

Contacting On Call Duty Personnel

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On call duty personnel are identified on the HQ and Coastal Duty Rosters, which are promulgated weekly. The rosters identify the areas of responsibility, the specific officer who is on call for the period and their contact details

□ The Incident GIN must always be given when alerting duty personnel

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Duty On-Call Tactical Commanders

Personnel in this group are:

- MRCC Tactical Commander
- JRCC Tactical Commander (Maritime)
- JRCC Tactical Commander (Aviation)

The Duty On-Call Tactical Commanders role is to provide 'out of hours' network support in addition to, or in the absence of, the scheduled Duty Tactical Commander(s).

The first and second on-call Tactical Commanders can be identified from the Network Dashboard or A&T

When to Contact

A Duty On-Call Tactical Commander may be contacted in the following circumstances:

- A Major Maritime Incident
- Where a Multi-Agency Major incident has been declared and HMCG preparedness/action is required
- Where the working Duty Tactical Commander(s) assess that the current or anticipated workload will exceed their capacity (such as: sudden increased incident volume or complexity where more than one tactical commander is required to provide the appropriate level of oversight)
- Evacuation of the JRCC
- A significant technical outage within the network
- When the scheduled Duty Tactical Commander has reported sick at short notice or during a period of duty
- The implementation of the HMCG Business Continuity Plan

How to Contact

- Initially page on A&T
- If no response after 10 minutes of initial page - re-page on A&T and call to mobile phone or any other contact method

Duty On-Call Tactical Commanders for Migrant SAR

Personnel in this group are:

- Tactical Commander for Migrant SAR

Duty On-Call Tactical Commander for Migrant SAR

The Tactical Commander for Migrant SAROPS role is based at Dover MRCC and follows a duty schedule that in general ensures availability on days highly likely (red) or likely (amber) for small boat crossings. The Tactical Commander will also provide an on-call element in relation to migrant activity whilst not on site at Dover MRCC.

When to Contact

The Duty On-Call Tactical Commander for Migrant SAROPS may be contacted in the following circumstances:

- A Major Maritime Incident involving migrants
- Where a Multi-Agency Major incident involving migrants has been declared and HMCG preparedness/action is required
- Where the National Duty Tactical Commander(s) assess that the current or anticipated migrant activity workload will exceed their capacity (such as: sudden increased migrant incident volume or complexity where more than one tactical commander is required to provide the appropriate level of oversight)
- Where the duty SMC for Dover MRCC assesses that the current or anticipated migrant activity workload will exceed their capacity (such as: sudden increased migrant incident volume or complexity where more than one SMC is required to provide the appropriate level of oversight and/or support)

How to Contact

- Initially page on A&T
- If no response after 10 minutes of initial page - re-page on A&T and call to mobile phone or any other contact method

Duty Commander

Personnel in this group are:

- Duty Strategic Coastal Commander
- Duty Strategic Maritime Commander

Duty Strategic Maritime Commander

The Duty Strategic Commander's role is to provide advice, re-assurance, decisions and support to the Duty Tactical Commander/ MC during routine and major Coastguard operations. The Duty Commander operates on an on-call regime so may not always be present at HQ/JRCC

When to Contact

The Duty Strategic Commander must be called by the Duty Tactical Commander (or the SMOO / MC if they are unable to contact the Duty Tactical Commander) under the following circumstances:

Incidents Within the UK SRR

- any major incident or situation which may require a major incident response including any event that seriously disrupts the Ops Centre's business continuity
- any incident involving a passenger carrying vessel causing the death of one or more members of the public
- any other incident causing the death of five or more people
- any incident which puts scores of people at great risk
- any incident involving fatalities, or notable accidents, to rescue units or crews
- any significant damage to a contracted helicopter
- any spectacular incident, or one which has political sensitivity, particularly if pictures are likely to be shown on TV or receive extensive media coverage
- contact is necessary with the Foreign and Commonwealth Office during working hours
- any incident which will, or could involve other states bordering the UK SAR Region and is likely to attract media attention or involve Government Ministers
- any occasion when a bordering state has requested significant input from UK SAR resources
- any occasion when doubt exists as to the actions taken regarding an incident, or when further advice or support is deemed to be necessary
- upon receipt of a ship security alert from any vessel within UK SRR or a UK flag vessel anywhere in the world

- any other occasion as deemed necessary by the Duty Tactical Commander or if in doubt
- any incident that may require the Powers of Intervention to be invoked
- any incident that has or may lead to the establishment of a Temporary Exclusion Zone.

