

## COVID-SAFE RESTART CRITERIA

### FOR REGIONAL FERRY TERMINAL OPERATOR

<b>Content</b>	<b>Page</b>
Definitions	2
COVID-Safe Workplace Criteria	3
COVID-Safe Passenger Terminal Criteria	7
Enforcement	8
<b>Annex</b>	
Annex A -	
Measures for operations personnel and shore-based personnel boarding a vessel/ferry at the regional ferry terminal	9
Measures for operations personnel and shore-based personnel who will come into contact with passengers and/or baggage at the regional ferry terminal	10

## **Definitions**

In this COVID-SAFE restart criteria for Regional Ferry Terminal Operator,

- i. “Workplace” refers to the protected area within the regional ferry terminal of the Regional Ferry Terminal Operator, which may include, arrival/departure halls, jetties/berths, security screening and baggage sorting. “Protected area” refers to any premises in the regional ferry terminal declared in a protected area order to be a protected area under the Infrastructure Protection Act.
- ii. “High-risk zone” refers to the arrival hall, jetties/berths and security screening area within the workplace where operations personnel and shore-based personnel’s risk exposure to a COVID infection is high due to possible contact with arriving passengers and vessel/ferry crew at the regional ferry terminal.
- iii. “Operations personnel” refers to all employees and essential contractors of the Regional Ferry Terminal Operator working in the workplace, where “essential contractors of the Regional Ferry Terminal Operator” refers to entities that the Regional Ferry Terminal Operator contract with to carry out essential regional ferry terminal operations and services (cleaning, security, portage etc).
- iv. “Shore-based personnel” refers to any individual who is not a passenger or member of the crew of the vessel/ferry and (a) is delivering goods or performing services connected to the business of the vessel/ferry; (b) is providing any service to any passenger or member of the crew of the vessel/ferry onboard the vessel/ferry; or (c) is effecting the arrest or detention of a vessel or service of any other legal process, whether or not a contractor or an employee or agent of the owner or agent of the relevant vessel/ferry.
- v. “Authorised visitor” refers to any individual other than those listed in (iii) and (iv) who is permitted by the Regional Ferry Terminal Operator to enter the workplace for official visit purposes.
- vi. “Regional ferry service operators” refers to any entity licensed by MPA to provide regional ferry services under MPA (Port) Regulations 63G.

**COVID-Safe Workplace Criteria**

<b>Requirement</b>
<p>To resume business activities, the Regional Ferry Terminal Operator must fulfill the requirements below.</p> <p><i>Note: The Government will take action against errant entities, including enforcement under the relevant law, cessation of operations, suspension or revocation of licences.</i></p>
<p><b>A. Implement a system of Safe Management Measures (SMMs) at the workplace</b></p>
<p>1) Establish and implement a system of SMMs to provide a safe working environment and minimise risks of outbreaks. Implement the SMMs in a sustainable manner as far as practicable.</p> <p>2) Implement a detailed monitoring plan to ensure compliance with SMMs and issues (e.g. remedy of non-compliance, risk mitigation) are resolved in a timely manner.</p>
<p><b>B. Pre-screening, wearing of Personal Protective Equipment (PPE), and segregation of teams to reduce physical interaction and ensure safe distancing at workplace.</b></p>
<p>3) Designate the high-risk zone in the workplace. The workplace refers to arrival/departure halls, jetties/berths, security screening and baggage sorting areas accessible only by operations personnel, shore-based personnel, authorised visitors as well as passengers. In respect of COVID-19 infection risks, the arrival hall, jetties/berths and security screening area in the workplace have been assessed as high-risk zone.</p> <p>4) Ensure that all operations personnel working in the high risk zone properly wear the appropriate PPE such as N95 mask (unless the work activity requires that no mask or a surgical mask be worn), gloves, face shield and gown at all times.</p> <p>5) Avoid deploying operations personnel to work in high risk zone in the workplace who may be more susceptible to COVID-19 and develop serious illness such as seniors above age 60 or those with underlying medical conditions (eg. cardiovascular disease, diabetes, chronic respiratory disease, cancer, etc.).</p> <p>6) Ensure compliance with Rostered Routine Testing (RRT) requirements as published on MTI's gobusiness website under maritime sector.</p> <p>7) Divide operations personnel into different teams ("split teams"), as functionally small as practicable, by discrete projects, risk zones, trades or shifts, that do not interact with each other at the workplace. Specifically, operations personnel deployed to work in the high-risk zone should not be cross-deployed to work elsewhere in the workplace.</p>

