

COVID-19 PROTOCOL ON CREW CHANGE AND REPATRIATION OF SEAFARERS

SINGAPORE CREW CHANGE GUIDEBOOK (Dated 4th September 2020)

In collaboration with and supported by:

Part of:



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

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, 27 & 36 of 2020. **This Guidebook supersedes the version dated 3 August 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)
- **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

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ENHANCEMENTS TO CREW CHANGE FOR CARGO SHIPS IN THE PORT OF SINGAPORE

With effect from 01 September 2020, MPA will consider the following circumstances for crew change applications:

- Crew whose employment contract has expired;
- Additional crew on board whose sign-off would not affect the safe manning of the ship;
- Change of crew due to the sale or purchase of ship;
- Personnel who are not part of the ship's crew such as superintendents and service engineers;
- Compassionate grounds e.g. death of family member; or
- The crew is no longer medically fit to work onboard the ship

Updated Requirements in line with PMC 26, 27 & 36 of 2020 issued on 28th August 2020

Important reminder: Applications for crew change MUST be made at least 14 days in advance in line with the requirements of PMCs 26, 27 & 36 of 2020.

Sign-on crew

- Meet-and-greet services are compulsory for sign-off crew at Changi Airport. Please read the mitigating factors and processes for sign-on crew.
- Crew from specific low risk countries/regions will either no longer be required to serve the SHN or serve a shorter SHN of 7 days in the originating country/region prior to departure for Singapore
- In addition to the SHN requirement, if a crew was previously diagnosed with COVID-19, the date of first ever positive PCR test must be more than 21 days ago from date of departure from the home country to Singapore.
- During the entire crew change process, especially during the journey to join the ship in Singapore, crew may be in groups of not more than five (5) persons, but must remain in the same group, and there must be no interactions between the groups.
- The crew shall only arrive Singapore to join his/her ship not more than 48 hours before the ship's departure from Singapore.

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

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- The Maritime Port & Authority of Singapore (MPA) will accord priority to all Singapore-flagged vessels, and will allow 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

SHN requirements for sign-on crew (as at 28 Aug 2020)

Crew Originating Country	SHN
Brunei Darussalam, New Zealand	No SHN required but crew must remain in originating country for the last consecutive 14 days prior to entry to Singapore.
Australia (excluding Victoria State), Macao, Mainland China, Taiwan, Vietnam and Malaysia	7-days SHN in originating country.
Other countries	14-days SHN in originating country.

In addition to the SHN requirement, if a crew was previously diagnosed with COVID19, the date of first ever positive PCR test must be more than 21 days ago from date of departure from the home country to Singapore.

Establishment of Crew Facilitation Centre (CFC) at Tanjong Pagar Terminal

- Three floating accommodations at the CFC will be designated as holding or quarantine facilities.
- Of the three accommodation units, two will house sign-on crew that are waiting for their ships' arrival for up to 48 hours
- The third unit will be a dedicated quarantine facility to house close contacts of crew who are tested positive for COVID-19.
- There will also be an on-site medical service provider for healthcare services within the CFC.

The booking of these holding facilities can only be made after the MPA has granted the “In Principal Approval” for the specific crew change operation.

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

(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	I	A	I			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> Consulted Has information and/or capability necessary to complete the work Informed Must be notified of results, but need not be consulted
		COVID -19 Test report and Fit - for- travel documents	I	A	I			R	
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			

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)

