

Guardianship: the Shore's Tender Embrace——Words from a Singhai-er on land



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My journey with Singhai began in 2008 — as a Dalian Maritime University graduate with starry-eyed dreams of the maritime industry and a heart full of devotion. Nearly 16 years have flashed by in the blink of an eye — from starting as an intern to where I stand today. Many now address me as “Manager”, yet the title I cherish most remains simply “Peipei Jie”—like being called as a big sister.

This simple address connects us, and reminds me of the duty I bear. I know your life at sea fights more than waves—it's a constant battle against solitude and difficulties away from home. So here's our pledge: my team and I will always stand guard on land for you. Wherever you sail, we've got your back here onshore.

Let me say this plainly: Being a seafarer is hard. You endure long separations from families, live in the same confined spaces for months, face high-pressure workloads and emergency situations, and take exhausting journeys just to board ships. We ashore working at desks can't fully feel that strain—but we recognize it. That's why you deserve our deepest understanding and respect.

That respect defines how we speak to you. I have always held myself and my team to this standard: "Speak slow. Soften your tone. Warm your words." Never will you hear "How could you miss that flight?" or "Stop bothering me for updates." Even a single harsh word can cut deep, and every seafarer deserves nothing less than kindness and care.



Over the years, I've celebrated every step of your journey—from cadets to Third Officers and Forth Engineers, then to Captains and Chief Engineers. Your successes bring me genuine joy. I always take time to patiently explain the promotion requirements and help map out your career path ahead. That's because I see beyond mere certificates and qualifications—I see the hopes of your families and the foundation upon which your futures are built.

This commitment was tested most during the toughest pandemic years, when we worked tirelessly to bring home hundreds of seafarers each month from every corner of the globe. Amidst flight cancellations, ever-changing policy shifts, and challenging cross-time-zone communication, we knew that retreat was never an option. With unwavering resolve, we poured our utmost efforts into coordinating every single journey, driven by one single hope: to reunite you with your families at the earliest possible moment.

Today, as head of the department, I constantly remind myself to stay true to where I started. What must never change is the original conviction, my profound respect for this job, and above all, the bond with every seafarer. Alongside my team, I remain committed to being your strongest backing. At this year's Singhai team-building event, when asked to write down life's defining moments, I wrote without hesitation: "The moments I shared with my seafarer friends." These memories are my compass, urging: "Stay true to where you started." Though leading brings the pressure of business growth, this goal is never in conflict with our core belief: to always stand by those who sail the seas.

If you ever feel low or lonely at sea—please remember this: We are not just your coordinators, but trusted friends ready to listen. We will hear your thoughts, share your worries, and extend support when the waves of loneliness crash. Communication forges the bridge between us, and our guardianship goes beyond duty—it's a heartfelt presence that sails alongside you.

I have always believed this work transcends a mere profession—it is a maritime calling. To stand guard is a choice we make, a steadfast commitment we keep. As long as your vessels sail upon the horizons, we remain firmly anchored onshore, keeping the harbor lights ever-burning for your safe homecoming.