Requirement
<p>8) The Regional Ferry Terminal Operator must incorporate into its SMMS, and ensure that operations personnel and shore-based personnel going on board a vessel/ferry at the regional ferry terminal; and operations personnel and shore-based personnel who come into contact with passengers and/or baggage at the regional ferry terminal, comply with the following:</p> <ul style="list-style-type: none"> <li>a) RRT requirements as published on MTI's gobusiness website under maritime sector.</li> <li>b) Must check-in and check-out via the TraceTogether-only SafeEntry at the regional ferry terminal and SmartEntry@Sea QR Code if going on board a vessel/ferry at the regional ferry terminal.</li> <li>c) Must not board a vessel/ferry at the regional ferry terminal; or come into contact with passengers and/or baggage at the regional ferry terminal, if he/she is unwell.</li> </ul>
<p>C. Additional measures for Regional Ferry Terminal Operator for operations personnel and shore-based personnel going on board a vessel/ferry at the regional ferry terminal; and operations personnel and shore-based personnel who come into contact with passengers and/or baggage at the regional ferry terminal.</p>
<p>9) The Regional Ferry Terminal Operator must remind operations personnel and shore-based personnel going on board a vessel/ferry at the regional ferry terminal; or who come into contact with passengers and/or baggage at the regional ferry terminal, to comply with measures in <b>Annex A</b>.</p>
<p>D. Additional measures for Regional Ferry Terminal Operator for harbour craft alongside, or moored at the regional ferry terminal</p>
<p>10) The Regional Ferry Terminal Operator must remind harbour craft crew who are long term pass holders (LTPH) and whose registered residential address is a harbour craft that is alongside or moored at the regional ferry terminal, to stay onboard, and that they are not permitted to go on shore unless permitted by the Maritime and Port Authority of Singapore (MPA) or there is an emergency and MPA's permission cannot be obtained in time.</p>
<p>11) The Regional Ferry Terminal Operator must check that any LTPH disembarking has MPA's permission. LTPH may only disembark for essential purposes such as going to the Ministry of Manpower for work pass matters, embassy for passport matters, attending mandatory courses prescribed by MPA or visits to clinics for work pass renewal.</p>
<p>12) The Regional Ferry Terminal Operator must allow provisions and stores ordered by the harbour craft licence holder to be supplied to the harbour craft and ensure that the delivery of provisions and stores is carried out in a contactless manner.</p>
<p>13) The Regional Ferry Terminal Operator must ensure or make suitable arrangements with the harbour craft licence holder, where applicable, that any unwell LTPH seeks immediate medical advice via telemedicine <a href="https://www.moh.gov.sg/licensing-and-regulation/telemedicine">https://www.moh.gov.sg/licensing-and-regulation/telemedicine</a> and where necessary, seek MPA's permission to allow the LTPH to come ashore for medical treatment. Exception is given to emergency cases where the LTPH must be conveyed to hospital via ambulance, and the Regional Ferry Terminal Operator shall notify MPA, ICA and NEA Port Health subsequently.</p>

Requirement
14) The Regional Ferry Terminal Operator must also ensure and make suitable arrangements with the harbour craft licence holder, where applicable, that crew assigned by the harbour craft licence holder on each harbour craft does not mix or inter-mingle with crew from other harbour craft at all times when the harbour craft is alongside or moored at the regional ferry terminal, unless such mixing or inter-mingling is necessary for the crew to carry out his/her work duties.
E. Additional measures for Regional Ferry Terminal Operator in relation to regional ferry services operating at the jetties/berths at the regional ferry terminal
15) The Regional Ferry Terminal Operator must ensure that cargo handling operations at the jetties/berths at the regional ferry terminal is carried out in a contactless manner.
16) The Regional Ferry Terminal Operator must allow provisions and stores ordered by the regional ferry service operators to be supplied to their vessel/ferry and ensure that the delivery of provisions and stores is carried out in a contactless manner.

