse Board, and managing succession planning for key positions within the charity.**
Grants and Programme Committee	**Overseeing the Mission's grant-making activities, ensuring alignment with strategic priorities, and maintaining accountability for funded projects across the organisation's global network.**
Investment Committee	**Managing the charity's financial assets, ensuring they are invested prudently and in line with the organisation's objectives and policies.**
Remuneration Committee	**Ensuring fair and appropriate compensation and benefits for staff and volunteers, while maintaining alignment with the charity's objectives and regulatory requirements.**

These committees have been carefully designed to strengthen the Board's oversight capabilities across various critical domains. By leveraging the collective knowledge and experience of these specialised groups, the Mission aims to maintain robust governance practices, manage risks effectively, and make informed decisions that align with its charitable objectives.

AUDIT AND RISK COMMITTEE	INVESTMENT COMMITTEE	REMUNERATION COMMITTEE	GRANTS & PROGRAMME COMMITTEE	GOVERNANCE & NOMINATIONS COMMITTEE
TRUSTEES	TRUSTEES	TRUSTEES	TRUSTEES	TRUSTEES
Gary Chapman (Chair)	Peter Cottrell (Chair)	Andrew Tremlett (Chair)	Samuel Swire (Chair)	Thomas Boardley (Chair)
Alexandra Harwood	Alexandra Harwood	Claire Sneddon	David Williams	David Williams
Robert Ferris	Eileen Reilly Director of Finance (SMT)	William MacLachlan	Claire Sneddon	Andrew Tremlett
EXTERNAL COMMITTEE MEMBER	EXTERNAL COMMITTEE MEMBER	EXTERNAL COMMITTEE MEMBER	Robert Ferris	Peter Cottrell
Rachel Lawton	Paul Jeffries	Helen Averill	Andrew Wright SMT (Cmtee Member)	William MacLachlan
SMT IN ATTENDANCE	Jim Aiken	SMT IN ATTENDANCE	SMT IN ATTENDANCE	Andrew Wright SMT (Cmtee Member)
Eileen Reilly Director of Finance	SMT IN ATTENDANCE	Andrew Wright Secretary General	Ben Bailey	Tomi Toluhi SMT (Cmtee Member)
Tomi Toluhi Chief Operating Officer	Tomi Toluhi Chief Operating Officer	Tomi Toluhi Chief Operating Officer		
		Eileen Reilly Director of Finance		

As of 31st December 2023

Senior Management Team

The Mission to Seafarers' global operations is led by the Secretary General, who reports to the Board and heads the Senior Management Team. The Secretary General directly oversees Regional Directors leading the Mission's work in Europe, East Asia, Middle East & South Asia and Latin America & the Caribbean. Five additional regions - USA, Africa, Australia & PNG, Canada and Oceania - operate as autonomous Mission entities with governing councils (except for the USA, where size does not justify one), collaborating closely on welfare provision while maintaining financial autonomy.

In 2023, International Headquarters (IHQ) provided grant funding to all independent regions to support their development. IHQ plays a crucial role in fostering unity, safeguarding the brand, executing global initiatives, and establishing strategic goals. It supports regions through information sharing, research, fundraising, brand and marketing services, and digital media management. All regions subscribe to a set of Common Standards that govern the global work of the Mission.

The 2023 Senior Management Team consisted of the Secretary General, Chief Operating Officer, Director of Development, Director of Finance, and Director of Programme. This leadership structure ensures effective management and coordination across the organisation's global operations.

Board Independence and Diversity

The Mission to Seafarers embraces a wide array of viewpoints, backgrounds, expertise, and knowledge, valuing independent thinking and diverse experiences across gender and ethnicity. A committed Board of Trustees oversees the organisation, guiding its strategic direction, decision-making processes, and overall governance.

This Board comprises seasoned professionals with extensive experience in maritime affairs, finance, law, and other relevant sectors, contributing their skills to support the Mission's global efforts in aiding seafarers. The Trustees, in keeping with best practices for non-profit governance, serve voluntarily without financial compensation.

