

# **STAR Protocols**

## **Generic Covid-19 Protocols on Crew Change and Repatriation of Seafarers**

The STAR Protocols have been developed to supplement the Neptune Declaration on Seafarer Well-being and Crew Change. The protocols are based on the SG-STAR protocols, which have been developed for use in Singapore by stakeholders from government, industry and trade unions in accordance with the IMO recognized “Recommended Framework of Protocols for ensuring safe ship crew changes and travel during the Coronavirus (COVID-19) pandemic”.

It should be noted that the protocols are suggested best practices that should be adopted to the specific requirements of the place of implementation including ensuring that they comply with prevailing local regulations and requirements. The implementation of the protocols should also take into account changing health recommendations and guidelines from international health authorities such as the WHO.

## Important Information for Sign-on crew:

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### Sign-on crew

- Meet-and-greet services are strongly recommended for sign-on crew at 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 quarantine or serve a shorter quarantine of 7 days in the originating country/region prior to departure for the joining country.
- The crew must have a negative result from a COVID-19 test (polymerase chain reaction (PCR) type) taken at an ISO 15189-accredited testing facility not more than 72 hours prior to departure flight to joining country.
- In addition, if a crew was previously diagnosed with COVID-19, he/she must submit documentary proof of his/her past diagnosis of COVID-19 based on the **earliest** positive PCR test result. The guidelines are as follows:
  - i. If the date of the positive PCR test result is **21 days or fewer** before the date of flight, he/she will not be approved for crew change.
  - ii. If the date of the positive PCR test result is between **22 to 90 days** before the date of flight, the recovered crew need not serve any quarantine at his/her originating country/region and take a COVID-19 PCR test within 72 hours before departure flight to joining country.
  - iii. If the date of the positive PCR test result is **between 91 to 180 days** before the date of flight, he/she must serve a 14-day quarantine at his/her originating country/region. The recovered crew need not take a COVID-19 PCR test within 72 hours before departure flight, but if he/she develops symptoms during the quarantine period, he/she must be tested for COVID-19.
  - iv. If the positive PCR test result is **more than 180 days** before the date of arrival in joining country, he/she must serve a 14-day quarantine at his/her originating country and take a COVID-19 PCR test within 72 hours before departure flight to joining country.
- During the entire crew change process, especially during the journey to join the ship, 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.
- For crew going directly onboard ships, he/she shall only arrive to join his/her ship not more than 48 hours before the ship's departure from port. For crew staying at designated holding facilities, they may stay at these designated facilities for up to 72 hours.
- Pre-departure PCR test should be carried out at government-approved or ISO 15189-accredited testing facilities

## Crew change process for sign-on and sign-off

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- 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 considered 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 – RACI Matrix

Sign On Crew - RACI Matrix

S/N	Category	Activity/ Task	Authorities	Ship Manager	Ship Agent	Master	Crew Member
1	Country of Origin	Serving Quarantine Period COVID -19 Test report and Fit - for- travel documents	I	A	I		R
2	Joining Country Airport	Meet & Greet and Immigration clearance	I	I	A & R		
3	Transit from Airport to Vessel	Transit from Airport to Vessel with approved suppliers	I	I	A & R	I	
4	Arrival at vessel (joining)	Joining vessel (Sign on)	I	I	C	R	A

Note: Sign On is confirmed when the following approval is obtained:  
 (i) Approval from authorities for crew Sign On  
 (ii) Valid visa issuance

RACI Matrix	
<b>Responsible</b>	Owens the activity/task. Person working to achieve the task.
<b>Accountable</b>	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>
<b>Consulted</b>	Has information and/or capability necessary to complete the work
<b>Informed</b>	Must be notified of results, but need not be consulted

