



## PROGRAMME

THE OFFICIAL CREW LOUNGE

PROFESSIONAL DEVELOPMENT IN PARTNERSHIP  
WITH WARSASH SUPERYACHT ACADEMY

REGISTER AT [WWW.ACREW.COM](http://WWW.ACREW.COM)



ACREW's mission is to provide excellence in professional development to crew where they can access it. Our ACREW Lounge, Palma Superyacht Show is a good example of bringing our unique blend of Workshops, Lunches and Crew Drinks directly to where crew will be in order to facilitate learning in a fun and relaxed environment.

### **The ACREW Lounge, Palma Superyacht Show**

The ACREW Lounge at Palma Superyacht Show will be the official crew lounge of the show. With an outdoor terrace and two workshop areas there will be great spaces for all of our activities including over 20 Workshops, Happy Hours, Lunches, Wine Tastings, Finance One-to-Ones and Career Advice!

Workshops run across the first four days of the show, Thursday to Sunday, with Monday as an open lounge for networking and relaxing after a busy time!

Looking forward to seeing you all there. Last year was amazing; the show is becoming a real must on the superyacht calendar.



## THE ACREW LOUNGE, PALMA SUPERYACHT SHOW

### NEKO SUPERYACHT CREW LUNCH

Every day of the show 13.00 - 14.30

Enjoy a relaxed lunch with fellow crew as NeKo showcase a selection of the fine foods that they are regularly supplying to the superyacht industry.

You are invited to a special barbecue prepared with the finest ingredients from international provisioner NeKo. Famous for delivering the best meat on the planet, we are all in for a treat!



Of course, there will be vegetarian options as well as salads and side dishes - all in all a delicious, warming lunch.

Please join us for this enjoyable and friendly networking lunch. We look forward to meeting new crew and catching up with those we have met before.



### SUPERYACHT CREW DRINKS

Thursday, Friday, Saturday 18:00 - 20:00

Palma is a busy show! What better than to relax with a drink in hand at the end of the working day and meet up with a host of other crew enjoying the same! Whether you arrive just for the drinks, have just left our afternoon workshop, or have simply relaxed in the lounge after lunch, all our welcome and the ACREW team always looks forward to catching up with the crew!



Our Superyacht Crew Drinks are very kindly sponsored by our partners No.12 Fine Wines, Camper Nicholson, AYSS, Osprey Technical and General Marine Communications.



### PROFESSIONAL DEVELOPMENT WORKSHOPS

Being able to demonstrate to captains that you have taken an active interest in your own Continuing Professional Development (CPD) is of immense benefit in any recruitment scenario. In an exciting development for superyacht crew, attendance at ACREW workshops that are endorsed by the Professional Yachting Association (PYA) can now be recorded in their service record books.

Attending these will enable you to demonstrate to future

employers and crew agents that you have personally invested time and energy in learning new skills and knowledge. Together with your CV, this commitment has been highlighted by many captains as a positive factor when hiring crew.

It will be clear which workshops are endorsed by the PYA when registering, and your attendance at these workshops can now be recorded in the PYA crew work book.

# PROGRAMME

THE ACREW LOUNGE, PALMA SUPERYACHT SHOW

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## THURSDAY 28<sup>TH</sup> APRIL

- 11.30 - 13.00 **The Timeline of a Medical Case Onboard: It is Your Call...**  
Facilitator: MedAire
- 11.30 - 13.00 **Flowers to Impress**  
Facilitator: Joanna Walton
- 13.00 - 14.30 **NeKo Superyacht Crew Lunch**
- 14.30 - 16.00 **Digital Switching – Intelligent Power Management**  
Facilitator: Osprey
- 16.30 - 18.00 **Need to Know Superyachting for New Recruits**  
Facilitator: PYA
- 16.30 - 18.00 **The Role of the Onboard Purser**  
Facilitator: Shore Based Pursers
- 18.00 - 20.00 **Superyacht Crew Drinks**  
Sponsor: AYSS and Osprey
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## SATURDAY 30<sup>TH</sup> APRIL

- 11.30 - 13.00 **On Trend Dining 2016/17: A Masterclass**  
Facilitators: IYS, Harlequin, No.12 Fine Wines, GalleyTek, Neko Yacht Supply
- 13.00 - 14.30 **NeKo Superyacht Crew Lunch**
- 14.30 - 16.00 **Maritime Paediatrics: When a Child Falls Ill**  
Facilitator: MedAire
- 14.30 - 16.00 **Sail through your Deck Qualifications with the PYA**  
Facilitator: PYA
- 16.30 - 18.00 **Tracking and Emergency Response Solutions that Protect Your Guests and Crew**  
Facilitator: Securewest International
- 18.00 - 20.00 **Superyacht Crew Drinks**  
Sponsor: General Marine Communications

# PROGRAMME

THE ACREW LOUNGE, PALMA SUPERYACHT SHOW

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## FRIDAY 29<sup>TH</sup> APRIL

- 11.30 - 13.00**    **Personal Safety Awareness**  
Facilitator: Securewest International
- 11.30 - 13.00**    **The Calibration of Instrument Systems**  
Facilitator: Osprey
- 13.00 - 14.30**    **NeKo Superyacht Crew Lunch**  
Sponsor: NeKo Yacht Supply
- 14.30 - 16.00**    **Making Your Money Work for You: UK Passport Holders**  
Facilitators: Reedman Wealth Management, International Foreign Exchange
- 14.30 - 16.00**    **Making Your Money Work for You: International Passport Holders / Non UK domicile**  
Facilitators: United Advisers Marine, International Foreign Exchange
- 16.30 - 18.00**    **Glass and Wine Tasting**  
Facilitators: Harlequin, No.12 Fine Wines
- 16.30 - 18.00**    **Managing the Diesel Bug**  
Facilitator: Fuelcare
- 18.00 - 20.00**    **Superyacht Crew Drinks**  
Sponsors: No.12 Fine Wines and Camper & Nicholsons
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## SUNDAY 1<sup>ST</sup> MAY

