

Best Practices in Crew Management & Crew Change



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The scars left by the Covid19 pandemic are too recent for us to forget

700 million infected worldwide nearly **7 million** lost their lives

Global shipping continued **24x7** to ensure essential commodities, **medicines** and **medical equipment** were reaching your ports and cities

Seafarers are proven **#essentialworkers**

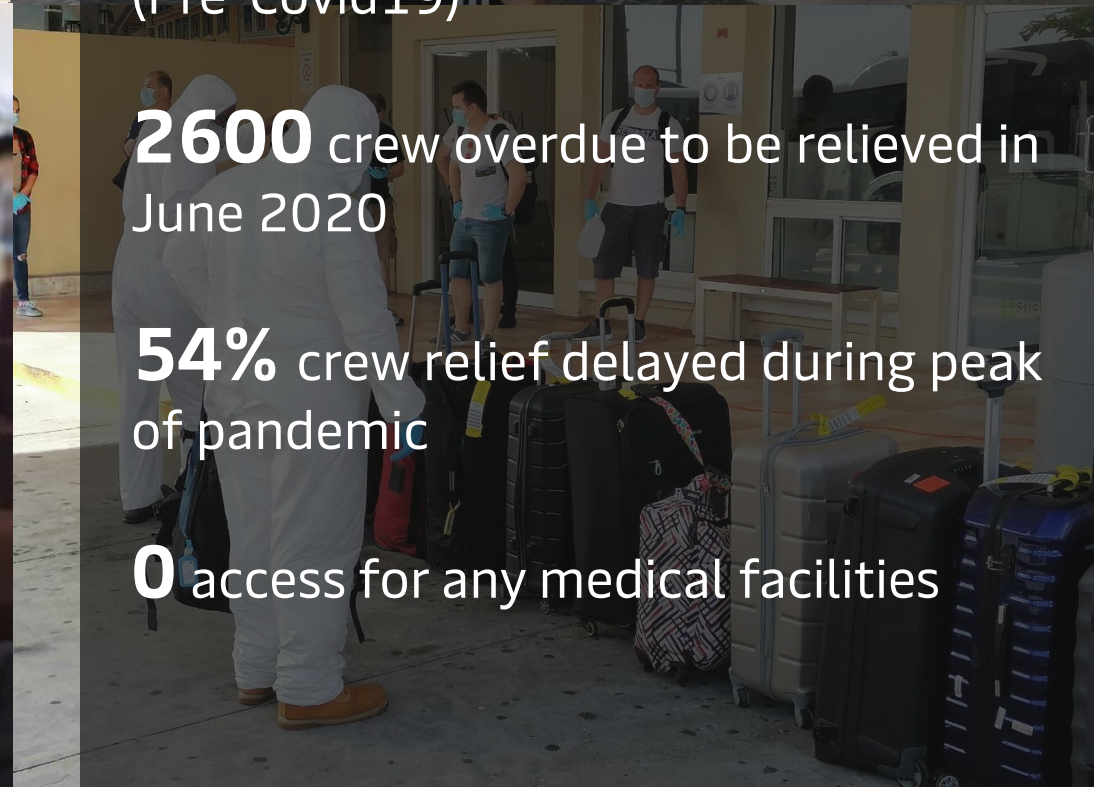




12,500 seafarers sail on Maersk vessels

31 nationalities on board

250 crew changes per week (Pre-Covid19)