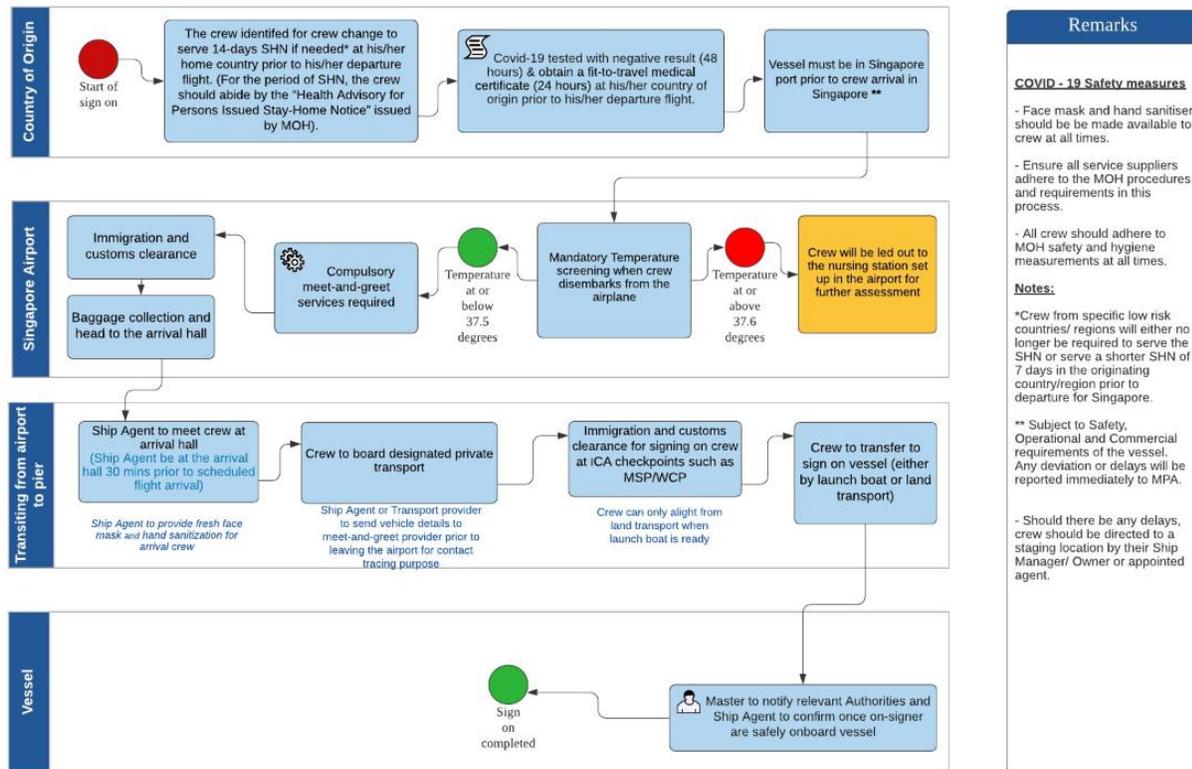


Figure 1.2

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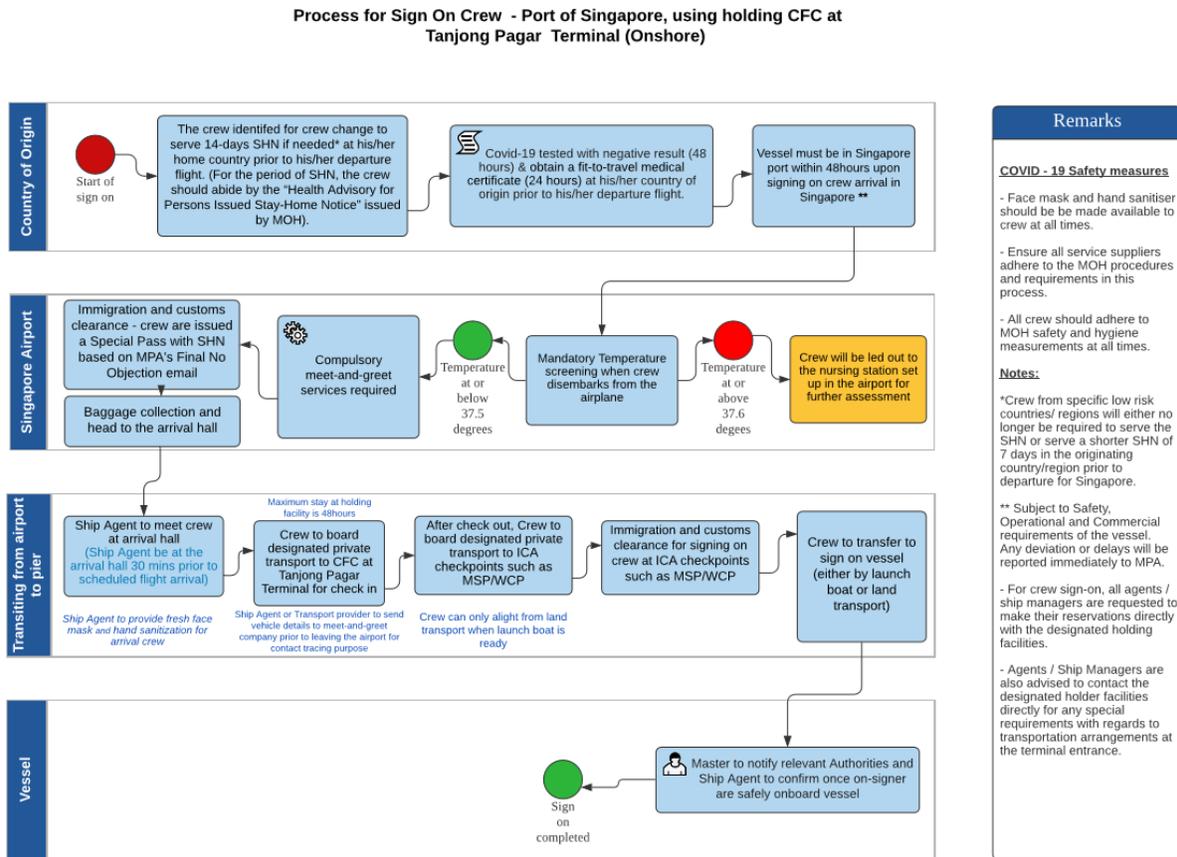


