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EMERGENCY RESPONSE: OFFICE & VESSEL

The Office will establish an Emergency Response Centre at the Company's office to provide Master's with assistance in emergency situations and to provide a link and liaison with the various authorities and emergency support groups. Following a call for emergency assistance the Marine Manager or his Deputy will decide on the necessity to activate the Emergency Response Centre, depending on the nature of the emergency. Details of the Office Emergency response team and their duties are published in the Office Procedures Manual Chapter 11 – Emergency Response.

Emergency assistance can be obtained by telephoning the Company 24-hour emergency call out number.

Alternatively, if difficulties are experienced with the above telephone number, a Company Ship Manager should be telephoned on his 24-hour mobile telephone number.

(See Vessel Communication Details for the telephone numbers)

An Initial Incident Report message should be sent to the Company providing brief details of the emergency, assistance required and prevailing conditions. See Appendix 1 for details of the Initial Report. The standard IMO message format for reporting pollution incidents should be used also for reporting other types of incidents. (see SOPEP Manual for details).

The Company does not continuously monitor incoming e-mail messages after normal office working hours, therefore it is imperative that a call for emergency assistance should always be activated by a direct telephone call, and thereafter followed up by an e-mail message. An exception to this rule would be transmission of an emergency message when the vessel is under pirate attack and time does not permit a telephone call.

Emergency response services ABS Rapid Response Damage Assessment Program and LLOYDS Register SERS have been contracted for our entered vessels to provide the Company with detailed ship damage assessment calculations and advice. The Marine Director or his designate will decide on the necessity to activate such a service and will advise the Master accordingly.

Vessels trading to the United States are required under OPA90 legislation to report oil spillage to a number of authorities who all require similar information in different formats. This is very demanding and time consuming at the most inconvenient time for the Master when he should be dealing with the initial stages of the emergency. The Master should rather make contact with the Qualified Individual and request him to notify the other authorities. The contact details of the Qualified Individual are found in the S.O.P.E.P and V.R.P. Manuals, or the combined "Shipboard Marine Pollution Emergency Plan" (S.M.P.E.P.).

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1. SCOPE

The scope of this procedure covers the shore-based emergency response plan of the Company. Crewing Department has its own emergency procedures contained in the Crewing Procedures and Reference File. Emergency preparedness on board ship is covered separately in the Contingency Plan Manual and HSE Manual.

2. CODES

ISM 8.

3. MOBILISATION OF THE EMERGENCY RESPONSE TEAM

- 3.1. A marine emergency is any event that places the safety of a ship and/or its crew at risk. Typical examples of marine emergencies include collision, grounding, fire, flooding, piracy, serious injury or death on board.
- 3.2. In the event of a marine emergency involving a vessel that is managed by the Company, the **Emergency Response Centre (ERC)** will be activated.

4. 24HR CALL OUT

- 4.1. The **Marine Director, Fleet Manager¹, Ship Manager, DPA, and Crewing Manager** are to be available to respond to any marine emergency at all times. To this end, they are required to carry cellular telephones, and this is to be the standard means of contact following an emergency.
- 4.2. A 24-hour emergency contact telephone number and contact details of Company key personnel are provided onboard and updated regularly.
- 4.3. The duty manager is responsible for monitoring emergency calls from the fleet and is required to divert the 24-hour emergency telephone number to his cell phone. In the event of a marine emergency, he immediately is to inform the **Marine Director²** and other ERC team members as necessary.

¹ W 08 / 2024

² W 08 / 2024

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5. INITIAL EMERGENCY RESPONSE PROCEDURES

5.1. The Duty Master

Is responsible for monitoring emergency calls from the fleet shall in the event of a marine emergency:

- Immediately inform the [CEO and Marine Director](#)³.
- Contact all available ERC team members and instruct them to man the ERC.
- Complete the “Initial SITREP” on OneNote.
- Continue to monitor the emergency telephone number.
- Relay any situation updates to the [Marine Director](#)⁴ (or the most senior ERC Member) and update the “Initial SITREP”.
- Continue to do this until conformation is received that the ERC is operational and is ready to take over the management of the emergency. Advise the ERC team of the latest situation and handover the responsibility of managing the emergency to the ERC.
- Proceed to the ERC.