2600 crew overdue to be relieved in June 2020

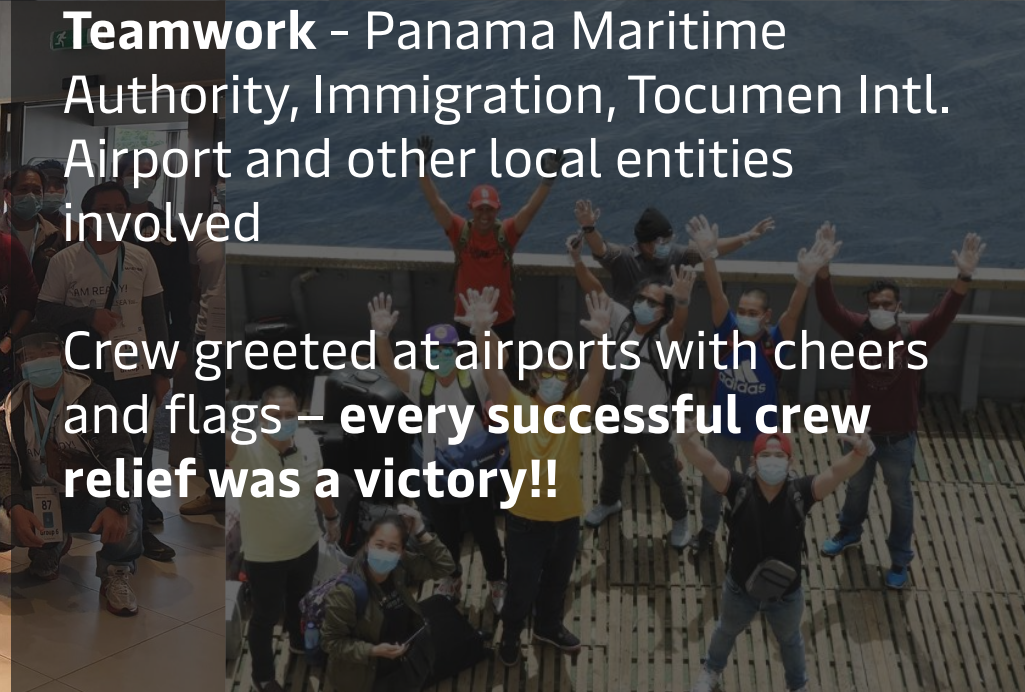
54% crew relief delayed during peak of pandemic

0 access for any medical facilities



Maersk
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Gracias a un esfuerzo conjunto entre Maersk y la Autoridad Marítima de Panamá, siete miembros del Rhine Maersk se repatriaron a sus países de origen d... Ver más



Homecoming of Seafarers

Rhine Maersk crew change in Panama 2020

6 crew members arrived and 7 signed off on a KLM chartered Gulfstream to Copenhagen

Teamwork - Panama Maritime Authority, Immigration, Tocumen Intl. Airport and other local entities involved

Crew greeted at airports with cheers and flags – **every successful crew relief was a victory!!**