12 TRUSTEES	**04** EXTERNAL COMMITTEE MEMBERS	**0** CASES OF BRIBERY, FRAUD FINES AND COMPLAINTS
5:1 BOARD DIVERSITY (MALE TO FEMALE RATIO)	**1:1** COMMITTEE DIVERSITY (MALE TO FEMALE RATIO)	**90%** TRUSTEE ATTENDANCE

As of 31st December 2023

Code of Conduct

At The Mission to Seafarers, we are dedicated to maintaining the highest legal and ethical standards in all our operations, irrespective of location. To reinforce this commitment, we have implemented specific guidelines, policies, and procedures.

Our membership of ICMA (International Christian Maritime Association) also carries an obligation to abide by the Constitution of the Association and of its Code of Conduct. This framework applies uniformly to all levels of our organisation, including management and staff. It serves as a vital compass, guiding our actions and decision-making processes to ensure they align with both our ethical standards and the legal requirements of the countries where we operate.

Our Common Standards also reflect a set of core values and our pledge to conduct our charitable work with the highest degree of integrity and inclusivity. By adhering to these principles, we aim to foster a culture of transparency, responsibility, and ethical behaviour throughout our global network, thereby upholding our reputation and the trust placed in us by seafarers, partners, and supporters worldwide.

Governance Initiatives

Trustees' approval to the Amendment of MtS Articles of Association on 05 September 2022
After conducting a governance review of The Mission to Seafarers in 2021, the Board, on September 5, 2022, passed a special resolution by sections 288 to 300 of the Companies Act 2006 to implement the alterations to the Trustees' Terms of Office.

This modification, guided by the findings and recommendations of an External Governance Review (EGR) in February 2022, involved the Board's approval to adjust the terms of office for all future trustee appointments. The revised terms changed from four terms of three years each to three terms of three years each, with necessary adjustments for current trustees, and the maximum service period was reduced from twelve years to nine.

Trustee Recruitments
Enhancing Trustees' Skill Matrix by ensuring that Trustees recruited into the Board possess the requisite skills that would further bolster the skills spread of the Board.

This ensures that the Mission has a well-blended Board with adequate expertise required to cater for the varying strategic, operational and ministry needs of the charity locally and globally.

Annual Strategic Reporting by SMT and Regional Directors
Introduction of strategic reports for SMT and across the regions in line with MtS global strategy on a 5-year plan (2022-2026).

These reports are presented at the January Board meetings every year and seek to provide Trustees with strategic accomplishments in the different departments and regions for the previous 12 months' timeline by reporting on three key strategic plans under four strategic strands of Programme, Provision, Partnership and Possibilities.

Investment Due Diligence
An Investment Due Diligence Questionnaire was introduced in 2022. MtS Investment Managers are required to submit this questionnaire annually for review by the MtS Investment Committee.

The purpose of the questionnaire is to enhance visibility into the activities of fund managers and to mitigate potential risks.

New Partnerships
MtS continues to consolidate its initiatives to foster partnerships with other maritime charities and maritime welfare associations.

Common Standards
As part of the Mission's commitment to maintaining a strong sense of unity and common purpose, to sustaining and protecting its reputation and to promoting high-quality ministry, a set of common standards was developed in 2021 and rolled out extensively across the regions in 2022. All Mission to Seafarers local centres, operations and chaplaincies are expected to affirm and maintain these agreed standards.

London International Shipping Week 2023

During London International Shipping Week 2023, a significant event focused on seafarers' welfare and wellbeing took place.

On September 12th, four major maritime charities - The Mission to Seafarers, Sailors' Society, Stella Maris, and The Seafarers' Charity - hosted a conference titled "The 'S' in ESG – Seafarers" at the Fishmongers' Company in London. The conference, chaired by Gemma Griffin of DFDS, featured panel discussions on seafarer welfare in the context of sustainable and diverse shipping operations.

