



BIMCO crew survey on the provision of drinking water onboard

We need your help to make a real difference in how drinking water is provided onboard ships. By sharing your experiences and opinions, you can help us learn about the best and worst elements related to the reduction of water provided in single-use plastic (SUP) bottles and transition to onboard drinking water systems. Your insights are crucial in understanding the concerns and challenges faced by crew members when it comes to access to safe drinking water. This survey is your chance to voice your thoughts and contribute to a greener, more sustainable future for our industry where crew well-being is also at the centre. Your input will help improve the provision of drinking water onboard, ensuring it meets your needs and expectations. All questions are designed to be short and simple to answer.

Confidentiality and data protection.

We do not collect any identifying information such as personal details within this survey. However, if you have concerns with privacy, please contact marinesurveys@bimco.org. Your responses are being collected via the Jotform platform, which has its own JotForm Privacy policy and applies to all data handled by JotForm. JotForm is fully compliant with the European Union's General Data Protection Regulation (GDPR).

Submission

Please email the completed survey to marinesurveys@bimco.org.

Please tell us about the provision of drinking water onboard the ship on which you are currently sailing - or the most recent ship with which you have sailed if you are currently ashore? You will then be asked questions related to your answer.

Drinking water is/was provided by the use of an onboard drinking water system (**Go to Option 1**)

Drinking water is/was provided in plastic bottles (**Go to Option 2**)

OPTION 1 - Onboard Systems

Please follow this path if drinking water is/was provided by the use of an onboard drinking water system. Otherwise please go to Option 2.

Please tell us a little about yourself

A few details will help us determine any patterns.

A1 Please tell us your country of citizenship.

A2 Please select your age

- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75 years or older

A3 Please tell us in which department you work

- Deck/Bridge
- Engine
- Catering

Other

A4 And please tell us your rank

- Officer
- Rating
- Catering
- Mess

Other

A5 Finally please tell us the name of the ship you are currently sailing on or the most recent ship on which you have sailed?

General questions about the onboard systems

The following will lead you through some questions about your feelings on the water supplied by the drinking water system(s) onboard.

B1 What did you think when you heard that your drinking water was being provided via an onboard drinking system?

- Very Positive
- Positive
- Neutral
- Negative
- Very Negative

B2 Did you/do you have any concerns about the provision of water from an onboard system?

- Yes, many concerns
- Yes, a few concerns
- No concerns

B3 What were/are your concerns with drinking water provided from the onboard system? Select all which apply.

(If you do not have any concerns, please skip this question)

- Unpleasant tasting water
- Convenience ie how quick and easy it would be to get water when needed
- Reliability of the system
- Maintenance and cleanliness
- Health concerns
- Other Click or tap here to enter text.

B3 Please tell us what specific health concerns you were/are worried about?

(If you do not have any health concerns, you can skip this question)

B4 Safety: How confident were you/are you in the safety of the water you are/were drinking?

- Very confident
- Somewhat confident
- Neutral
- Not that confident
- No confidence at all

B5 Quality: How would you rate the quality of the drinking water provided via the onboard system?

- Excellent
- Good
- Fair
- Poor

B6 Taste: and how does it taste?

- It is very good
- It is pretty good
- It is fine
- It is not very nice
- It is really bad

B7 Are you happy with the maintenance of the system?

- Yes
- No
- Don't know how it is maintained

B7 Why not?

(If you are happy with the maintenance of the system, you can skip this question)

B8 Are you happy with the way you can access testing results and details on maintenance?

Yes

No

B8 What do you think could be improved?

(If you are happy with the way you access testing results and details on maintenance, you can skip this question)

B9 Environmental Impact: Compared to other ships you have been on have you noticed a change to the waste generated onboard because of the drinking water system?

We have less waste

We have more waste

We have the same waste

Don't know

How were you introduced to the onboard systems?

We'd like to ask you a little about the communication and information you have been provided related to the drinking water onboard and how this has affected your experience

C1 Timings: As far as you are aware - what process was followed by the shipowner/manager when moving away from using bottles to onboard systems?