Incidents Outside the UK SRR

- any incident outside the UK SRR either notified to, or intercepted by, HMCG involving foreign flag vessels carrying British nationals, or ships that are or might be identified as British because of their registration, ownership, officers and crews

Duty Strategic Coastal Commander

The Duty Strategic Coastal Commander's role is to provide advice, re-assurance, decisions and support to a Duty Coastal Officer and/or Operations room staff during routine and major Coastguard operations. The Duty Strategic Commander is pulled from a pool of Divisional Commanders supported by other duty officers.

When to Contact

The Duty Strategic Coastal Commander must be called under the following circumstances:

- A fatality or serious injury to a member of staff or CRO whilst on duty
- When an SCG has been called requiring the attendance of HM Coastguard physically or by virtual means.
- Any incident which puts scores of people at great risk
- Any incident involving fatalities, or notable accidents, to rescue units or crews
- Any major incident or situation which may require a major incident response including any event that seriously disrupts the Ops Centre's business continuity
- Accident during operations or training without COAC/SCOO superintendence (RIDDOR)

- Prolonged lost contact with a CRS unit
- CRT response compromised - equipment, make-up of team, lack of numbers or loss of communications
- Request from other Agency
- Any other incident causing the death of five or more people
- Any spectacular incident, or one which has political sensitivity, particularly if pictures are likely to be shown on TV or receive extensive media coverage
- Any other occasion as deemed necessary by the Duty Tactical Commander or if in doubt
- Reduction in our SAR capability (e.g. mechanical breakdown, loss or damage of equipment)
- Complaint from other responders or third party

The Divisional Commander will represent the MCA at local Resilience Forums at a 'Strategic' level and be prepared to act as chair when appropriate to ensure we meet our commitments, in line with our responsibilities as a category 1 responder outlined in the Civil Contingency Act of 2004.

Duty Coastal Officer

Personnel in this group are:

- Senior Coastal Operations Officers (SCOO)
- Coastal Operations Area Commanders (COAC)

They form part of a 24 hour on-call regime to cover operations in support of the Coastguard Rescue Service (CRS).

For Tasking

How to Contact

MAROPs contact via A&T with a follow up with phone call

When to Task

The Duty Officer will be expected to act upon information receiving, including proceeding to the scene of the incident.

The DCO needs to be tasked to any of the following (not exhaustive):

- On request by OIC/CRT
- Highly technical or complicated operations
- If requested for Joint (Multi Agency) Command HQ
- If major incident has been declared
- If there has been a severe injury to CRO
- For setting up of Command HQ for 48hrs+ incident
- Where multiple agencies are, or are likely to be, deployed
- Three or more teams are tasked to the same big scale incident

- High profile incident with significant media presence

For Consultation

How to Contact

MAROPs to contact via A&T with a follow up phone call

When to Consult

The Duty Officer should be consulted for expert opinion/input for any of the following (not exhaustive):

- Clarification of CRS capability or suitability for a tasking
- If a CRT response is compromised (vehicle, equipment, lack of numbers, loss of communication)
- Prolonged lost contact with a Coastguard asset
- To provide local intelligence/knowledge
- Potential for psychological welfare issues affecting CRT members
- Abnormal weather conditions are immediately expected/forecast
- L&MPs incidents when reflex tasking has begun
- Reports of suspected explosive ordnance on land
- Deal with media, as required, in a high-profile incident
- Injuries or accidents involving CROs during operations or training without AMT presence that is RIDDOR reportable

- Any fatality or prospective fatality/life threatening
- MCA's BCP is invoked and there is a requirement to mobilise the CRS (e.g., to Remote Radio Sites)
- Coastguard attendance required at Local Resilience Forums/Local Resilience Partnership/Tactical Coordinating Group or similar group. Follow Major Incident or BCP in these circumstances
- MAROPs is instructed to deploy the CRS as a declared facility in counter pollution and salvage responses
- CRS is a declared facility for HAZMAT or Chemical, Biological, Radiological or Nuclear materials
- Fishes Royal
- Wreck

