

Frequently Asked Questions for 7-Day RRT

- 1) What is 7-Day(7D) RRT?
 - a. In view of the recent Covid-19 cases, the existing 14-Day interval for RRT has been shortened to a 7-Day interval for all¹ workers in the Marine industry (Singapore Citizens / Permanent Residents, Employment Pass Holders, S Pass Holders, and Work Permit Holders) until further notice.

- 2) Why do we have to do it every 7 days?
 - a. Increased RRT frequency will enable earlier detection of COVID-19 cases, and hence ensure the safety of the workers in the Marine industry and the community.

- 3) Who is required to undergo 7D RRT?
 - a. The following groups of workers are required to undergo 7D RRT until further notice:
 - i. All workers in the Marine industry (Singapore Citizens / Permanent Residents, Employment Pass Holders, S Pass Holders, and Work Permit Holders)
 - ii. All workers who board vessels
 - iii. Workers in the Service industries who support the Marine industry

For a(i), the SRS system has implemented auto-scheduling of appointments every 7 days for identified workers. For a(ii) and a(iii), employers should check SRS to ensure workers have valid RRT appointments scheduled every 7 days, and re-schedule appointments to ensure workers undergo RRT every 7 days if necessary. If you need to request a change in the auto-scheduling interval in SRS(from 14 days to 7 days), please submit the form at <https://go.gov.sg/edb-swab-changesrsinterval>.

For more detailed queries on eligibility for 7D-RRT, companies can write in to:

For Marine workers and workers in other industries which support the Marine industry: swab@edb.gov.sg

For workers who board vessels: swab@mpa.gov.sg

AccessCode

- 1) What happens if my workers are not swabbed every 7 days?
 - a. Strict adherence to the 7D RRT is critical in ensuring the safety of the worker and the community.

 - b. AccessCode will be turned on to track the compliance to the 7D RRT for the foreign workforce. Workers whose AccessCode are Red will be unable to return to work.

If no further action is taken to comply with the 7D RRT, additional actions may be undertaken by the government, including the cancellation of the work passes and withdrawal of employer privileges to bring in new work passes and renew existing work passes.

¹ Excludes workers with swab exempt status i.e. non-dormitory workers who are declared as work from home or office personnel and recovered workers(until further notice).

- c. EDB, MPA and relevant agencies will be stepping up checks to ensure compliance of COVID-19 safe management measures by companies and individuals. Individuals and companies which are found to have violated these measures will be taken to task.

MOH, MPA and EDB take a serious view of non-compliance with Covid-19 safe management measures in view of the potential health risk it may pose to the community and seek your immediate compliance with the enhanced precautionary measures being implemented please.

- 2) My worker's AccessCode turned RED due to not attending RRT, but he is a non-dormitory worker who works in the office or works from home.
 - a. Please ensure the workplace declaration for all your workers are accurately reflected. Point 6b. contains instructions to make this declaration.
- 3) My worker's AccessCode turned RED due to missed swab appointment, but he should not be on the 7D RRT cycle.
 - a. Point 6a contains instructions on addressing this query.
- 4) My worker missed the 7D RRT appointment due to MC. I've already scheduled his next RRT appointment for the nearest slot after his MC ends, but AccessCode has turned RED already. Can he work while waiting for AccessCode to update after he attends the RRT appointment?
 - a. Workers whose AccessCode are Red will be unable to return to work.

SRS

- 5) How do I book my workers for 7D RRT?

If your workers are identified as Marine workers, any appointment that they attended after 6 Jan 2021 would automatically be scheduled in 7 days interval. If you believe your worker needs to be on 7D RRT and the system is scheduling for 14-Day RRT, please submit the form at <https://go.gov.sg/edb-swab-changesrsinterval>.

For workers in the other industries such as in the Services industry closely supporting the Marine industry, employers should check SRS to ensure workers have valid RRT appointments scheduled every 7 days, and re-schedule appointments to ensure workers undergo RRT every 7 days if necessary. If you need to request a change in the auto-scheduling interval in SRS(from 14 days to 7 days), please submit the form at <https://go.gov.sg/edb-swab-changesrsinterval>.

