



VIKAND

OneHealth by VIKAND

Crew Asset Management

American Waterways Operators

By John Prell, VIKAND General Counsel
August 14, 2025



VIKAND

Global Leader in Maritime Healthcare since 2011.

- + Supporting over **400 vessels** in 2024 with healthcare and medical services onboard
- + Supporting over **400,000 Crew Members** with over **100,000 annual medical encounters** and a Global Network of **1,500 maritime medical professionals**.

With teams represented across **53 countries**, we provide our clients with the highest quality of care at sea.

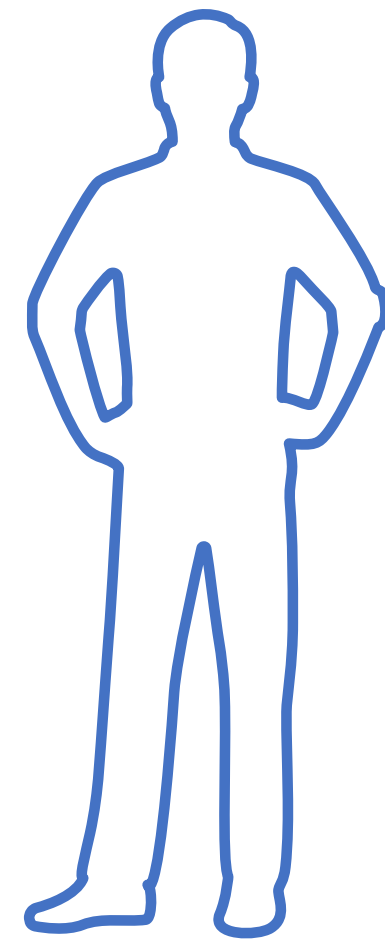
Strategic Social
Investment

Proactive crew
asset management

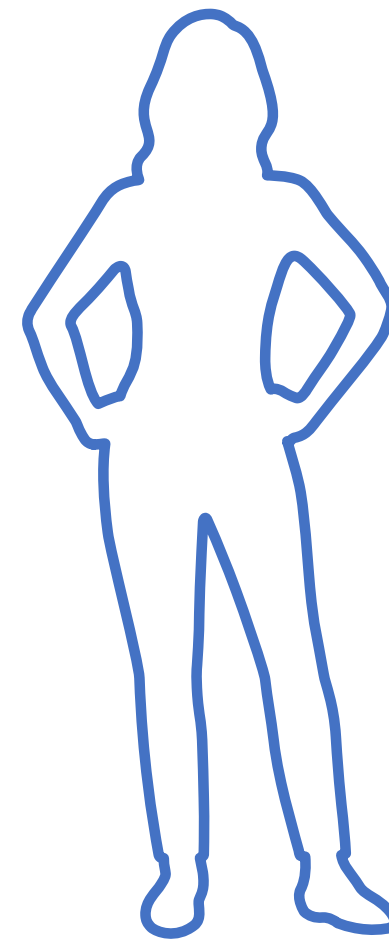
Crew health and
wellbeing as core
dimensions of workforce



Applying Preventative Maintenance to Human Assets



What about
our most
important
asset in
shipping



- + Worldwide, a reactive and passive position towards crew wellbeing is yearly costing the industry over 2B USD in (mostly avoidable) medical related claims and diversions
- + 10,000 seafarers are losing their jobs to a chronic disease each year, while according to the ICS the industry will be short of 90,000 senior officers by 2026.

The 3 Pillars of Predictive Healthcare at Sea

This model mirrors technical maintenance - monitor, forecast, act - for your crew



