

COVID-19 PROTOCOL ON CREW CHANGE AND REPATRIATION OF SEAFARERS

SINGAPORE CREW CHANGE GUIDEBOOK (Dated 3 August 2020)

In collaboration with and supported by:

Part of:



PREFACE

This revised Guidebook focuses on the various stages of crew change administration, and the recommended steps following the ICS issued Framework of Crew Change Protocol and based on the Maritime and Port Authority of Singapore (MPA) issued Port Marine Circulars (PMC) 26 and 27 of 2020.

This Guidebook supersedes the version dated 22 June 2020.

The Singapore Crew Change Workgroup (SGCCWG) coordinates efforts in Singapore for Crew Change. The SGCCWG is also connected to the larger global Crew Change Taskforce led by the International Chamber of Shipping (ICS), providing an exchange of updated information regarding changing developments around respective international government restrictions, on air-travel, health advisories on the pandemic, which impact crew change.

The main SGCCWG consists of the following representations, led by the Singapore Shipping Association (SSA):

- **Industry**
 - International Maritime Employers' Council (IMEC)
 - Singapore Shipping Association (SSA)
 - World Shipping Council (WSC)
- **Union**
 - Singapore Maritime Officers' Union (SMOU)
 - Singapore Organisation of Seamen (SOS)
- **Government**
 - Maritime and Port Authority of Singapore (MPA)

The SGCCWG strives to provide periodic updates on developments in Singapore to the larger community of Ship Owners, Managers, Agents and Crewing/Manning companies, receiving relevant inputs that are considered and implemented in this document.

A further development team within the SGCCWG was formed pulling resources from experienced ship managers. The members in this team are:

- Singapore Shipping Association
- Synergy Marine Group
- Western Shipping and IMEC board member representative
- Wilhelmsen Ships Service AS
- World Shipping Council (Asia Pacific representative)

***Acknowledgement: This document is prepared by Wilhelmsen Ships Service AS, drawing upon feedback from the main SGCCWG

Crew change process for sign-on and sign-off in Singapore

- A safe and coordinated planning process, ensuring minimal contact between crew and staff of Designated Holding Facilities, transportation providers and launch services
- All aspects of the value chain taken into account including self-reporting of symptoms, so that any suspected infectious case is attended to early on
- All suppliers vetted and audited for proper quarantine and emergency protocols

Updated Requirements in line with PMC 27 of 2020 issued on 18th June 2020

Important reminder: Applications for crew change MUST be made at least 14 days in advance in line with the requirements of PMCs 26 and 27 of 2020.

Sign-on crew

- Meet-and-greet services are compulsory for sign-on crew at Changi Airport. Please read the mitigating factors and processes for sign-on crew (pg. 3-6 of the Guidebook)

Sign-off crew

- Tele-Medicine consultations are approved for issuance of the off-signing crews Fit-to-travel certificate. These must be completed by Singapore fully registered doctors. Details of the tele-medicine requirements are found in PMC 27 of 2020.
- Meet-and-greet services are compulsory for sign-off crew at Changi Airport. Please read the mitigating factors and processes for sign-off crew.

Foreign & Singapore flagged vessels

- For foreign flagged vessels, crew change will only be permitted for vessels meeting the requirements of PMC 26/2020 & PMC 27/2020, and that are in Singapore for cargo operations, bunkering and/or other marine services
- The Maritime Port & Authority of Singapore (MPA) will accord priority to all Singapore-flagged vessels, and will all Singapore registered ships to carry out crew change in the Port of Singapore, regardless of their purpose of call, provided they meet all prevailing requirements

(A) Process for sign on crew



Sign on Crew in Port of Singapore – RACI Matrix

Sign On Crew in Port of Singapore - RACI Matrix

S/N	Category	Activity/ Task	MPA/MOT	Ship Manager	Ship Agent	Master	Designated Holding Facility Operator	Manning Agency	RACI Matrix
1	Country of Origin	Serving SHN COVID -19 Test report and Fit - for- travel documents	I I	A A	I I			R R	Responsible Owns the activity/task. Person working to achieve the task. Accountable To whom R is accountable. Who must sign off/approve on work before it is effective. No more than one A, but can be zero. The one ultimately answerable for the completion of deliverable or task, and the one who delegates the work to those responsible. <i>NOTE: One role can be both R and A.</i>
2	Singapore Airport	Meet & Greet and Immigration clearance	I	I	A & R				
3	Transit from Airport to Vessel and/or Designated Holding Facility	Transit from Airport to Holding Facility and Vessel with approved suppliers	I	I	A & R	I			
4	Holding Facility	Stay at Designated Holding Facility for Crew Member	I	I	I		A & R		
5	Arrival at vessel (joining)	Joining vessel (Sign on)	I	I	C	R			
Consulted Has information and/or capability necessary to complete the work Informed Must be notified of results, but need not be consulted									

