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Sri Lankan Seafarers Crew Change in Airports and Seaports of Sri Lanka by CASA Consortium

16/07/2020



BRIEF

A consortium of shipping companies (hereinafter referred to as “Consortium”) that are part of the Ceylon Association of Shipping Agents (CASA) has been approved to establish the following services in order to facilitate crew change for Sri Lankan Seafarers in Sri Lanka during COVID-19.

1. Management of Quarantine Centre
2. Administration of PCR tests
3. Management of transport between Airport, Quarantine Centre and Seaport

Following is a summary of the vital details that would be required by an agent in order to channel their crew change requests through the Consortium.

Special Note:

1. All payments relating to the lodging cost at the Quarantine Centre, PCR tests and Transport would need to be remitted by Agent before seafarer checks in to the Quarantine Centre
2. The acceptance of an inquiry will be on the basis that the Consortium would handle the full scope of the operation which would include Management of Quarantine Centre, Administration of PCR tests and Management of transport between Airport, Quarantine Centre and Seaport

QUARANTINE CENTRE (QC)

Fairway Colombo has been selected as one of the approved Quarantine Centres with approvals by the relevant authorities. Details of additional Quarantine Centres that would be approved as per requirements will be notified to all Shipping/Manning Agents in due course.

Colombo Quarantine Centre Rates

The rate per person per night on full board basis as follows payable in advance of check-in as specified in the Special Note above.

- Single Occupancy - USD 90 (Net rate)
- Twin Sharing Basis - USD 55 (Net rate) – Only applicable to Seafarer who arrive in the same vessel

*** Above rates are applicable based on room availability only**

TRANSPORT

The transport connecting the Bandaranaike International Airport (BIA), Mattala Rajapaksa International Airport (MRIA), Quarantine Centre (QC), Colombo Seaport (CS), Galle Seaport (GS), Hambantota Seaport (HS) and Trincomalee Seaport (TS) would be provided by the Consortium with a range of vehicles which will include vans, mini coaches and buses.

Transport Rates

The transport rates are stated in USD subject to the conditions mentioned below. The below rates are inclusive of an extra vehicle for each leg for the transportation of Sri Lanka Army/Navy representative (as stipulated by SL Army/Navy) as well as related highway toll charges and disinfection cost at Quarantine Centre.

| Pax | BIA -QC | MRIA - QC | CS - QC | GS - QC | HS - QC | TS - QC |
|----------|---------|-----------|---------|---------|---------|---------|
| 1 to 4 | 90 | 390 | 40 | 160 | 410 | 450 |
| 5 to 9 | 130 | 425 | 45 | 200 | 450 | 510 |
| 10 to 15 | 155 | 475 | 50 | 245 | 490 | 550 |
| 16 to 22 | 200 | 550 | 55 | 335 | 580 | 630 |

Transport Related Conditions

- Transport rates to other government approved Quarantine Centres would be billed on a case by case basis depending on the location of the centre with advance notice given to Agent on exact rates
- Above rates are subject to VAT and all other statutory taxes if billed in Sri Lankan rupees
- Exchange rates considered would be based on the CASA rate on the day of the operation
- Invoicing for the transport will be raised by the individual transport providers in the Consortium which would be **Sri Lanka Shipping Company Limited** and **GAC Shipping Limited**
- The transport related payments would need to be settled before check-in to the Quarantine Centre and upon receipt of invoice
- All PPE for crew members would need to be provided by the relevant agent (If no PPE, Transport Provider has the right to reject)
- The transport service provider would be responsible for obtaining approvals for the suitability of the vehicles from the relevant authorities
- Disinfecting at Quarantine Centre, driver isolation, driver compartment isolation of vehicle and physical distancing would be done by the Transport Provider

Cancellation Fee

- A Cancellation Fee of USD 50 would be charged from the Agent in cases of cancellation of operations after the Consortium Ops Team obtains Presidential Secretariat approval.
- In cases of cancellation of job after Transport of the main and escort vehicle and the PCR medical team have arrived at the airport/seaport, full cost of the transport and PCR test would be charged from the Agent