Figure 1.3

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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
<p>Sign-On Crew</p> <p>A</p>	<p>Crew must serve Stay-Home Notice (SHN)* at his/her home country prior to his/her departure flight to Singapore.</p> <p>*(For the period of SHN, the crew should abide by the “Health Advisory for Persons Issued Stay-Home Notice” issued by MOH).</p> <p>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.</p> <ul style="list-style-type: none"> • 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. 	<ol style="list-style-type: none"> 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.”
<p>B</p>	<p>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.</p> <p>The crew must also obtain a fit-to-travel medical certificate from doctors registered with the medical authorities at his/her country</p>	<ol style="list-style-type: none"> 5) Compulsory meet-and-greet services - to ensure proper hand-over of each arriving crew to transport company driver

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Phase Descriptor	Check List	Mitigating Factor
	of origin not more than 24 hours prior to his/her departure flight.	<p>6) Meet-and-greet services to provide fresh face mask and hand sanitization for arrival crew upon arrival.</p> <p>7) Transport services to standby 30mins prior flight landing time to receive arriving crew</p> <p>8) Transportation safety measure:</p> <p>9) Hand sanitization process before boarding the vehicle.</p> <p>10) Reminder will be given that face mask should always worn in Singapore.</p>
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. 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>
		Master statement and SEA	I	A	I	R		C	
		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			
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	
5	Country of Destination	Crew arrives at destination		A				R	Informed Must be notified of results, but need not be consulted