2023

Strategic
priority

Care for our People

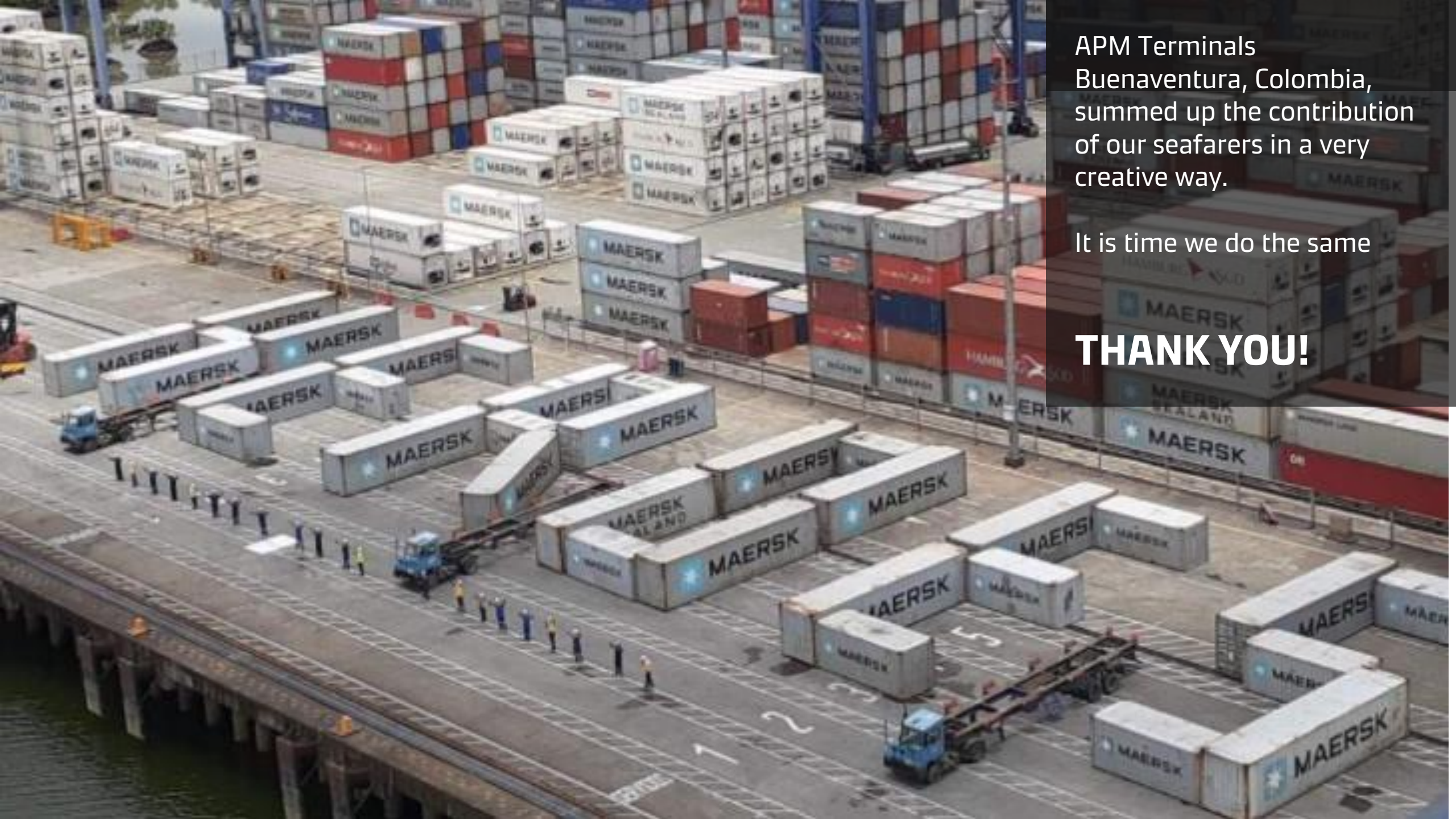
Efficient Transit, Safe Repatriation,
Medical Access and Shore Leave

Opportunities for Panama – Hub of the Future

- **Standardization** of the Immigration documentation requirements and verification
- **Simplification** and **Efficiency** in the visa processing for seafarers. Target 24-48h by processing 24x7, including weekends
- **Modernisation** and Digital Transformation. Panama – Hub of the Future.
- **Empathy** and **Recognition** of seafarer's role should reflect in our actions
- **Ease to Shore Leave** – MLC 2006 outlines the importance of some time ashore for health and mental well being. Shore Leave is essential, and Panama sometimes is the only option for crew members to step ashore after a month-long voyage

Best Practices from other Hub Locations – Key Ports

Issues	Singapore	Korea	Malaysia	Panama
No. of crew changes 2022	1470	1160	1816	1444
Time to acquire visa Permission to board	24-48h	48h	48-72h	7 days as depends on volume of applications
Documents required	Seaman discharge book and Immigration letter	Guarantee letter from agency	Guarantee letter from agency	Documents including CoC – subject to validation by issuing Govt.
Shore Leave	Granted – No special requirement	Granted – No special requirement	Granted – No special requirement	<ul style="list-style-type: none"> • Pre-Approval 48h prior arrival • Shore pass stamped in presence of local agency only • Cost of 100USD for pre approval then additional 150USD charged by agency



APM Terminals
Buenaventura, Colombia,
summed up the contribution
of our seafarers in a very
creative way.

It is time we do the same

THANK YOU!