PCR Test Rates

A PCR test that is MOH, WHO approved and validated by the College of Virologists for the highest rate of accuracy will be carried out on arrival at the respective airport or seaport as per the following rates:

- **BIA** – USD 60 per test
- **MRIA** – USD 70 per test for a minimum of 10 tests. If the number of tests are less than 10, transport charges will be applied separately for the mobile unit.
- **Galle Seaport** – USD 60 per test
- **Colombo Seaport** – USD 60 per test

- **Hambantota Seaport** – USD 70 per test for a minimum of 10 tests. If the number of tests are less than 10, transport charges will be applied separately for the mobile unit.
- **Trincomalee Seaport** - USD 70 per test. Transport fee USD 190 will be applicable

There will be at least 2 PCR tests conducted per Seafarer, 1st upon arrival at Airport/Seaport and the 2nd on the 10th to 12th day at the Quarantine Centre as directed by SL Army/MOH (In case the 2nd PCR test is done in a Quarantine Centre other than Fairway Colombo, an additional transport fee would be charged depending on the location of the centre which would be notified to the Agent in advance).

Above rates are on the basis of consolidating, optimizing and prioritizing test return times for Agents to avoid delays and maintain short turnaround times. Maximum time taken to receive test results will be 12 hrs - 24 hrs from the time of collection of sample.

For online related settlement for Quarantine Centre and PCR related charges, please refer to below details.

| | |
|-----------------------|------------------------------|
| Account Name | Fairway City Hotel (Pvt) Ltd |
| Account Number | 002010551763 |
| Bank | Hatton National Bank PLC |
| Branch | City Office Branch |

Contact Details

| | Contact Number | Contact Email |
|-------------------------------------|-------------------------|--|
| Quarantine Centre | 0113660900 / 0113660901 | crewchange@casa.lk |
| Consortium Operations Centre | | |

1. Stanpdrard Operating Procedure (SOP) for Crew Change of Sri Lankan Seafarers via Sri Lankan Airports

| Booking & Approval Process | | |
|----------------------------|--|---------------------|
| # | Process | Responsibility |
| 1. | <p>Download and complete the below documents by following https://www.casa.lk/ and clicking on “Downloads”, and send via e-mail to crewchange@casa.lk 96 hours in advance of the operation.</p> <ol style="list-style-type: none"> Completed “Booking Request Form Sri Lankan Seafarers” Completed SEAFARER HEALTH DECLARATION form Passport Bio page and CDC Bio page Air tickets <p>* Each seafarer’s details need to be sent in zip files with each file named as per Seafarer name (Incomplete zip files with missing documents will not be accepted for processing)</p> | Agent |
| 2. | Based on request received and upon verification of the documentation, assign a job number and share with Agent for reference purposes | Consortium Ops Team |
| 3. | Submit crew change list to the Presidential Secretariat for approval (submit 72 hours before scheduled arrival) | Consortium Ops Team |
| 4. | Upon receipt of approval from Presidential Secretariat, Agent will be notified | Consortium Ops Team |
| 5. | Obtain relevant permissions and inform Consortium Ops Team of the flight details | Agent |
| 6. | Invoices relating to transport to be raised (as per tariff) by the individual transport provider and invoices raised by Quarantine Centre for accommodation and PCR testing sent to Agent requesting for immediate settlement | Consortium Ops Team |
| 7. | Ensure the settlement of all invoices relating to the job immediately in order to proceed with arrangements | Agent |
| 8. | Generate Arrival List and share with: <ol style="list-style-type: none"> The assigned driver and SL Army rep Quarantine Centre Coordinator for PCR coordination at seaport for Off-signers SL Army Access Control Point | Consortium Ops Team |
| 9. | Seafarer received at airport along with immigration formalities completed and handed over for PCR Tests in the presence of SL Army rep based at Airport | Agent |
| 10. | Upon completion of PCR test, seafarer escorted to dedicated vehicle and handed over to designated SL Army rep | Agent |
| 11. | Bags loaded into the vehicle | Seafarer |