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

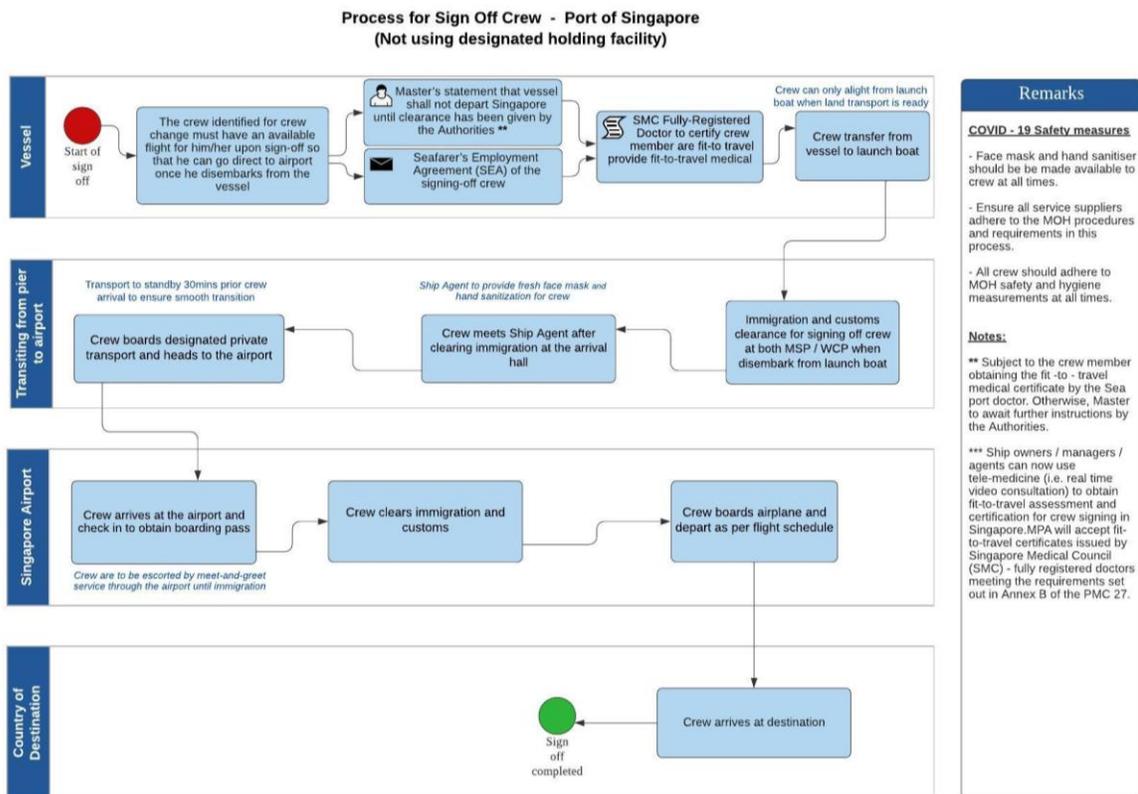


Figure 2.2

Process for Sign Off Crew - Port of Singapore, using holding facility (Onshore)