5.2. The Marine Director

On being informed of an emergency shall, the [Marine Director](#)⁵ shall:

- Inform the [CEO](#)⁶ of the emergency.
- As necessary inform the Pool/Joint Venture Partners/Owners/Charterers of the emergency.
- Proceed to the ERC and take on the responsibilities of Incident Manager in charge of emergency response.
- If unable to join the ERC Team keep in contact with the team and monitor the emergency providing guidance and direction to the team.

5.3. The First Responder

On arriving at the ERC, the first responder shall take on the duties of Resource Support and shall start preparing and checking that the ERC is fully functional. These duties may be assigned to other team members as and when they arrive.

³ W 08 / 2024

⁴ W 08 / 2024

⁵ W 08 / 2024

⁶ W 08 / 2024

5.4. The Most Senior / Experienced ERC Team Member

On arrive shall:

- Take on the duties of **Incident Co-Ordinator** until relieved.
- Assemble the ERC team and delegate duties to effectively respond to the emergency using resources that are available.
- Determine the state of readiness of the ERC to manage the emergency. When ready, advise the Duty Manager and take over the responsibility of managing the emergency. This should be done without delay and as soon as practically possible.
- Cancel the emergency telephone number 'Call Forward' so that incoming calls can be picked up in the ERC.

5.5. The Incident Manager

Shall, on arrival at the ERC:

- Determine the nature and extent of the marine emergency.
- Assess the ERC response to the emergency.
- When ready, advise the Incident Co-Ordinator and take on the responsibilities of Incident Manager.
- Reassign duties and responsibilities as necessary to best respond to the emergency.

6. INCIDENT MANAGER (IM)

6.1. The **Marine Director** is the Incident Manager (IM) in charge of emergency response. In his absence the **duty manager or the DPA** will assume this position.