| 12. | SL Army rep to accompany seafarer in a separate vehicle to Quarantine Centre | Consortium Ops Team |
|----------------------------------|--|-------------------------------|
| 13. | Upon arrival of seafarers at Quarantine Centre, disinfection procedures to be followed | Quarantine Centre Coordinator |
| Quarantine Centre | | |
| # | Process | Responsibility |
| 1. | Check in procedure to be followed for seafarers and brief provided to checking in seafarers | Quarantine Centre Coordinator |
| 2. | Seafarers to be provided with allocated rooms and meals | Quarantine Centre Coordinator |
| 3. | The temperature of all seafarers should be checked at least two times per day during the stay at the Quarantine Centre and recorded in the database. If the temperature is above 37.5 C (99.5 F), it should be informed to the Port Health Officer (PHO) | SL Army |
| 4. | PCR test results received by email, forwarded to the COVID-19 task force and Agent | Consortium Ops Team |
| 5. | Hard copy of the test results to be handed over to the seafarer | Quarantine Centre Coordinator |
| 6. | Notify health authorities (PHO / Dy. Director Quarantine) and Dr. Ginige, Epidemiology Department of PCR test results | Agent |
| 7. | The 2 nd PCR test to be conducted on the 10 th or 12 th day from the date of arrival at Airport as per the requirements of MOH | Quarantine Centre Coordinator |
| 8. | 2 nd PCR test results received by email, forwarded to the COVID-19 task force, Quarantine & Epidemiology Departments and Agent | Consortium Ops Team |
| 9. | Hardcopy of the 2 nd PCR test results to be handed over to the seafarer | Quarantine Centre Coordinator |
| 10. | Notify health authorities (PHO / Dy. Director Quarantine) and Dr. Ginige, Epidemiology Department of 2 nd PCR test results | Agent |
| Departure from Quarantine Centre | | |
| # | Process | Responsibility |
| 1. | Upon receipt of PCR test results, Agent to be notified and hard copy to be handed over to the seafarer | Consortium Ops Team |
| 2. | If the PCR tests results are negative, on the 14 th day after check in, check out documentation prepared for each seafarer | Quarantine Centre Coordinator |
| 3. | Clearance obtained from Quarantine Centre management for checking out of the seafarer and approval for departure given based on full settlement of all expenses | Consortium Ops Team |
| 4. | Inform the SL Army Access Control Point of the departure of the seafarer from the Quarantine Centre | Consortium Ops Team |
| 5. | Make the necessary arrangements for the seafarer to be transported to their homes and coordinate with seafarer to ensure 14 day self-quarantine at home is followed as per MOH guidelines | Agent |

Terms & Conditions

- Above SOPs are subject to change as per instructions received from SL Army, SL Navy, MOH & Presidential Secretariat. The Consortium members reserve the right to change the SOP as the operation requires in order to preserve best practices.
- The cost of transportation and PCR test including cost of disinfections at Airport/Seaport to be borne by Agent
- All charges related to the seafarer's stay at the Quarantine Centre will be borne by the Agent
- Any additional cost and delays resulting from repeat PCR tests (if required) will also be borne by Agent
- Agent responsible for the use of appropriate PPE when engaging with seafarer and ensuring proper disposal of used PPE
- Consortium Ops Team to maintain a database of all seafarers undergoing crew change

2. Standard Operating Procedure (SOP) for Crew Change of Sri Lankan Seafarers via Sri Lankan Ports/ OPL

| Booking & Approval Process | | |
|----------------------------|---|---------------------|
| # | Process | Responsibility |
| 1. | <p>Download and complete the below documents by following https://www.casa.lk/ and clicking on “Downloads”, and send via e-mail to crewchange@casa.lk 96 hours in advance of the operation.</p> <ol style="list-style-type: none"> Completed “Booking Request Form Sri Lankan Seafarers” Completed SEAFARER HEALTH DECLARATION form Passport Bio page and CDC Bio page <p>* Each seafarer’s details need to be sent in zip files with each file named as per Seafarer name (Incomplete zip files with missing documents will not be accepted for processing)</p> | Agent |
| 2. | Based on request received and upon verification of the documentation, assign a job number and share with Agent for reference purposes | Consortium Ops Team |
| 3. | Submit crew change list to MOD and SL Navy | Agent |
| 4. | Upon receipt of approval from MOD and SL Navy, Consortium Ops Team will be notified | Agent |
| 5. | Obtain relevant permissions and inform Consortium Ops Team of the vessel details | Agent |
| 6. | Invoices relating to transport to be raised (as per tariff) by the individual transport provider and invoices raised by Quarantine Centre for accommodation and PCR testing sent to Agent requesting for immediate settlement | Consortium Ops Team |
| 7. | Ensure the settlement of all invoices relating to the job immediately in order to proceed with arrangements | Agent |

