

CASE STUDY

Challenge

No measurable insight into on-board nutrition and its impact on crew retention

Solution

Nutritional analysis combined with targeted culinary support and training

Result

Healthier crews and estimated 50% reduction in retention decline

How Nutrition Data Turned into Action Improves Crew Health and Retention

When declining crew health and retention was linked to on-board diet, a global shipping company required insight to protect operational stability. By transforming vessel stock data into nutritional intelligence, Garrets enabled targeted performance optimisation with clear operational impact.

A global shipping customer observed deteriorating crew health and falling retention rates across its fleet. Crew feedback pointed to on-board diet as a contributing factor, yet there was no structured visibility into the nutritional quality of meals being served. Without measurable data, corrective action remained reactive.

Actionable Nutrition Insight

By applying advanced AI analytics to vessel-level monthly consumption data, Garrets translated procurement and stock reports

into nutritional and calorific performance indicators, benchmarked against recommended dietary standards.

Each month, the customer now receives:

- A vessel-level health score
- Traffic light indicators across key nutritional categories
- A consolidated dashboard highlighting priority vessels

Where gaps were identified, Garrets' Culinary Development team engaged directly with Chief Cooks on board supporting recipe optimisation, menu planning and targeted online training.

Measurable Operational Gains

Crew retention is a defined operational KPI for the customer and early results indicate measurable improvement. The customer estimates the decline in retention can be reduced by up to 50%.

Beyond retention, the solution created:

- Full visibility into nutritional performance across the fleet
- Data-backed dialogue between HR, operations and on-board teams
- A scalable monitoring and performance framework

“

Healthy crews are more resilient, more focused and more likely to stay. When we combine data insights with culinary expertise, we move from assumptions to targeted action – directly supporting crew wellbeing and vessel performance.”



**Neil Donaldson, Commercial Director,
Garrets International**

CASE STUDY

How Nutrition Data Turned into Action Improves Crew Health and Retention

Key Challenges

- Limited visibility into nutritional value of on-board meals
- No benchmarking against dietary recommendations
- Crew retention under pressure due to wellbeing concerns
- No structured optimisation strategy

Key Solution Elements

- AI analysis of monthly vessel stock reports and consumption patterns
- Calorific and nutritional benchmarking across key categories
- Monthly vessel-level health scorecards with traffic light indicators
- Consolidated dashboard identifying priority vessels
- Direct engagement with Chief Cooks
- Menu and recipe optimisation including targeted training

Achieved & Expected Benefits

- Fleet-wide nutritional transparency and data-driven decision-making
- Early identification of at-risk vessels
- Improved on-board nutrition standards and crew wellbeing
- Estimated 50% reduction in retention decline
- Stronger operational continuity and efficiency