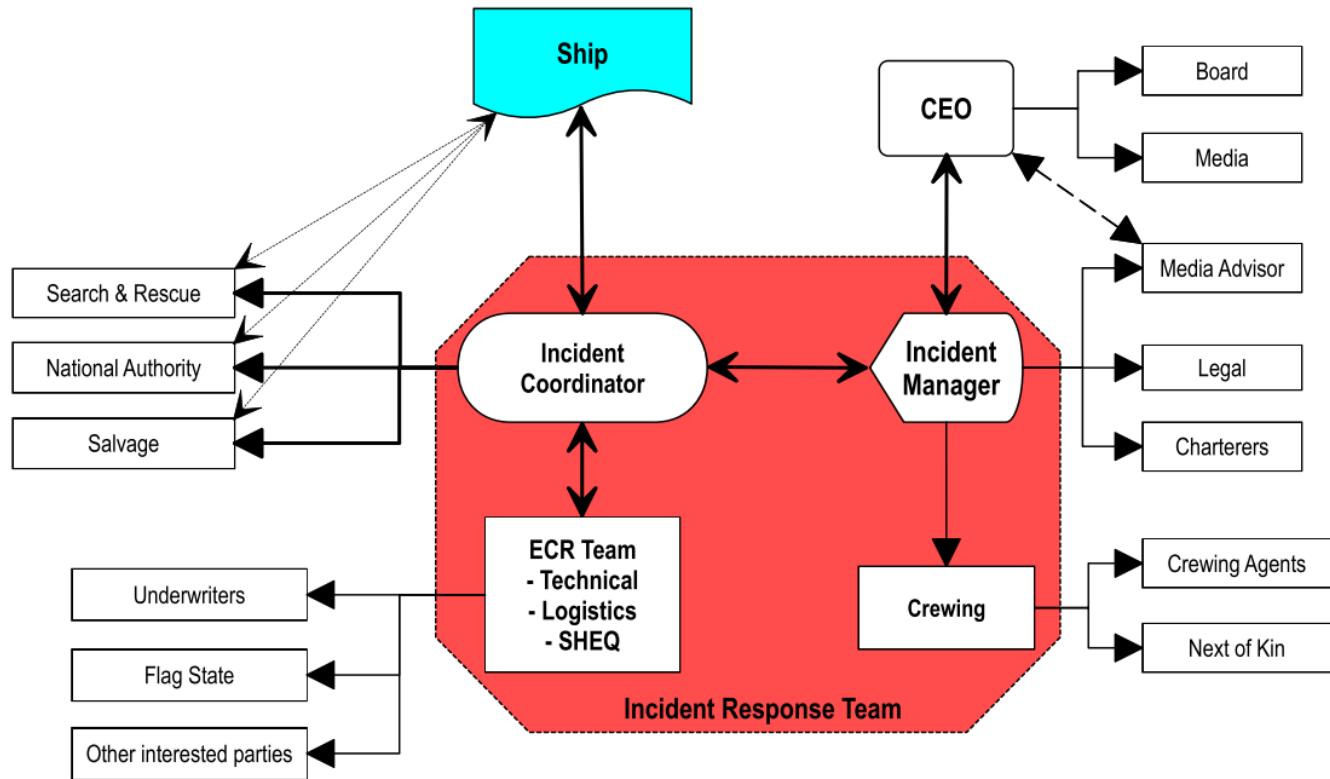
7. MEDIA RESPONSE

The CEO (under the guidance of [Navigate⁷](#) Media Communications company) will prepare and be responsible for all press or media releases and will be assisted by the [Marine Director](#), [Fleet Manager⁸](#) and [Crewing Manager](#) in that order. If necessary, a Press Officer will be appointed. (see section 7.3 of this manual)

⁷ W 08 / 2024

⁸ W 08 / 2024

7.1. Interrelations⁹



8. INCIDENT MANAGER (IM)

Is to:

- Assemble the ERC team and to delegate duties to effectively respond to the emergency using resources that are available.
- Advise the CEO of the emergency and to keep him briefed of the situation.
- Determine the nature and extent of the marine emergency, and to render appropriate assistance.
- Determine if an “On – scene Co-ordinator” (OSCO) is required and the support he may need.
- Manage the emergency response team’s activities and arrange additional resources and support teams as necessary.
- Ensure that effective communication is maintained with the vessel.
- Direct the activities of the Technical Team to provide remedial assistance to safeguard life and the ship, and to minimise pollution.
- Call in the Company attorneys to provide legal assistance.

9. INCIDENT CO-ORDINATOR (ICO)

Is to:

- Ensure speaker phone is set up on central table and the unlisted number noted.

ALL COMMUNICATION BETWEEN THE ERC TEAM AND THE VESSEL OR OTHER KEY PLAYERS MUST BE ON THE SPEAKER PHONE TO ENABLE THE ERC TEAM FIRST HAND APPRAISAL OF THE SITUATION
- Establish telephone contact with the vessel and determine:
 - If vessel is in grave or imminent danger
 - If there is any immediate threat to life
 - If there are any casualties on board.
 - Assistance required
 - Confirm vessels position
 - Details of the nature and extent of the emergency
 - Threat or extent of any pollution and what containment measures have been taken
- Ensure a SITREP completed – circulate to ERC team, Crewing, CEO and Pool/Joint Venture Partners/Owners.
- Advise the Master of the unlisted emergency telephone number and fax number he is to use.
- Maintain regular contact with the vessel and be the main co-ordinator between the vessel, the ERC team and the various other authorities or emergency service providers.
- Ensure all relevant persons or organisations are notified as per the communications matrix board.
- The Master may be under severe strain, reassure and help him by providing guidance and talking him through problems and seeking solutions.

