



## **Port Reunion Session**

**The Safe and Risk Free Gateway to Europe in the Indian Ocean**

**Global Perspectives on Crew Change Management**

by

**Grant Holmes**

Global Sector Head - Cruise Industry



**Reunion island - A remarkable Safe Haven in the Indian Ocean**



## Strategic Advantages

- **Market:** Ideal Home Porting for French & European Markets
- **Sector Suitability:** Mega, Discovery, Luxury, Expedition
- **Tourism Product:** Nature/Adventure based & high in quality
- **Compliance:** European QHSSE compliance (ISO Compliant)
- **Provisions:** Link to Europe, well connected for location & reliable
- **Free WiFi:** Offered to all Passengers & Crew
- **Crew Logistics:** Reliable and ideal for European Crew
- **COVID-19:** Technical calls + Crew changes conducted in face of adversity

### Reunion offers quality services & equipment (European standards)

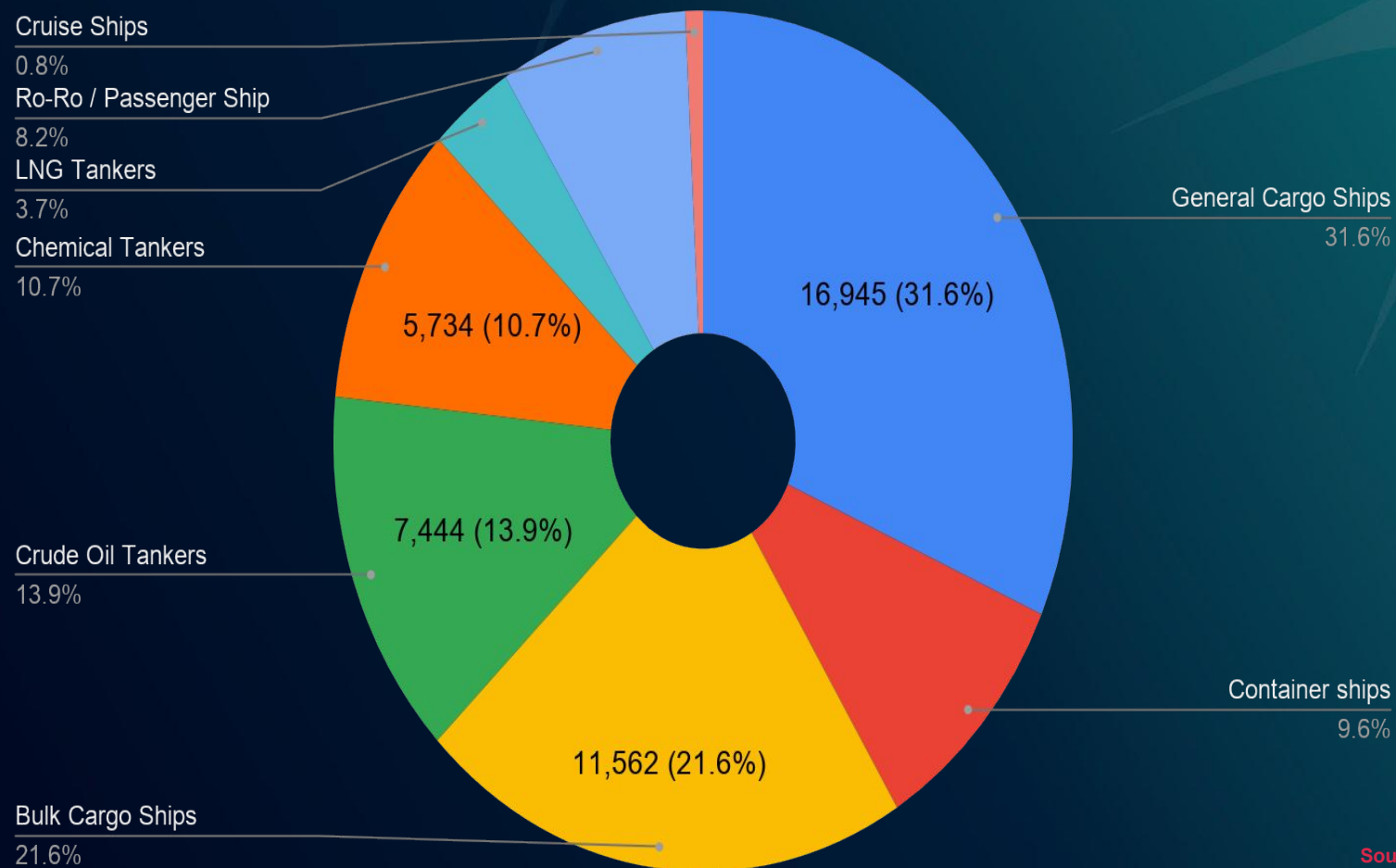
The Port of Reunion is considered by the Cruise Industry as a safe harbour for Home Porting, Logistics, Provisioning, Crew changes and operations in a developing region.