To Advise

Advise Duty Officer of any incident or event that has safety or operational implications, but does not meet Task or Consult criteria

How to Contact

- E-mail

Notes:

1. Any escalation requested by the Duty Coastal Officer should be coordinated by the Operations Room and properly recorded
 - Where doubt exists over which level is appropriate, the convention is to escalate to the next higher level
2. The Duty Coastal Officer may request the tasking of other Coastal Officers - if for example they are better placed to respond
3. If during normal working hours another Coastal Officer has responded, the Duty Officer should still be informed as per the above criteria
4. At all times the Duty Officer retains the right to take appropriate action, up to and including attendance

Duty Operations Director (DOD)

Personnel in this group are:

- Deputy Director HMCG
- Chief Coastguard
- Assistant Director Policy and Standards
- Head of Coastguard Operations
- Division Commander (JRCC/ARCC)

- Head of Technical Training

The Duty Operations Director is responsible for keeping the Director of HM Coastguard and/or the MCA Chief Executive briefed on all major maritime, coastal and inland incidents relating to the six Coastguard functions.

The Chief Executive will normally brief Ministers, but this may fall to the DOD or Director of HM Coastguard as directed by, or in the absence of, the Chief Executive.

Availability

The DOD must be in the UK while on call and is required to be immediately contactable by telephone or Alerting & Tasking. In the event that contact with the DOD fails, there should be no hesitation in contacting any of the off-duty DOD officers

Contact Procedure

The DOD is identified and their contact details listed in the weekly Duty Roster. The DOD may be called by the DCPSO or Duty Commander, depending upon the incident circumstances

When to Contact

The occasions when the DOD should be called are as follows:

Emergency Response - Incidents within the UK SRR

- any major incident, or situation which may require a major incident to be declared;
- any incident involving a passenger carrying vessel causing the death of one or more members of the public;
- any other incident causing the death of five or more people;
- any incident which puts scores of people at great risk;
- any incident involving accidents or fatalities to rescue units or crews
- any incident for which the SOSREP Powers of Intervention are likely to be invoked and/or a Temporary Exclusion Zone be established;
- any high profile incident, or one which has political sensitivity, particularly if likely to receive extensive news media coverage
- receipt of a confirmed ship security alert from any vessel within the UK SRR;

- deployment and tasking of the Emergency Towing Vessel (ETV)
- activation of the DfT's 'Arrangements for Responding to Incidents or Emergencies';
- any incident which may have a reputational impact on the MCA.
- any migrant incident that termination of SAR is being considered.

Emergency Response - Incidents Outside the UK SRR

- any incident notified to or intercepted by the JRCC or Maritime Rescue Coordination Centre (MRCC) which is likely to impact significantly on the UK and/or attract UK political, public, or news media attention
- receipt of a confirmed ship security alert from a UK flagged vessel anywhere in the world
- receipt of a confirmed security alert from a competent authority of a non UK flagged vessel in UK territorial waters

Other Occasions

When an Operations Directorate or wider MCA Business Continuity Plan is activated (including move to critical plan)

When a policy lead / decision at DOD Level is urgently needed except for an Aviation matter that should be routed to the Aviation team

Whenever an accident leads to hospitalisation through what is (or might be) a work related injury to

- An employee of any part of the MCA
- A coastal rescue volunteer
- Any third party injured through an accident involving MCA volunteers or employees wherever the fault is believed to lie

The Officer receiving the notification of the accident must inform DOD immediately. The DOD must then immediately inform the Director by phone, and then inform the Chief Executive by phone. If the Director does not answer the phone the Chief Executive is to be called without delay. The Health & Safety Manager is to be informed by phone also (whether the Director or Chief Executive have been able to take the call), back up emails must also be sent.

More Information

For more information, see

Personal Data

Personal Data

Duty Counter Pollution & Salvage Officer (DCPSO)

Personnel in this group are:

- Head of CP Branch
- CPSOs

How to Contact

A&T messages to be sent to contact the DCPSO.