If necessary, delegate the co-ordination with the secondary authorities such as P&I.

10. TECHNICAL/MARINE SUPPORT

Is to:

- Rationally apply your knowledge and experience to assist the Master to eliminate or minimise hazards to life, pollution and damage to the ship and cargo.
- Remember ships staff may be under severe pressure that may hamper their ability to think clearly and logically.
- Ensure that initial notification calls are made advising Management and all necessary Authorities of the incident. This task may be delegated but not to key members of the ERC Team because it will be a distraction for them. A notification matrix provides a guide on who to notify and whenever a notification is made the board should be up-dated.
- Liaise closely with the IM and keep in touch with what is happening by listening to all telephone calls with the ship.
- Assess the initial information from the ship and determine what additional information is required and request it from the ship.
- Avoid using the main telephonic link with the ship to keep it clear for emergency use. Rather send a message to the that avoids any misunderstanding, is in writing and does not tie up the Masters time taking a telephone call.
- Obtain the necessary ship drawings, stability information or technical manuals that may be required. Any ship damage should be depicted on the appropriate ships drawing. If it is necessary to refer to the ships position, paper charts can be obtained from a supplier. Electronic charts are available in the ECR.
- Obtain cargo details including MSDS for hazardous cargo. If the information is not available in the office obtain it from the ship.
- When referring to a particular ships drawing always make sure both the ship and ERC are referring to the identical drawing (number/version etc.).
- NEVER ASSUME** – always check e.g. get ships staff to physically check that a valve is closed and not passing.

11. RESOURCE SUPPORT

Is to:

- Select an unlisted telephone line for use as the main contact with the vessel. Write the numbers on the white board in the space provided.
- Set up the speaker phone on the above telephone line and ensure that it is functioning.
- Ensure that appropriate contact information is available – telephone lists/book, Agents details etc. Write the various contact details on the white board for easy reference by all.
- Ensure that whiteboard pens are available and that they function properly.
- Monitor incoming messages. Print a copy of all messages associated with the emergency and pass to the IM. Move all other messages to the archive folders in order to keep the screen uncluttered.
- Set up In and Out trays and ensure a copy of all incoming and outgoing messages/faxes are placed in order of receipt in the appropriate tray.
- If required arrange for or commandeer additional workstations, telephone facilities within the Company.
- Check that there are sufficient resources available to continue running the day to day business of the Company. Arrange for staff to double up duties and cover for each other. If required arrange for temporary assistance from other divisions within the Company or if necessary from outside.
- Ensure that tea, coffee, cool drinks and light meals are provided for ERC staff working after hours. If necessary arrange for Petty Cash to be available to purchase the above. Some ERC team members may require to be on immediate call and will have to sleep on site, a (inflatable) mattress should be arranged.
- Check that the TV is in working condition.

12. PRESS OFFICER

An accident involving multiple loss of life or pollution threatening environment sensitive areas could attract a lot of media interest. The CEO and **Marine Director¹⁰** will require support in handing the media:

The Press Officer is to:

- Assist the **Marine Director¹¹** who is responsible for all press and media liaison, through the CEO.
- Set up workstation(s) remote from the ERC to liaise with the media.
- Provide the media with a dedicated telephone number(s) that they can use for all media liaison. **THE ERC TELEPHONES ARE NOT TO BE USED FOR THIS PURPOSE**
- Advise switchboard of the emergency and instruct them to route all media inquiries to the dedicated telephone number(s).
- Type press statements in close liaison with the CEO and **Marine Director¹²** and verify they are correct and acceptable.
- Release press statements to the media and pool/joint venture partners on authorisation from CEO. Circulate to executive board members, management and staff members.
- Establish a temporary address book (distribution list) to assist with the quick release of press statements and update continually.