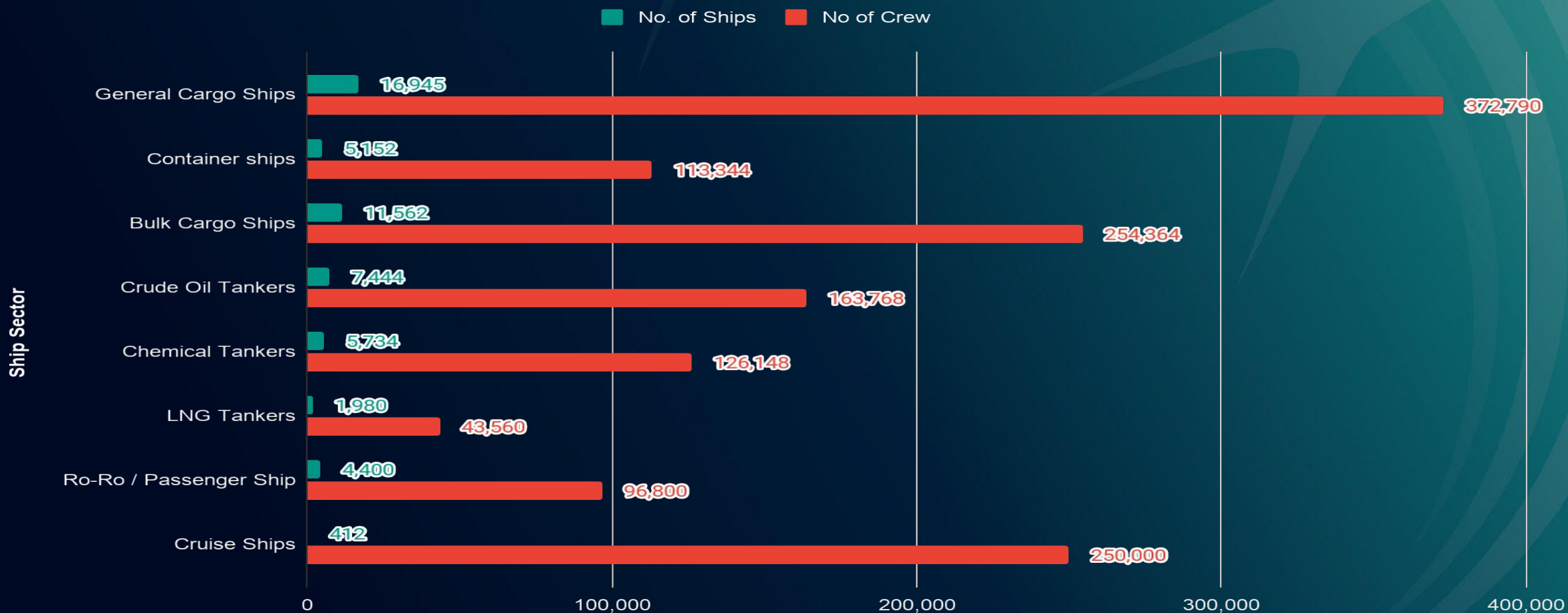
Global Perspectives  
**Crew Change Management**