#### Management of Suspected Cases

Requirement
F. Handling of suspect and/or confirmed cases
17) The Regional Ferry Terminal Operator shall require its employees to visit only one clinic. However, if this is not possible, the Regional Ferry Terminal Operator must require that its employees inform the clinic he/she visits of all recent doctor visits over the past 14 days for any symptoms that may be related to COVID-19.
<ul style="list-style-type: none"> <li>a) The Regional Ferry Terminal Operator shall require its employees to submit records of their MCs and diagnoses provided for COVID-19-related symptoms, including acute respiratory infections, and if they were tested for COVID-19 and the results of their tests.</li> <li>b) The Regional Ferry Terminal Operator shall take preventive actions to guard against incipient outbreaks at the workplace, such as requiring its employees on sick leave to closely monitor their health before returning to the workplace and requiring these employees' close contacts at the workplace to monitor their health more regularly.</li> </ul>
18) The Regional Ferry Terminal Operator shall establish and maintain the following process for the management of all unwell, suspected, and at-risk operations personnel, shore-based personnel, authorised visitors or passengers on-site.
<ul style="list-style-type: none"> <li>a) The Regional Ferry Terminal Operator shall require any operations personnel, shore-based personnel, authorised visitors or passengers who is feeling unwell or showing symptoms of illness to report to his employer, leave the regional ferry terminal and consult a doctor immediately, even if symptoms may appear mild. The Regional Ferry Terminal Operator must track and record cases involving their employees as part of SMMs.</li> <li>b) The Regional Ferry Terminal Operator must provide dedicated sick bay and/or associated isolation facilities, including provision of sufficient and adequate PPE, for timely segregation of suspected cases, while waiting for the suspected individual to be ambulated to hospital.</li> <li>c) For incapacitated or unconscious individuals at the regional ferry terminal – clear the area of other personnel and administer aid immediately, where appropriate. The Regional Ferry</li> </ul>

Requirement
<p>Terminal Operator should call 995 for an emergency ambulance to ferry them to the nearest hospital.</p> <p>d) The Regional Ferry Terminal Operator must ensure it has an incident response and evacuation plan (including evacuation route, transport arrangement, designated clinic, etc.) for any suspected/confirmed conscious/ unconscious cases to be included in the SMM plan with necessary and sufficient PPE kept on standby as well as temporary isolation areas/facilities.</p> <p>e) If there are COVID-19 positive cases detected during the PCR test and/or ART of operations personnel, the Regional Ferry Terminal Operator must inform the MPA and the relevant authorities, where applicable, immediately, and provide all information requested.</p>

**COVID-Safe Passenger Terminal Criteria**

<b>Requirement</b>
<p>To resume business activities, the Regional Ferry Terminal Operator must fulfill these requirements below.</p> <p><i>Note: The Government will take action against errant entities, including enforcement under the relevant law, cessation of operations, suspension or revocation of licences.</i></p>
<b>G. Ensure cleanliness of terminal premises</b>
<p>19) Step up frequency of cleaning and disinfection for all high touch areas such as queue balustrades, handrails, door knobs/handles, windows, passenger trolley handles, baggage check-in counters, toilets, hand-wash stations, rest spaces, walkways.</p> <p>20) At all toilet and hand-wash stations, cleaning agents (i.e. hand soap, toilet paper) must be available and/or functioning at all times. Spare supplies for replenishment must be available. Ensure toilet-flushing apparatus is functioning at all times.</p> <p>21) Disinfecting agents (e.g. hand sanitiser) must be installed at high human traffic points within the terminal (e.g. entrances, baggage check-in counters). All installed disinfecting agents must be available and/or functioning at all times. Spare supplies for replenishment must be available.</p> <p>22) Self-disinfecting liquids can be applied to high touch areas periodically as specified in the product specifications.</p> <p>23) Where possible, the Regional Ferry Terminal Operator should provide dedicated toilet facilities for operations personnel, shore-based personnel, or passengers who go onboard vessel/ferry at the regional ferry terminal.</p> <p>24) There must be proper usage segregation of common facilities such as wait/rest areas, and toilets, between operations personnel and all other employees.</p> <p>25) Ensure refuse bins are covered at all times and cleared daily. Tie refuse contained in plastic bags properly before disposal at bin centres.</p> <p>26) Implement procedures and processes to stagger the use of the regional ferry terminal to handle arriving passengers separately from departing passengers, where relevant.</p>
<b>H. SMMs for passengers and authorised visitors at terminal premises</b>
<p>27) The Regional Ferry Terminal Operator is to clearly demarcate queue lines for the various passenger processes such as baggage check-in, security check and immigration as well as ensure at least one-metre spacing between individual passengers (e.g. through floor markers).</p> <p>28) The Regional Ferry Terminal Operator must implement TraceTogether-only SafeEntry for all individuals into the regional ferry terminal.</p>

## **Enforcement**

29) MPA will conduct enforcement checks to ensure compliance with this set of COVID safe restart criteria for Regional Ferry Terminal Operator, including SMMs proposed by the companies. Enforcement action will be taken against offenders who fail to comply.