Note: Once the Press has established contact they will expect regular and direct updates and will keep hassling until they get some response. Make sure they are on the press release distribution list. Reporters work shifts and contact details will change according to the time of day.

- Field all incoming telephone calls from the media and note individuals name, contact details and who they represent. Only provide them with the latest press statement details.
- If they require further information note their questions and advise them that they will be phoned back later. Refer any questions to the CEO or **Marine Director¹³** for response. Follow up - it is important to phone back otherwise the press will draw their own conclusions and write their own story.
- Make arrangements for any press interviews or press conferences. Make sure the venue used is remote from the ERC and preferably away from the company.
- Refer to the 'Press and Media' procedures in section 7.3 of this manual.

¹⁰ W 07 / 2023

¹¹ W 08 / 2024

¹² W 08 / 2024

¹³ W 08 / 2024

13. LOGISTICS

Is to:

- Make arrangements for air flights and accommodation for 'On Scene Emergency Response Team' or any other person(s) associated with the emergency.
Note: Crewing Department will make the arrangements for crew repatriation or replacement.
- Check availability and price of a charter air flights. These are sometimes more convenient and can be cheaper than normal air flights when many persons are travelling.
- If transfer required from normal air flight to a charter flight or helicopter try and arrange with airport authorities for a direct transfer aircraft to aircraft on the tarmac to avoid delays.
- Make arrangements for transport to and from the airport.
- Make arrangements for the payment of hotel bills, best by the company or local ships agent is the stay may be protracted.
- Arrange transport to the vessel or vessels location (helicopter, boat, 4x4 etc)
- Organise local requirements for the 'On Scene Emergency Team' i.e. transport, operations room, conference room etc.
- Organise transport of any emergency spares or equipment that may be required.

14. MARINE EMERGENCIES AFFECTING CREW¹⁴

The Head of Crewing is to be available to respond to any crewing emergency at all times. To this end, they are required to carry cellular telephones and this is to be the standard means of initial contact following an emergency.

If an emergency arises outside of normal working hours, additional Crewing staff may be called in to the Crewing Office in order to assist as required to effectively deal with the emergency at hand.

A marine emergency is any event which places the safety of a ship and/or its crew at risk. Typical examples of marine emergencies include collision, grounding, fire, flooding, piracy, serious injury or death on board.

In the event of a marine emergency involving a vessel which is managed by the Company, the Emergency Response Centre (ERC) will be activated. In such an event, the Crewing Manager will report to the ERC in order to assist Fleet Management with any crew-related matters that may arise.

The Crewing Manager will be based in the ERC, from where he will establish a direct link, by the best available means, with the Crewing support team.

14.1. Responsibilities of Key Crewing Personnel

14.1.1. The Head of Crewing is to

- Act as the link between the ERC and the Crewing Offices during any marine emergency;
- Provide crew-related advice, information and assistance to Fleet Management and the ERC during marine emergencies;
- Fully brief the Crewing Manager as to the nature of the marine emergency;
- Relay to the Crewing Manager, requests for specific crew-related information, as required by Fleet Management and the ERC;
- Make statements or provide interviews on crew-related issues to the Media as and when authorised by the CEO;
- Divert any media enquiries to ERC team;
- Ensure that the computerised System is operating and available for the rapid extraction and provision of any crew-related information;
- Print a copy of the affected vessel's Crew List from the computerised system and email to the Emergency Response Centre;
- If outside normal office hours, recall the following Fleet Personnel Officers to the office

- Establish the nationality composition of the crew and notify the related foreign manning agent as may be applicable, of the emergency at hand. On instruction from the Crewing Manager, advise the relevant foreign manning agent/s of the emergency situation and request them to:
 - Implement their own crew emergency organisation and procedures;
 - contact the Next of Kin of the affected seafarers to advise them of the emergency at hand and to assure them that the Company is doing everything possible to ensure the safety of their loved ones;
 - liaise as required with the relevant national authorities in order to address any crew-related queries that may arise.

