

CAAS Circular 2021/08 Rev 7

20 December 2021

MEASURES FOR CREW OF FOREIGN AIR OPERATORS

This Circular provides information on the implementation of the requirements stipulated in CAAS Directive 10/2020 (“the Directive”), applicable to flight and cabin crew (“crew”) of all foreign air operators, and the designated crew accommodation and transport providers for crew who are permitted to lay over in Singapore. This revision updates the list of designated transport providers. It supersedes CAAS Circular 2021/08 Rev 6 issued on 27 November 2021.

Managing unwell individuals

2 With respect to paragraph 9 of the Directive, a foreign air operator should, as far as practicable, take the following measures to manage unwell crew members or passengers while in flight:

- (a) isolate and seat unwell crew members or passengers in an area away from other passengers;
- (b) reserve a lavatory for the exclusive use of unwell crew members and passengers; and
- (c) allow unwell crew members and passengers to disembark only after all other passengers have disembarked, unless the unwell crew member or passenger requires urgent medical attention.

Approval for crew lay over in Singapore

3 Pursuant to paragraph 13 of the Directive, a foreign air operator must not lay over its crew in Singapore unless the layover is permitted by the Director-General of Civil Aviation (“DGCA”), for such period as he may specify. The DGCA may grant an approval to a foreign air operator for its crew to lay over in Singapore for the purpose of its

compliance with flight time limitations, as positioning crew, or as crew operating an aircraft to Singapore for maintenance or a post-maintenance aircraft out of Singapore, or due to an aircraft-on-ground (“AOG”) situation while in Singapore. This approval does not permit any crew member to undertake any other duties during the lay over in Singapore.

4 A foreign air operator must apply for approval for its crew to lay over in Singapore (“layover crew”) in accordance with the following requirements:

- (a) An air operator operating scheduled air services to Singapore must send its application to CAAS_FS_FOS@caas.gov.sg at least 2 weeks prior to the intended date of the initial layover flight to Singapore. The DGCA may grant an approval for the initial and subsequent layover flights to the air operator upon review of its application.
- (b) The air operator mentioned in paragraph 4(a) that intends to position its crew in Singapore by having its crew member(s) enter Singapore on aircraft operated by other air operators must send its application to CAAS_FS_FOS@caas.gov.sg at least 5 working days prior to the date of intended entry of each positioning crew member.
- (c) An air operator that is –
 - (i) operating unscheduled air services to Singapore;
 - (ii) operating an aircraft into Singapore for maintenance; or
 - (iii) operating an aircraft from Singapore after completion of its maintenance;

must submit its application¹ via <https://go.gov.sg/ay5ny1> at least 5 working days prior to the date of intended entry of its layover crew. The application must be accompanied by a letter of commitment from the air operator to ensure its crew’s strict compliance with the requirements of the Stay Home Notice (“SHN”) (that each crew member is issued with at the time of entry into Singapore under the Infectious Diseases (COVID-19 Stay Orders) Regulations 2020) and the crew lay over measures in this Circular.

5 If the application to lay over its crew is approved, the foreign air operator must ensure that its crew produce the following documents to the immigration officer:

- (a) CAAS’ approval letter containing the permission for the air operator to lay over its crew in Singapore;

¹ The application may be made through its ground handling agent or SAR-145 approved maintenance organisation.

- (b) A letter from the air operator identifying the crew member(s) who are laying over in Singapore; and
- (c) Crew passes of the crew member(s).

Crew lay over measures in Singapore

6 Pursuant to paragraph 14(c) of the Directive, the DGCA has specified that the number of escorts to escort the layover crew is as follows:

- (a) For a flight arriving from an overseas destination classified as Category (“CAT”) IV by the Ministry of Health (“MOH”)² :
 - (i) at least one escort for a group that comprises ten or less crew members; and
 - (ii) one extra escort for every additional group of crew members numbering ten or less;
- (b) For a flight arriving from a country or region other than one classified as CAT IV by MOH, no escort is required, provided the layover crew –
 - (i) adhere strictly to the route that is marked out in the airport from the point of disembarkation from the aircraft through the arrival and immigration facilities, to the designated crew accommodation or pick-up point of the designated transport provider (and vice versa when departing from Singapore), as the case may be; and
 - (ii) remain in a compact group while in the airport, with a crew member assigned by the air operator to ensure this.