Figure 1.1

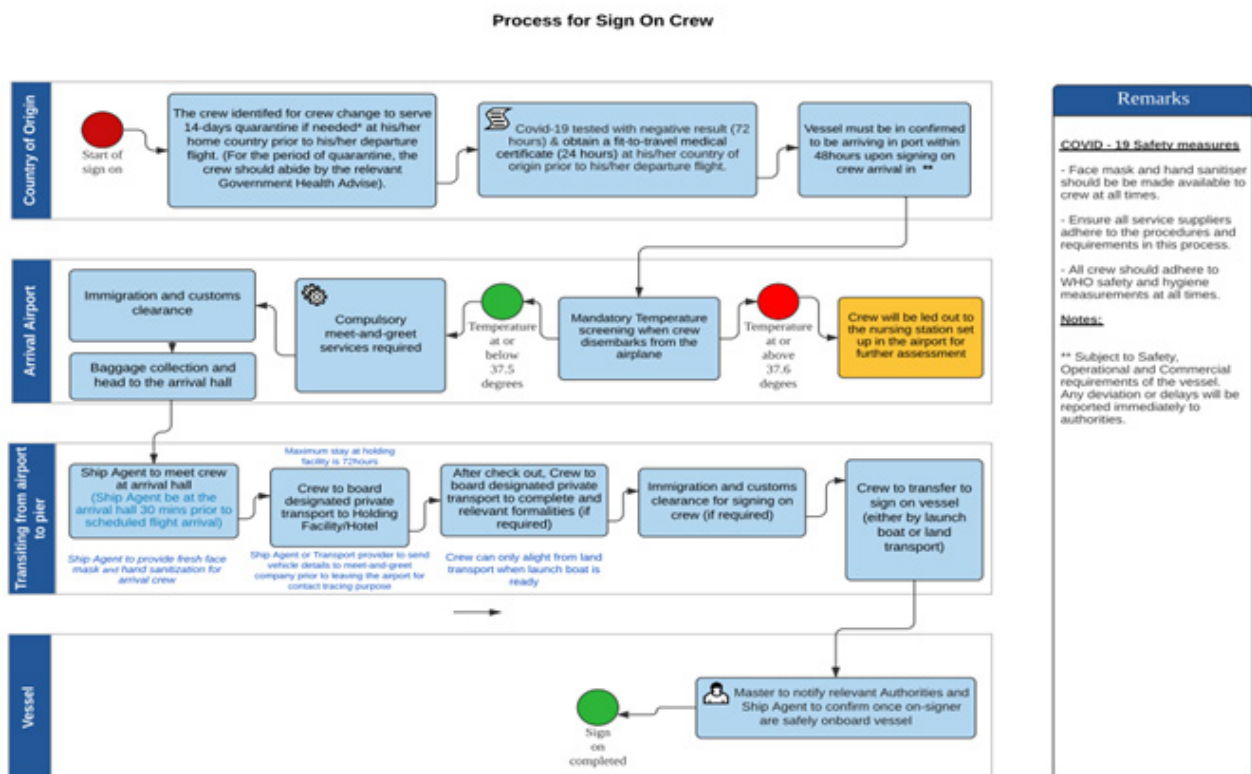


Figure 1.2

To minimise the risk of importation and spread COVID-19, 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><b>Sign-On Crew</b></p> <p><b>A</b></p>	<p>Crew must serve quarantine at his/her home country prior to his/her departure flight to joining country.</p> <p>*(For the period of quarantine, the crew should abide by the relevant local protocols).</p> <p>All visa requirements for joining country must be followed. Countries that require a visa to enter must take into consideration the application period needed.</p> <ul style="list-style-type: none"> <li>• Crew shall take his/her temperature twice daily and keep a record.</li> <li>• Crew shall remain healthy throughout the 14-days quarantine period.</li> <li>• Crew shall provide a declaration that he/she has complied with the above and provide the temperature records for verification.</li> <li>• 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 quarantine period.</li> <li>• Company shall provide details of the quarantine facility/hotel such as the location and period of quarantine, and how they will ensure compliance.</li> </ul>	<ol style="list-style-type: none"> <li>1. Confirmation that the crew has been in quarantine* for at least 14 days prior to arrival at joining country and has been well throughout that period.</li> <li>2. Mandatory Temperature screening when crew disembarks from the plane</li> <li>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</li> <li>4. It is strongly recommended that the appointed agent be there in advance to meet the crew and transport direct to airport. The agent will transport the crew to the ship in a private transport.</li> <li>5. It is recommended to have a meet-and-greet services - to ensure proper hand-over of each arriving crew to transport company driver</li> </ol>
<p><b>B</b></p>	<p>Crew must be COVID-19 tested via PCR method with negative result at government-approved or ISO 15189-accredited testing facilities at his/her country of origin not more than 72 hours prior to his/her departure flight.</p> <p>The crew may 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.</p>	<ol style="list-style-type: none"> <li>6. Meet-and-greet services to provide fresh face mask and hand sanitization for arrival crew upon arrival.</li> <li>7. Transport services to standby 30mins prior flight landing time to receive arriving crew</li> </ol>
<p><b>C</b></p>	<p>The vessel shall confirm her intentions/movements prior the crew arrival in the joining country.</p>	<ol style="list-style-type: none"> <li>8. Transportation safety measure:</li> </ol>
<p><b>D</b></p>	<p>Master to notify relevant Authority and agent to confirm once on-signer are safely onboard.</p>	<ol style="list-style-type: none"> <li>9. Hand sanitization process before boarding the vehicle.</li> <li>10. Reminder will be given that face mask should always worn.</li> </ol>