Note: Sign On is confirmed when the following approval is obtained:
 (i) Approval from MPA for crew Sign On
 (ii) Valid visa issuance by Immigration & Checkpoints Authority (ICA)
 (iii) Approval from National Environment Agency (NEA)

Figure 1.1

Process for Sign On Crew - Port of Singapore (Not using designated holding facility)

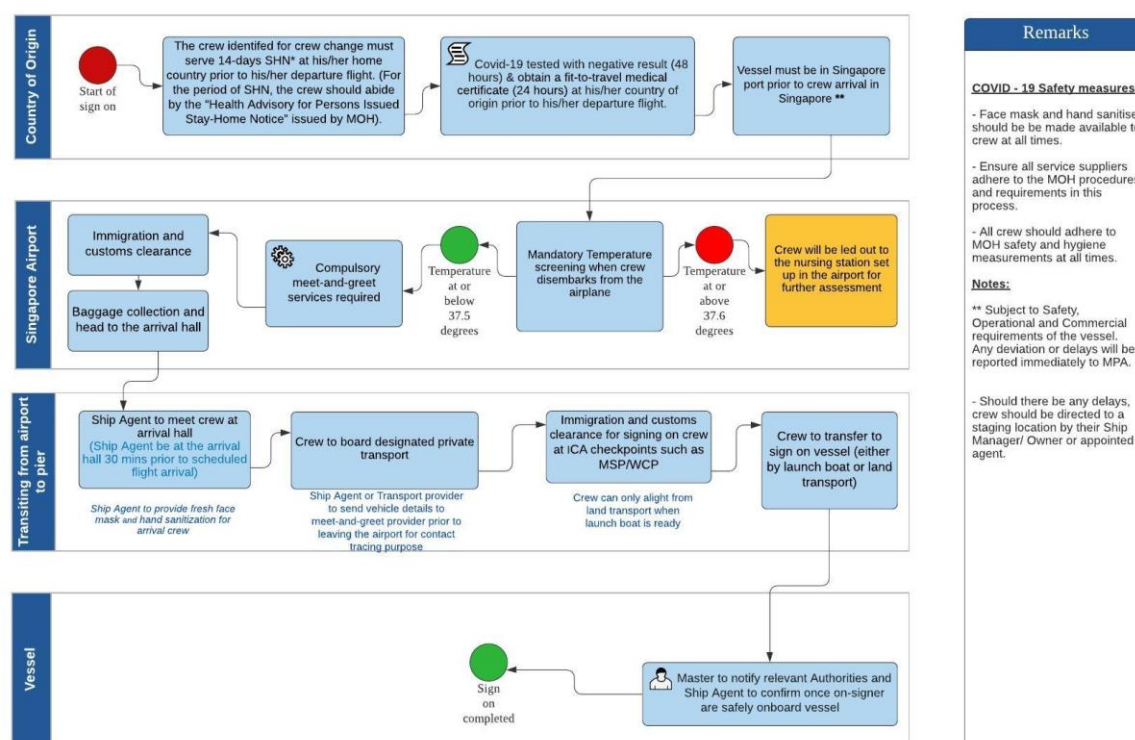


Figure 1.2

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To minimise the risk of importation and spread COVID-19 in Singapore, it is recommended that the crew is transferred directly between the vessel and the point of arrival/departure. Company may wish to take note of the following requirements:

Phase Descriptor	Check List	Mitigating Factor
Sign-On Crew A	Crew must serve 14-days Stay-Home Notice (SHN)* at his/her home country prior to his/her departure flight to Singapore. * (For the period of SHN, the crew should abide by the “Health Advisory for Persons Issued Stay-Home Notice” issued by MOH). All visa requirements for Singapore must be followed. Countries that require visa to enter Singapore must take into consideration the application period of 10 days processing time that ICA needs. • Crew shall take his/her temperature twice daily and keep a record. • Crew shall remain healthy throughout the 14-days SHN period. • Crew shall provide a declaration that he/she has complied with the above and provide the temperature records for verification. • Company shall, at the point of application, provide a declaration that the company shall ensure the crew’s compliance, including periodical checks on the crew during the SHN period. • Company shall provide details of the SHN such as the location and period of SHN, and how they will ensure compliance.	1) Confirmation that the crew has been in quarantine* for at least 14 days prior to entering Singapore and has been well throughout that period. 2) Mandatory Temperature screening when crew disembarks from the plane 3) If temperature is above 37.6 degree celsius, he/she will be led out to the nursing station set up in the airport for further assessment 4) Agent must be there in advance to meet the crew and transport direct to airport. The crew will produce the MPA approval letter to ICA and the crew will be escorted and be handed over to the agent. The agent will transport the crew to the ship in a private transport.” 5) Compulsory meet-and-greet services - to ensure proper hand-over of each arriving crew to transport company driver
B	Crew must be COVID-19 tested via PCR method with negative result at his/her country of origin not more than 48 hours prior to his/her departure flight.	