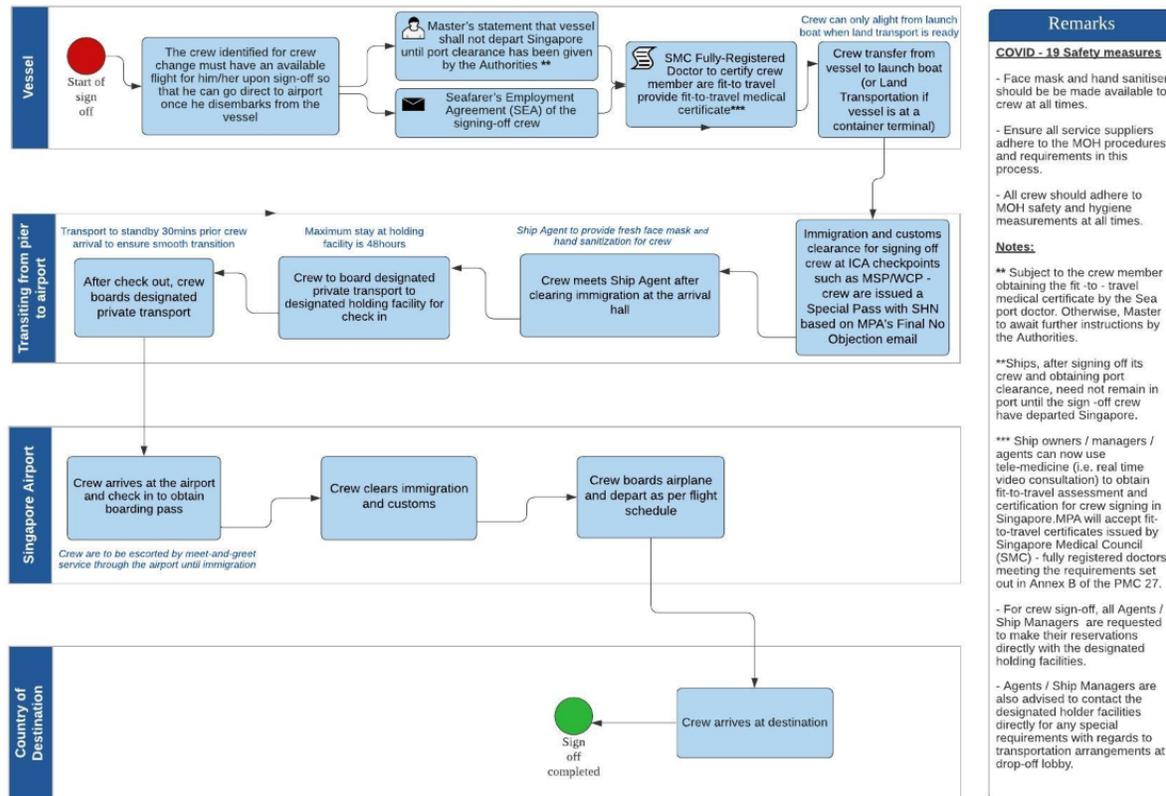


Figure 2.3

Process for Sign Off Crew - Port of Singapore, using holding facility (Offshore)

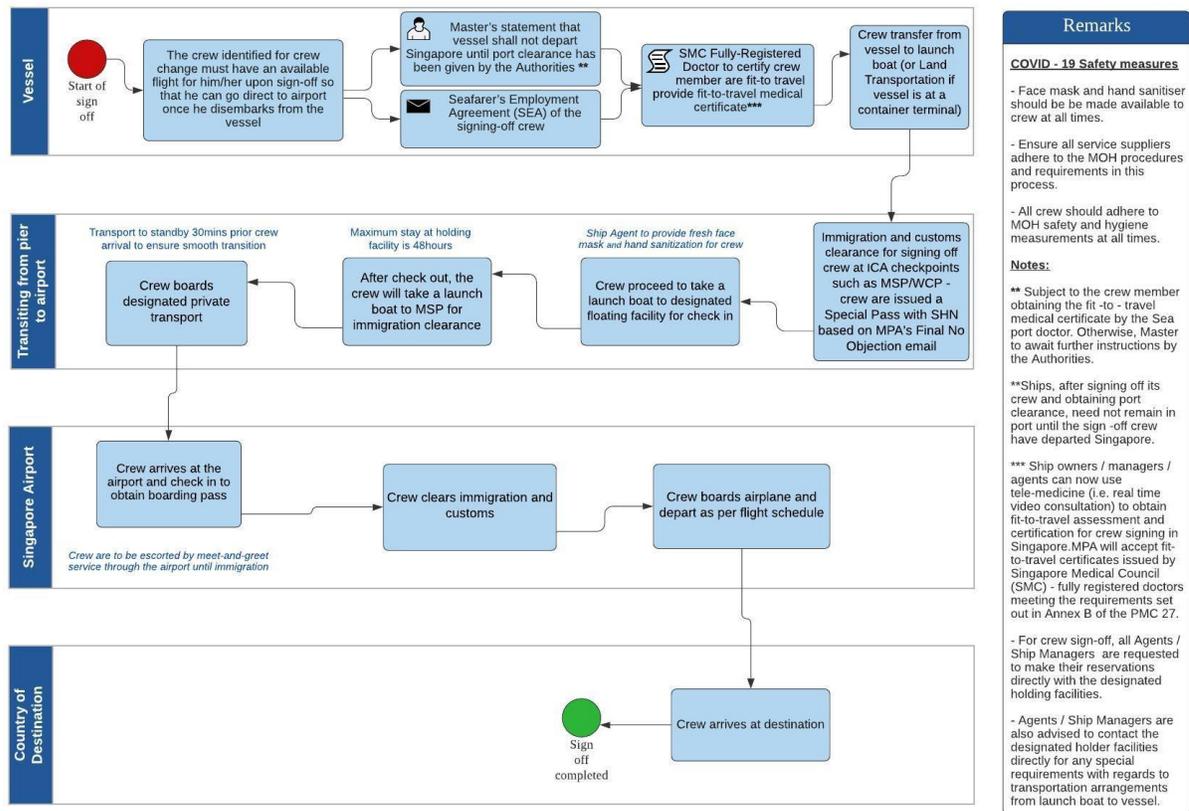


Figure 2.4

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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.	<ul style="list-style-type: none"> • 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 unless they have a confirmed booking at a Designated Holding Facility.	
	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	<p>Wear a mask at all times.</p> <p>Sanitize and disinfect seats/interior prior receiving the next onboard crew</p> <p>Ensure all crew sanitize their hands once in vehicle/launch</p> <p>Sanitize and disinfect seats/interior after dropping off crew.</p>	<ul style="list-style-type: none"> • Eliminating cross contamination: <ul style="list-style-type: none"> ○ 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.

