

Secure Seafarers in COVID-19

An Integrated, Touchless Solution for Crew Change

Streamlining document-intensive
processes for enabling shipping
companies and port authorities to
efficiently process crew applications
and enable business continuity
during and beyond COVID-19



Overview

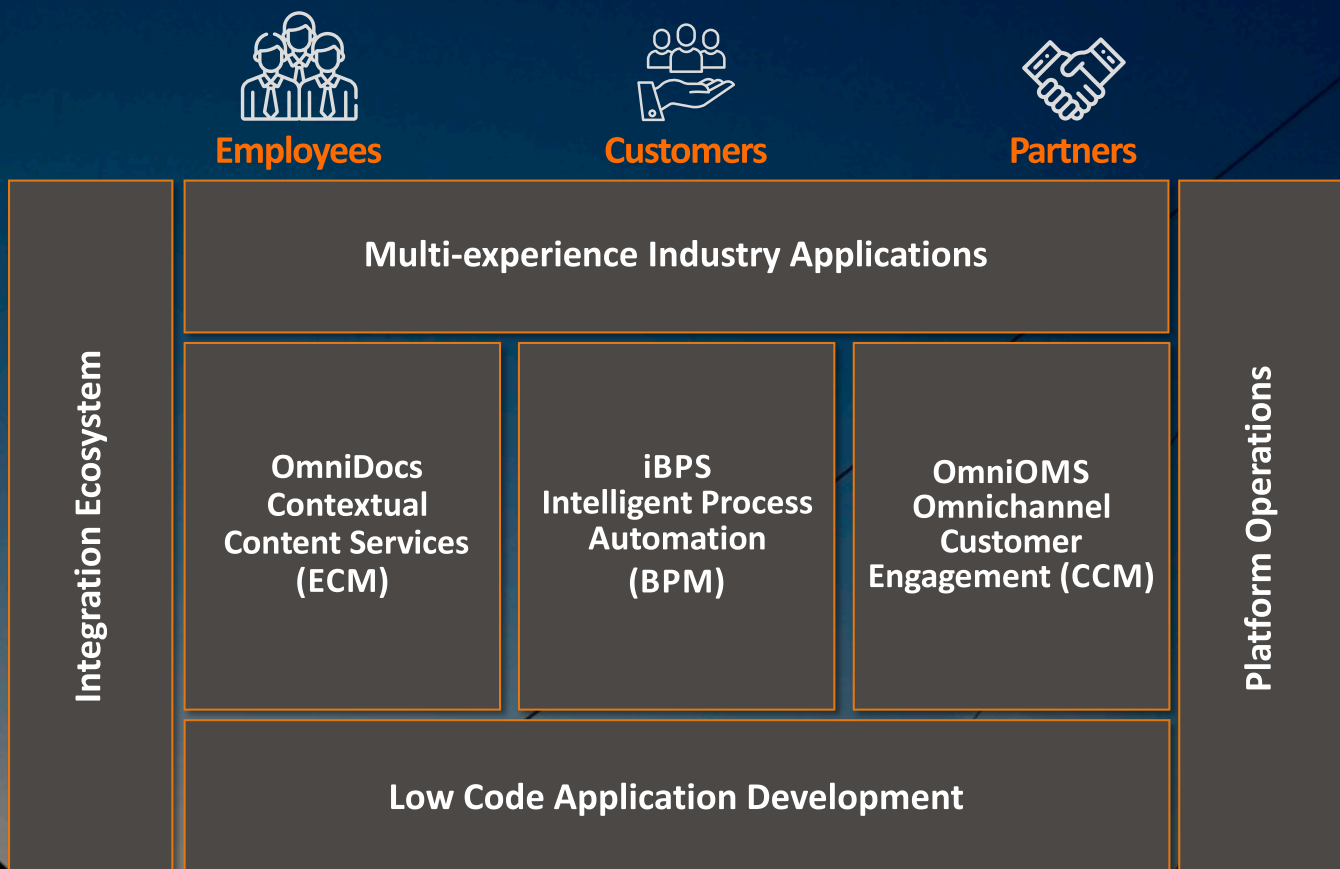
Like every other sector, the maritime industry has been impacted by COVID-19. Many countries are dependent on sea routes for their basic needs. However, border closures and strict quarantine rules are preventing crew changes from being completed in accordance with employment contracts and international conventions, including the Maritime Labor Convention. This has resulted in thousands of crew members getting stuck at sea or foreign seaports for durations beyond their stipulated contractual obligations, thereby leading to safety and health issues.