7 When the crew are required to be escorted under paragraph 6, a foreign air operator must ensure that, where there are more than ten crew members in a group, one escort should lead at the front of the group and another should follow at the trailing end of the group, such that the crew remain as a compact group when escorted. Where the crew are required to be transported from the designated crew accommodation to the airport for their departure flight from Singapore, any crew member who is required to be escorted must remain escorted while waiting for the designated transport and when entering the airport.

² Please refer to <https://safetravel.ica.gov.sg/shn-and-swab-summary> for the classification.

8 If a foreign air operator mentioned in paragraph 6(b) is unable to ensure that its crew members adhere to the route marked out in the airport or to comply with any of the requirements set out in sub-paragraphs 6(b)(i) and 6(b)(ii), the DGCA may require that foreign operator to provide escorts for its crew for a specified period.

9 Under paragraph 14(b) of the Directive, a foreign air operator must ensure that its layover crew minimise mixing with other persons. The foreign air operator must implement procedures to demonstrate compliance with paragraph 14(b), including ensuring that each escort maintains safe distancing and avoids close contact (face-to-face contact within 2 metres and for more than 15 minutes) with any of the layover crew members.

10 Pursuant to paragraph 14(ca) of the Directive, a foreign air operator must ensure that:

- (a) its crew minimise their time spent in the airport;
- (b) its crew use the most direct route from the aircraft, through arrival and immigration facilities, to the designated transport pick up area and vice versa for their departure flight;
- (c) while in the airport, its crew should avoid —
 - (i) entering any facility such as the Skytrain or a smoking room, whether or not it is in use by other persons; or
 - (ii) visiting any restroom, where possible³; and
- (d) its crew do not enter any retail premises in the transit or landside areas within the airport and Jewel Changi Airport, or make any purchase at a vending machine or changing currency.

11 Pursuant to paragraph 14(e) of the Directive, the DGCA has specified that every crew member of a foreign air operator must wear a surgical mask and observe safe distancing at all times when outside the aircraft, outside his or her assigned room at the designated crew accommodation, or when interacting with other persons.

12 For the avoidance of doubt, an approval for a foreign air operator to lay over its crew in Singapore under paragraph 13 of the Directive does not permit any crew member to operate an aircraft for a functional check flight after maintenance during the period of his or her layover in Singapore. Layover crew must not leave the designated crew accommodation except for the departure flight from Singapore.

³ Preferably, the crew members should use a lavatory in the aircraft or a restroom at the crew accommodation.

Designated crew accommodation

13 Pursuant to paragraph 14(a) of the Directive, the DGCA has designated the following as a designated crew accommodation:

Crowne Plaza Changi Airport

75 Airport Boulevard, #01-01

Changi Airport

Singapore 819664

Tel: +65 6823 5300 / 1800 787 1221

Email: SINCP@ihg.com

Holiday Inn Singapore Orchard City Centre

11 Cavenagh Road

Singapore 229616

Tel: +65 6733 8333

Email: airlines.hisocc@ihg.com

14 Every foreign air operator should ensure that each layover crew member adheres to the safe management measures and procedures specified by the operator of the designated crew accommodation.

Designated transport provider

15 Pursuant to paragraph 14(d) of the Directive, the DGCA requires a foreign air operator to make arrangements for the layover crew to be transported directly from the airport to the designated crew accommodation by a designated transport provider upon arrival in Singapore, and vice-versa when departing Singapore. Crew arriving at Changi Airport Terminal 3 and laying over at Crowne Plaza Changi Airport may walk to the hotel.

16 The DGCA has designated the following as a designated transport provider:

Woodlands Transport Service Private Limited

Tel: +65 9656 6258 / 8186 8227

Email: airportshuttleha@woodlandstransport.com.sg

Sava Leisure Private Limited

Tel: +65 9455 8268 / 9005386

Email: asokh@savaleisure.com.sg / vidya@savaleisure.com.sg /
booking@savaleisure.com.sg

Big S' Holiday Private Limited

Tel: +65 90300058 / 97678509

Email: kfoo@toureast.net / jgoh@toureast.net / bookings@bigsholiday.com

Alan Foo
Senior Director (Safety Regulation Group)
for Director-General of Civil Aviation
Civil Aviation Authority of Singapore
[no signature required]