Detection

Early signs of risk from daily wellness pulse checks



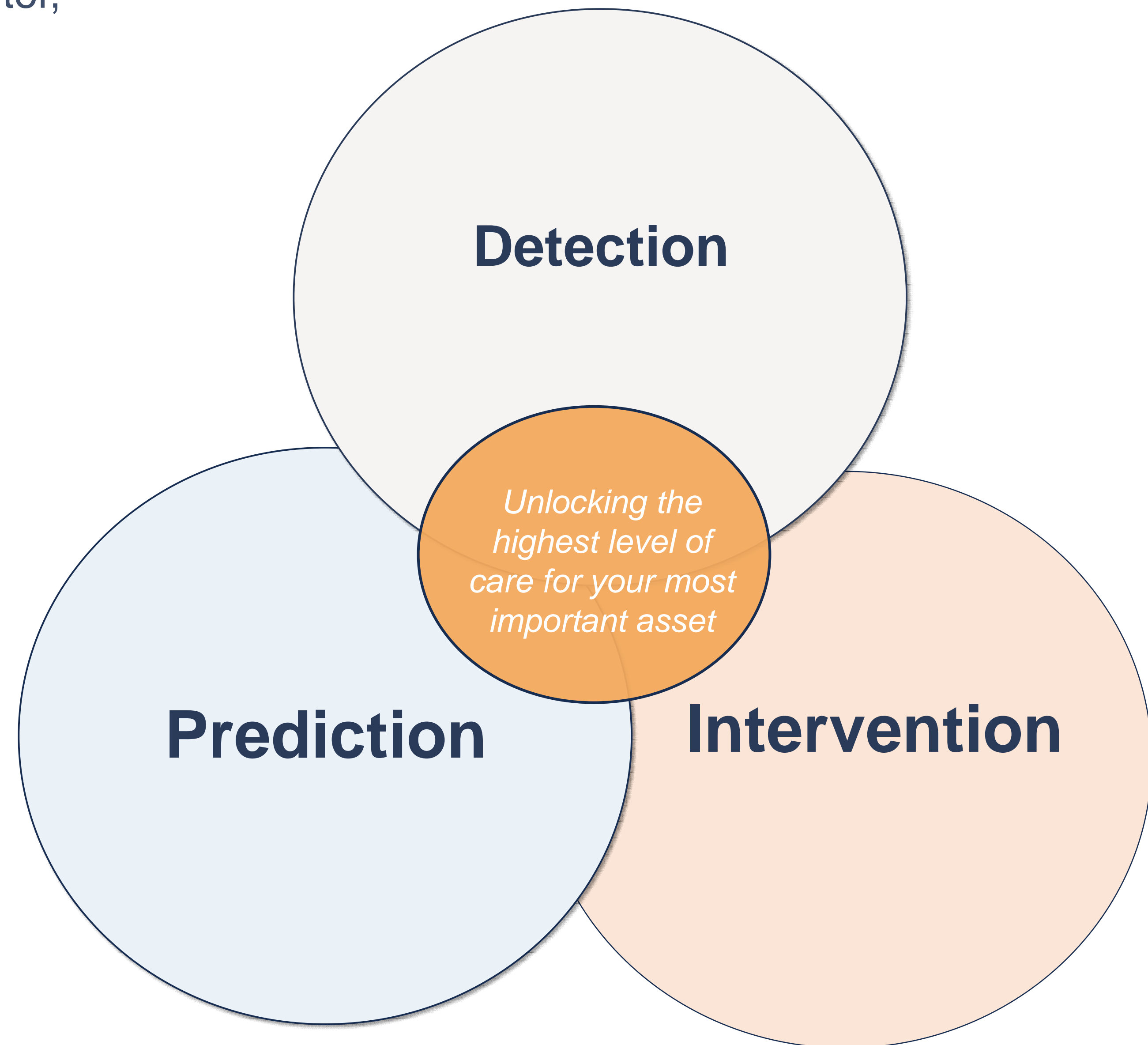
Prediction

AI Identifies patterns before symptoms escalate

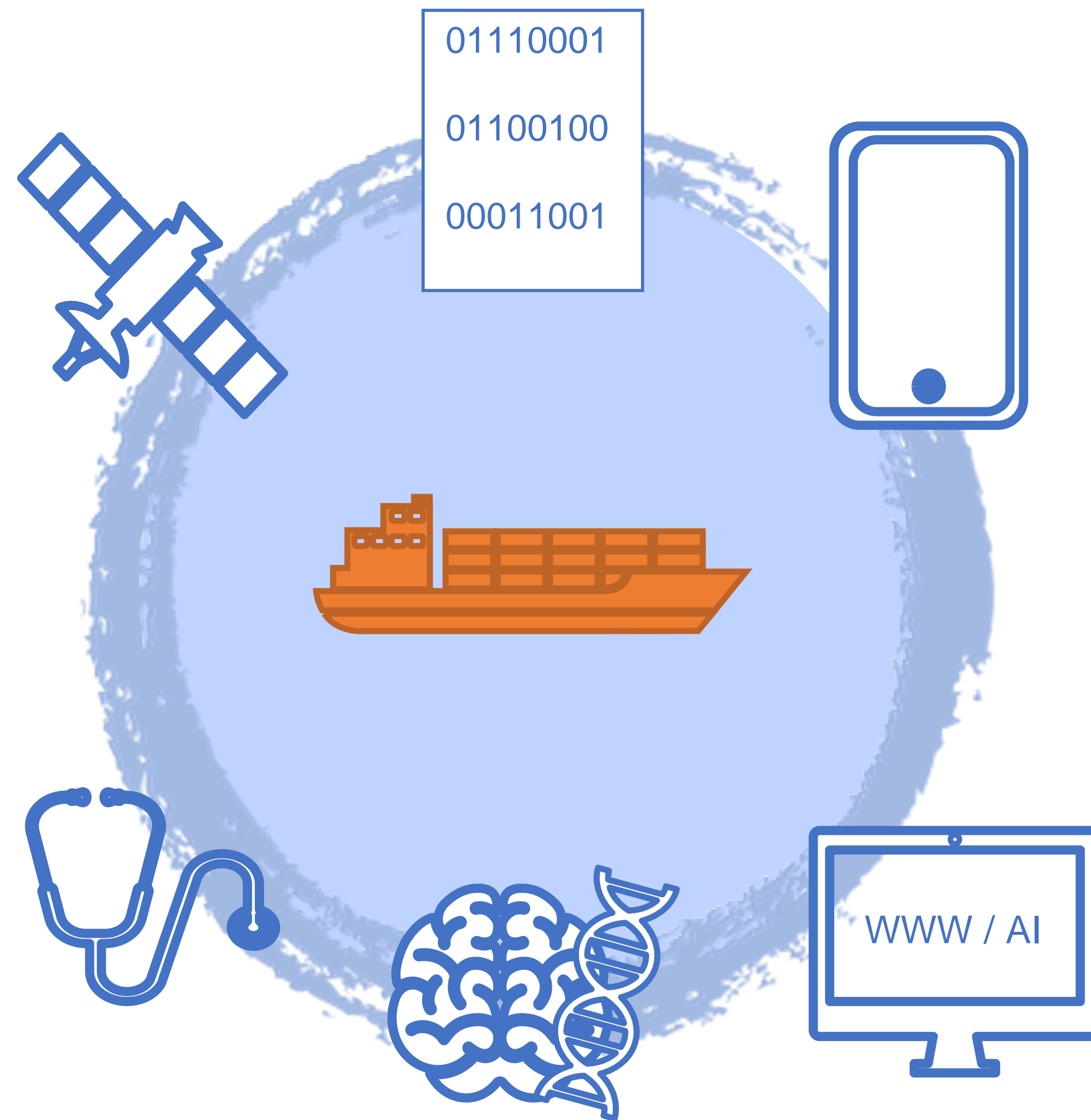


Intervention

Actionable support delivered in real time



Technology Adoption Enabling “Crew Asset Management”



Crew Asset Management

Support social connection and mental health

Focus on building daily interaction and emotional resilience, not just providing internet access.

Make it easy to seek care

Remove cultural and logistical barriers to getting medical or mental health support while onboard.

Provide onboard health education

Use short, focused digital modules to improve awareness and decision-making.

Monitor and retain experienced crew

Identify and manage chronic conditions early to keep senior officers healthy and on duty.