## (B) Process for sign off crew



### Sign Off Crew – RACI Matrix

Sign Off Crew - RACI Matrix

S/N	Category	Activity/ Task	Authorities	Ship Manager	Ship Agent	Master	Crew Member
1	Vessel Arrival in Port	Flight booking	I	A & R	I	I	I
		Approval for off signing	I	A	I	R	C
		Registered doctors issuance of Fit - for- travel	I	I	R	C	C
2	Transit from Vessel to Airport	Transit from Vessel to Airport with approved suppliers	I	I	A & R	I	
		Crew check-in and immigration clearance – with Chaperon	I	I	A & R	I	C
3	Departure Airport	Crew boards airplane	I	I	C	I	A & R
		Crew arrives at destination		A			R

Note: Sign Off is confirmed when the following approval is obtained:  
 (i) Approval from authorities for crew Sign Off  
 (ii) Valid visa issuance

RACI Matrix	
<b>Responsible</b>	Owens the activity/task. Person working to achieve the task.
<b>Accountable</b>	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>
<b>Consulted</b>	Has information and/or capability necessary to complete the work
<b>Informed</b>	Must be notified of results, but need not be consulted

Figure 2.1

### Process for Sign Off Crew

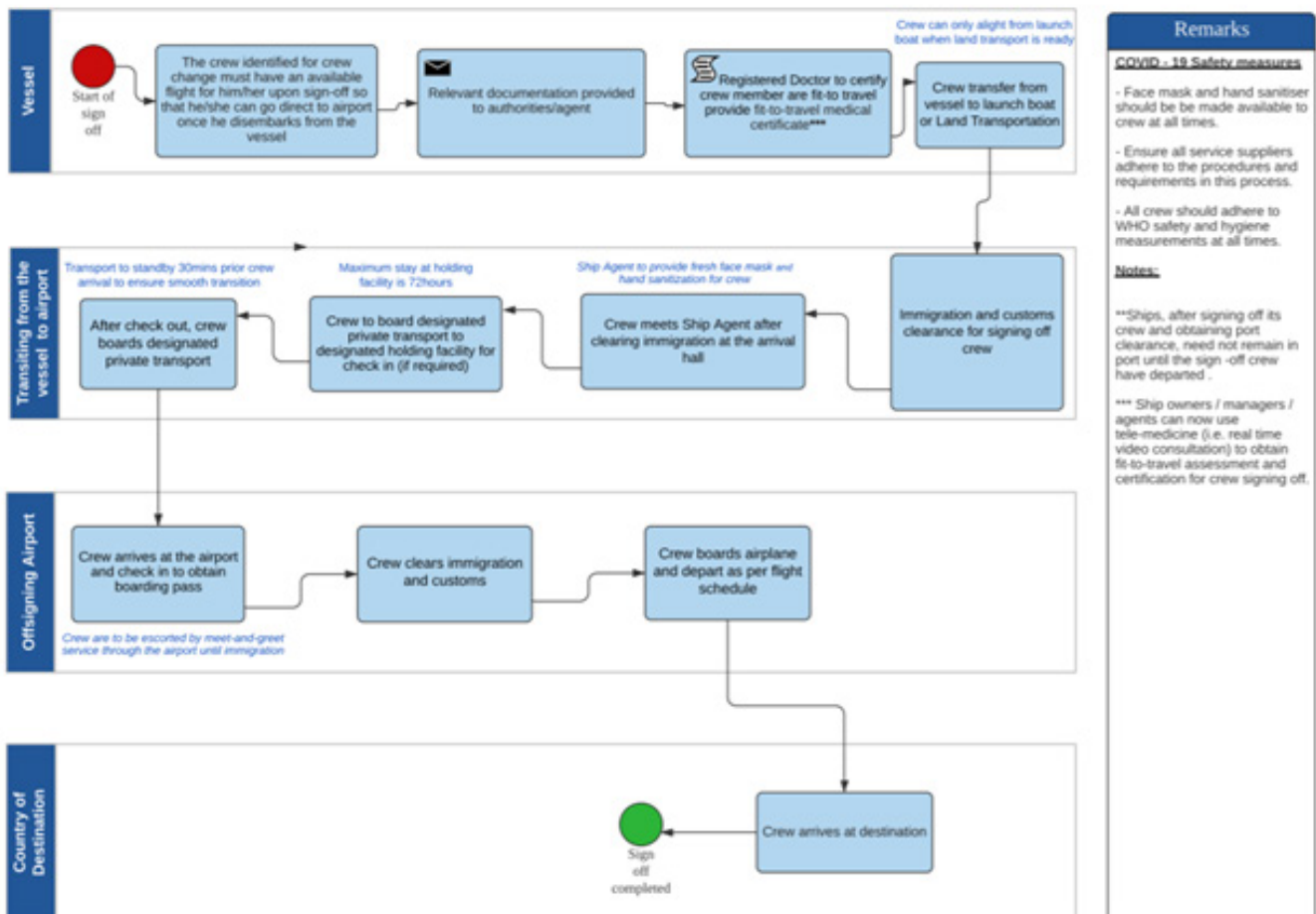


Figure 2.2

To minimise the risk of importation and spread COVID-19, 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
<b>Sign-Off Crew</b> <b>A</b>	The crew must have an available flight for him/her upon sign-off.	<ul style="list-style-type: none"> <li>• Registered doctor to certify crew member are fit-to travel prior sign-off. This can be performed via Tele-medicine if available/required</li> <li>• No sharing of Passenger launch boats for crew and service engineers/technicians</li> <li>• Agent will arrange for crew for using private transport and Meet-and-greet Services, at the airport, escorting the crew to clear immigration through to boarding the plane.</li> <li>• Transport to standby 30 mins prior crew arrival</li> </ul>
<b>B</b>	Crew is not allowed to remain ashore while waiting for his flight unless they have a confirmed booking at an approved quarantine facility or hotel.	
<b>C</b>	Relevant approvals and documentation must be provided to authorities.	
<b>D</b>	Sign-off crew may require a fit-to-travel medical certificate issued by a registered doctor in the off-signing country not more than 24 hours prior disembarking the ship.	
<b>Land / Sea Transport Provider</b>	<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"> <li>• Eliminating cross contamination: <ul style="list-style-type: none"> <li>◦ All transport vendors are to practice WHO COVID-19 guidelines and safety measures.</li> <li>◦ All vendors' segregation plans are to be submitted to the relevant authorities.</li> <li>◦ Drivers and boatman are to remind crew on the COVID-19 safety measures.</li> <li>◦ All vendors are to abide to the WHO cleaning guidelines.</li> </ul> </li> </ul>

