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# Correspondents Newsletter

In this issue: Mind Matters - Visit to the office- Brazil Forum

May 2019

Welcome to the second addition of our Correspondents Newsletter. This edition features articles on the release forum in Brazil, what you can expect from a visit to our HQ in Newcastle upon Tyne and a look at our Mind Matters campaign which focuses on crew health and wellbeing.

Thank you to everyone who provided feedback on our first newsletter, please continue let us know if you have any suggestions.

## UPDATE CONTACT INFORMATION



We remind correspondents to regularly check North's website to ensure that we are holding the correct contact details and to advise Nick Tonge: [nick.tonge@nepia.com](mailto:nick.tonge@nepia.com) or Neil Watson: [neil.watson@nepia.com](mailto:neil.watson@nepia.com) of any changes, as we will no longer be sending an annual request for updates.

# HAVE YOUR SAY...

## COSTED update – Summer 2019 Correspondents' survey



North values the relationship and interaction between North and our listed correspondents. A relationship which is fundamental in allowing North's Members to trade with confidence worldwide.

With this in mind, we are compiling a short survey which is completely anonymous and we will be asking you

for your constructive feedback as to what we are doing well and where we could improve. We would like as many of you as possible to complete the survey, which we anticipate will be sent to you this summer.



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### HOW HAVE WE DONE?

Let us know what you think of the latest edition. Contact us at [nick.tonge@nepia.com](mailto:nick.tonge@nepia.com) or [neil.watson@nepia.com](mailto:neil.watson@nepia.com)

### BACK ISSUES

Back issues of the Correspondents Newsletter are available online at [www.nepia.com/insights/publications/correspondents-newsletter](http://www.nepia.com/insights/publications/correspondents-newsletter)

### CONTRIBUTORS

**Contributors:** Nick Tonge, Neil Watson, Abbie Rudd and Adele Lathan

**Photographs:** Shutterstock and North

**Thanks to:** Mauro Sammarco from Brazil P&I.

### CONNECT

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# AMAZON DELIVERS MARITIME FORUM



The larger maritime community in the Amazon region of Brazil recently attended a workshop hosted by Brazil P&I to celebrate the opening of their new office in Belém, Brazil. This provided a forum for each of the interested parties to discuss challenges and roles in a casualty situation in this unique region.



The event discussed the recent casualties at the area, the need for a proper emergency response plan, the marine insurance covers available and its related legal aspects.

As part of our COSTED initiative, the "E" deals with Education. We encourage wherever possible that this ethos is not just shared within North, but also our correspondents and the wider shipping community as a whole. Education is also not limited to our own Residential Training Course at Lumley Castle or via the P&IQ which is now open to our correspondents, but could reach even further to the industry itself organised by correspondents around the world.

We were recently made aware of an interesting seminar that our Brazilian correspondents Brazil P&I organised, which brought together various

interested parties in the Amazon area with a forum on "Causalities and facts of Navigation and P&I insurance". This took place in Belém last December where Brazil P&I had recently opened a branch office at the gate of the Amazon.

Mauro Sammarco, the Managing Director of Brazil P&I who promoted and organised the event, advised that the event was organised to raise awareness of all parties involved in a casualty, as to what challenges each would encounter.

The forum consisted of panellists from not only representatives from the P&I side, but also Salvors, the Harbour Masters, Pilots, Maritime Court and the Brazilian Navy. Many of whom provided case studies and highlighted their unique perspective on the challenges they face in a casualty situation.

Admiral Edervaldo de Abreu, the Commander of the 4th Naval District spoke at the event and highlighted the importance of holding events like this and although the Club could not take part in the seminar, we can only encourage this forward thinking. If other correspondents are looking to arrange a similar initiative, we would be happy to hear from you and to share your experiences with your colleagues around the world.

This article has been completed with the kind assistance of Mauro Sammarco from Brazil P&I and if anyone is interested in further information surrounding this it can be found on Brazil P&I.