14.1.2. Advise the Crewing Department as to

- When relevant foreign manning agents and the Next of Kin of the crew on the affected vessel should be advised of the emergency;
- The exact information to be passed on to foreign manning agents and next of kin regarding the emergency;
- Updates on the emergency as and when new information becomes available;

14.1.3. The Ship Manager or DPA¹⁵ is to:

- Be involved where cadets or trainees are involved in a marine emergency;
- Advise third party customers of any marine emergency involving their cadets, and keep them updated on developments;
- Contact the next of kin of any Cadets or trainees that may be serving on the affected vessel;
- Assemble the personal files of all Cadets' serving on the affected vessel and hand them to the Fleet Personnel Officer.

15. DEALING WITH EMERGENCY INVOLVING THE SHORE SIDE OFFICE UNABLE TO BE ACCESSED¹⁶

In case of natural disaster such as earthquake etc, or a civil disturbance when an office is inaccessible, following procedure shall be observed:¹⁷

- Initial information to be entered in ONE NOTE and all office staff and top management to be informed
- Hold an initial meeting through MS TEAM
- Decide who would be in control of specific operations
- WhatsApp group to be created containing [CEO](#), [Marine Director](#), [Fleet Manager](#)¹⁸, SHEQ Manager, DPA, Marine Superintendent and Ship Manager of the vessel
- Refer to contingency plans manual and decide on what information to be obtained from Master (through WhatsApp)
- Any communication to the ship to deal with emergency shall be made only by one office staff as decided during initial meeting
- Plan and minimize the number of emails to vessel
- Identify the external parties to be reported as per the contingency manual and decide the PIC from office who will report to external parties
- Inform crewing department if applicable
- ONE NOTE will act as a virtual white board.
- Status of reporting to external parties and all communications to vessel shall be filed in ONE NOTE so that all office staff are aware of the same.
- Prepare media response in ONE NOTE if applicable
- All P&I matters and related communications to be done by Owner's representative (or done by the [Marine Director](#)¹⁹ and copied to them if done at SAT inconvenient times)
- Work shifts (TEAM A and TEAM B) to be arranged for office staff if emergency prolongs. Availability of resources should be adequate / equal across both teams
- IT Support team is to be kept standby
- Ship plans can be obtained through [SharePoint](#)²⁰
- [Ships plans are available electronically within the Office Hub in the ship's sites](#)²¹
- Ship manager shall liaise with the buyer and vendor if spares are required
- Check if company can arrange any technicians / consultant to visit site if required

¹⁶ W 06 / 2023

¹⁷ W 06 / 2023

¹⁸ W 08 / 2024

¹⁹ W 08 / 2024

²⁰ W 06 / 2023

²¹ W 06 / 2023

16. GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ABS	American Bureau of Shipping
CEO	Chief Executive Officer
DPA	Designated Person ashore
ERC	Emergency Response Centre
HSE	Health, Safety, Environment
IM	Incident Manager
ICO	Incident Co-Ordinator
MSDS	Material Safety Data Sheet
OSCO	On- Scene Co-Ordinator
PC	Personal Computer
SITREP	Situation Report
TV	Television
4x4	Four Wheel Drive off road vehicle

Appendix 1 Initial Report

Emergency Response Initial Report

Who contacted the Office:

Ship's Name:

Time of call:

Ship's position:

Type of Incident:

Crew injured or killed:

Where damaged:

What damaged:

Cargo On-board:

Oil Spill:

What type:

How much:

Weather Sitrep:

Other Notes :

Is VDR saved.

Master using emergency checklist.

Inform:

DPA or Ship Manager²²:

Port Control, USCG, Class, MTI, ECM, MPA, P&I, H&M : P&I, Agent, MRCC

Chartering Operations: IVS Ship Operator²³

Crewing: Crewing Manager²⁴

²² W 09 / 2024

²³ W 09 / 2024

²⁴ W 09 / 2024