Notable speakers included Graham Westgarth of V Group and Heidi Heseltine of Diversity Study Group Ltd, who emphasised industry collaboration and accountability in improving seafarers' lives. The event highlighted the crucial role of maritime charities in addressing ESG issues, particularly the social aspect. Following this, Inmarsat hosted a roundtable on September 14th, focusing on the Seafarer's Happiness Index and identifying key areas for improvement in crew welfare. The week also saw industry support for seafarer welfare initiatives, including fundraising efforts at the LISW23 Gala Dinner and through book sales.

The Mission to Seafarers concluded the week by hosting a lunch for corporate supporters, reinforcing the importance of ongoing support for seafarer welfare globally.

The Environmental Action Group

The Mission to Seafarers Environmental Action Group (EAG) is a dedicated team committed to promoting sustainable practices and environmental stewardship within the maritime industry. The group consists of passionate individuals working across four key regions: UK and Europe, East Asia, MESA and Latin America and the Caribbean.

Together, these members work collaboratively to develop and implement regional strategies that align with the Mission's commitment to environmental protection and seafarer welfare. The EAG strives to steer a more sustainable mission through education, advocacy, and practical solutions that benefit both the environment and the seafaring community.

Environmental Action Group Committee

Tomi Toluhi
Chief Operating Officer

Tomi Toluhi is the Chief Operating Officer at The Mission to Seafarers, where she has worked since 2007. In her role, she oversees a wide range of functions including Strategy Delivery, Human Resources, Governance, Risk Management, Learning and Development, Property Management, and IT. Additionally, Tomi is responsible for the ESG (Environmental, Social and Governance) strategy for the Mission.

Before joining the charity sector, Tomi spent nearly a decade as an architect. Her transition to the nonprofit world was marked by her commitment to making a difference. After four years at the Mission, she earned a Master's Degree in Human Resource Management and became a chartered member of the Chartered Institute of Personnel Development. Recently, she furthered her education by obtaining an MBA from Bayes Business School. Tomi's diverse background and extensive experience make her a key leader in driving the Mission's initiatives and strategies forward.

Stephen Miller
Regional Director, East Asia

Reverend Canon Stephen Miller, born and raised on England's South coast, has dedicated his life to serving seafarers and the maritime community. After completing his degree in Biology and Genetics in London and working in the pharmaceutical industry, he felt called to ministry. He pursued theological studies at Nottingham University in 1988 and was ordained in the Diocese of Worcester in 1991.

Miller's journey with The Mission to Seafarers began in 1999 as Port Chaplain in Rotterdam, where he also studied Maritime Law at Erasmus University. His dedication to seafarers' welfare led him to Dubai in 2002, where he oversaw maritime ministry in the United Arab Emirates. In 2005, he was awarded the Thomas Gray Silver Medal for his services to seafarers during the Second Gulf War. A significant achievement in Miller's career was the development of the world's first Seafarers Support Boat, M/V Flying Angel, launched in 2007 and named by HRH Prince Charles in Dubai. Since 2011, Miller has served as Senior Chaplain in Hong Kong and was appointed Regional Director for East Asia in 2014.

Miller's commitment extends beyond his clerical duties. He serves on the Board of Directors of Shipowners P&I Club and is a member of its Finance Committee. In 2015, he was made Canon of The National Cathedral in Manila, Philippines. Outside of work, Miller enjoys keeping fit and sailing with his wife Catherine. His adventures include climbing Mount Kilimanjaro and sailing across the Atlantic.
As an RYA qualified Oceanmaster, Miller's passion for the sea aligns perfectly
with his vocation of supporting those who work on it.

Steve Morgan
Regional Director, Europe

Steve Morgan is the Regional Director for Europe at The Mission to Seafarers and provides seafarer welfare across the region. Steve also leads on engagement with the Church of England and our work with volunteers. Before joining the Mission, he led a large church in Cornwall in a deprived area. Steve has spent time at sea in both Tall Ships and in the Royal Navy and is still an active examiner for the RYA/MCA. Steve has worked with the homeless and with refugees and is passionate about bringing the life-changing love of Jesus to those on the margins.