*If you are carrying out anything similar in the future we would really appreciate hearing about it and please contact any member of the Correspondents' Expertise Group.*

# “FEELS LIKE COMING HOME”

Following a recent visit a correspondent followed up with a message of thanks to say that it feels like coming home each time they visit the Club. We would hope that every correspondent who visits feels the same. Ultimately, we cannot do what we do without your help and we would like to make you all feel part of the North family.

We know that travelling to Newcastle to visit the Club is a big commitment in time and expense to our correspondents. As a result we would like to make sure that both you and ourselves achieve the maximum benefit from your visit.

In order to accomplish this and to ensure that there is no conflict with any other visitor to the office, it is imperative that you liaise with the Correspondents Expertise Group (CEG) at the Club (see last newsletter for details) and to give us plenty of notice, if possible. If you are staying in Newcastle overnight, we can also assist in local hotel reservations.

Needless to say, we would also encourage you to visit our regional offices whenever you can and please liaise with your usual contact there to arrange the visit and please keep the CEG in copy.

If you are visiting any of the offices, it would be of benefit to provide us with;

- a list of any active claims you may have with the Club,
- any issues you would like to raise, whether on service, a claim or other issue,
- A list of anyone in the office who you would specifically like to see.

We will then circulate details of your visit to all claims staff, not only in Newcastle but in our Regional Offices, in addition to liaising with those who you would like to see and if necessary, investigate any ongoing issues there may be. Depending on the time zone and if available, we can also arrange a conference call or skype video chat with our colleagues.

We would normally ask that a correspondent arrives at the office no earlier than 10:30 to enable the team to deal with any admin issues that may have arisen overnight. A member of the CEG team will spend the morning with you to provide an update from the Club and to discuss any general issues you may have, including updating contact details, the Club's anti bribery policy, sanctions screening policy etc..

We can then proceed to lunch at a nearby restaurant to continue any discussions and to generally catch up on a personal level in a more relaxed environment. Obviously if you have any dietary requirements, it is better we know beforehand!

Following lunch, we will then try to ensure that you see anyone who you would like to discuss any claims with and most importantly,

take you for a tour of the office and introduce you to our colleagues in the office (remember to bring plenty of business cards!!). This usually takes between 60 and 90 minutes to do. It is also worth mentioning that we will only do this for our Listed Correspondents or Approved Alternatives in Newcastle.

Afterwards we will discuss any issues that may have arisen during the tour of the office. This will usually take us towards the end of the business day and we look forward to your next visit to the Club.

If you would like to visit the Newcastle office, please contact Nick Tonge [nick.tonge@nepia.com](mailto:nick.tonge@nepia.com) or Neil Watson [neil.watson@nepia.com](mailto:neil.watson@nepia.com) or your usual contact in our regional offices.

