



Mercy Ships – A mission that connects

An Extraordinary Mission at Sea

- Since 1978 more than **2.8 million people** received free, life-changing medical care by Mercy Ships
- Operating hospital ships in Africa, serving those without access to surgery or treatment
- What makes Mercy Ships unique is **not the ships**, but the **people** behind the mission

The People behind the Mission

Thousands of volunteers

- From surgeons, nurses, cooks, deckhands donating their time and skills
- Commitment goes further: Each volunteer pays for their own flights
- Mercy Ships provides room and board



Not just ships, not just medicine

Insights of Mercy Ships' Mission

Special material on board



*CT technology enabling life-changing surgery
– Gerardo Vangioni (CEO Mercy Ships Spain)*



*Special Mercy Ships Innovation:
A bunk bed beneath the patient for
a supporting relative*

Why Our Ferry Industry Matters

- We carry millions of passengers every year
- We act as multipliers



Sharing stories of hope, not pity



The joy of a child who can finally walk



*Showing the smile of a mother
whose sight is restored*

→ Connecting passengers to Mercy Ships' mission

From Inspiration to Action - Our Way to Act as FRS

- Run short positive videos on board & in terminals
- Add QR codes/links: volunteer & donate pages
- Crew communications: volunteering pathways & recognition
- PR/CSR partnership campaigns with Mercy Ships



→ ***Volunteering strengthens individuals, teams, and our industry***



Together, we can go beyond transport 



HSC Halunder Jet - Germany



MS RömöExpress - Germany



MS SyltExpress - Germany



MS Schaprode - Portugal



HSC Clipper V - USA



PASSENGER EXPERIENCE

Connecting Mercy Ships and the Ferry Industry






Passengers, Crew, Patients: it's all about people



Love Passengers

Important Mercy Ships Core Value: Love and Serve Others – that means everyone: fellow crew, patients, sponsors, donors, corporate partners...

Love Passengers

Quote on LinkedIn: After 40 years of traveling by ferry, I was pleasantly surprised last week while waiting to board the Seajet 1  going to my home island of #Sifnos. We had all been standing in the heat, waiting for the ship to empty so we could board—already impressive how they manage disembarkation, boarding, and refueling in just one hour! And then, out of nowhere, members of the crew came out of the ship handing out cold water to everyone waiting in the sun  . Such a simple gesture, but it made a huge difference. {Act of kindness = Mercy} Life is full of pleasant surprises sometimes, and great service is always appreciated. Keep up the good work, team!  

Love Passengers

Quote from Mike Corrigan (Cruise & Ferry): In many African countries, ferries provide one of the only affordable and accessible modes of transport for millions of people. Yet, in too many instances, these services operate without the comprehensive safety oversight and regulatory support needed to build public trust, protect lives and unlock economic growth.

A few comparisons relating to Passenger Experience...

Key Criteria* for **Passenger Experience** on Ferries – compared with Mercy Ships

- According to passenger experience research

1. Punctuality

Timely arrival and departure are the most critical factors for passenger satisfaction.

Mercy Ships: After a signed agreement with an African nation we stay 10 months in port...

For our passengers/patients any time is good after sometimes waiting decades to receive care.

2. Journey Time

Short and efficient travel duration contributes significantly to satisfaction.

Mercy Ships: on average a week, twice a year.

3. Safety On-board

Feeling safe during the trip is highly valued.

Mercy Ships: a hospital ship in a needy nation is a safe place to live and work.

4. Accessibility On-board

Ease of access for all passengers, including those with impairments.

Mercy Ships: walk-on walk-off on a steep gangway, no terminals available, carry when necessary.

 **Key Criteria for Passenger Experience** on Ferries – compared with Mercy Ships (continued)

5. Cost of the Trip

Competitive and fair pricing is a major concern.

Mercy Ships: Patients get free surgeries and care. Crew work without pay as volunteers.

6. Comfort of the Ride

Smoothness and physical comfort during the journey.

Mercy Ships: stable in port, incredibly comfortable for our African patients.

7. Availability of Seating

Sufficient seating availability improves comfort.

Mercy Ships: Africa Mercy – beds for 450 crew and 80 patients. Global Mercy – beds for 600 crew and 200 patients.

8. Helpfulness of Staff/Crew

Friendly and supportive staff & crew enhance the experience.

Mercy Ships: motivated and loving crew – medical, maritime/technical, support services.

 **Key Criteria for Passenger Experience** on Ferries – compared with Mercy Ships (continued)

9. Cleanliness Onboard and at Terminals

Clean environments are appreciated but less critical.

Mercy Ships: Hospital standard clean environment onboard.

10. Availability of Information

Clear and accessible travel information.

Mercy Ships: Volunteer schedules planned 1,5 years ahead for effective recruitment.

11. Design of Off-board Facilities

Terminal layout and amenities.

Mercy Ships: Dockside medical facilities, in town a H.O.P.E. Center.

12. Social Responsibility & Environmental Practices

Eco-friendly operations and safety standards.

Mercy Ships: Since 2022 transition to modern, purpose-built ships, partner expertise (MSC, Lloyd's).

Give **Passengers** a meaningful **experience**

CHALLENGE: Follow the FRS example to enhance the passenger experience on all ferries worldwide and help Mercy Ships change the world for the better.



THANK YOU



INTERFERRY