Steve is married to Jemma and has 4 children. He plays horn in a brass band, goes sailing when he can and loves running. Steve supports Portsmouth FC, which he says can be a real challenge but deepens faith.

Ian Hutchinson Cervantes
Regional Director, Latin America and the Carribean (LAC)

Since joining the Mission in October 2018, the Reverend Ian Hutchinson Cervantes has taken on dual roles as the Regional Director for Latin America and Port Chaplain for Panamá. In his capacity as Regional Director, he focuses on supporting and equipping port chaplains across the region while identifying ports in Latin America that lack pastoral or welfare support for seafarers.

As Port Chaplain in Panamá, he trains volunteers to assist with ship visits and provide hospitality to seafarers, promoting the important work of the Mission. Before his current roles, he served as a parish priest in various dioceses, including Oxford, Venezuela, Belize, and Madrid. His diverse background in ministry equips him to effectively address the needs of seafarers and enhance their welfare through dedicated support and community engagement.

Reverend John Attenborough
Regional Director, Middle East and South Asia (MESA)

With nearly 29 years of dedicated service at The Mission to Seafarers, Reverend John Attenborough serves as the Regional Director for the Middle East and South Asia (MESA), based in Limassol, Cyprus. Throughout his extensive career, he has worked in various ports including Immingham, Mombasa, Antwerp, Medway, Thames, and Southampton. John's experience spans different models of ministry and diverse contexts, allowing him to witness firsthand the critical support the Mission provides to seafarers in times of need.

In his role as Regional Director, he focuses on effective leadership and management while inspiring his team to achieve greater outcomes for seafarers. Outside of his professional commitments, John is married to Yara and they have one son, John Jnr, who is currently in secondary school in Cyprus. His personal and professional life reflects a strong commitment to serving others and making a positive impact in the maritime community.

Thomas O'Hare
Programme Manager

Thomas joined The Mission to Seafarers in 2019 having spent over eight years managing programmes for both government and non-governmental organisations in the UK and abroad.

As our Programme Manager Thomas empowers our teams in India and the Philippines to deliver impactful programmes. This includes the Family Support Network programme and WeCare programme, both providing inclusive services to seafarers and their families, on board and on shore.

Alethea Fernandes
ESG Data Analyst (Part-Time)