## Vessel Sector Market Share

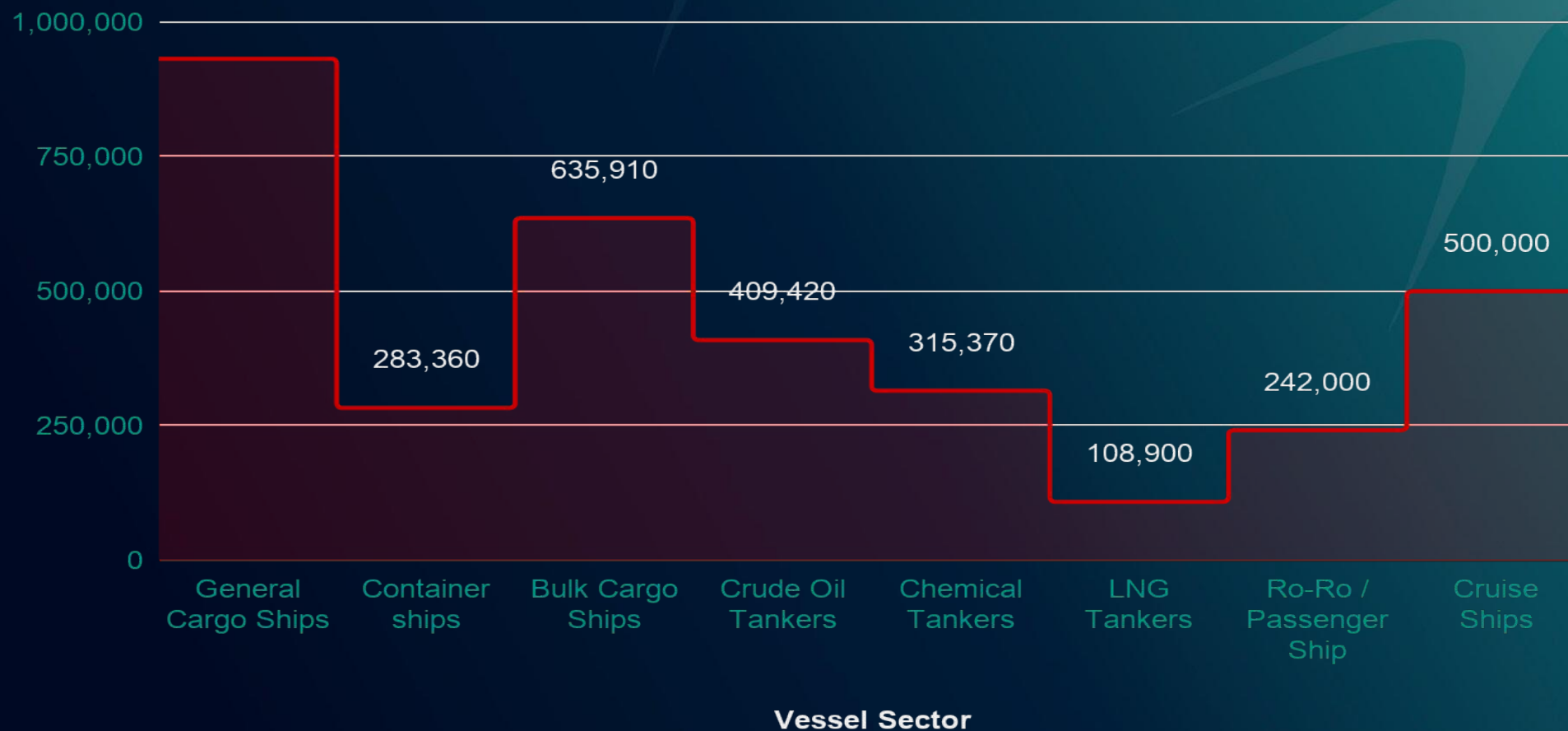




## Global No. of Ships Vs Crew



## Global Crew Rotation Volume





COVID-19 Challenges  
**Crew Change Management**





# COVID-19 Challenges

## Three Constants of Life

1. Change
2. Choice
3. Principles (Values)



- ★ World leading QHSSE
- ★ Triple A Corporate Compliance
- ★ Global ISO 9001; 2015 Certification

