Turning Insight into Foresight

Trends in Offshore Worker Quality of Life Expectations

Sodexo's Global
Offshore & Marine Consumer Survey
2015 - 2019

Foreword

Quality of life offshore depends on three core factors: safety, comfort and social engagement. Sodexo's mission is to ensure offshore workers experience all three on every installation where we deliver our services.

Since 2015, our Offshore & Marine Consumer Survey has provided invaluable insight into the everyday lives of these workers – Sodexo's consumers – so that we can adapt our offers to their evolving needs and demographics. We are truly grateful for the more than 75,000 responses received during the past five years which have made this insight paper possible.

As a global service provider, Sodexo is uniquely placed to analyze and act on these insights to drive stronger partnerships with our clients and make a real difference to our offshore consumers' work experience.

What follows is a window into our deep offshore consumer knowledge and a few examples of how we turn insight into foresight to improve offshore quality of life.

The Offshore & Marine Consumer Survey

Sodexo's Offshore & Marine Survey is conducted by BVA, an independent specialist research firm, to ensure a high response rate and statistical accuracy, achieving a steadily rising number of participants – from 9,000 in 2015 to 16,000 in 2019 – and spanning 54 sector clients on 206 sites in 15 countries and in 11 different languages.

With five years of data, we are able to spot trends and track our progress in responding to them. We look not just at the whole – that satisfaction with Sodexo is consistently high among offshore workers, for example – but also at the sum of the parts.

Offshore Consumer Demographics

The offshore oil and gas sector is male-dominated and staying that way. However, the proportion of youngest and eldest workers among our respondents is evolving – with a significant rise in those aged 36 to 45 from 29.7% in 2015 to 36% in 2019. Furthermore, 40% of 2019 respondents are younger than 35 – meaning they are in the early stages of their careers with different expectations than their older colleagues.

So, what does this workforce want?

In 2019

40% of respondents are younger than 35

Length of service with employer was **8 years on average**

Average time working offshore was **12.1 years overall**

Physical and Mental Wellbeing

The offshore environment challenges both physical and mental wellbeing. And the link between the two and safe behaviors on board has been proven. This workforce is increasingly aware of the benefits of **healthy eating, exercise and rest**.

2/3 said health and wellbeing are very important

61% said that having a broader range of healthy food is a priority

53% want a wider range of improved gym equipment and personalized fitness advice

65% said that better quality mattresses, pillows and lighting in their cabins are very important

43% want designated quiet areas and stress management counselling

Sodexo is bridging the gap between Offshore and Onshore digital experiences

Compared to their onshore digital experience, offshore consumers see a gap – and Sodexo is working to close it!

The MyWay app is Sodexo's seamless, end-to-end experience that provides digitally-enabled options to make offshore feel more like home. Designed to meet the changing expectations of today's consumers, MyWay not only enhances their daily offshore experience, it significantly contributes to improving quality of life. In fact, an overwhelming **72% of global offshore workers surveyed by Sodexo in 2019 said they would be** **likely to use MyWay** – and an even larger majority said they would find its various features useful. But digital is still only part of the picture. While we invest in the latest technologies to enable many of the services we deliver, we also know that an app will never replace the human touch – the smiles from our Sodexo staff who genuinely care that our consumers are happy.

How useful would you find these MyWay app features?

Access trips summary
83%

Access weekly menu and theme nights
85%

Report a maintenance request and track its completion
87%

Provide feedback or suggestions whenever you want
88%

Pre-order items from on-board shop / bond store
78%

Report a safety hazard
89%