- All bottles were removed almost immediately after the installation of system(s)
- Gradual phase out of bottles
- Bottles are still available but need to be paid for
- Both a system and free drinking water in bottles are available.
- Don't know

C1 How long (approximately) was it before drinking water was no longer available in bottles?

(If there was no gradual phase out of bottles, you can skip this question)

- Less than 3 months
- 3 months to less than 6 months
- 6 months to less than 9 months
- 9 months to less than 12 months
- More than 1 year

C2 Supporting the change: What was provided related to drinking water from onboard systems and how useful did you find each one? 1 is not at all useful - 5 is extremely useful.

	1	2	3	4	5	Not provided
Training						
Details on maintenance						
Clear display of test results						
Pamphlets and posters						
Blind tastings						
Briefings from senior management/officers						
Communication from health professionals						
Provision of refillable water bottles						

C3 Was anything else provided that you found useful?

(You can leave blank if nothing!)

C4 Environmental Impact: How does drinking water from an onboard system make you feel with regards to protecting the environment?

- I feel it makes a significant difference to sustainability
- I think it makes a difference as is a step towards sustainability
- I am indifferent to its impact on sustainability
- I think it only has a limited impact on sustainability
- I don't think it contributes to sustainability at all

C5 How many places onboard are/were there to access drinking water produced by the onboard system? Please count the system(s) itself plus additional dispensers.

C6 Where onboard are/were the systems located? Select all which apply.

- Crew Mess
- Galley
- Recreation space
- Bridge
- Deck
- Engine room
- Other

C7 Access: How easily accessible is/was the drinking water on board compared to where you spend most of your time?

- Always accessible
- Usually accessible
- Sometimes accessible
- Rarely accessible

Never accessible

Your involvement

Here we ask some short questions about whether you are or have been involved in the decision-making process or the installation and maintenance of the systems.

D1 Involvement: Did you have any say or involvement in the move from plastic bottles to onboard systems on any ships you have sailed upon?

Yes

No

D1 Please could you describe how you were involved?

(If you were not involved in the move from plastic bottles to onboard systems, you can skip this question)

D2 Installation: Have you been involved in the installation of any of the drinking water systems on board?

Yes - I had main responsibility for the installation

Yes - I assisted in the installation of the system

No - but other members of crew were involved

No - An external contractor/the supplier carried out the installation

D2 Installation: How easy was the system installation?

(If you have not been involved in the installation of the system, you can skip this question)

Very Easy

Easy

Neutral

Difficult

Very Difficult

D3 Maintenance: Are you involved in the maintenance of the onboard system(s)?

Yes

No

D3 Maintenance: How easy is maintenance of the system?

(If you are not involved in the maintenance of the system, you can skip this question)

Very Easy

Easy

Neutral

Difficult

Very Difficult

Satisfaction with the drinking water onboard

This final section will ask you some questions about how satisfied you are with the water onboard

E1 Experience: How has your actual experience with the onboard water system been compared to your initial expectations?

Much better

Better

About the same

Worse

Much worse

E2 Comparison: How does the drinking water on board compare to the drinking water you have access to at home?

Better on board

Same

Worse on board

E3 Comparison: Do you think you drink less or more water as a result of water being provided by an onboard system compared to in plastic bottles?

More

Same

Less

E4 Satisfaction: In general - how satisfied would you say you are/were with the water provided by the onboard system?

Very satisfied

Quite satisfied

Neutral

Somewhat dissatisfied

Very dissatisfied

E5 Preferences: Taken everything into consideration do you now prefer bottled water or water provided via an onboard system?

Still prefer bottled water

Prefer water via onboard system

Don't have a preference

E5 Why do you prefer drinking from bottles?

(If you prefer water via onboard system, you can skip this question)

E5 Why do you prefer the onboard system?

(If you prefer bottled water, you can skip this question)

E6 Anything else: Is there anything else you'd like to tell us? Positives, negatives, improvements?

(Don't worry if you have nothing else to add!)

If you have finished, please save the pdf file and email the completed survey to marinesurveys@bimco.org. Otherwise, please move to Option 2 below.

Thank you for completing the survey!

OPTION 2 - Plastic Bottles

Please follow this path if drinking water is/was provided in plastic bottles. Otherwise please go to Option 1.