INCHCAPE Shipping Services

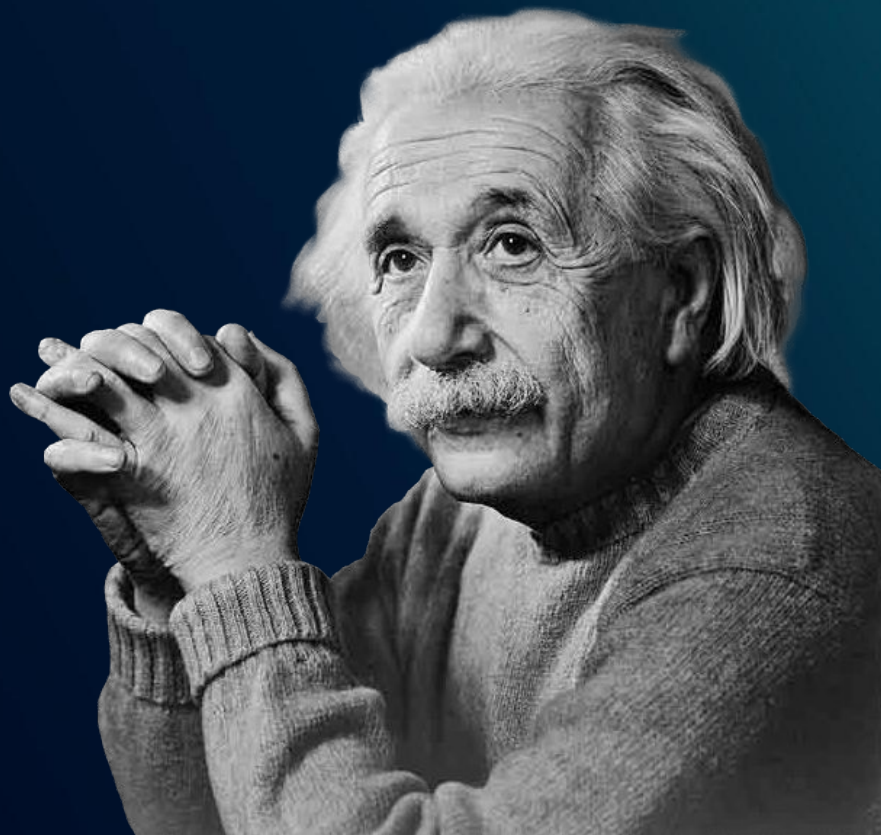
Est. 1847



MACN  
Maritime Anti-Corruption Network

## Complexity

*"It's Simple to Complicate, but Complicated to Simplify"*



## COVID-19 Complexity

### 1. Confirmed Cases

Depends on who you test and the criteria for taking a test?

### 2. Testing

High number of False Positives and different types of tests.

### 3. Mortality Rate

Do people die with COVID-19 or of COVID-19?

