



Oceanic Catering response to Covid-19 outbreak

How Oceanic Catering responded to mitigate risks due to Covid-19 outbreak

- ◀ **December 2019:** Novel Coronavirus outbreak in Wuhan, China.
- ◀ **January 2020:** Covid-19 case reported in Thailand, the first recorded case outside of China. 30th Jan WHO gave a very high-risk assessment for China & high at global level.

- ◀ **January 2020**

Oceanic initiates Covid-19 Action Plan & sets procedures in place

Oceanic initiates Covid-19 Action Plan and sets procedures in place to:

- **proactively communicate** guidelines, information and instructions to **clients' offices & vessels** pertaining to Covid-19,
 - **proactively engage** with clients' offices and vessels to **ensure the timely supply of provisions and medical supplies** to our vessels avoiding market and supply chain challenges,
 - apply **health and safety procedures** across its offices,
 - ensure **operational preparedness** of all Oceanic departments to manage any potential challenges,
 - **monitor market situation, port restrictions, supply chain & potential challenges,**
 - **follow up** on WHO latest **best practices** and apply our Group's and local Governments' measures and instructions.
- ◀ **22 January: Oceanic Health & Wellbeing Department communicates circular to clients & vessels** with an update of the outbreak situation, precautions and actions to take pertaining to hygiene practices to apply, provision and use of Covid-19 PPE supplies such as appropriate sanitizers, medical oxygen cylinders, and masks.
 - ◀ **29 January: Oceanic Operations Department communicates circular to vessels** with advice and guidance regarding provisions and supplies from Chinese ports and advice for supplies from alternative port locations as well as instructions for the supply of vessels with additional frozen vegetables and dry food.
 - ◀ **30 January: Oceanic HSEQ Department communicates circular to vessels** pertaining to safe food handling and cooking, and hygiene practices as per WHO instructions.
 - ◀ **30 January: Oceanic Procurement Department communicates circular to suppliers** with instructions pertaining to ensuring safe food handling during the supply chain process and avoidance of the virus spread; packaging instructions especially for raw meat & fresh fish; ensure that suppliers' warehouse facilities are kept clean and sanitized at all times and that the delivery trucks are fully sanitized before being used for a delivery; ensuring suppliers' personnel wears required safety gear and PPE during deliveries and follow the instructions of the crew on board.

Safety First & Flawless Service Delivery

- ◀ **18 February 2020** Oceanic Singapore office establishes a split-team arrangement schedule.
- ◀ **March 2020**
- ◀ **11 March 2020: WHO declares Covid-19 a Global Pandemic.**

Oceanic establishes Working from Home (WFH) across its offices

- ◀ **10 March** Oceanic Manila office establishes WFH.
- ◀ **10 March** Oceanic Training Centre in Manila puts on halt hands-on trainings.
- ◀ **16 March** Oceanic Cyprus & Greece Offices establish WFH.
- ◀ **19 March** Oceanic Mumbai office establishes WFH.
- ◀ **23 March** Oceanic Singapore office establishes WFH.

Safety at the Forefront of our Activities

- **With safety at the forefront of our activities**, the protection of the health & wellbeing of all our colleagues and clients was set as the highest priority.
- Oceanic taking all required steps to **ensure continued safe operations** of our people and vessels under our service, based on the latest best practices from the WHO, health professionals, Cyprus Shipping Chamber and our Group, while applying the latest measures and regulations of local governments.
- Oceanic **working closely with the rest of the Group Offices**, in order to follow and apply the local government directives, such as with our Mumbai Office, where our activities are dictated by the directives of the Indian Government.

Ensuring Flawless Service Delivery to our Clients & Wellbeing of our Seafarers

'Business as Usual': as a world leading catering and hospitality specialist, Oceanic has the systems and procedures in place, and together with our global suppliers' network, we can ensure continuous flawless service delivery to our clients and seafarers even under the most challenging times such as the Covid-19 outbreak. For us it is business as usual.

- **Procedures in place**: operational procedures in place for managing crisis situations.
- **Systems in place**: our Digital ecosystem and infrastructure ensures the uninterrupted continuity of our operations.
- **Teams & Catering Cells**: adaptable and service driven teams and catering cells ensuring flawless service delivery to our clients' vessels and seafarers and keeping all of our 1,500+ vessels well supplied while providing any support as required during the Covid-19 outbreak.
- **Financial Stability**: our strong international presence and exposure ensures a strong financial stability allowing the undisturbed continuity of our operations and service delivery to our clients.