| | | |
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| 8. | <p>The master of the vessel, 72 hrs before arrival at its port of call in Sri Lanka, shall ascertain the state of health of EACH PERSON ONBOARD THE VESSEL and submit the maritime declaration of health to the Port Health Officers via the Agent. Documents include:</p> <ol style="list-style-type: none"> a. A formal and valid request b. List of off-signers & their nationalities c. Copy of the passport d. Health Declaration Form (HDF) e. Travel itinerary for repatriation f. "Notice" from the designated service provider – This should include the approval obtained from MOD & SL Navy, the availability of a slot in the Quarantine Centre and the vehicle number of the designated vehicle to be used g. Port of call list h. Crew list | Agent |
| 9. | <p>The decision for granting health clearance for disembarkation will be taken case by case basis by the Port Health Officer. Granting health clearance for disembarkation and the same information will be disseminated to relevant authorities including Sri Lanka Ports Authority, Department of Emigration and Immigration, Sri Lanka Customs and Sri Lanka Navy and to the Consortium Ops Team</p> | Port Health Officer |
| Arrival of vessel and seafarer from seaport | | |
| # | Process | Responsibility |
| 1. | Granting free pratique to the vessel prior to berthing or for OPL operations | Port Health Officer |
| 2. | Inform Consortium Ops Team of the time for the pickup and ensure timely updates | Agent |
| 3. | <p>Generate Arrival List and share with:</p> <ol style="list-style-type: none"> 1. The assigned driver and SL Navy rep 2. Quarantine Centre Coordinator for PCR coordination at seaport for Off-signers 3. SL Army Access Control Point | Consortium Ops Team |
| 4. | The assigned vehicle along with a vehicle carrying the SL Navy rep to proceed to seaport for pickup | Consortium Ops Team |

| For crew sign-off at offshore (vessel at Anchorage) | | |
|---|---|-------------------------------|
| # | Process | Responsibility |
| 1. | Crew boat to be arranged for crew transfer from offshore. The boat crew to wear adequate PPE and a log to be maintained indicating the (a) name of the vessel, (b) agent involved (c) names of the seafarers and (d) other authorities transferred by the boat. Boat to be disinfected prior to departure | Agent / SL Navy |
| 2. | Seafarers will be disembarked from the vessel at sea and boat returned to the pier. Disinfection of crew boat upon completion of operation. | Agent / SL Navy |
| 3. | Carry out port formalities for disembarking crew | Agent |
| For crew sign-off via Sri Lankan ports (berthing of vessel) | | |
| # | Process | Responsibility |
| 1. | Seafarers have the option of doing the PCR test on board the vessel or once disembarked, the seafarer will undergo PCR tests at the designated location within the seaport | Agent |
| 2. | The seafarer will have their temp. checked and HDF endorsed | PHO |
| 3. | Proceed to immigration and customs clearance | Agent |
| 4. | Seafarer escorted to dedicated vehicle and handed over to designated SL Navy rep | Agent / SL Navy |
| 5. | Bags loaded into the vehicle | Seafarer |
| 6. | SL Navy rep to accompany seafarer in a separate vehicle to Quarantine Centre and disinfection procedure followed for seafarer at the Quarantine Centre | Quarantine Centre Coordinator |
| Quarantine Centre | | |
| # | Process | Responsibility |
| 1. | Check in procedure to be followed for seafarers and brief provided to checking in seafarers | Quarantine Centre Coordinator |
| 2. | Seafarers to be provided with allocated rooms and meals | Quarantine Centre Coordinator |
| 3. | The temperature of all seafarers should be checked at least two times per day during the stay at the Quarantine Centre and recorded in the database. If the temperature is above 37.5 C (99.5 F), it should be informed to the Port Health Officer (PHO) | SL Army |
| 4. | PCR test results received by email, forwarded to the COVID-19 task force and Agent | Consortium Ops Team |
| 5. | Hard copy of the test results to be handed over to the seafarer | Quarantine Centre Coordinator |
| 6. | Notify health authorities (PHO / Dy. Director Quarantine) and Dr. Ginige, Epidemiology Department of PCR test results | Agent |
| 7. | The 2 nd PCR test to be conducted on the 10 th or 12 th day from the date of arrival at Seaport as per the requirements of MOH | Quarantine Centre Coordinator |