### 4. Lockdown & Tiers

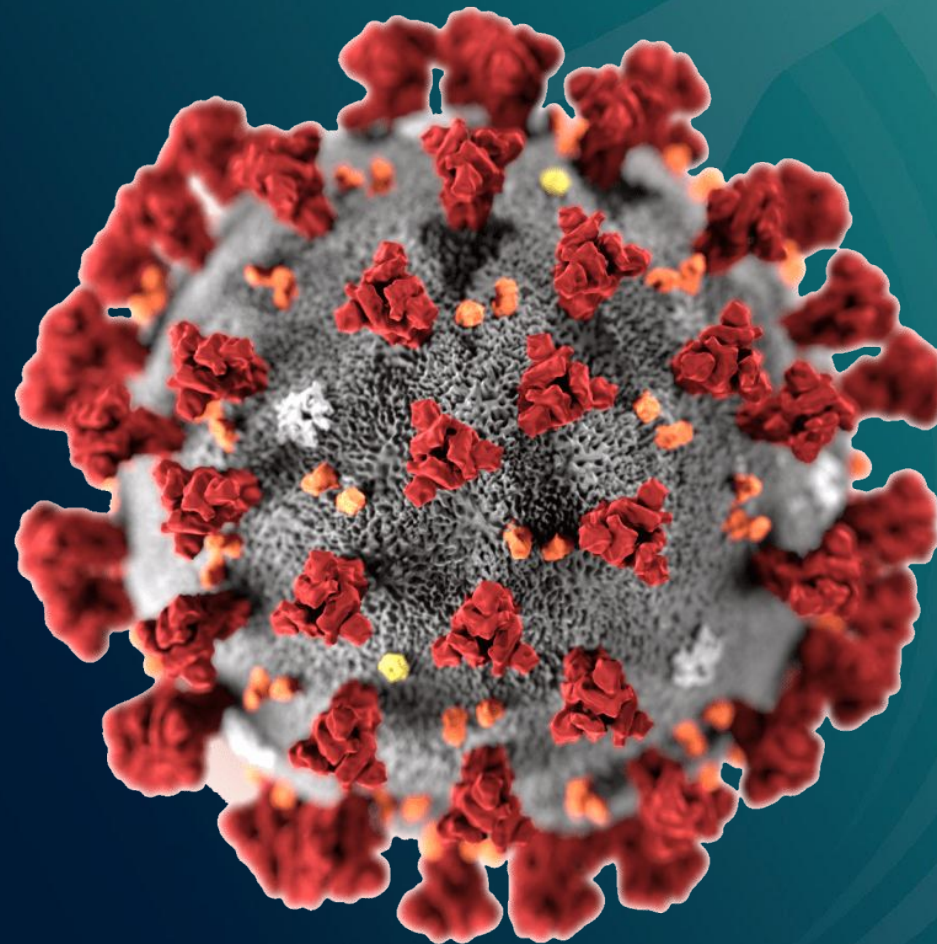
More harm than cure? Wide ranging study required.

### 5. Quarantine

Or do you really mean Self-Isolate and where?

### 6. Data & Models

Follow the Data or the Projection Model?





## Crew Logistics Challenges

### 1. COVID-19 Protocols

Often different in each Port or country

### 2. Change in Regulations

Developed in a crisis situation caused by the COVID-19 global pandemic

### 3. Price Hikes

Some Ports increased pricing under a COVID-19 environment

### 4. Travel Restrictions

Restrictions placed on certain nationalities, Airport & Border closures

### 5. Flight Limitations

Lack of flight availability

### 6. Sudden Port Closures

Many Ports or countries simply closed, as the Coronavirus outbreak occurred





Solutions

Crew Change Management

## Global Network

### Key Stats

- **Offices:** 240+ (owned)
- **Countries:** 60+
- **Years in Business:** 172 (Est. 1847)
- **People:** 2900
- **Crew Transfers:** 97,000 (2019)
- **CTM:** \$90 million (2019)





## HUB Concept

### Global Simplicity



**Global Network**  
Capability, Insight & Intelligence



**Single Point of Remittance & Cash to Master**  
Global Funding Perspective - Reduce Transactions



**Dedicated Point of Contact**  
Convenient 24/7 Service with a Named Account Owner



**Competitive Pricing**  
Achieved through a Global Pricing Structure



**Cost Savings**  
Economy of scale; global buying power, Cost Mitigation



## INCHCAPE Contribution

- **Crew Repatriations:** 10,000+ incl. 6,000+ in India
- **Charter Planes:** India, Indonesia & Mauritius
- **Scenarios:** Handling of COVID-19 on board cases
- **Intelligence:** World Leading global Port updates
- **Reporting:** Travel Warnings & Updates