- 11.30 - 13.00**    **Balancing Your Investments: Property, Tax and Global Assets**  
Facilitators: Reedman Wealth Management, IFX, UAM
- 13.00 - 14.30**    **NeKo Superyacht Crew Lunch**  
Sponsor: NeKo Yacht Supply
- 14.30 - 16.00**    **How to Deal with a Migrant Encounter: Critical Considerations for 2016**  
Facilitator: Securewest International
- 16.30 - 18.00**    **VSAT Unplugged**  
Facilitator: General Marine Communications



11.30 - 13.00 THURSDAY 28<sup>TH</sup> APRIL

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## THE TIMELINE OF A MEDICAL CASE ONBOARD

### It's Your Call...

MedAire provides insight into the reality of delivering assistance services to the yachting industry in a medical emergency. With years of experience in the field and thousands of real incidents to help illustrate their points, this workshop will provide an understanding of when and why you should call for advice and support, and what to expect when you do.

Through understanding the processes and procedures captains and crew are much better placed to make the decisions that

they will need to on the ground in an emergency. These can be decisions of life and death in some scenarios. An honest assessment of the capabilities of emergency services at sea often informs decisions around the level of resources and training available in the medical context onboard.

With lots of availability for questions and discussion, this workshop will be a real eye opener in to scenarios that we all hope we never have to face.

#### FACILITATOR:



**Tony Nicholson**  
**Manager - Product and Training**

Tony has been working in support of the yachting industry over the last 15 years, specifically in the medical and travel safety sector. Following a military career he was a co-founder of Yacht Lifeline and after merging with MedAire in 2011 has been expanding the range of support systems to keep pace with the changes in the Yachting Market.

As part of his current role Tony consults with a broad range of clients in helping them to meet best practice standards from extensive medical clinic set ups to the more standard cruising yacht requirements. He consults with management companies and yacht manufacturers to provide guidance on operational protocols for safe practice from a medical and travel safety point of view.

Tony is based in Mallorca and is currently MedAire's Director for New Builds.



11.30 - 13.00 THURSDAY 28<sup>TH</sup> APRIL

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## FLOWERS THAT IMPRESS

Sharing her years of experience, Joanna presents a comprehensive and inspiring workshop for stewes wishing to learn more about presenting beautiful flowers onboard. More complicated than just arranging the flowers, stewes need to know how, where and when to buy them, and importantly how to

store them to ensure they remain fresh and vibrant for as long as possible. Attendees will then have a chance to learn about producing a simple vase arrangement, creating their very own during the workshop with the advice and materials provided by Joanna.

#### FACILITATOR:



**Joanna Walton**  
**Owner**

Joanna has been a florist for nearly three decades. Trained by Jane Packer, she believes that flowers should be as exciting as fashion and interior design. Having been in Mallorca for the last eight years, Joanna Walton Flowers, whilst not only providing flowers for, on average, seventy weddings a year, also specialises in floristry design for yachts, with a clear understanding of what is required for flowers on board – stable, lasting, high quality designs.



14.30 - 16.00 THURSDAY 28<sup>TH</sup> APRIL

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## DIGITAL SWITCHING

### Intelligent Power Management

With a focus on practical application onboard, discover in this cutting edge workshop what digital switching could do for you and your vessel. The latest technology will be explored in terms of the opportunities and enhanced functionality that these systems create.

For anyone still using conventional breaker panels this workshop is a must. For those already using digital switching, it will develop your knowledge and understanding of how to optimise its use.

Clear solutions in terms of reducing cabling and weight while increasing the space saving element of electrical installation will be presented. The benefits of digital switching in terms of simplifying electrical installations while increasing functionality will be broken down in to key areas.

These developments are on the leading edge of innovation so if you like keeping up to date with the latest technology trends, it is a fantastic opportunity to do so.

#### FACILITATORS:



**Rachel Oliver (MEng CANTAB)**  
**Founder & Managing Director**

Rachel established Osprey in 2011, and she owns and manages the company by combining her passion for sailing and navigation with a Masters Degree in Engineering. Rachel's focus for Osprey is to not only deliver technical innovation and a quality product, but to do it with a strong focus on professional customer service. She has 11 years of experience in the industry supporting many top teams in the IMOCA 60 and Volvo Ocean fleet before establishing Osprey.

**OSPREY**  
EXCELLENCE IN MARINE ELECTRONICS



**Rob Langford-Wood (MEng Hons)**

Rob joined Osprey after 8 years working for B&G (Navico) in a variety of technical roles, most recently as product manager for the H5000 instrument and autopilot system. Rob's methodical approach enables him to break down seemingly complex systems and help clients get the most out of the available technology in a way that's easy to understand.



16.30 - 18.00 THURSDAY 28<sup>TH</sup> APRIL

## NEED TO KNOW SUPERYACHTING FOR NEW RECRUITS

For those crew new to the yachting scene there is so much to learn and many new experiences to prepare for. The Professional Yacht Association (PYA) present a guide to surviving and thriving in the early stages of your career.

The workshop will be presented in three sections. The first section will be an introduction to yachting covering demographics of the industry, types of yachting, career path

opportunities, how to present yourself for a job and interview, how to present a good CV and references, work contracts, sea service and the role of the PYA. Section two addresses yachting life including life at sea as a professional, departments onboard and boat hierarchy. The final section covers your role as a crew member including personal presentation, personal hygiene, punctuality, respect, etiquette, behavior and awareness of cultural differences.

FACILITATOR:



**Joey Meen**  
**Director of Training and Certification**

With over 28 years' experience in yachting, Joey offers continuous advice and guidance on the training needs and regulations for crew, and works closely with MCA, RYA and PYA on training structures and career planning for crew in all departments. Joey is the founder of the PYA GUEST program, which is recognised in the industry as the global Superyacht interior crew training standard.