Challenges Faced by the Maritime Industry Due to COVID-19



Newgen's Solution for the Maritime Industry and Port Authorities

Newgen offers an agile, touchless, and cloud-ready solution to help port authorities automate the crew change management process and support the engineers and staff on vessels. Built on a low code digital automation platform, the solution efficiently manages crew changes, shore leaves, and safe entry of the staff on board.



Solution Modules

Newgen's Maritime Solutions

Crew Change

Shore Leave

Safe Entry

Crew Change

Crew changes are vital to prevent fatigue and protect seafarers' health, safety, and wellbeing. Crew change needs to be initiated in case of:

- Expiration of employment contract
- Signing-off of an additional crew member on board
- Change of crew due to the sale or purchase of the ship
- Health issues that render a crew member medically unfit to work on board
- Disembarkment of personnel not part of the ship's crew, such as superintendents and service engineers
- Compassionate grounds, such as the death of a family member or a personal emergency

With Newgen's solution, you can

- Initiate crew change request
- Select application type as sign-on, sign-off, or both
- Fill the required details and submit the application online
- View all documents uploaded for application
- Approve/reject requests
- Auto-generate email notifications about change requests

Shore Leave

Shore leaves provide a much-needed break to sailors, especially to those who have been holed up on the same vessel for months.

- The seafarer's right to shore leaves has been legally recognized
- International maritime regulations state that every seafarer is entitled to shore leaves, as granted by the master of the ship
- The decision regarding the shore leave should only be based on orders from the port authority
- Shore leaves can boost the physical and mental health of sailors

Safe Entry

Safe entry is a simple, secure, and ready-to-use solution to monitor and track personnel movement on the vessel.

It helps the ports and crew members:

- Reduce the manual effort needed to log the entry and exit of every visitor
- Enable secure off-boarding of crew members
- Facilitate contact tracing
- Comply with health standards on shore

With Newgen's solution, you can

- Initiate new leave application
- Submit vessel and crew member details
- Update the health status of the crew member
- Track the status of the application
- Auto-generate email notifications about application status

With Newgen's solution, you can

- Generate a unique QR Code for every entry location up to room level
- Provide application access to every person through a web app
- Ensure touchless processing
- Restrict access by monitoring COVID-19 test results and prevent contagion

Core Functionalities of the Solution

- Application initiation from the portal
- Crew list extraction using xls, csv, and other file formats
- Unique identification validation
- Integration support with existing ERP/crew planning system
- Auto-generated e-mail notifications
- Auto-generated responses
- Configurable, rule-based engine
- Real-time report dashboard

Why Newgen for Maritime Industry and Port Authorities

- Low code application framework
- Secure, configurable platform
- In-built integration components
- Cloud-based deployment
- Multi-platform and omnichannel accessibility
- Compliance with global maritime standards and country-specific COVID-19 health guidelines



Related Reads:

- **Low Code Application Development**
- **Newgen's COVID-19 Response**
- **Government Offerings**

About Newgen

Newgen is a leading provider of low code digital automation platform. Globally, successful financial institutions, insurance, government, and shared services organizations rely on Newgen's industry-recognized products and applications to manage their processes (BPM), content (ECM), and communications (CCM)-for connected operations. From customer onboarding to service requests, from loans and deposits to underwriting, and many more, Newgen's industry applications transform business-critical operations with agility. Newgen's cloud-based platform enables digital transformation initiatives for superior customer experience, optimized costs, and improved efficiencies. For more details, visit www.newgensoft.com

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