Phase Descriptor	Check List	Mitigating Factor
	The crew must also obtain a fit-to-travel medical certificate from doctors registered with the medical authorities at his/her country of origin not more than 24 hours prior to his/her departure flight.	6) Meet-and-greet services to provide fresh face mask and hand sanitization for arrival crew upon arrival. 7) Transport services to standby 30mins prior flight landing time to receive arriving crew 8) Transportation safety measure: 9) Hand sanitization process before boarding the vehicle. 10) Reminder will be given that face mask should always worn in Singapore.
C	The vessel shall be in port prior the crew arrival Singapore. -	
D	Master to notify relevant Authority and agent to confirm once on-signer are safely onboard.	

(B) Process for sign off crew



Sign Off Crew in Port of Singapore – RACI Matrix

Sign Off Crew in Port of Singapore - RACI Matrix

S/N	Category	Activity/ Task	MPA/MOT	Ship Manager	Ship Agent	Master	Designated Holding Facility	Manning Agency	RACI Matrix
1	Vessel Arrival in Singapore	Flight booking	I	A & R	I	I		I	Responsible Owns the activity/task. Person working to achieve the task.
		Master statement and SEA	I	A	I	R		C	Accountable To whom R is accountable. Who must sign off/approve on work before it is effective. No more than one A, but can be zero. The one ultimately answerable for the completion of deliverable or task, and the one who delegates the work to those responsible. <i>NOTE: One role can be both R and A.</i>
		Singapore doctors issuance of Fit - for- travel	I	I	A & R	I			
2	Transit from Vessel to Airport and/or Designated Holding Facility	Transit from Vessel to Airport with approved suppliers	I	I	A & R	I			Consulted Has information and/or capability necessary to complete the work
3	Holding Facility	Stay at Designated Holding Facility for Crew Member	I	I	I		A & R		
4	Singapore Airport	Crew check- in and immigration clearance – with Chaperon	I	I	A & R	I		C	Informed Must be notified of results, but need not be consulted
5	Country of Destination	Crew arrives at destination		A				R	

Note: Sign Off is confirmed when the following approval is obtained:
 (i) Approval from MPA for crew Sign Off
 (ii) Valid visa issuance by Immigration & Checkpoints Authority (ICA)
 (iii) Approval from National Environment Agency (NEA)