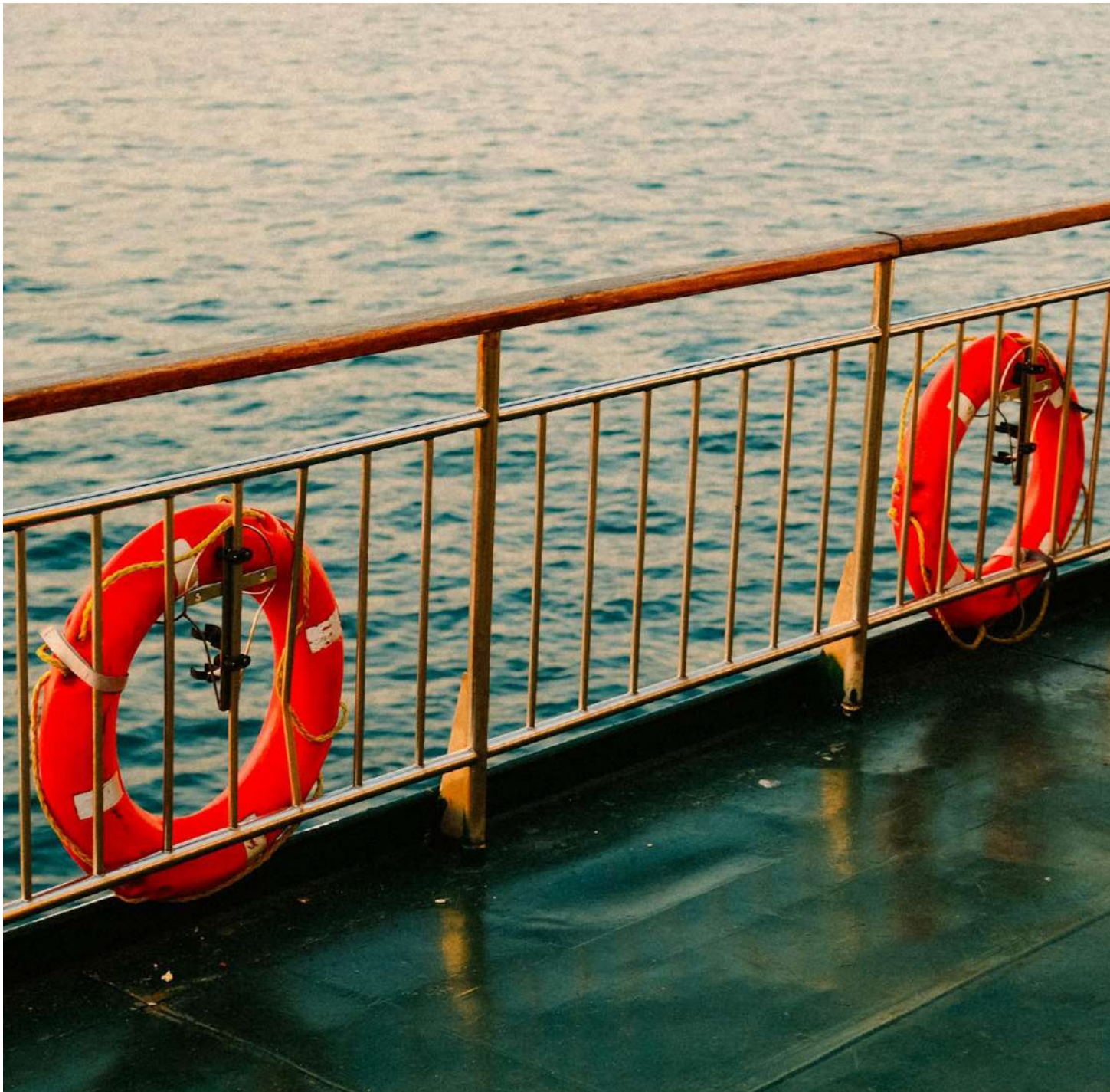
Alethea Fernandes is a part-time ESG Data Analyst at The Mission to Seafarers. In her role, she has spearheaded the charity's carbon accounting initiatives across the region and successfully produced its inaugural ESG report, which includes establishing key performance indicators to monitor sustainability progress. Her passion for environmental protection and sustainability has been a guiding force throughout her career and personal life. With a strong background in sustainability and ESG (Environmental, Social and Governance) analysis, she has focused on raising awareness and mobilising resources, both independently and through volunteer groups, to amplify voices advocating for a sustainable future and the protection of biodiversity.

Outside of her professional endeavours, Alethea enjoys exploring natural habitats, engaging in ecosystem restoration projects, and nurturing her plants. Her holistic approach to sustainability reflects her belief in the interconnectedness of environmental health and community wellbeing.

Conclusion

The inaugural ESG (Environmental, Social and Governance) report for The Mission to Seafarers underscores the organisation's dedication to nurturing a sustainable and responsible maritime sector. The critical insights in this report highlight the significant strides planned to promote environmental stewardship, social responsibility, and robust governance within the seafaring community. These action points serve as a blueprint for our organisation, outlining the strategic measures and initiatives we aim to implement to bolster our Environmental, Social and Governance performance.

Upon reflection of the key findings from this ESG report, it is clear that The Mission to Seafarers is not merely addressing pressing environmental and social issues within the maritime sector, but also advocating for a governance model that fosters long-term sustainability and resilience. This report stands as a roadmap of the charity's commitment to effecting positive and enduring change for seafarers and the entire maritime community.



How can you support us?

Our charity operates in over 200 ports across 50 countries, providing assistance around the clock, every day of the year. We serve 1.89 million seafarers globally - men and women who spend up to nine months at sea, away from their families, friends, and loved ones.

We have a wide range of ways in which you can support our work - from individual and corporate donations, corporate global partnerships and project funding, legacies and volunteering.

Join us in our mission to support them.