Your message must be presented in the format detailed below:

- Originating Ops Centre
- Contact phone number, including STD code
- GIN number, brief details of incident
- Degree of urgency - low, medium or high

Example

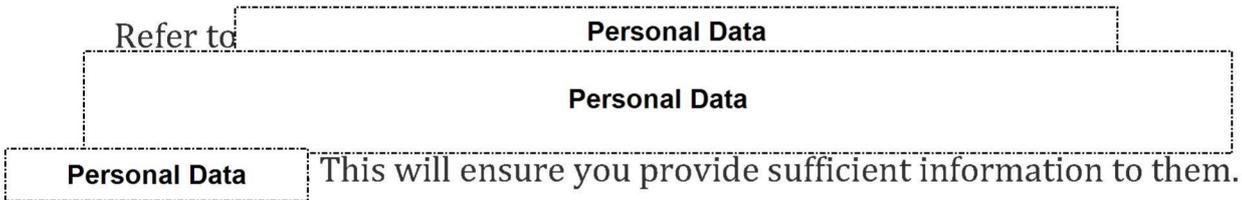
MRCC Falmouth
01792 366534
GIN number, MV DAWN TREADER hard aground on Worms
Head, heavy fuel oil
High urgency

No Response

If the duty CPSO does not respond within 10 minutes (High urgency), 20 minutes (Medium urgency) or 30 minutes (Low urgency) of leaving an A&T, call the 24 hour contact number for the Duty CPSO is **Personal** 415

Your call will be diverted either to the Duty CPSO telephone OR a paging service. In the unlikely event that no Counter Pollution personnel can be contacted, advise the Duty Tactical Commander who in turn should advise the Duty Commander

Briefing the CPSO



When to Contact

If any of the following circumstances apply, the Duty CPSO must be alerted:

Pollution

- if there is a significant risk due to pollution of damage to persons, property, or the environment
- if there has been any spill greater than 1 tonne (see 'Oil or Fuel Pollution - What is a Tonne' in Operational Detail)
- if any counter pollution and/or salvage action (including the signing of agreements) has been taken by any third party
- any report from any aerial surveillance flight including: RVL, DEFRA, BEIS or Bonn Agreement
- if the SMOO is in any doubt, in which case the matter should be referred to the Duty Tactical Commander for further assessment.
- The Duty Tactical Commander will decide whether to alert the Duty CPSO
- if a drifting container has caused or threatens to cause pollution, or is washed onto the shoreline
- incidents involving radioactive materials
- issue POLREPs, DEFREPs and SAR SITREPs for subsea hazards

Incidents within port areas

The Tier Level (see below) of response should be determined by the port or harbour authority making the report. If not specified, the MRCC should confirm with the authority what Tier level the spill is judged to constitute

- Tier 1 small operational spill - local resources
- Tier 2 medium sized spill - regional assistance arrangements invoked

- Tier 3 national assistance, National Contingency Plan invoked

Broken down vessels

If any of the following circumstances apply, then the Duty CPSO and Duty Tactical Commander must be alerted immediately

The vessel has broken down and:

- is anchored - intending to anchor or drifting without motive power within 2 miles of land or in a shipping channel or traffic separation scheme (TSS)
- is anchored or intending to anchor within 1 nm of an offshore installation, underwater pipelines, undersea cables or subsea structure
- is anchored outside port limits without means of support, i.e. tug on standby
- requires more than 6 hours to effect repair
- the actual or forecast weather is greater than force 6 and the vessel is on a lee shore
- the actual or forecast weather is greater than force 8
- it is drifting into danger in less than 3 hours
- it is greater than 30,000 tonnes dw

It is a commercial vessel, regardless of whether it is broken down and:

- its cargo has shifted
- it has sustained damage or fire
- it has grounded, sunk or been beached
- a tug has been deployed - except for passive escort or guard duties

If none of the above circumstances apply, the following guidelines should be followed:

1. If the MC considers that the incident is being effectively controlled and there is no risk, or likely risk, to life, the environment or property - no need to call the Duty CPSO, but issue a DEFREP
2. If the MC considers that there is, or is likely to be, risk to life, the environment or property - call the Duty CPSO
3. If the MC has any doubts about the risk or likely risk- refer to the Duty Tactical Commander to make a further assessment

Incidents Involving the Offshore Industry

If the MC is satisfied that the incident is of a minor nature, is being effectively controlled and does not pose a risk of significant pollution, then it may be decided not to alert the Duty CPSO

If however the MC has any doubts, the matter should be referred to the Duty Tactical Commander to make a further assessment.