16.30 - 18.00 THURSDAY 28<sup>TH</sup> APRIL

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## THE ROLE OF THE ONBOARD PURSER

The role of the purser requires a broad range of skills and experience and consists of two principal elements; Interior Operations and Financial Management. Shore Based Pursers will present a clear picture of all of the constituent parts of the role and provide their expertise in helping existing and aspiring pursers in their role, as well as assisting crew members who take on the responsibilities of the role.

Topics will include bookkeeping, expenses and accounting from the world of finance management and will also cover organisational elements from the interior operations such as effective communication, managing tasks, delegation and efficient time management. With the experienced team on hand, there will be plenty of opportunity to ask for advice with any particular issue or questions pertaining to any aspect of the role.

### FACILITATORS:



**Nicola Moule**  
**Shore Based Pursers**

Nicola's entrepreneurial background and passion for all things organisational led her to establish this successful outsourcing firm in 2000, a few years after graduating Brunel University with a degree in European Business. A fledgling concept then, outsourcing is now a fast growing business practice. Based in Falmouth, Cornwall, the company has worked with a wide variety of marine clients over the years including M/Y and S/Y superyachts, a marine consultant, a marine engineering firm, a boat construction yard and superyacht interior fit out company, Shore Based Pursers is a division of Fridaygirl devoted to the administrative support of superyachts.



**Georgina White**  
**Shore Based Pursers**

Before Georgina 'discovered' administration and accounts, her first love was for electrical and electronic engineering. It's her eye for detail and this interesting mix of know-how that makes her very comfortable getting into the nitty gritty of superyacht accounts. Georgina heads up the SBP division overseeing the whole team's duties. She is experienced in a variety of accounting packages, as well as on- and offline information systems and processes. She regularly consults with management companies and owner's representatives to develop and report on budgets and expenditure. She is eagerly awaiting graduation from MTA having recently completed their Superyacht Management course.



**Kay Wooldridge**  
**Shore Based Pursers**

Kay's background is in the banking, insurance and legal sectors. In her previous role with a large law firm she had responsibility for accounting administration in strict accordance with SRA (Law Society) guidelines, during which time she successfully oversaw numerous stringent audits. She also has time-served experience in team management roles within large financial organisations, which involved undertaking recruitment, personal development plans, team scheduling and reviews. Kay joined the SBP team a little over 2 years ago and very much enjoys the logistical aspects of arranging crew travel, recruitment and looking after the contractual elements of crew employment.

11.30 - 13.00 FRIDAY 29<sup>TH</sup> APRIL

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## PERSONAL SAFETY AWARENESS

In this scenario based workshop Wayne Britton from Securewest, maritime security specialists, will present the principles of staying safe onshore, onboard and online through presenting real life case studies and asking crew, What Happens Next? Crew will have the opportunity to play out various scenarios in discussion, sharing their own experiences and questions. These will be fed back to the group as a whole as Wayne explains the

recommended protocols in each scenario, explaining how the risk is then reduced.

Crew safety is a fundamental element that should be at the heart of all practice. The workshop is designed to be appropriate for individuals in terms of increasing their own awareness of their safety and for those with a duty of care to their crew.

### FACILITATOR:



**Wayne Britton**  
**Business Development**

Following Wayne's career as a Royal Marines Commando, he worked in the private security sector for a number of years, including maritime security, surveillance and close protection roles. Wayne started working for Securewest International in 2014 as an account and business development manager, where he thrives on building relationships and providing complete risk management solutions to clients internationally.



11.30 - 13.00 FRIDAY 29<sup>TH</sup> APRIL

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## THE CALIBRATION OF INSTRUMENT SYSTEMS

This workshop will demystify the process of instrument calibration. If you are relying on instrumentation for accurate information for racing or any other use, calibration is absolutely fundamental and sometimes overlooked.

Arming you with the principles and building blocks of excellent calibration practice, attendees will leave with a clear understanding

that can be applied to any instrument system. The workshop will be a hands on, practical session, with the Osprey technical team on hand to assist and share their wealth of experience. Well versed in the technicalities and pin-point accuracy necessary to ensure instruments are serving you optimally, any questions will be expertly addressed.

### FACILITATORS:



**Rachel Oliver (MEng CANTAB)**  
**Founder & Managing Director**

Rachel established Osprey in 2011, and she owns and manages the company by combining her passion for sailing and navigation with a Masters Degree in Engineering. Rachel's focus for Osprey is to not only deliver technical innovation and a quality product, but to do it with a strong focus on professional customer service. She has 11 years of experience in the industry supporting many top teams in the IMOCA 60 and Volvo Ocean fleet before establishing Osprey.



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14.30 - 16.00 FRIDAY 29<sup>TH</sup> APRIL

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## MAKING YOUR MONEY WORK FOR YOU

### Workshop 1: UK Passport Holders

### Workshop 2: International Passport Holders / Non UK domicile

In order to deliver advice tailored specifically to your circumstances, Tim Reedman will lead on those crew with UK passports and Oliver Maher and David Cooper will lead on all International Passport Holders / Non UK domicile. Jonny from International Foreign Exchange will present in both workshops, giving all crew a full finance support package wherever they are based.

Working onboard brings a good wage with few outgoings relative to being ashore. It is an opportunity, if managed correctly, to create a great deal of financial security.

Managing this period of wealth means making the most out of it and making it work for you. Our finance partners, Reedman Wealth Management, United Advisers Marine and International Foreign Exchange (IFX) will deliver workshops designed to make you aware of the many ways to manage your earnings and assets to secure long time financial security and benefits. From currency exchange to investment plans, bringing assets ashore to seafarers allowances, key information will be presented through real life case studies and scenarios from real crew.