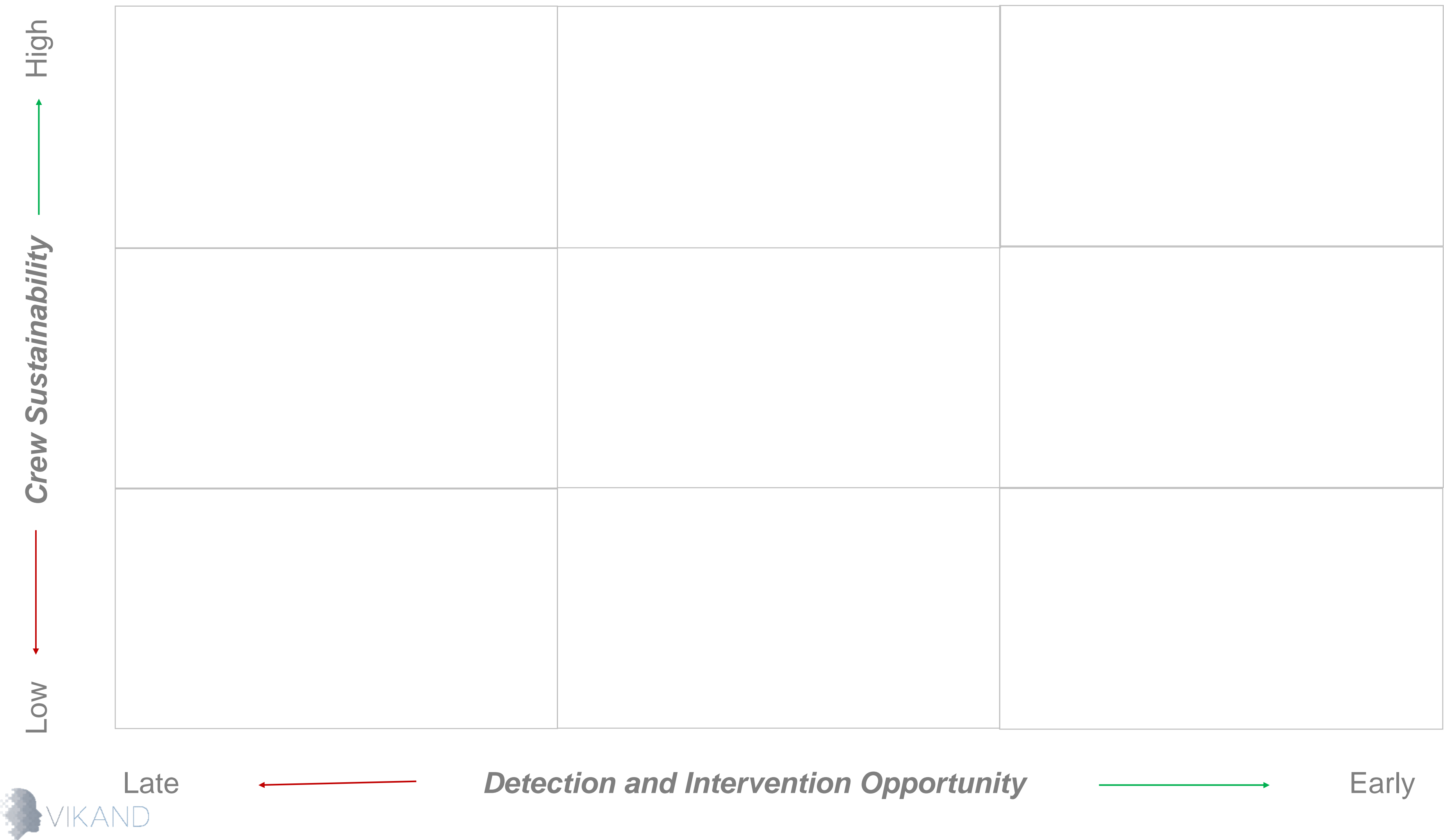
Use AI for real-time alerts

Detect patterns in symptoms or behavior that signal emerging risks.

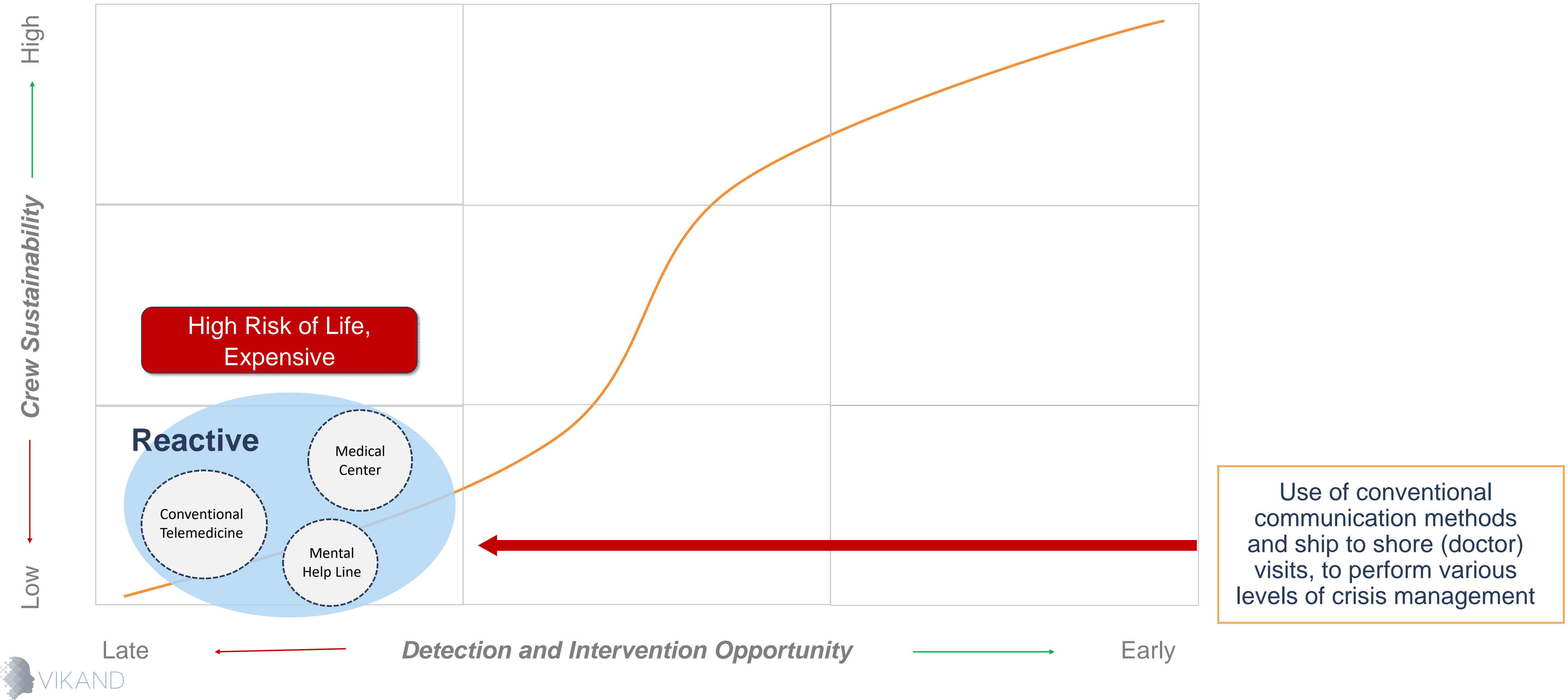
Link health data to operational planning

Identify trends that affect staffing, safety, and asset availability before issues arise.