| | | |
|---|---|-------------------------------|
| 8. | 2nd PCR test results received by email, forwarded to the COVID-19 task force, Quarantine & Epidemiology Departments and Agent | Consortium Ops Team |
| 9. | Hard copy of the 2 nd PCR test results to be handed over to the seafarer | Quarantine Centre Coordinator |
| 10. | Notify health authorities (PHO / Dy. Director Quarantine) and Dr. Ginige, Epidemiology Department of 2 nd PCR test results | Agent |
| Departure from Quarantine Centre | | |
| # | Process | Responsibility |
| 1. | Upon receipt of PCR test results, Agent to be notified and hard copy to be handed over to the seafarer | Consortium Ops Team |
| 2. | If the PCR tests results are negative, on the 14 th day after check in, check out documentation prepared for each seafarer | Quarantine Centre Coordinator |
| 3. | Clearance obtained from Quarantine Centre management for checking out of the seafarer and approval for departure given based on full settlement of all expenses | Consortium Ops Team |
| 4. | Inform the SL Army Access Control Point of the departure of the seafarer from the Quarantine Centre | Consortium Ops Team |
| 5. | Make the necessary arrangements for the seafarer to be transported to their homes and coordinate with seafarer to ensure 14 day self-quarantine at home is followed as per MOH guidelines | Agent |

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- The cost of transportation and PCR test including cost of disinfections at Airport/Seaport to be borne by Agent
- All charges related to the seafarer's stay at the Quarantine Centre will be borne by the Agent
- Any additional cost and delays resulting from repeat PCR tests (if required) will also be borne by Agent
- Agent responsible for the use of appropriate PPE when engaging with seafarer and ensuring proper disposal of used PPE
- Consortium Ops Team to maintain a database of all seafarers undergoing crew change

3. Standard Operating Procedure (SOP) for Sick or COVID-19 Positive Seafarers

| If Seafarer Falls Sick at the Airport/Seaport | | |
|---|--|----------------------------|
| # | Process | Responsibility |
| 1 | Seafarer to be isolated | Agent & MOH |
| 2 | To inform Consortium Ops room and Health Desk at Airport/Seaport immediately | SL Army/SL Navy rep |
| 3 | Inform Ministry of Health (MOH) to take over seafarer | Agent /Consortium Ops room |
| 4 | Proceed with Seafarer and MOH team to respective hospital | Agent |
| 5 | Send an email to MOH/Relevant Authority/ Agent regarding admission of seafarer | Consortium Ops room |
| 6 | Attend to requirements of seafarer admitted in hospital | Agent |

| If Seafarer's COVID PCR Test is POSITIVE | | |
|--|---|-------------------------------|
| # | Process | Responsibility |
| 1 | Seafarer to be isolated immediately & inform Consortium Ops room | Quarantine Centre Coordinator |
| 2 | Inform Agent, Dr. Roshan Sampath (MOH), Dr. Ginige, Epidemiology Department, Presidential Secretariat & Port Health Officer (PHO) | Consortium Ops room |
| 3 | To inform the master, the owners and the next port of call agents of above | Agent |
| 4 | On advice of MOH, infected seafarer will be transferred to a hospital | Agent |
| 5 | Attend to requirements of seafarer admitted in hospital | Agent |
| 6 | After recovery of the seafarer, inform Consortium Ops Team | Agent |
| 7 | In case of a death of a seafarer, orders/instructions of MOH will be obliged | Agent |