Actions & Challenges

March – April 2020

Continuous support to our Clients' vessels & Seafarers

Ensuring the supply of provisions to our vessels

- **Operations Department:** all Oceanic Operations Teams globally (Limassol, Manila, Mumbai and Piraeus), worked relentlessly round the clock, having the joint aim of safeguarding the wellbeing of our seafarers, following clear instructions for all vessels to be stocked up to their maximum capacity.
- **Port Restrictions & Supply Chain Monitoring:**
 - Daily monitoring of the market conditions, port restrictions and supply chain challenges monitoring was established, with regular updates on affected areas where our clients' vessels were trading.
 - Our Operations Teams together with our Procurement Manager and HSEQ Department set up clear procedures to tackle such challenges, and by closely working with our global suppliers' network we ensured that our vessels were well supplied, and that crew's wellbeing and safety was not jeopardised in anyway.



1500+ Vessels
in Service

Oceanic Medical Solutions

Oceanic Health & Wellbeing Department: despite supply chain shortages and port restriction challenges, our Health & Wellbeing Department closely worked with our clients' offices and vessels to ensure the supply of the required medical PPE and covid-19 rapid test kits to safeguard our seafarer's health and wellbeing and ensure medical compliance of our vessels.



Offering Medical
Solutions to
700+ Vessels

15 March 2020: Oceanic Medical Advisory service pertaining to covid-19

Acting towards crew welfare, in partnership with Dr. med. Jens Tülsner from Marine Medical Solutions and Tritan Software Corporation a Health Care Platform Provider, we launched an advisory & support service to our Clients' vessels pertaining to covid-19, relating to preventive measures or implementation of medical protocols in case of suspected virus infection or quarantines.

9 April 2020: Medi24 tele medical advice centre

In an effort to further support our clients during the covid-19 outbreak, in collaboration with Tritan Software Corporation and Medi24, we offered an enhanced 24/7 access to care capability through tele medical advice centre manned by experienced physicians.

Supporting our Vessels & Catering Crew

- **HSEQ Department & Catering Superintendents:** vessel visits were temporarily stopped to safeguard the health & wellbeing of our seafarers and Catering Superintendents. During this time supply delivery observations were performed ensuring the quality of supplies to our vessels at ports as allowed by authorities.
- **Covid-19 Circulars:** supporting our Catering Crew on board with several circulars & guidelines pertaining to stock management, food safety, hygiene practices, healthy cooking & how to boost your immune system, suggested PPE for crew, during the coronavirus outbreak.



New Initiatives & Learnings

May 2020

Oceanic launches On-line Webinars for Catering Crew

6 May, Oceanic Training Centre webinars: in response to the recent developments, Oceanic has launched an ongoing range of online training to our shore-based catering crew, aiming towards continuously maintaining and growing their competences and knowledge prior to their next embarkation.

11 May 2020 Oceanic Cyprus and Greece offices restart operations.

Oceanic Cyprus and Greece offices restart their operations with 50% of our colleagues returning to the office applying social distancing and health & safety guidelines. The other 50% of our colleagues continue WFH.

Oceanic resumes hands-on training for Catering Crew in China

13 – 17 May 2020: a 5-day hands-on culinary training takes place in China for our clients' Chinese Catering Crew.

Learnings & Outcome

- **Pro-active Measures & Action Plan in place:** with an action plan in place and proactive measures applied, we had ensured the supply of provisions and medical supplies to the majority of our 1,500+ vessels prior to market condition fluctuations and port restrictions, thus safeguarding the wellbeing of our seafarers and our clients' vessels' operations.
- **Digital Ecosystem & Infrastructure:** through our unique digital ecosystem and infrastructure we have safeguarded the uninterrupted continuity of our operations.
- **Adaptable and Service Driven Teams:** with flexibility and resilience, our teams delivered a flawless service to our clients and seafarers, and provided all support required to our vessels.
- **The 'Working from Home' policy** not only ensured the health & safety of Oceanic employees, but also confirmed Oceanic's strong infrastructure and ability to support its clients and seafarers while delivering a flawless service.
- **New Opportunities & Initiatives:** with our Oceanic Training Centre hands-on training put on hold, we have introduced our online webinars for our shore-based catering crew.

“Despite the challenges, I am proud by the way our company and colleagues have risen to this challenge, with flexibility and resilience to keep our operations going.

I am also proud to say that we continue to receive the positive feedback from our clients pertaining to the level of service and support we have provided during these challenging times and our efforts are greatly recognised.

I would like to thank everyone for their enormous contributions, hard work and dedication.”

Kyriakos Hadjikyriakou
Managing Director, Oceanic Catering

“First and foremost, I want to thank all our colleagues for their commitment, hard work and fulfilment of their duties, which are the key elements towards ensuring the business continuity of our company under the current challenging times.

Your non-stop dedication to continue the work at hand makes all the difference.”

Marinos Kokkinis
General Manager, Oceanic Catering