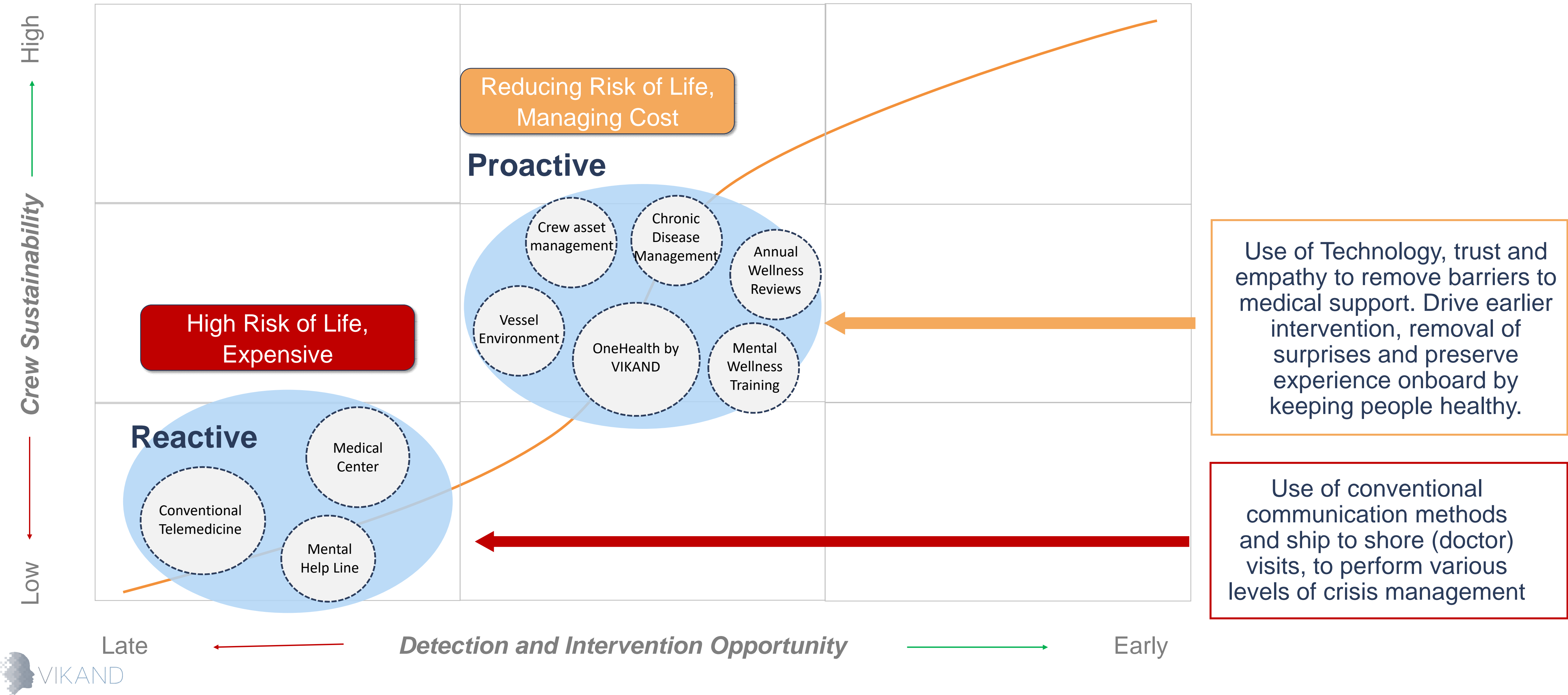
Driving Crew Sustainability by Detection and Early Intervention