#### FACILITATORS:



#### **Tim Reedman, Reedman Wealth Management**

With over 26 years experience in wealth management advice, Tim is perfectly placed to help crew manage their finances. His career has included work with private banking clients at Lloyds Bank and now runs his own business, Reedman Wealth Management, working with many key companies in the superyacht sector including Warsash Superyacht Academy, Da Gama and Wilsonhalligan. Tim is personable and knowledgeable and puts this to great effect in his role advising UK crew on all aspects of their finances.



#### **Jonny Allbut, IFX**

Jonny's main passion in life is water and his young family. He heads up the yachting division for International Foreign Exchange. IFX work with key management companies, captains and crew reducing their exposure to the volatile foreign exchange markets whilst delivering them a bespoke solution tailored to their individual circumstances. When not trading, Jonny races in the Powerboat P1 championship and has raced all around Europe with Team 26.



#### **Oliver Maher, United Advisers Marine**

Oliver works in the superyacht industry to help crew understand and plan their finances. He started his financial services career with Fund Advisers (the founders of UAM) in 2010 as a Client Relationship Manager based in Geneva. Successfully working his way up through the company and passing his required exams, Oliver is now working as Wealth Manager / Financial Planner for UAM.



#### **David Cooper, United Advisers Marine**

As the man responsible to develop the Marine division for United Advisers, David is focused on helping Captains and Senior Crew with their financial planning for their lives onshore. With over 25 years experience with senior level financial planning and wealth management he is perfectly placed to discuss the complex international financial situations that present themselves. Having been both an owner and director of UAM, he has a skill set and understanding of the maritime sector that is both unique and invaluable.

16.30 - 18.00 FRIDAY 29<sup>TH</sup> APRIL

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## GLASS AND FINE WINE TASTING

When serving the best fine wines, such as those provided by No.12 Fine Wines, for owners and guests it is critical that the glass in which they are served is the correct one in order for the full taste to be savoured. This poses a dilemma for stewards, as the myriad of glasses available for different wines need to be purchased and stored.

Jamie and Andrew will present in this collaborative workshop how, with just three glasses the entire range of a well-stocked cellar can be appreciated without compromising quality. With a focus on some of the greatest Mallorcan wines

available attendees will be versed in the phases of tasting and importantly, how to share this knowledge when onboard. Look, taste, attack, finish, all are part of the vocabulary that experienced tasters use to describe wine and this workshop will give plenty of opportunity to try and talk about some exceptional wine.

As highly experienced suppliers to the superyacht industry, Andrew of No.12 Fine Wines and Jamie of Harlequin Interior are on hand to answer any questions around their products and effective ordering and re-stocking onboard.

### FACILITATORS:



**Andrew Azzopardi**  
General Manager

Being brought up in a family where good food and wines always took centre stage, Andrew studied hotel management at the Institute of Tourism Studies in Malta and worked in several restaurants, hotels and tourism companies. He eventually studied for an MBA and fell in love with international businesses development. No12 Fine wines and provisions combines his passion for the sea with fine foods and wine, and of course international business.



**Jamie Horton**  
Owner

Jamie founded Harlequin in 1998 after six years with The 16th/5th Queens Royal Lancers, a medium reconnaissance regiment in the army and saw active service during the first Gulf war. Having always wanted to run his own business Jamie 'discovered' a gap in the interiors market and Harlequin London was born. His vision for the company is to provide the very best service, advice and design possible for Harlequin's clients.

16.30 - 18.00 FRIDAY 29<sup>TH</sup> APRIL

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## MANAGING THE DIESEL BUG

Oliver from Fuelcare will run an important session on how to correctly sample, test and treat microbiological contamination, often known as 'the diesel bug', and then delve into the recent changes to marine fuel specifications. The 'diesel bug' is a common issue found in bunkered fuel, which left untreated can ultimately cause engine failure. The workshop will explore

both laboratory & real-world instances of this fuel problem with case studies from European Superyachts, as well as the latest MARPOL fuel changes; how these contribute to poor fuel quality, deteriorate engine components & reduce fuel efficiency.

FACILITATOR:



**Oliver Rumford-Warr (BSc Hons MEI MIOD)**  
**Director**

**FUELCARE** 

Oliver is the managing director of Fuelcare Ltd, a UK specialist in marine fuel quality. Originally having a background in UK shipping finance, as well as over a decade of experience in marine fuel quality, twenty years hands on experience in marine engineering and experience aboard Superyachts, Oliver has a wealth of experience working in the marine industry and providing advice & treatments to Superyacht engineers regarding their fuel quality.



11.30 - 13.00 SATURDAY 30<sup>TH</sup> APRIL

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## ON-TREND DINING 2016/17

### A Masterclass

Chief Stews are responsible for impressing owners and guests with incredible dining experiences. To provide this, they have to be on-trend and up to date in the world of luxury tableware accessories, dining and service. Sometimes this is not easy to do as there are so many elements to a really memorable event and fashions change with the seasons. In an exciting collaboration of five interior partners attendees will be taken on a journey from canape to coffee that will showcase

inspiring ideas from the leading edge of luxury design for 2016. Seeing first hand beautiful design and exceptional service whilst tasting exquisite food and sumptuous wine, it is professional development at its best!

If you want inspiration to help stay ahead of the curve for interior trends this is a must attend event!



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FACILITATORS:



### **Peter Vogel - Interior Yacht Services**

As a former fleet hospitality & event manager, Peter has overseen the interior management of some of the world's most impressive motor yachts such as MY Octopus, MY Tatoosh & MY Lady Moura. Using his understanding of how to deliver an exceptional guest experience, Peter has worked closely with the PYS's Interior workgroup, creating the PYA GUEST programme. This is now the gold standard for interior and guest services in our industry. As managing director of IYS he remains responsible for training crew to deliver the highest standards for all things interior.