Please tell us a little about yourself

A few details will help us determine any patterns.

Q1 Please tell us your country of citizenship.

Q2 Please select your age

- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75 years or older

Q3 Please tell us in which department you work

- Deck/Bridge
- Engine
- Catering

Other

Q4 And please tell us your rank

- Officer
- Rating
- Catering
- Mess

Other

Q5 Finally please tell us the name of the ship you are currently sailing on or the most recent ship on which you have sailed?

Thoughts about water from onboard systems

This section will ask you a series of questions about your thoughts on drinking water provided via an advanced drinking water system onboard the ship.

Q6 Your drinking habits: How many bottles of water would you personally normally use onboard each day?

(Please include the approximate number of each size - don't worry if you don't know the exact sizes)

	0	1	2	3	4	5	More than 5
355ml (12 US fl oz)							
500ml							
591 ml (20 US fl oz)							
710 ml (24 US fl oz)							
1l							
1.5l							

Q7 Initial Thoughts: What are your initial thoughts on potentially switching from bottled drinking water to having water supplied from an onboard water system?

- Very Positive
- Positive
- Neutral - neither positive not negative
- Negative
- Very Negative

Q8 Concerns: What concerns, if any, do you have water from an onboard system? Select all that apply.

- Taste and quality of water
- Access and availability

- Reliability of the system
- Maintenance and cleanliness
- Health concerns

Other

Q8 Please let us know what health issues you are worried about.

(If you do not have any health concerns, you can skip this question)

Q9 Health and Safety: How confident would you be when drinking water from an onboard system that it is safe and of good quality?

- Very confident
- Confident
- Neutral
- Not very confident
- Extremely worried
- I don't know enough to make an assessment

Q10 Benefits: Do you see any benefits to the provision of water via an onboard system? Select any that apply

- Reduced environmental impact
- Cost savings
- Space savings
- Less waste to manage
- Convenience
- Health benefits

Other

Q11 Experience with Bottled Water: How would you rate your current satisfaction with bottled drinking water on board?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Q12 Environmental Impact: How does potentially drinking water from an onboard system make you feel with regards to protecting the environment?

- I feel it would make a significant difference to sustainability
- I think it would make a difference as is a step towards sustainability
- I am indifferent to its impact on sustainability
- I think it would only have a limited impact on sustainability
- I don't think it would contribute to sustainability at all

Q13 Environmental Impact: How important is reducing plastic waste and impact on the environment to you?

- Very important
- Important
- Neutral
- Not that important
- Not important at all

Q14 Accessibility: How worried are you about the accessibility and convenience of drinking water if the switch to an onboard system is made?

- Very worried
- Slightly worried
- Neutral
- Not really worried
- Not worried at all

Q15 Training and Information: How important is it to you to receive training or information about the onboard water system if the switch is made?

- Very important
- Important
- Neutral
- Not that important
- Not important at all

Q16 What can be done: Which of the following would improve your confidence or acceptance in the onboard water system? Select all that apply.

- Training
- Feedback from other crew members on the positive aspects of the system
- System provided by a supplier I already have confidence in – ie well known in my home country
- Details on maintenance
- Clear display of testing results
- Frequent testing by an independent laboratory
- Pamphlets and posters
- Blind tastings
- Briefings from senior management/officers
- Communication from medical professionals
- Provision of refillable water bottles
- I would only accept the water if it was mandated and no other option would be available
- Nothing is going to improve my confidence
- Other

Q17 Suggestion: Do you have any suggestions or recommendations to ensure a smooth transition to an onboard water system?

Q18 Comparison: How do you expect the drinking experience (taste, quality) of water from an onboard water system to compare with bottled water?

- Much better
- Better
- About the same
- Worse
- Much worse

Q19 Support: If all your concerns were addressed would you support a change from water in bottles to water provided by an onboard system?

- Yes
- No

Q20 Please add anything else you feel is important.

(Don't worry if you have nothing else to add!)

If you have finished, please save the pdf file and email the completed survey to marinesurveys@bimco.org. Otherwise, please move to Option 2 below.

Thank you for completing the survey!