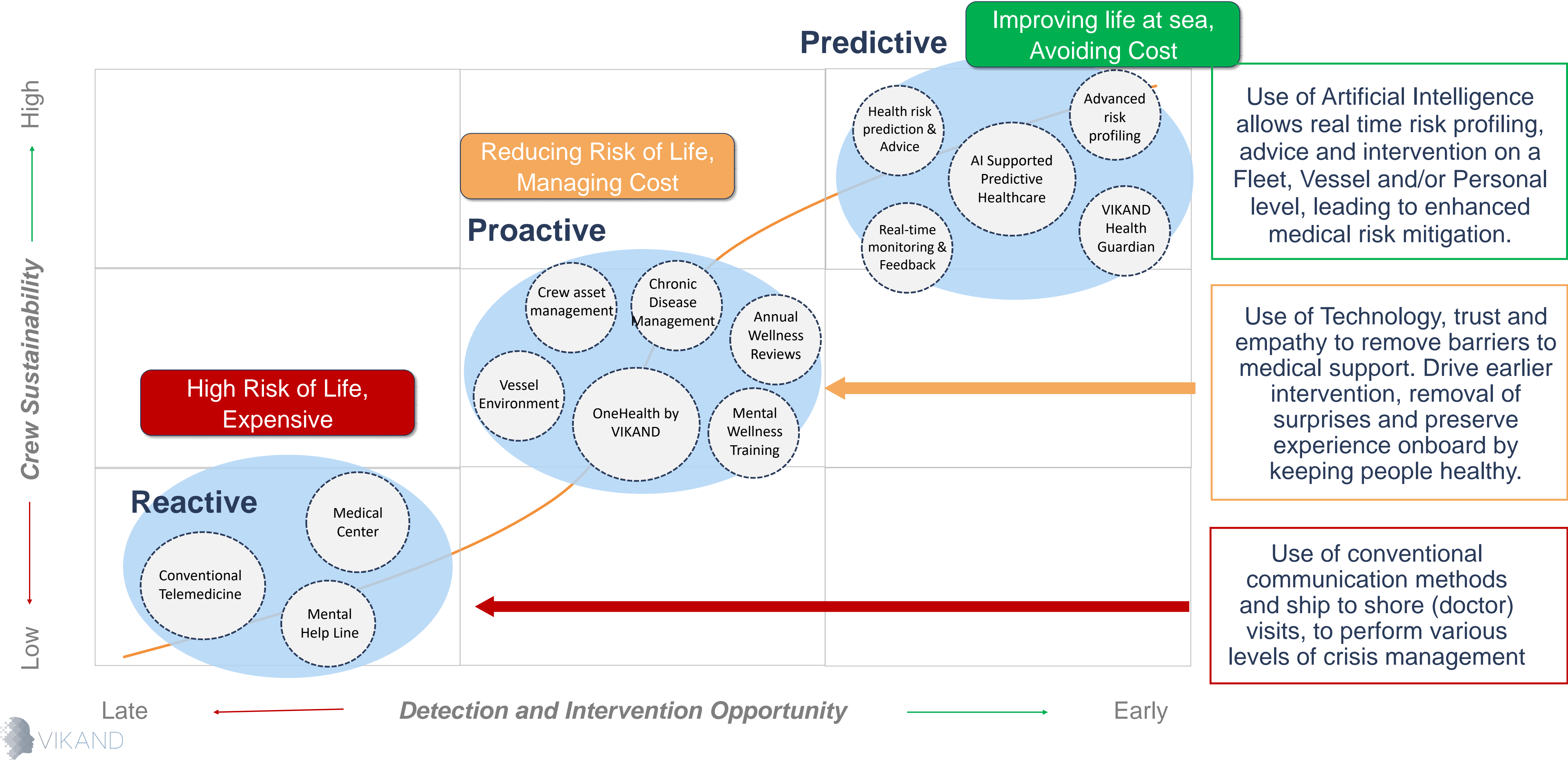
Driving Crew Sustainability by Detection and Early Intervention



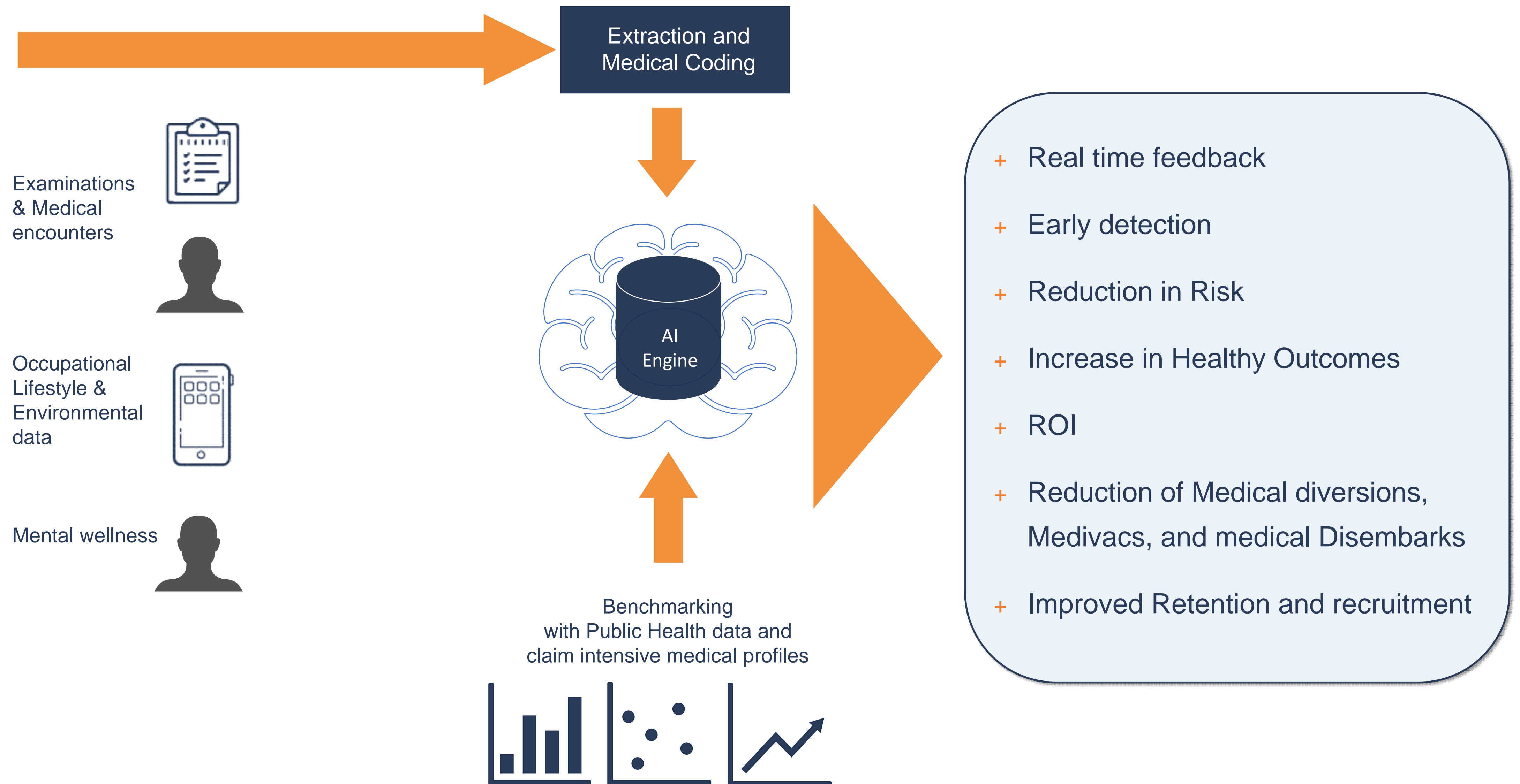
Driving Crew Sustainability by Detection and Early Intervention