You can make a donation online, provide corporate sponsorship, or volunteer your time today.

If you would like to discuss any partnership opportunities, please contact:

Jan Webber
Director of Development

Email: **Jan.webber@missiontoseafarers.org**
or visit **www.missiontoseafarers.org/support-us**

Appendix

Environmental Performance and Carbon Footprint
The environmental performance and carbon audit serves as a baseline for measuring the Environmental impact of the Mission's work in the IHQ and regions under IHQ's direct control - Europe, Middle East and South Asia, East Asia, Latin America and the Caribbean, and provides insights into its Social and Governance activities for the year 2023. Behind this report sits a much bigger piece of work and a vast array of more granular data. We are immensely grateful to Climate Stewards and all the teams who contributed data to make this report a reality. All data points about the Mission to Seafarers in the ESG Report, across Environmental, Social, and Governance sections, cover the period from January 01, 2023 to December 31, 2023, unless explicitly stated otherwise.

The Mission to Seafarers is not legally obligated to disclose its emissions; it retains the flexibility to select the emissions it wishes to measure and report. However, if in the future, the Mission were to meet specific criteria, the charity would have to comply with either the ESOS or SECR schemes mandated by the UK government. These schemes apply to large organisations and necessitate energy audits as a means to diminish carbon emissions and achieve cost savings.

Carbon Footprint Measurement Methodology
The Mission to Seafarer's carbon accounting and verification process was carried out by an independent third party, Climate Stewards, following the Greenhouse Gas Protocol. The data is presented in either tonnes or kilograms of CO_2 equivalent, depending on the context. The audit period was from January to December 2023, unless specified otherwise, and covered activities including travel, energy and expenditure from its operations in the regions mentioned below.

The Mission's emissions are derived using the Emission Factors published by the UK Government's Department for Environment, Food and Rural Affairs (DEFRA) unless stated otherwise. Where only cost data was available, DEFRA's cost-based proxies have been used.

Greenhouse Gas Emissions Methodology and Verification
The Greenhouse Gas Protocol outlines three emission scopes for organisations:

- **Scope 1** – Direct Emissions from the activities of the Mission or under our control, including fuel combustion on site such as gas boilers, fleet vehicles and air- conditioning leaks.
- **Scope 2** – Indirect Emissions from electricity purchased and used by the Mission.
- **Scope 3** – All Other Indirect Emissions from activities of the organisation, occurring from sources that we do not own or control. In MtS' case, Scope 3 includes all travel and expenditure costs, (such as food and beverages, telecommunications and IT, stationery, postage etc), hotels, waste, and water.

By Region
In this document, when we refer to 'regions,' we are speaking in general terms about The Mission's reportable segments under its direct control, which include the United Kingdom and Europe, Middle East and South Asia (MESA), East Asia, Latin America and the Caribbean (LAC), and excludes independent and autonomous regions of the Mission such as Canada, Australia, Africa, Oceania, etc.

While the International Headquarters (IHQ) is located within the UK and Europe region geographically, its emissions are distinct from those of the region's centres. IHQ's emissions primarily originate from management activities and significantly differ from the sources found in the centres situated within the region. Consequently, emissions and our centres in the UK and Europe have therefore been referred to as UK and Europe, and those from the London-based corporate headquarters, as IHQ.

SCOPE	SOURCE	EMISSIONS (tCo2e)	% OF TOTAL EMISSIONS
1	Fuel Use in Buildings	23.3	2%
	Vehicle Fuel Use	255.8	26%
	Mileage	26.4	3%
2	Electricity	62.5	6%
3	Fuel Use in Buildings	4.1	<1%
	Vehicle Fuel Use	64.8	7%
	Mileage	8.6	1%
	Electricity	20.5	2%
	Air Travel	267.2	27%
	Other Travel	12.5	1%
	Water and Waste	10.9	1%
	Goods and Services	187.2	19%
	Accommodation	32.4	3%
	TOTAL	**976.8**	

Table 1: Emissions per category, split by Scope. Location-based reporting

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Caring for seafarers around the world