### **Jamie Horton - Harlequin**

Jamie founded Harlequin in 1998 after six years with The 16th/5th Queens Royal Lancers, a medium reconnaissance regiment in the army and saw active service during the first Gulf war. Having always wanted to run his own business Jamie 'discovered' a gap in the interiors market and Harlequin London was born. His vision for the company is to provide the very best service, advice and design possible for Harlequin's clients.



### **Alice Bulgin - Harlequin**

Having previously worked in fashion & journalism Alice made the transition to interiors after completely falling in love with the industry. After finishing her degree at the University of Creative Arts, she completed a Diploma in interior design. Alice has since gone on to work for LINLEY and Louise Bradley. She has recently joined the team at Harlequin and is a self-confessed over organizer with a total incompatibility to leave any project incomplete.



### **Andrew Azzopardi - No 12 Wines**

Andrew was one of the pioneers behind the growth of Number Twelve and is responsible for the general management and logistics. Through a combination of experience in tourism, food and beverage, and logistics Andrew has acquired a balance of skills to help you find the right bottle of wine whenever needed.



### **Charlotte Painter - No 12 Wines**

Charlotte runs the Number Twelve office in Mallorca, enabling her to share her knowledge, experiences and of course a few bottles of wine. With an extensive experience as a superyacht stewardess, Charlotte has cruised throughout the Mediterranean, Caribbean and the States.



### **Angie Lenton - Galleytek**

Angelique Lenton has worked in the yachting industry for over 25 years, as a chef aboard charter and private vessels for 17 years and currently she works at Galleytek as a sales director and designer. Together with her partner Salvis AG of Switzerland Angelique supplies cutting edge galley equipment. "My specialty is fitting in the best features needed in a galley to create a fully functioning modern space while considering the long term usage and energy solutions that caters to the yacht's specific requirements."

14.30 - 16.00 SATURDAY 30<sup>TH</sup> APRIL

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## MARITIME PAEDIATRICS: When a Child Falls Ill

Having the confidence to deal with a sick child or a medical emergency involving an owner or guests' child is of vital importance onboard. This workshop will include a review of resuscitation guidelines for children, how and when to call for assistance, assessing a child, the recognition of critical

symptoms and advice on how to communicate with a child and their family in a medical scenario. A useful taster,, covering many of the areas briefly that comprise the one day onboard specialist paediatric training course.

FACILITATOR:



### Joanne Peare

Jo is a Registered Nurse with extensive experience in trauma and refugees in Africa. Her hospital work focused on orthopaedics and the operating theatre. While living in South Africa she ran a paediatric health and nutrition scheme, attending to toddlers in the townships. Also an offshore sailor, Jo has logged many nautical miles both racing and cruising. As an experienced onboard medic she knows from experience how medical emergencies at sea often require a different approach. As a holder of an RYA Yachtmaster Offshore certificate she is an authority on all things medical onboard, especially those relating to children.

14.30 - 16.00 SATURDAY 30<sup>TH</sup> APRIL

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## SAIL THROUGH YOUR DECK QUALIFICATIONS WITH THE PYA

The Professional Yacht Association (PYA) provide an insider guide on how to prepare for and apply for the range of qualifications needed to progress your career on deck.

The workshop will cover:

- The application process for MCA NoE leading to a CoC
- Required certificates for application to OOW or Masters, certificate updates, expiry dates and limitations
- Sea Service – how to record sea service, good practices, verification, testimonials

- Training Record Book (for Yacht Ratings and OOW): guide on how to complete your TRB, do's and don'ts, essential tasks and assessments.
- Training: prerequisites, guidelines on how to get the most of your courses, exam expectations.

Whatever stage of your deck career you are currently in, the most recent information and updates will be shared about the required qualifications for the next step on the career and qualifications ladder.

FACILITATOR:



### Joey Meen Director of Training and Certification

With over 28 years' experience in yachting, Joey offers continuous advice and guidance on the training needs and regulations for crew, and works closely with MCA, RYA and PYA on training structures and career planning for crew in all departments. Joey is the founder of the PYA GUEST program, which is recognised in the industry as the global Superyacht interior crew training standard.

16.30 - 18.00 SATURDAY 30<sup>TH</sup> APRIL

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## TRACKING AND EMERGENCY RESPONSE SOLUTIONS THAT PROTECT YOUR GUESTS AND CREW

If you are ultimately responsible for the safety and wellbeing of guests, owners and crew when onshore and on-board, the expectation is that you are prepared for any emergency that unfolds. This is great responsibility and tireless preparation is necessary to really be sure.

Securewest International has developed an innovative Risk Management platform that mitigates risk and provides emergency response solutions. With around the clock support available from experts in emergency response, evacuation, international diplomacy and personal protection, their industry leading tracking software allows complete oversight of your people and assets 24/7.

The workshop will take attendees through a crisis as it unfolds in real time. Critical decision points will be discussed before allowing the emergency to unfold. With technological advances in communications, making media response in terms of physical and reputational risk of great significance, the effects of a variety of media responses will also be considered.

A fascinating exercise which allows you to investigate the hardest decisions that have to be made rapidly and under pressure, without you having to experience a crisis.

### FACILITATORS:



**James Lawrence-Felton**  
**Head of Land Operations**

James has over 20 years' government and international security experience and has worked extensively in hostile regions with elevated risk. Specialising in Land Operations he has vast experience in strategic & operational planning, crisis management, emergency response, evacuation planning, travel risk management and executive protection. Since 2009 he has worked predominantly in the Middle East & North Africa (MENA), West/East Africa and the Far East, gaining crucial experience in hostile environment security operations whilst working in accordance with international/national security regulations and regional government requirements. James played a key role in the Middle East during the invasion of the "Islamic State" in 2014 where he conducted a mass evacuation in line with planned triggers and emergency protocols.



**Wayne Britton**  
**Business Development**

Following Wayne's career as a Royal Marines Commando, he worked in the private security sector for a number of years, including maritime security, surveillance and close protection roles. Wayne started working for Securewest International in 2014 as an account and business development manager, where he thrives on building relationships and providing complete risk management solutions to clients internationally.