Driving Crew Sustainability by Detection and Early Intervention



Future of Preventative Healthcare; Real Time and Personal



Example – Crew Wellness Pulse Check

What it is

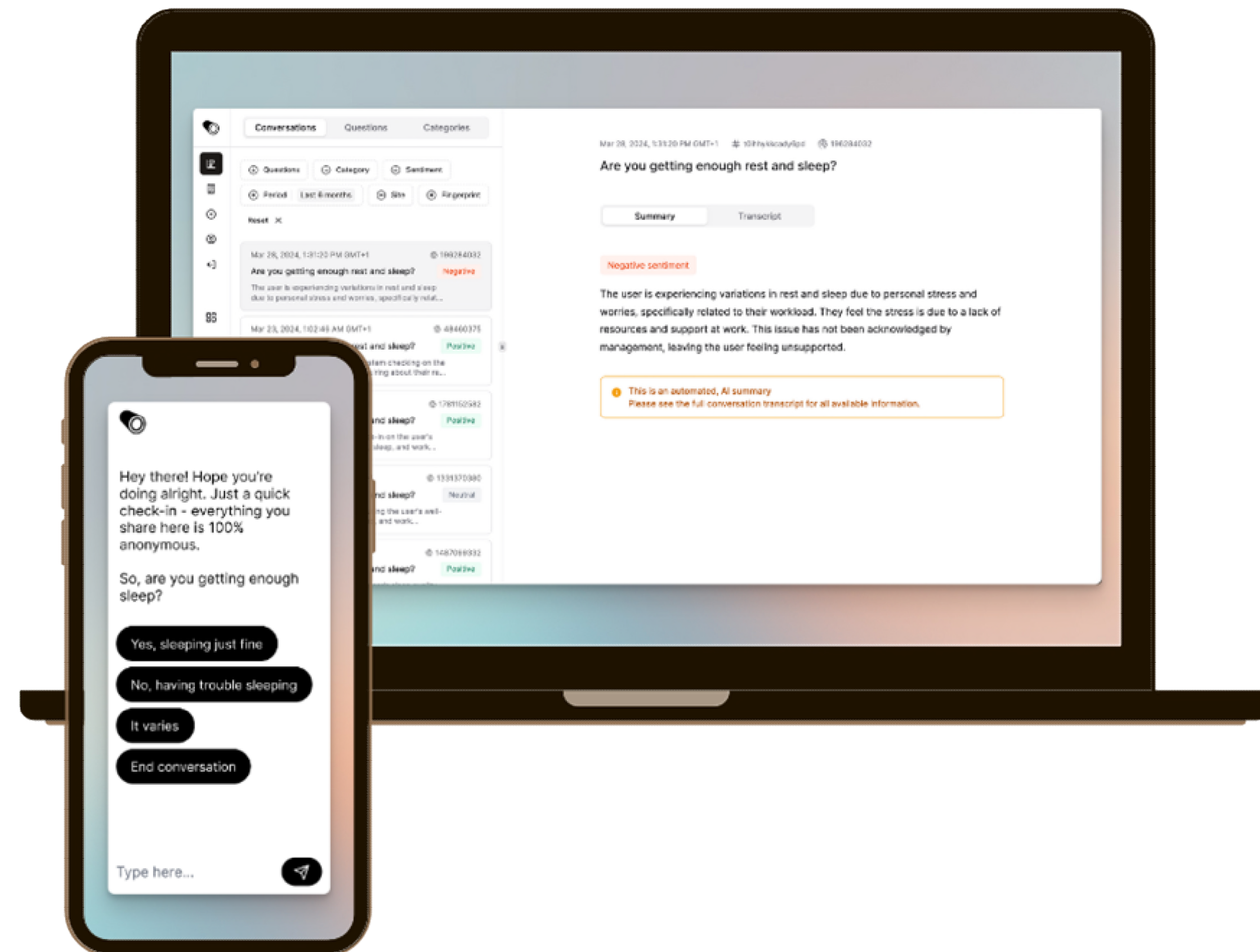
- + A digital wellness check-in completed regularly by each crew member in less than 60 seconds. Tracks symptoms, sleep, stress, fatigue, and mental health indicators.

