

PUBLIC PRIVATE PARTNERSHIP BETWEEN RALL AND AGMS

STANDARD OPERATING PROCEDURE (SOP)

CARRYING OUT CREW CHANGES IN SRI LANKAN PORTS DURING COVID-19 PANDEMIC

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SCOPE

The scope of the SOP entails the following:

1. Operating Isolation Centre(s) (IC) for international seafarers arriving for crew changes
2. Transporting seafarers between airport/seaport and IC under strict health guidelines.
3. Coordinating conduct of PCR tests as required by Health officials
4. Maintaining an up to date a data base with global access to selected authorities and restricted access to others.

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AUTHORITY

In pursuant to the approval granted by the Government of Sri Lanka (GOSL) for the Public-Private-Partnership (PPP) between RALL and AGMS to resume crew changes of Sri Lankan and international seafarers through Sri Lankan ports during the COVID-19 global pandemic, the PPP intends to carry out the responsibilities by establishing, implementing, maintaining and continually improving a Standard Operating Procedure (SOP) in order to assure and demonstrate conformance to health protective measures and prevent spread of the virus in Sri Lanka by exercising strict compliance to established health protocols and other restrictions imposed by the COVID-19 Task Force as amended from time to time, whilst providing the clients with the best services in a transparent and accountable manner.

Head of Crew Change Operations of PPP will be in overall charge of the operation. He will be responsible and accountable for the smooth and trouble-free conduct of operations, to regularly appraise the performance of the operation, and for obtaining feedback and incorporating any improvements to the operation.

All departmental Heads are to ensure that those working under them are properly apprised of the contents herein and any feedback for further improvement be referred to Head of Crew Change Operations of PPP.

18 July 2020

Major Nissanka Senadhipathi
On Behalf of the PPP

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RECORD OF AMENDMENTS

Revision No	Date			Description	Page No
	D	M	Y		

A copy of this page indicating amendments and the associated revision will be disseminated whenever revisions occur for them to be incorporated by the recipients as applicable

A new version of the SOP will be published when numerous amendments justify a new version

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PRELIMINARY ARRANGEMENTS

- (1) An online platform; <http://www.avantmaritime.com/services/crew-change/> is established to carry out the operation. Instructions on how to operate the online system as attached as a "User Manual".
- (2) Principal or local agent (initiator) creates an account.
- (3) Principal or local agent and makes the booking in the online platform attaching the Following Documents:
 - Completed Booking Request Form
 - Completed Seafarer Health Declaration Form
 - Bio page of Passport and CDC
 - Test report of PCR test carried out at last port before departure in respect of on-signers
 - Air tickets
- (4) PPP will accept completed booking requests and a system generated email will acknowledge receipt of each booking request. Incomplete Booking Requests will be rejected.
- (5) System will create a unique batch number for approval from relevant authority (the Presidential Secretariat in this instance).
- (6) Immediately on approval by the relevant authority, the Initiator will be informed of such approval by a system generated email.
- (7) Local agent makes arrangements for the seafarer to arrive in Sri Lanka keeping PPP informed through the online platform.
- (8) PPP will raise invoice (address of invoice will be as mutually agreed).
- (9) PPP will undertake the crew change operation on receipt of payment.

ARRIVAL OF SEAFARERS

- (10) PPP will coordinate/arrange Dedicated Vehicle (DV) at the airport/seaport keeping local agent informed of the contact number(s) of the transport driver/escort.
- (11) DV will be disinfected before undertaking each task.
- (12) Local agent will receive the seafarer at the airport/seaport and clear immigration on the strength of immigration bond of the agency.
- (13) PCR Test conducted at the landing port (airport/seaport)
- (14) Ship Agent / Manning Agent accompany Seafarer to DV
- (15) Seafarer to load his baggage into DV

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- (16) PPP transports the seafarer to IC conforming to health protocols
- (17) Seafarer checks into IC. Local agent will be informed.
- (18) Crew Change Arrival List generated
- (19) DV departs landing port for the IC

IF SEAFARER FALLS SICK AT THE AIRPORT/SEAPORT

- (20) Isolate the seafarer
- (21) inform the PPP Ops room and Health Desk at Airport/Seaport immediately
- (22) Ops room inform Ministry of Health (MOH) to take over the seafarer directly from the landing port
- (23) Ship Agent / Manning Agent to proceed with MOH team to respective hospital
- (24) Ops room informs MOH/Relevant Authority/Ship Agent / Manning Agent regarding admission of relevant seafarer to hospital
- (25) Ship Agent / Manning Agent will attend to requirements of admitted seafarer
- (26) Once the seafarer is discharged from hospital, PPP will make arrangements to repatriate the seafarer as per guidance of MOH
- (27) Seafarer will Check-In to IC and will remain until arrival of ship/flight
- (28) Ship Agent / Manning Agent will arrange required air ticket/signing-on procedures