11.30 - 13.00 SUNDAY 1<sup>ST</sup> MAY

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## BALANCING YOUR INVESTMENTS:

### Property, Tax and Global Assets

In response to common enquiries the ACREW financial partners receive, this workshop is designed to answer the time old question 'is buy-to-let the best way to invest my capital?'. The answer to this question can only be decided by the individual as every set of circumstances is different. This workshop is designed to help crew navigate through the nuances of investment from Falmouth to Florida, newbie to retiree, focusing on the needs of crew.

The session will have three sections. The first will present generic information relevant to all areas of property and investment. The second will be an open floor question and

answer session, finishing with up to five breakout sessions that will drill down in to the main topics of interest for the group. Remember that every country has a different set of tax laws and purchasing property can tie you to their fiscal laws.

All of the facilitators will be available after the session to continue discussions and tailored one to one sessions can be booked with any of them throughout the show. If you have ANY questions around finance, this is a fantastic opportunity to have them answered in a personal and impartial way.

#### FACILITATORS:



#### **Tim Reedman, Reedman Wealth Management**

With over 26 years experience in wealth management advice, Tim is perfectly placed to help crew manage their finances. His career has included work with private banking clients at Lloyds Bank and now runs his own business, Reedman Wealth Management, working with many key companies in the superyacht sector including Warsash Superyacht Academy, Da Gama and Wilsonhalligan. Tim is personable and knowledgeable and puts this to great effect in his role advising UK crew on all aspects of their finances.



#### **Jonny Allbut, IFX**

Jonny's main passion in life is water and his young family. He heads up the yachting division for International Foreign Exchange. IFX work with key management companies, captains and crew reducing their exposure to the volatile foreign exchange markets whilst delivering them a bespoke solution tailored to their individual circumstances. When not trading, Jonny races in the Powerboat P1 championship and has raced all around Europe with Team 26.



#### **Oliver Maher, United Advisers Marine**

Oliver works in the superyacht industry to help crew understand and plan their finances. He started his financial services career with Fund Advisers (the founders of UAM) in 2010 as a Client Relationship Manager based in Geneva. Successfully working his way up through the company and passing his required exams, Oliver is now working as Wealth Manager / Financial Planner for UAM.



#### **David Cooper, United Advisers Marine**

As the man responsible to develop the Marine division for United Advisers, David is focused on helping Captains and Senior Crew with their financial planning for their lives onshore. With over 25 years experience with senior level financial planning and wealth management he is perfectly placed to discuss the complex international financial situations that present themselves. Having been both an owner and director of UAM, he has a skill set and understanding of the maritime sector that is both unique and invaluable.

14.30 - 16.00 SUNDAY 1<sup>ST</sup> MAY

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## HOW TO DEAL WITH A MIGRANT ENCOUNTER: Critical Considerations for 2016

What is clear about the migrant crisis, more than anything, is that it is not going to go away soon! Already statistics for early 2016 suggest the problem is escalating with 173,728 migrants crossing the Mediterranean in hope for a better life and 716 feared dead or missing, compared to 1,015,078 total migrant crossings in 2015. With migrant routes in the Western, Central and Eastern Mediterranean it is possible that Yachting crews will encounter migrants in distress. The aim of this discussion is to consider the practical preparations and actions you might take in the event you do

encounter this situation, not only to save lives but also to protect your crew and vessel. Wayne Britton of Securewest will provide an update for Captains and interested crew about the complexities of the problem and is relevant to any mass rescue at sea with recommended actions should you meet a migrant boat. To illustrate this there will be case studies analysed from real situations that Captains found themselves in last year and a discussion will follow as to what courses of actions could, and were, taken.

FACILITATOR:



**Wayne Britton**  
Business Development

Following Wayne's career as a Royal Marines Commando, he worked in the private security sector for a number of years, including maritime security, surveillance and close protection roles. Wayne started working for Securewest International in 2014 as an account and business development manager, where he thrives on building relationships and providing complete risk management solutions to clients internationally.



16.30 - 18.00 SUNDAY 1<sup>ST</sup> MAY

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## VSAT UNPLUGGED

A presentation of all things VSAT! focusing on new technologies of VSAT hardware and which will be suitable for the size of your yacht and your cruising regions. Looking closely at budgets and ensuring you get the best deal to meet your needs. Discussion will also be around your internal

network setup, including Wi-Fi access points and Bandwidth management.

With plenty of opportunity for questions and discussion, bring all your VSAT questions to be answered!

FACILITATOR:



**Costas Charalambous**  
Sales Director

As Sales Director for Global Marine Communications, Costas has a keen interest in latest technological developments in the industry. His knowledge of optimising bandwidth onboard and selecting appropriate internet services has been honed after over nine years working with GMC and he has worked extensively with new builds and refits as well as supporting yachts and crew with advice and services outside of the shipyard.



## ONE TO ONE CAREER ADVICE AND PERSONAL FINANCE CONSULTATIONS

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Seeking out advice to help you manage your career and finances is always time well spent. With ACREW's trusted recruitment and finance partners on hand throughout the show you will not find an easier opportunity to talk to somebody experienced, knowledgeable and personable!

Go to [www.acrew.com](http://www.acrew.com) to book in a consultation. The right expert for you will contact you in order to arrange an appointment at your convenience during the show. Otherwise you can turn up to the lounge and meet them in person to arrange a consultation.

### ONE TO ONE CAREER ADVICE

Whichever stage you are at in your career and whichever department you are in, it is always a good idea to be mindful of your career progression. Not only does this help you to maintain the highest level of professionalism in your day to day tasks, it also helps you to see opportunities and contacts that will help you.

provide One to One career advice in terms of where you would like to progress your career and what the next steps will be. Often this may be a qualification needed, or an area of weakness that needs improving. It could be through mentoring or shadowing within your current team, or it may be time to look for a new position outside your yacht. As a trusted recruitment partner of ACREW, Wilson Halligan.

