

Case

Man energy solutions, SGL employee came to the aid of a hospital ship stuck in Las Palmas

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Close up picture of the M/V Africa Mercy is used by kind permission of Mercy Ships in Denmark

The M/V Africa Mercy hospital ship was stuck in Las Palmas due to generator problems and thus had no power on the entire ship. MAN Energy Solutions in Frederikshavn, Denmark, donated all spare parts to this ship and booked our Airfreight department in Billund, Denmark, to handle the urgent delivery.

Together with MAN Energy Solutions, we decided to arrange an onboard courier delivery. In practice, it means an employee went to personally pick up the spare parts at Copenhagen Airport, boarding the first flight possible to Las Palmas. Bringing the spare part in his hand luggage enabled the courier to personally and as fast as possible hand over the spare parts to the personnel of the Africa Mercy.

Mitigating the risk of low priority

We handle many urgent deliveries for MAN Energy Solutions, but in most cases, the spare parts are shipped off as regular cargo. This case, however, was different, as MAN Energy Solutions could not risk the cargo being off-loaded at the airport. Las Palmas is a huge holiday destination, and the holiday season had just started. Consequently, there would be much luggage to handle, posing a risk of low priority of the delivery. The safest solution was personal delivery by one of our employees.

Successful delivery

Several employees were involved in the delivery planning, coordination, and documentation. Meanwhile, trainee Nicklas Christensen with his passport in hand, took off to Copenhagen to pick up the spare parts. Less than 24 hours later, he met with Martha Rodriguez at Las Palmas airport and handed over the spare parts vital to the M/V Africa Mercy hospital ship. A successful delivery planning and execution completed.



Not only does this case show the flexibility and creativity of our experienced shipping employees to do whatever we can to meet our customers' demands, it also underlines the strong co-operation between Man Diesel & Turbo and SGL. It makes me very proud that we are once again able to ensure that the hospital ship M/V Africa Mercy is able to continue her very important duty

Niels Studsgaard

Head of Shipping, Man Diesel & Turbo

About Man Energy Solutions

MAN Energy Solutions is the world's leading provider of large-bore diesel engines and turbomachinery for marine and stationary applications. MAN Energy Solutions' range of goods includes complete marine propulsion systems, turbomachinery units for the oil & gas and process industries, and complete power plant solutions. MAN Energy Solutions is a company in the Power Engineering business area of MAN SE. Man Energy Solutions sponsors Mercy Ships and delivers spare parts for engines and control systems free of charge.

About Mercy Ships

Mercy Ships, founded in 1978, is a global humanitarian organisation based on the Christian values of charity. The organisation operates from hospital ships in developing countries and provides free medical care to the world's poorest. A ship is the most efficient platform to deliver a state-of-the-art hospital to regions where clean water, electricity, medical facilities, and skilled personnel are limited to non-existent.



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