AT THE ISOLATION CENTER

- (29) On arrival of seafarers, IC staff will conduct disinfection procedure for Seafarer
- (30) IC front office will carry out Check-In procedure for Seafarer
- (31) IC Coordinator brief/issue instructions to Seafarer
- (32) IC Coordinator to ensure that Seafarer are moved to rooms.
- (33) Once checked in, seafarers are not permitted to leave the room other than for checking out. Food will be served in boxes and kept outside the door of the room for the seafarer to take in and consume.
- (34) On receipt of test results conducted at the landing port, copies will be handed over to the Seafarer and Ship Agent / Manning Agent and relevant authorities.
- (35) Only those Seafarer with negative COVID-19 test results will be permitted to Check-Out from IC.

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IF PCR TEST IS POSITIVE

- (36) Immediately, Isolate the infected seafarer
- (37) IC Coordinator inform the matter to PPP Ops room
- (38) Ops room inform to MOH and Ship Agent / Manning Agent
- (39) On advice of MOH, infected seafarer will be transferred to a hospital
- (40) Ship Agent / Manning Agent will attend to personal requirements of infected seafarer
- (41) LA is fully responsible to settle all medical expenses incurred in treating positive PCR cases.
- (42) Ship Agent / Manning Agent will attend to requirements of Seafarer during the period of treatment.
- (43) After recovery of the seafarer, Ops room will inform Ship Agent / Manning Agent
- (44) Ship Agent / Manning Agent will arrange air tickets for the seafarer
- (45) Seafarer will be repatriated
- (46) In case of a death of a seafarer, orders/instructions of MOH will be obliged

DEPARTURE OF SEAFARER FROM ISOLATION CENTER

- (47) Ship Agent / Manning Agent to indicate confirmation of departure time of Seafarer
- (48) Generate Crew Change Arrival List
- (49) IC Coordinator to prepare documents for Check Out
- (50) Ship Agent / Manning Agent and Seafarer to settle additional bills of Isolation Center
- (51) IC Coordinator obtain "Clearance" from IC front office for Check Out of Seafarer
- (52) IC Coordinator informs Ops room Officer stating that **"All bills of seafarer are settled and IC front office formalities are completed and seafarer is ready for Check Out"**
- (53) PPP Ops room provide approval subject to full settlement invoices by the Ship Agent / Manning Agent
- (54) Seafarer are not permitted to stay in lobby at any circumstances
- (55) Seafarer board the DV
- (56) DV proceeds with RALL Rep and Ship Agent / Manning Agent to Airport/Seaport
- (57) Ship Agent / Manning Agent carry out sign-on/departure formalities
- (58) Seafarer board the vessel/aircraft
- (59) RALL Ref. Return to IC
- (60) RALL Ref. to Signed and Return Crew Change Departure List to IC Coordinator

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COSTS

- (a) **Transport** (subject to Health Ministry guidelines and restrictions)
(Incorporating PPE, disinfecting, driver isolation, driver compartment isolation of vehicle, vehicle disinfections, physical distancing):

BIA to CMB Isolation Centre

First Passenger – USD 45. Each additional passenger – USD 25

BIA to Galle Isolation Centre

First Passenger – USD 120. Each additional passenger USD 60

CMB Isolation Centre to Galle Port

First Passenger – USD 75. Each additional passenger USD 35

CMB Isolation Centre to CMB Port and Galle Isolation Centre to Galle Port

First Passenger USD 15, Each additional Passenger USD 7

- (b) **Isolation Centre** - OZO Colombo, single occupancy to prevent infection, full board, Cable TV and Wi-Fi (PCR tests, isolation and duplication of operational and hotel staff, periodical disinfection of centre.)

USD 100 per head per day full board (all inclusive)

- (c) **PCR Test**

PCR tests will be carried out on arrival at the Isolation Centre. Seafarer will be allowed to leave the Isolation Centre on receipt of negative test result.

CMB - USD 65

Galle – USD 75

INVOICES WILL BE RAISED AS MUTUALLY AGREED

NON-SETTLEMENT OF BILLS WITHIN 14 DAYS FROM THE DATE OF INVOICE

WILL CARRY A PENALTY OF 10% PER DAY.

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CONTACT DETAILS

Description	Number
Crew Change Operations Room	Xxx xxx xxxx Yyy yyy yyyy
Head of Crew Change Operations Brig. Nishantha Wadugodapitiya	
Operations Manager, Crew Change Operations	

ATTACHMENTS

ONLINE PLATFORM USER MANUAL

RELEVANT HEALTH SOPs