Wilson Halligan will be available throughout the show to

#### FACILITATORS:



**Liam Dobbin**  
Managing Director

Liam has a commercial shipping background and education, with experience on a 95m+ private yacht as 2nd Officer. Having been at sea himself, he is able to fully understand client's requirements for the right experience and correct qualifications. Liam has been externally trained in recruitment techniques and elements of personality profiling. This enables him to nominate candidates professionally; representing them positively, in an honest and balanced view, to their advantage and the client alike. Liam now specialises in Captains, senior Deck Officers, ETO's and shore based positions.



**Nicola Morgan**  
Director and Recruitment Manager

Nicola left university in 2008 with a degree in Psychology, she soon after found herself in Monaco, working on her first yacht, MY Zenobia, as a Junior Stewardess. She spent the next few years working on various large yachts, and joined wilsonhalligan in 2012, recruiting for interior crew. After a couple of years with the company, an opportunity came up to work with her partner on board MY Alfa Nero, where she progressed to Chief Stewardess after her first season. Leaving Alfa Nero, and ready to settle on land, she returned to wilsonhalligan, as Director and Recruitment Manager, with an aim to carry on the success of the company and build on the exceptional reputation it had already gained.

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### PERSONAL FINANCE CONSULTATIONS: 11:00 – 16:30 Monday 2<sup>nd</sup> May

Jonny, Ollie, David and Tim will be available for free personal finance consultations on Monday 2nd May in the ACREW Lounge. Register online at [www.acrew.com](http://www.acrew.com). For a more general overview of the ways they can help you they are

running workshops on money management (see page 11) and also a workshop tailored towards investments (see page 18). You can also read all their biographies on these pages.

## ACREW TEAM



### Abi Wallace

Abi Wallace is the founder, partner and managing director at ACREW. She has worked in superyachting for over 12 years now; starting out in the design and build of superyacht marinas and then going on to work as a marketing consultant before setting up ACREW. Up until 2013 she lived in Barcelona, a place that will always be close

to her heart. Directing ACREW provides Abi with the opportunity to meet, share with and learn from so many amazing people from such varied backgrounds, making it a really fun and exciting place to work. Abi's newest adventure is being mother to her little one-year-old daughter Beya.



### Jim McGrath

With a creative mind and no shortage of an idea or two, Jim brings to the table a fresh approach and a fearless attitude. His background is in education and includes founding the highly successful Bedford Free School, a brand new school in his hometown in England. Ever hungry for a new challenge he has

recently also enjoyed working as a copywriter and is now delving into his role as Marketing Manager at ACREW. When not at his laptop, Jim is freerunning, Tai Chi'ing, playing his guitar or doing some other strange form of exercise.



### Warren Parry

Warren Parry is the ACREW events manager who joined the team nearly 2 years ago as their sales and account manager. He is now focused on the logistics of creating outstanding events. He was born in Zambia and moved when he was young to the UK, living on a boat called the Albatross for nearly 7 years. After this, he enjoyed traveling around the

world, especially enjoying New Zealand. Nowadays he is based in Leeuwarden in the Netherlands. He enjoys to socialising with friends, playing football, learning new cultures thinking outside of the box. The way Warren likes to start the day is with a nice cup of coffee whilst reading the latest sports pages and technology developments.



### Onno Ebbens

Onno's expertise lies in the arena of lead generation and knowledge sharing. With 20 years of experience running successful companies in Holland, his involvement as a partner in ACREW has been a fantastic development for the company. Speaking five languages and having a passion for throwing amazing parties (which by the way he

gets to do at work through his company 'Events by Zoom'!) Onno has very much enjoyed his work over the last five years in the superyacht industry. In this time he has also founded ZoomYachting the first destination management company specifically catering for Superyachts in Turkey.





Asociación Ondine is a charity committed to promoting the environmental, financial, and health benefits of marine conservation in the community of Palma and Balaeric Islands. It has the simple vision of combining science, business, local communities and conservation to protect and improve local marine ecosystems around the beautiful Balearic Islands.



Global Marine Communications provides internet via satellite (VSAT) communications, Bandwidth Management & 24/7 technical support for vessels globally. Versatility is a key component of their internet services. With bandwidth optimising solutions and advice for new builds and refits, they provide a comprehensive communications solution.



AYSS is a worldwide network of the world's very best superyacht agents and support service providers. Their extensive experience and expert local knowledge ensures you will receive high quality shore support, port facilities and concierge services for your vessel, crew and owner.



Harlequin was founded 'to provide the complete design and supply service for tableware, interior accessories and lighting to the UK interior design trade'. As the 'go to' company designers, Harlequin include over 120 different luxury brands in their range and provide the highest levels of service to meet their clients' project needs.



Set on 2,500 acres of natural bays, bluffs, and beaches of St. Kitts, Christophe Harbour is the Eastern Caribbean's preeminent homeport. This dynamic resort features elegant residences, a beachside pavilion, and the centerpiece of the community – a state-of-the-art superyacht marina and emerging village.



Heinen & Hopman Engineering is a world leader in air-conditioning, mechanical ventilation, central heating, refrigeration, fire protection, environmental systems and air duct cleaning. The company is renowned as an innovator in the design, engineering and installation of customised solutions and offers a worldwide, 24/7 service via a network of subsidiaries and after-sales centres.



Zoom is proud to now be able to offer superyachts easy access to International Artists for on and off board entertainment. EventsbyZoom has partnered with individual artists and worldwide management companies to offer a wide range of International artists across the musical spectrum to meet clients' needs.



Founded in 2005, International Foreign Exchange (IFX) is Europe's fastest growing Foreign Exchange Brokerage and has a global reach, serving a growing spread of corporate and private clients worldwide. Crew can benefit from IFX taking care of their foreign currency exchange affairs, helping them monitor their accounts and be on-hand to answer all questions.