How It Works

- + Covering all Crew submits inputs via app or tablet → AI detects health trends → VIKAND's clinical team reviews escalations → Remote consults arranged as needed.

Why It Matters

- + Helps catch early signals of illness, fatigue, or distress before they lead to diversions, disembarkations, or leadership gaps. Lightweight, scalable, and shoreside-monitored.



The Crew Pulse Check (Applied AI)



Continuous Engagement

Build stronger ship-shore connections through regular crew dialogue. Automatic check-ins ensure every crew member's voice is heard and valued.

Real-time Insights

Gain instant insights from across your fleet. Spot trends early on the AI Dashboard and take proactive steps to improve operations on every vessel.

Data-driven decision support

Make informed decisions based on direct crew feedback. Strengthen safety and retention strategies with insights from the heart of your operations.

Automated Social Compliance

Stay ahead of new EU ESG regulations with automated compliance monitoring. Transform crew feedback into audit-ready data, making compliance effortless.



HEALTH &
WELLBEING



SAFETY



QA & KNOWLEDGE
ASSESSMENT



EMPLOYEE
ENGAGEMENT



REGULATORY
COMPLIANCE

Screenshot: VIKAND Wellness Pulse Check on-line dashboard

Overview

ThemesQuestions

Show emptyLast 30 daysSitesDepartmentsSentimentsExport

	Recognition	Training & Skills	Crew Welfare	Tools & Equipment	Engagement	Rest & Fatigue	Teamwork & Collaboration	Communication	
Al Baja	75% →	80% →	50% →	71% →	73% →	100% →	71% →	75% →	
Al Da Man	67% →	80% →	60% →	57% →	88% →	38% →	77% →	80% →	
Al Farabi	100% →	100% →	83% →	45% →	86% →	50% →	70% →	83% →	
Al Faraz	100% →	60% →	50% →	69% →	44% →	80% →			
Aristotle	100% →	50% →	57% →	43% →	67% →	50% →			
Calgary	100% →	50% →	56% →	44% →	64% →	50% →			
Grand Cayman	67% →	67% →	60% →	73% →	80% →	50% →			
Marina	100% →	88% →	100% →	50% →	100% →	92% →			
Megaby	100% →	67% →	40% →	56% →	75% →	60% →			
Ohalana Jupiter	100% →	67% →	50% →	70% →	60% →	75% →			

AI generated summaries make it easy for crew management to generate targeted corporate programs

ConversationsQuestionsThemes

QuestionsThemeWellbeing

Severity levelSentimentNegative

PeriodLast 30 daysSiteFingerprint

ExportReset

Jul 24, 2025, 5:10:25 PM GMT+1

How have you been feeling this week?

The user reported feeling stressed out due to working more than 12 hours with rarely any breaks. They confirmed that thi...

NegativeHighCase open

Jul 10, 2025, 10:07:52 PM GMT+1

How have you been feeling this week?

User expressed feeling unwell due to sleep problems caused by stress and worry from work pressure. They mentioned...

NegativeModerateCase open

Jul 10, 2025, 6:40:14 PM GMT+1

How have you been feeling this week?

The user expressed mixed feelings due to personal issues that are affecting their sleep, mentioning they have too much on...

NegativeModerateCase open

Jul 24, 2025, 5:10:25 PM GMT+1 # uynm8vgbbhd21ne nobody

How have you been feeling this week?

SummaryTranscript

Negative sentimentHigh RiskGo to case

The user reported feeling stressed out due to working more than 12 hours with rarely any breaks. They confirmed that this information adequately covered their situation when asked if there was anything else to share about their working conditions.

This is an automated, AI summary
Please see the full conversation transcript for all available information.

Critical cases may automatically flagged and offered personal mental support sessions



THANK YOU

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We can because we care