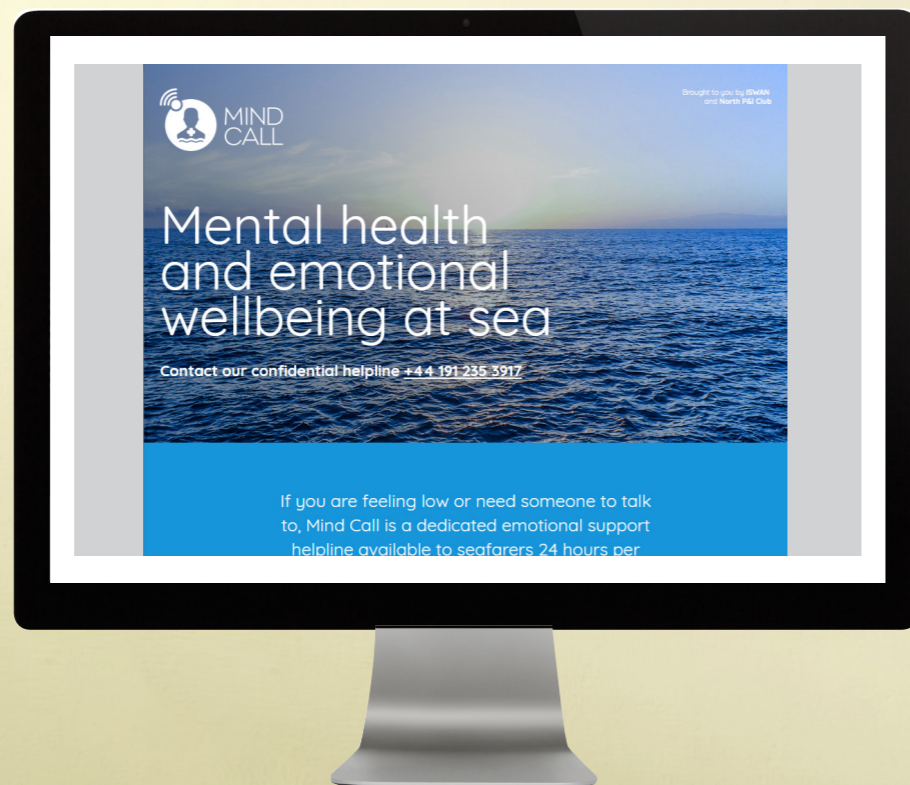


As our eyes and ears to the world, you, our correspondents, know better than most how tough a time our seafarers can face. From the Club's side, there are things which we can put in place, suggestions we can make, for those times when stress and mental anguish are an issue, but there is nothing to really replace talking to a trained professional on a confidential basis.

We have given much thought to the issue of mental stress and how we can assist, to this end we commenced an initiative called 'Mind Matters' which is focusing on the mental health of seafarers. Under this umbrella North is providing material to our Members to support them in ensuring their crew have the necessary tools to maintain emotional wellbeing. We are also providing guidance in case problems arise.

Issues which cause stress for an individual are many, long hours, limited social time, bad news from home, a traumatic incident on-board to name a few. Each seaman has their own "triggers" which may cause a stressful outcome for them and so the topic is so wide it is not possible to provide relevant advice in one article or leaflet. Instead, we believe it requires our long term commitment so that we may focus on particular areas of concern in turn, provide updates as new information becomes available and respond to suggestions from Members, crew and Correspondents.

As a result we have introduced a specialist section on our website, 'Mind Matters', for the use of Members. Our main priority however, is to provide immediate support to the seafarer, so we have also developed a website which crew can access directly for further information on emotional healthcare [www.mymindmatters.club](http://www.mymindmatters.club)



Within this website crew will have access to information and resources concerning mental health, how to keep well and where to get help.

Most health professionals believe that there are a variety of factors which can contribute either together or in isolation, to the onset of mental illness.

#### Psychological

Coping with a traumatic experience (past or current) such as a piracy incident, bereavement or difficulties at home.

#### Physical

Trauma from an accident can lead to changes in our personality, particularly a cerebral accident or illness. Misuse of drugs or alcohol, low levels of fitness and fatigue can also play a part.

#### Social/environmental

Living conditions at home and on-board and the quality of family and shipboard support networks can all contribute to isolation or high levels of stress.

However, through coping strategies, good physical health, social interaction and a positive sense of self-worth, it is possible to improve resilience to the vagaries of life, better resist the impact of distress and more quickly recover from a traumatic event.

You can help if attending a vessel and the crew are faced with a particularly stressful situation. It would be worth bringing this to their attention.

#### BUT WHAT IF THIS IS NOT ENOUGH?

Just speaking out to anyone is the first step to coping with stress and recovering from mental anguish. Speaking out to friends, family and work mates can help, but there are also charities in many ports around the world who would welcome seamen to drop in and ask for help, supporting crew of all beliefs, nationalities and ranks. Mission to Seafarers and Apostleship of the Sea together have a presence in over 200 ports across 50+ countries.

It can be difficult to talk to someone directly, and to this end North have launched Mind Call [www.mindcall.org](http://www.mindcall.org)

This is North's 24/7 telephone helpline for crew members to call in confidence. The helpline is being provided in partnership with seafarers charity ISWAN for North entered vessels. The Mind Call team speaks Arabic, Chinese, French, Hindi, Russian, Spanish and Tagalog as well as English and the seaman can request a callback, use live chat or send an email instead.



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