## Crew Logistics Suggestions

- **Education:** COVID-19 preparedness training
- **PCR Test** Within 72 hours of travelling and/or embarking
- **Quarantine:** Prior to embarking or on board upon arrival
- **Safe Transfers:** Full set of COVID-19 transfer protocols
- **Safe working onboard:** COVID-19 best practices





# Solutions

[www.iss-shipping.com](http://www.iss-shipping.com) & Weekly Cruise Address



HOME ABOUT US PRODUCTS & SERVICES DIRECTORY NEWS & MEDIA CAREERS OTHER

## CONNECT TO A SMOOTHER, SMARTER OCEAN

A global team delivering service excellence, through our unique network.

[FIND OUT MORE](#)

THE LATES

### COVID-19 UPDATES

[CORONAVIRUS \(COVID-19\) PORT / COUNTRY IMPLICATIONS](#)

#### COVID-19 COUNTRY / PORT IMPLICATIONS

ALBANIA	LIBERIA
ALGERIA	LITHUANIA
ARGENTINA	MADAGASCAR
ANGOLA	MALAYSIA
ARUBA	MALDIVES
AUSTRALIA	MALTA
BAHAMAS	MARSHALL ISLANDS
BAHRAIN	MAURITIUS
BANGLADESH	MAURITANIA
BARBADOS	MAYOTTE
BELGIUM	MEXICO
BENIN	MONTENEGRO
BERMUDA	MOROCCO
BONEIRE	MOZAMBIQUE
BRAZIL	NAMIBIA
BRUNEI	NETHERLANDS
CAMEROON	NEW CALEDONIA
CANADA	NEW ZEALAND
CAPE VERDE	NIGERIA
CAMBODIA	NORWAY
CHILE	OMAN
CHINA	PAKISTAN
CHINA - HONG KONG	PALAU
CROATIA	PANAMA
COLOMBIA	PAPUA NEW GUINEA
COMOROS	PERU
CÔTE D'IVOIRE	PHILIPPINES
COSTA RICA	POLAND
CURACAO	PORTUGAL
CYPRUS	PUERTO RICO
DENMARK	QATAR
DJIBOUTI	REUNION
CONGO	RUSSIA
DR CONGO	SAIPAN
DOMINICAN REPUBLIC	SAMOA
ECUADOR	SAUDI ARABIA
EQUATORIAL GUINEA	SENEGAL
EGYPT	SERRA LEONE
EL SALVADOR	SEYCHELLES
ESTONIA	SINGAPORE
FINLAND	SLOVENIA
FIJI	SOLOMON ISLANDS
FRANCE	SOMALIA
GABON	SOUTH AFRICA
GAMBIA	SOUTH KOREA
GERMANY	SPAIN - ALGERIRAS
GHANA	SRI LANKA
GIBRALTAR	ST. LUCIA
GREECE	ST. MARTIN
GUYANA	SWEDEN
GUINEA	TAIWAN
GUINEA BISSAU	TANZANIA
HONDURAS	THAILAND
ICELAND	TOGO
INDIA	TRINIDAD & TOBAGO
INDONESIA	TUNISIA
IRAQ	TURKEY
IRELAND	UKRAINE
ISRAEL	UNITED ARAB EMIRATES
ITALY	UNITED KINGDOM
IVORY COAST	URUGUAY
JAMAICA	GUAM
JAPAN	MICRONESIA ISLANDS (YAP, CHUOK, Pohnpei, Kosrae, Koror)
KENYA	UNITED STATES OF AMERICA
KUWAIT	VIETNAM
JORDAN	YEMEN
LATVIA	
LEBANON	
LIBYA	