Since 1989, Fuelcare have provided solutions to prevent & treat fuel problems with a focus on microbiological contamination 'the diesel bug'. Providing the most innovative testing and treatment services for global superyachts, Fuelcare pride themselves on providing only the highest quality treatments and service.



Interior Yacht Services (IYS) is a company born out of passion for delivering the highest standard of service to the guest. Having developed many training courses and interior Standard Operating Procedures over the years, IYS joined forces with the Warsash Superyacht Academy in 2012, providing a full range of interior courses, accredited through the PYA GUEST programme.



GAC Superyacht Services is part of The GAC Group which is the world's largest marine service provider, with over 300 offices from West Coast America through to Singapore, China and Australia. GAC Superyacht Services acts as a single point of contact to help provide yachts with a wide range of services globally.



IYC recruit and match experienced and new crew with yachts for sale worldwide. With the global reach of International Yacht Collection at its back, IYC Crew understands owners' requirements and respects crew. From necessary certifications to training advice and visa questions, we are happy to help you take the next step in your career.



Galleytek is a leader in the field of galley equipment supply and is committed to a design philosophy of functionality and ergonomics for the most demanding culinary expectations. Together with our Swiss partner Salvis AG (100 years of design and manufacturing) we have improved the equipment to reach yacht standards and specifications that compete with the very best in the marketplace today.



Since 1985, MedAire has been dedicated to providing immediate, real-time medical assistance onboard superyachts. MedAire's Global Emergency Response Centers are a 24 hour life-line, staffed by emergency physicians, registered nurses, and communication specialists to ensure that when you are at sea you have the medical support you need.



Generate Solutions is a digital marketing agency that focuses on digital solutions for SME's. Specialising in digital marketing which includes social media, websites, email marketing and data. Based in Creuse, France, we are digital nomads and work with you to leverage the right platforms to get more customers for your company.



Joanna has been a florist for nearly three decades and believes that flowers are as exciting as fashion and interior design. Having been in Mallorca for the last eight years, Joanna Walton Flowers specialises in floristry design for yachts, with a clear understanding of what is required for flowers on board – stable, lasting, high quality designs.



NeKo Yacht Supply is a worldwide yacht supplier that is passionate about the best quality food being delivered efficiently and effectively to all superyachts. Priding themselves on taking care of every detail once an order has been made, they also strive to develop a personal relationship with all clients in order to best serve their needs.



SocratesQ is a full-service branding, marketing and communications agency specialising in the yachting industry. It works with its parent company, Socrates, whose focus is boutique commercial and residential real estate companies. Together they develop international marketing and communications campaigns and create beneficial partnerships between the yachting and real estate industries.



No 12 pride themselves on being one of the premiere yacht provisioning companies in the Mediterranean. Their carefully crafted selection of products caters to the unique needs of the yachting industry as well as its sophisticated tastes. Speed and reliability of service are their specialities.



Reedman Wealth Management is partner practice of one of the biggest wealth management organisations in the UK, St. James's Place. Due to strong investment performance and outstanding client service, the business is growing every year. St. James's Place utilises 54 of some of the best fund managers in the world and has provided consistently good returns year on year.



Osprey provides complete, reliable marine electronic and electrical solutions, from concept through to delivery and beyond. Delivering technical innovation and a quality product, with a strong focus on professional customer service, Osprey is built upon long lasting relationships with clients.



SUYT (Set Up Your Trip) is an expert crew housing and accommodation company located in Palma de Mallorca, Spain. As well as offering a range of apartments and villas to suit all requirements, they can also help with excursions, travel and more.



The PYA looks after the interests of yacht crew around the world. It is approved by the MCA to verify sea service and also provides accurate and impartial advice on certification, regulation and the rights of crew. It is committed to the highest professional standards in yachting.



UAM helps its clients with their comprehensive financial planning needs; this includes both regular and single "lump sum" investment accounts. Client relationship and service is paramount, helped by working with a wide range of global partner solutions and companies.



Q Luxury Media was founded in 2000 to offer the yachting industry a single company that provides all services related to branding and marketing a yacht. Having created brochure, web and video productions for some of the finest yachts and largest yachting companies, their specialist knowledge of the sector is of great value to their clients.



Van Cappellen Consultancy provide specialist services in noise and vibration control for luxury yachts and merchant vessels. They bring innovation to the yachting industry, introducing new lightweight insulation materials and high-performance engineering solutions, for quieter and more comfortable vessels.



A passionate company dedicated to live, organic, unprocessed, high quality energy foods to people who are prepared to take responsibility for change. Raw Food Diet For Life is committed to helping people to help themselves through a living foods experience and connection to life.



Warsash Superyacht Academy deliver high-quality superyacht training for crew, officers, captains and shore-side staff. In collaboration with WSA's reputable business service and training partners, they run over 150 accredited entry, managerial and advanced courses including career progression routes available such as Officer of the Watch Unlimited.



Securewest International is a leading global security company providing complete risk management services since 1987. An innovative leader in maritime security, pioneering best practice and developing products that mitigate risk, Securewest provide clients a discreet yet complete service in the risk management of superyachts.



Wilson Halligan specialises in recruiting crew members for privately owned and commercially operated yachts and superyachts. Captains, senior officers, deckhands, electrical engineers, chief stewards, chefs, beauty therapists... we've got it all covered.



Shore Based Pursers was created to allow Captains and senior crew extra time in their busy working days. Tailored to each boat's preferred way of working we offer a flexible, efficient and discreet purser service; on a full-time basis, for specific projects or as relief to an on board purser.



Zoom Yachting is a destination management company for superyachts in Turkey. After fifteen years of service, Zoom has proven itself to be the company to deliver the high end experiences the Superyacht industry demand. They pride themselves on coming to an understanding of the guests' needs in order for to design and deliver a Turkish experience of unrivalled quality.

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