

**PROCEDURE FOR SIGN-ON CREW ARRIVAL  
AT SINGAPORE CHANGI AIRPORT**

1. All ship agents are to engage a meet-and-greet service at Singapore Changi Airport to assist the sign-on crew in the arrival procedures at the airport.
2. The meet-and-greet staff are to receive the sign-on crew when they disembark from the aircraft at the aerobridge. The meet-and-greet staff are to carry a sign bearing the name of the ship.
3. The meet-and-greet staff are to account for all sign-on crew arriving on the flight.
4. The meet-and-greet staff will escort the sign-on crew to the airport arrival Immigration Hall for entry formalities.
5. If any of the sign-on crew are picked up for medical checks (e.g. picked up by temperature scanners or from travel history) and referred to the Health Screening Station (HSS), the meet-and-greet staff will need to inform the Immigration officers (i) how many sign-on crew were referred to the HSS (ii) the names of the sign-on crew sent to HSS (iii) the flight number.
6. While waiting for the sign-on crew to complete their immigration and entry formalities, the meet-and-greet staff shall contact the shipping agent or the person picking up the sign-on crew at the airport to send them to the ship. The sign-on crew can only be allowed to leave the arrival baggage claim hall when the shipping agent or the person who will pick up the sign-on crew at the airport is in the arrival hall public area.
7. After the sign-on crew have completed their immigration entry formalities, the meet-and-greet staff will escort them to collect their bags from the arrival hall baggage belt.
8. If any sign-on crew are sent to hospital for further medical checks, or if they are denied entry into Singapore, the meet-and-greet staff are to immediately inform the ship agent.
9. For sign-on crew denied entry into Singapore, the meet-and-greet staff are to inform them to wait at the arrival immigration hall seating area next to the ICA Duty Officer's counter. The meet-and-greet staff will inform the airline concerned for arrangements to fly the sign-on crew out from Changi Airport. After sending off the rest of the sign-on crew, the meet-and-greet staff will return to the ICA Duty Officer's counter to close the loop on the status of the sign-on-crew.
10. The meet-and-greet staff will escort the sign-on crew to the arrival baggage claim hall to collect their bags, and hand over to the shipping agent or the person who will pick up the sign-on crew at the airport. The shipping agent or the person picking up the sign-on crew at the airport is to hold up a sign with the name of the ship, for easy identification.
11. The meet-and-greet staff will escort the sign-on crew to their vehicle and see that they board the vehicle and leave the airport. The meet-and-greet staff shall take down the registration number of the vehicle(s).

12. If the ship agent or the person picking up the sign-on crew at the airport is not present and waiting in the airport arrival hall public area to receive the sign-on crew, the meet-and-greet staff is to hold them in the arrival baggage claim hall and to contact the ship agent. If there is still no-show, the meet-and-greet staff shall immediately inform MPA of the situation.
13. All parties are to note that the sign-on crew are not allowed to loiter or wait in the airport after they have cleared arrival immigration and entry formalities. All ship agents are to ensure that the sign-on crew are received and transported to the respective piers and onto the ships, as soon as the sign-on crew have cleared arrival immigration and entry formalities, collected their bags and cleared customs inspection.
14. Once the sign-on crew have left the airport, the meet-and-greet staff will hand over the form in Annex A to the CERTIS CISCO officer stationed in the arrival baggage claim hall at the area with the sign “SHIP SIGN-ON CREW” in Terminal 1, and at the CERTIS CISCO desk in the arrival hall public area (in front of McDonalds) in Terminal 3.
15. The meet-and-greet staff can stand down.
16. Please find meet-and-greet services POC details in Annex B.

(as at 25 June 2020, 10pm)

THIS COPY TO BE HANDED OVER TO CERTIS CISCO OFFICER AT AIRPORT  
ARRIVAL BAGGAGE CLAIM HALL

**SIGN-ON CREW ARRIVAL AT SINGAPORE CHANGI AIRPORT**

1	Date of Arrival	
2	Flight	
3	Vessel / Ship Name	
4	Name of Ship Agent	
5	Name of person picking up the crew at the airport	
6	Contact number	
7	Vehicle number(s)	
8	Total number of sign-on crew arrived	
9	Number of sign-on crew handed over to agent	
10	Number of sign-on crew who did not clear immigration; reasons in brief	

## **MEET-AND-GREET SERVICES POC DETAILS**

The 5 companies at Changi Airport that offer meet and greet services, and their POCs are as follows:

- (a) Changi Recommends – Ms Angie Lim – (email : [angie.lim@changirecommends.com.sg](mailto:angie.lim@changirecommends.com.sg) ); Ms Rena Muto (Email : [rena@changirecommends.com.sg](mailto:rena@changirecommends.com.sg) )
- (b) SATS – Ms Sim Jun Ling – (email : [JunLing\\_Sim@sats.com.sg](mailto:JunLing_Sim@sats.com.sg) )
- (c) JetQuay – Ms Samantha Lim (email : [samanthalim@jetquay.com.sg](mailto:samanthalim@jetquay.com.sg) ), Mr Davin Choy (email : [davinchoy@jetquay.com.sg](mailto:davinchoy@jetquay.com.sg) ); Ms Jacqueline Tan (email : [jacquelinetan@jetquay.com.sg](mailto:jacquelinetan@jetquay.com.sg) )
- (d) Dnata – Mr Nicholas Pee (email : [nicholas.pee@dnata.sg](mailto:nicholas.pee@dnata.sg) )
- (e) CERTIS – Ms Joelle Lim (email : [JoelleSY\\_LIM@certisgroup.com](mailto:JoelleSY_LIM@certisgroup.com) ); Mr Paul Wong (email : [WONG\\_Yau\\_Leung@certisgroup.com](mailto:WONG_Yau_Leung@certisgroup.com) )