## **Sign On crew new process pertaining to Quarantine period**

In general, all signing on crew, except for crew from specific low risk countries/regions, are required to serve 14 days quarantine 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 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**

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

## Annex 2: Protocol for Crew in Country of Origin

Stage	Activity	Sub- Activity	Responsible	Accountable	Informed	Timing
<b>1</b>	Mobilisation	<b>(1.1)</b> Arrange flights for identified crew	Ship Manger	Ship Manger	Ship Agent	Minimum 3 days prior to arrival at hotel
		<b>(1.2)</b> Compile and share final crew list	Ship Manager	Ship Manager	Ship Agent	Minimum 3 days prior to arrival at hotel
		<b>(1.3)</b> Arrange for PCR testing	Ship Agent	Ship Agent	1. Ship Manager 2. Manning Agency 3. Clinic	Minimum 3 days prior to arrival at hotel
		<b>(1.4)</b> Arrange transportations	Ship Agent	Ship Agent	1. Ship Manager 2. Manning Agency 3. Transport provider	Minimum 3 days prior to arrival at hotel
		<b>(1.5)</b> Arrange hotel	Ship Agent	Ship Agent	1. Ship Manager 2. Manning Agency 3. Hotel	Minimum 3 days prior to arrival at hotel
		<b>(1.6)</b> 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
<b>2</b>	Arrival at hotel	<b>(2.1)</b> 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
		<b>(2.2)</b> Crew to isolate and stay in room until test arrangement	Crew	Manning Agency		After checking in to the hotel
		<b>(2.3)</b> 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
<b>3</b>	Testing at the clinic	<b>(3.1)</b> 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
		<b>(3.2)</b> 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
		<b>(3.3)</b> Crew to take PCR test	1. Clinic	Crew	1. Ship Agent	Upon arrival at the clinic



Stage	Activity	Sub- Activity	Responsible	Accountable	Informed	Timing
		<b>(3.4)</b> 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
<b>4</b>	Isolation in hotel	<b>(4.1)</b> 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
		<b>(4.2)</b> 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
		<b>(4.3)</b> 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
<b>5</b>	Airport	<b>(5.1)</b> Transport crew from hotel to the airport	Transport provider	Ship Agent		According to flight schedule
		<b>(5.2)</b> Crew arrives at the airport and check in to obtain boarding pass	Crew	Crew		After check in and obtaining boarding pass
		<b>(5.3)</b> Crew clears immigration and custom	Crew	Crew		After clearing immigration and custom
		<b>(5.4)</b> 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