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:

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- 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: Frequently Asked Questions (FAQs)

Crew Facilitation Centre (CFC)

A new set-up of the CFC (total 3 floatels : - 2 floatels for Sign On, and 1 floatel set aside as quarantine facility) will enable more volume of Crew Change.

The CFC provides additional more rooms for Crew Change as this will be designated for SIGN-ON crews. Sign-Off crew will continue to use current POSH BAWEAN and SEACARE HOTEL.

Who to Contact for Sign On bookings

Contacts are listed under [PMC 36, Annex B](#).

Procedures to Book rooms for Sign On crew at CFC

Procedures remain the same, as being practised currently. MPA will provide In Principle Approval (IPA). With the IPA, the company may proceed to book rooms at CFC for Sign On crew and also Sign Off Crew at the separate facilities of POSH Bawean, SeaCare hotel or any other holding facilities designated by MPA in the future.

Duration of Stay at CFC for Sign On crew

Sign-on crew will be allowed to stay at the designated Crew Facilitation Centre (CFC) at Tanjong Pagar Terminal for up to 48-hours in alignment with present arrangements for Sign Off crew

Sign On crew facilities indication

This arrangement for SIGN ON crew to be directed to the floatels at the CFC will be updated and indicated in the SG Crew Change Guidebook as part of Version4 update.

Sign On crew new process pertaining to SHN (Stay Home Notice) period

In general, all signing on crew, except for crew from specific low risk countries/regions^[1], are required to serve 14 days Stay-Home-Notice (SHN) in the originating country.

- Crew shall be isolated properly (individual room with dedicated toilet) with strictly **no** interaction with others (including their family members) at his/her place of residence
- Alternatively, crew shall be isolated at a dedicated facility/hotel

Isolation/Quarantine/SHN Duration of 14 days

There are no further interpretations. Companies must ensure that the crew maintains a FULL continued 14 days during quarantine period. This means the company must demonstrate that the crew stayed in ONE location for 14 days uninterrupted. Crews who maintained 7 days at home self-isolation and then shifted to a company run facilities for the next remaining 7 days are deemed to have broken quarantine.

RACI Chart – (Responsible, Accountable, Consulted, Informed) roles in the SG Crew Change Guidebook

Members are strongly encouraged to refer to the RACI chart in the Singapore Crew Change Guidebook which states clearly the roles and responsibilities of each party the crew change process.

Footnote : MPA will conduct an investigation in the event a crew is found to display symptoms and found to be COVID-19 positive upon arrival. Any breaches are taken seriously, and penalties will be imposed on the guilty parties accordingly should there be any breaches found. All parties, even for those under the “Consulted” and “Informed”, are expected to do their due diligence to ensure that all

^[1] Annex A of MPA PMC 36 of 2020: <https://www.mpa.gov.sg/web/portal/home/port-of-singapore/circulars-and-notices/detail/ea427148-dcb0-4537-8450-33ba784a1166>

processes are followed strictly. All parties are expected to be held accountable should there be any breaches/non-compliance of the processes

Sign Off crew process

No change to current Sign Off crew process, and reference is to be made to the crew sign-off application process found in the Singapore Crew Change Guidebook

Sign-off crew shall depart Singapore upon signing off, or, stay at designated holding facilities i.e. SeaCare Hotel, POSH Bawean or any other holding facilities designated by MPA in the future, for up to 48 hours.

Sign Off crew PCR test requirements as part of crew's home nation requirements

This refers to the current CHINA's new national requirement. MPA will facilitate arrangements for crew required to take the PCR tests prior to departure as required by destination country's requirement. Ship managers/agents/operators are to INDICATE CLEARLY that they have CHINESE crew when submitting Crew Change application and to indicate PCR test request for CHINA landing

Crew Change Facilitation for personnel/technicians on Sea Trials

As current ICA policies are applied consistently across all nationalities and Singaporeans who leave the territory of Singapore are subject to a NTL if there is not minimal 14 day period. However, MPA will continue to explore solutions for personnel/technicians on sea trials and for crews onboard vessels in shipyards.

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