Figure 2.1

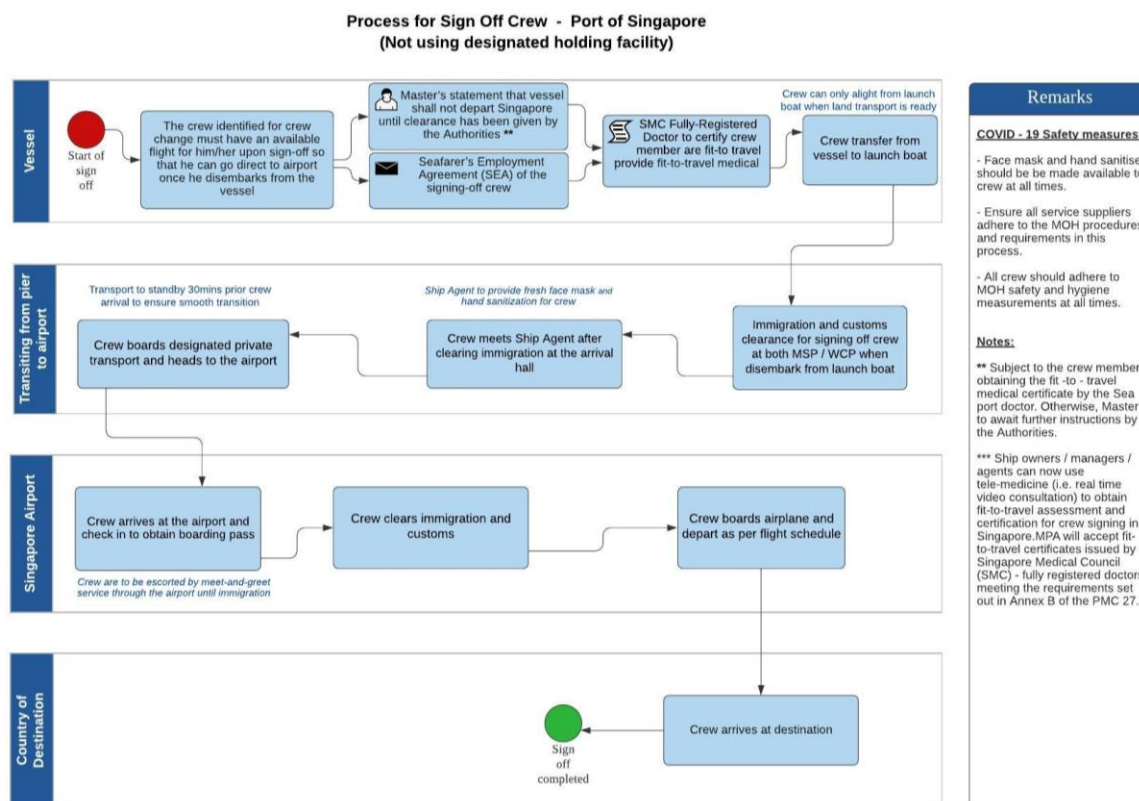


Figure 2.2

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To minimise the risk of importation and spread COVID-19 in Singapore, it is preferred that the crew is transferred directly between the vessel and the point of arrival/departure. Companies shall take note of the following requirements:

Phase Descriptor	Check List	Mitigating Factor
Sign-Off Crew	A The crew must have an available flight for him/her upon sign-off.	- Sea port doctor to certify crew member are fit-to travel prior sign-off. This can be performed via Tele-medicine in line with the requirements of PMC 27 of 2020 - No sharing of Passenger launch boats for crew and service engineers/technicians - Agent will arrange for crew for using private transport and Meet-and-greet Services, at the airport, escorting the crew to clear ICA through to boarding the plane. - Transport to standby 30 mins prior crew arrival
	B Crew is not allowed to remain ashore in Singapore while waiting for his flight. -	
	C Seafarer's Employment Agreement (SEA) of the signing-off crew.	
	D Sign-off crew must have a fit-to-travel medical certificate issued by a doctor in Singapore not more than 24 hours prior disembarking the ship. -	
	E Master's statement that vessel shall not depart Singapore until Port Clearance is issued from the MPA. -	
Land / Sea Transport Provider	Wear a mask at all times. Sanitize and disinfect seats/interior prior receiving the next onboard crew Ensure all crew sanitize their hands once in vehicle/launch Sanitize and disinfect seats/interior after dropping off crew.	- Eliminating cross contamination: - All transport vendors are to practice MTI COVID-19 guidelines and safety measures. - All vendors' segregation plans are to be submitted to the relevant authorities. - Drivers and boatman are to remind crew on the COVID-19 safety measures. - All vendors are to abide to the NEA cleaning guidelines.

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If the above requirements can be met in line with Port Marine Circular 26 and Port Marine Circular 27 of 2020, kindly submit the following documents to MPA to process the request:

- A. Application form as per <https://www.mpa.gov.sg/web/portal/home/port-of-singapore/operations/crew-change> (You will have to make multiple submissions if you have more than 20 off-signers and/or on-signers)
- B. Online declaration, undertaking and consent by owner/agent/operator.
- C. Intended flight itinerary from the airline for both sign-on and sign-off crew.
- D. Online declaration that the last port of call was more than 14 days ago and the crew remains well; or if the last port of call was less than 14 days ago, the crew has not gone ashore for the last 14 days and remains well.
- E. Online health declaration by all crew members that they are asymptomatic and have not had contact with a known or suspect case of COVID-19 in the 14 days preceding arrival in Singapore.
- F. A copy of the ship's Maritime Declaration of Health in accordance with Port Marine Circular No. 16 of 2020. (To be submitted 12 hours before the vessel arrives Singapore)
- G. Confirmed flight tickets must be submitted as early as possible.
- H. For sign-off crew, fit-to-travel medical certificate issued by a doctor in Singapore not more than 24hrs prior to disembarking the vessel.
- I. For sign-on crew, crew's declaration that he/she has served 14-days SHN in accordance with MOH's Guidelines, as well as provide his/her temperature record.
- J. For sign-on crew, the COVID-19 PCR test result not more than 48hrs before departing his/her home country.
- K. For sign-on crew, the fit-to-travel medical certificate not more than 24hrs before departing his/her home country

Please note that A, B, C, D & E as requested above, shall be submitted at least **fourteen (14)** days prior to the scheduled signing on/off date of the crew, unless expressly stated otherwise. Documents F, G, H, I, J, K & L must be submitted at the earliest possible instance before the vessel's arrival. Failure to do so may result in the rejection of the application.