- 6) My worker is not a Marine worker but was put on 7D RRT. What do I do?
 - a. If your worker should be swabbed at 14-Day interval, please fill up the form at <https://go.gov.sg/edb-swab-changesrsinterval>.
 - b. If your worker is an office worker/work from home, please declare them as non-production site at MTI GoBusiness Portal. You may perform the declaration at this link: <https://www.gobusiness.gov.sg/exemptions/login>.

Do note that any new declaration overwrites the prior declarations made. Hence, any declarations should include your entire workforce, including any personnel previously declared before.

Please note that the work premise declaration facility on MTI GoBusiness is not meant as a daily declaration of work premises. Should workers be required to work at Production Sites regularly, please do not remove them from the declaration nor declare them as "Office"/"Work From Home" on the days that these workers are not required to enter the production site. Instead, these personnel are only to be changed from "Production Site" when they have a long-term / permanent transition towards a "Office" / "Work From Home" work premise.

7) What if I need to change an appointment?

- a. Due to the shift to 7D RRT, many of the RRT sites are operating at close to full capacity every day. We would suggest sticking to the appointment given by SRS as you may not be able to book an appointment at the same site if you cancel.

If you need to change an appointment for a valid reason, please cancel the existing appointment and rebook by choosing a date and a suitable site. Please ensure that the workers undergo RRT no later than 7 days after their last swab. For example, if a worker is swabbed on 10 Jan 21, the next RRT appointment should be no later than 17 Jan 21 (10 Jan + 7 days).

8) Why did the system change the location of the swab test?

- a. Due to the shift to 7D RRT, many of the sites are operating at close to full capacity every day. If the RRT site where your worker attended is full for the following appointment, the system will search for the next most suitable site with an available slot. The appointment details in SRS is the most updated. Please follow the system generated appointment as much as possible.

9) I was given an afternoon timing for the night swab site. Is that correct?

- a. Yes, it is correct. In order to increase swab capacity at the in-dorm sites, HPB has extended the operating hours of the night swab sites into the afternoon. The appointment details in SRS is the most updated. Please follow the system generated appointment as much as possible.

10) Old Police Academy is full for my non-dormitory workers. What should I do?

- a. Please try to book at "Former Da Qiao Primary" which is the alternate site for non-dormitory workers.

11) I've reached my daily quota for booking appointments. What should I do?

- a. [Prior to providing the below response, pls confirm that the worker is a Marine worker. If it is not a Marine worker, to redirect company to their respective sector lead agencies]
- b. The quota should have been adjusted automatically to ensure you are able to spread out your workers over a 7-Day period for swab test. However if you are still having issues, please write in to swab@edb.gov.sg with your company name, UEN, and SRS login email ID to adjust the quota.

- 12) I missed my appointment because I was on MC/overseas. What should I do?
- a. [Prior to providing the below response, pls confirm that the worker is a Marine worker. If it is not a Marine worker, to redirect company to their respective sector lead agencies]
 - b. Please cancel the existing appointment and book an appointment after the MC period. In addition, if it is an extended MC where the worker will miss more than 1 swab appointment, please write in to swab@edb.gov.sg with the following details:
 - i. Worker's name
 - ii. Worker's NRIC/FIN
 - iii. MC
 - c. If your worker is overseas, please cancel the existing appointment and submit the following details to swab@edb.gov.sg:
 - i. Worker's name
 - ii. Worker's NRIC/FIN
 - iii. Worker's Passport number
 - iv. Date of exit from Singapore
 - v. Date of expected return to Singapore

After the worker returns to Singapore, book a swab test 7 days after their SHN exit swab test.

- d. Please note that no changes can be made when it's less than 3 days to the appointment. In that case, let the appointment lapse and cancel the next appointment after it is auto-scheduled.