30) Under the COVID-19 (Temporary Measures) (Control Order) Act 2020, failure to comply with SMMs is punishable with a fine of up to \$10,000, imprisonment of up to 6 months, or both, for first time offenders. Repeated non-compliance is punishable with a fine of up to \$20,000, imprisonment of up to 12 months or both.

31) MPA may also take actions based on the conditions in the Public Licence(s) issued to the Regional Ferry Terminal Operator and Part XII of the Maritime and Port Authority of Singapore Act, such as the issuance of a direction for closure of affected premises or cessation of affected operations or imposition of a fine as MPA deems fit.

32) Enforcement action may be taken by any of the following persons:

- A police officer;
- A Health Officer appointed under section 4(1)(a) or (b) of the Infectious Diseases Act;
- A public officer;
- An officer of a statutory body;
- An auxiliary police officer; and
- An employee of a prescribed institution under the Infectious Diseases Act.

33) Identity of enforcement officers can be verified via their authority cards or public service identification cards.



**ANNEX A**

**Measures for operations personnel and shore-based personnel going on board vessel/ferry at the regional ferry terminal**

Operations personnel and shore-based personnel who go on board a vessel/ferry at the regional ferry terminal must comply with the following:

- a. RRT requirements as published on MTI's gobusiness website under maritime sector.
- b. Must check-in and check-out via the TraceTogether-only SafeEntry at the regional ferry terminal and SmartEntry@Sea QR Code if going on board a vessel/ferry.
- c. Must not board a vessel/ferry if he/she is unwell.
- d. Must always wear a mask<sup>1</sup> at all times (unless the work activity requires that no mask be worn). In addition, operations personnel and shore-based personnel must properly wear other appropriate PPE, such as gloves, face shield and gown, without jeopardising operational and personal safety.
- e. Must bring disinfectant and/or sanitiser to disinfect their equipment and/or tools before and after completion of work.
- f. Must minimise interaction with the vessel/ferry's crew or passengers, as far as reasonably practicable.
- g. Must bring and consume his/her own food and beverages, using his/her own utensils; and consume his/her meals in an open area separate, and at a safe distance, from the vessel/ ferry's crew.
- h. Must not consume any food and beverages from the ships' stores.
- i. Must ensure a safe distance of at least 1 metre between himself or herself and any other individual on board.
- j. Must not interact with the ship's crew or passengers or convene or take part in any gathering when on board except where necessary or in the course of the performance of his or her duties as operations personnel and shore-based personnel.
- k. No loitering in the crew living or common areas onboard the vessel/ferry.
- l. Not remain onboard for a longer period than necessary to discharge his or her duties as an operations personnel and shore-based personnel, and not in any case, stay onboard overnight.
- m. Must avoid using the toilets onboard when they board a vessel/ferry berthed at the regional ferry terminal.
- n. Must not go onboard a pleasure craft or harbour craft if he had in the past 7 days gone onboard an ocean-going vessel.

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<sup>1</sup> As far as reasonably practicable, the operations personnel and shore-based personnel should wear a fitted N95 mask.

**Measures for operations personnel and shore-based personnel who will come into contact with passengers and/or baggage at the regional ferry terminal**

Operations personnel and shore-based personnel who will come into contact with passengers and/or baggage at the regional ferry terminal must comply with the following:

- a. RRT requirements as published on MTI's gobusiness website under maritime sector.
- b. Must check-in and check-out via the TraceTogether-only SafeEntry at the regional ferry terminal.
- c. Must not come into contact with passengers and/or baggage at the regional ferry terminal if he/she is unwell.
- d. Must always wear a mask<sup>2</sup> at all times (unless the work activity requires that no mask be worn). In addition, operations personnel and shore-based personnel must properly wear other appropriate PPE, such as gloves, face shield and gown, without jeopardising operational and personal safety.
- e. Must bring disinfectant and/or sanitiser to disinfect their equipment and/or tools before and after completion of work.
- f. Must utilise contactless or segregated operations, and minimise interaction with passengers as far as practical.
- g. Must ensure a safe distance of at least 1 metre between himself or herself and any other individual.

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<sup>2</sup> As far as reasonably practicable, the operations personnel and shore-based personnel should wear a fitted N95 mask.