Should there be any changes to the information provided, company is to update MPA immediately.

In the event that the application for crew change in Singapore is not approved, the company should plan for the crew change to be conducted at other ports that allow crew change.

Annex 1:
Protocol for Crew in Country of Origin

Stage	Activity	Sub- Activity	Responsible	Accountable	Informed	Timing
1	Mobilisation	(1.1) Arrange flights for identified crew	Ship Manger	Ship Manger	Ship Agent	Minimum 3 days prior to arrival at hotel
		(1.2) Compile and share final crew list	Ship Manager	Ship Manager	Ship Agent	Minimum 3 days prior to arrival at hotel
		(1.3) Arrange for PCR testing	Ship Agent	Ship Agent	1. Ship Manager 2. Manning Agency 3. Clinic	Minimum 3 days prior to arrival at hotel
		(1.4) Arrange transportations	Ship Agent	Ship Agent	1. Ship Manager 2. Manning Agency 3. Transport provider	Minimum 3 days prior to arrival at hotel
		(1.5) Arrange hotel	Ship Agent	Ship Agent	1. Ship Manager 2. Manning Agency 3. Hotel	Minimum 3 days prior to arrival at hotel
		(1.6) Clarify any additional needs or special requirements	Ship Agent	Ship Agent	1. Ship Manager 2. Manning Agency	Minimum 3 days prior to arrival at hotel
2	Arrival at hotel	(2.1) Crew to check in and receive COVID - 19 PPE kit arranged by Ship Agent	1. Crew 2. Hotel	Ship Agent		Upon arrival at the hotel
		(2.2) Crew to isolate and stay in room until test arrangement	Crew	Manning Agency		After checking in to the hotel
		(2.3) Ship Agent to advise the meeting time at hotel lobby and transport crew to designated clinic	1. Ship Agent 2. Transport provider	Ship Agent		After confirmation from clinic on the testing time
3	Testing at the clinic	(3.1) Crew to take RAPID test (if PEME required) If RAPID test shows negative for COVID - 19, proceed with PEME followed by PCR test	1. Clinic	Crew	Ship Agent	Upon arrival at the clinic and received RAPID testing results

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		(3.2) Crew to take RAPID test (if PEME required) If RAPID test shows positive for COVID - 19, coordinate with local authorities to transfer crew to quarantine facility or hospital	1. Clinic	Crew	1. Ship Agent 2. Manning Agency 3. Local Authorities	Upon arrival at the clinic and received RAPID testing results
		(3.3) Crew to take PCR test	1. Clinic	Crew	1. Ship Agent	Upon arrival at the clinic
		(3.4) Crew to be chaperon and transport back to hotel to continue isolation until test results are received	1. Transport provider	Ship Agent		Upon completion of PCR test
4	Isolation in hotel	(4.1) Crew to stay in room until test results is ready	Crew	Manning Agency		After checking in to the hotel PCR test results: Within 72 hours
		(4.2) PCR test shows positive for COVID - 19 Coordinate with local authorities to transfer crew to quarantine facility or hospital	Manning Agency	Manning Agency	1. Local Authorities 2. Ship Agent* *If requested, Ships Agent can assist in coordinating transportation	Upon receiving PCR test results
		(4.3) PCR test shows negative for COVID - 19 To arrange safe transport from hotel to airport	Manning Agency	Manning Agency	1. Ship Manager 2. Ship Agent	Upon receiving PCR test results
5	Airport	(5.1) Transport crew from hotel to the airport	Transport provider	Ship Agent		According to flight schedule
		(5.2) Crew arrives at the airport and check in to obtain boarding pass	Crew	Crew		After check in and obtaining boarding pass
		(5.3) Crew clears immigration and custom	Crew	Crew		After clearing immigration and custom
		(5.4) Crew boards plane and depart as per flight schedule	Crew	Crew	1. Ship Agent 2. Manning Agency 3. Ship Manager	According to flight schedule

Sample Process for Philippines Origin Crew:

Process for Outbound Crew - Philippines

To provide a COVID -19 Safe and Secure process for Seafarer to leave Philippines to join vessel