The Duty Tactical Commander will decide whether to alert the Duty CPSO.

The Duty CPSO should be contacted if any of the following circumstances apply:

- any collapse or potential collapse of an offshore installation or any part thereof or any plant thereon which jeopardises the overall structural integrity of the offshore installation
- any incident involving a fire which, from the information received, has the potential to cause structural or integral damage to the installation
- any incident involving loss of stability or buoyancy of a floating installation
- any incident involving an offshore installation drifting out of control
- any collision between a vessel or aircraft and an offshore installation which results in damage to the installation, the vessel or the aircraft
- any occurrence with the potential for a collision between a vessel and on offshore installation
- a blow-out including operation of a blow-out prevention or diversion system to control a flow from a well where normal control procedures fail
- any damage to part of a pipeline, which may result in uncontrolled or accidental escape of anything from it, or ignition of anything in the pipeline
- any change in the subsoil or seabed in the vicinity of a pipeline which has the potential to affect the integrity of that pipeline
- the sinking of any vessel and/or the dropping of an anchor or any object likely to cause damage subsea within 1 nm of any of the following; offshore installation, oil pipeline, gas pipeline or subsea structure
- any evacuation event of an offshore installation including a precautionary down manning event
- any report of significant pollution from an aircraft, rotary or fixed wing, including reports from a Tour de Horizon Bonn Agreement Flight

Other Incidents

For incidents not covered by the above categories (such as a vessel grounding) the MC should be guided by:

1. the relevant incident SOP
2. the risk-based considerations:
 - If it is considered that there is, or is likely to be, risk to life, the environment or property - call the Duty CPSO
 - If there are doubts about the risk or likely risk - refer to the Duty Tactical Commander to make a further assessment

Salvage - SOSREP

Personnel in this group are:

- SOSREP
- Deputy SOSREP

The duty SOSREP will normally only be called by the duty CPSO

If the MC considers that out of hours advice or guidance from SOSREP is required, they should discuss this with the Duty Tactical Commander before contact is made

Receiver of Wreck (RoW)

Personnel in this group are:

- RoW
- Deputy RoW

How to Contact

The RoW team must be contacted in the first instance by phone, not email

- Office Hours: Personal Data 575
- Out of Hours: Refer to HQ Duty Roster and use Alerting and Tasking

When to Contact

The RoW should be contacted under the following circumstances:

- flotsam, jetsam or lagan found
- items found or recovered from a wreck

- reports of illegal or suspicious diving activities on protected wrecks
- reports of Fishes Royal (porpoises, dolphins, whales & sturgeon)
- incidents involving grounded vessels which could result in salvage claims
- broken down vessels if they are drifting and if they, or their cargo, could come ashore

Regulatory Compliance Investigations Team

Personnel in this group are:

- Lead Maritime Investigator

How to Contact

Use Alerting and Tasking to contact the Duty Maritime Investigations Team

If the Duty Maritime Investigations Team does not respond within 10 minutes (High urgency), 20 minutes (Medium urgency) or 30 minutes (Low urgency) of leaving an A&T, call the Duty Maritime Investigations Team via the ViSION directory. If the Duty Lead Maritime Investigator does not respond, contact the Maritime Investigations Team, as per the [HYPERLINK

"https://mcga.sharepoint.com/sites/CIP-RefMaterial/SitePages/Duty-Rosters.aspx" \o "https://mcga.sharepoint.com/sites/CIP-RefMaterial/SitePages/Duty-Rosters.aspx"]

Example

MRCC Falmouth

Personal 534

GIN number, MV DAWN TREADER, serious injury
High urgency

When to Contact

Duty Lead Maritime Investigator should be contacted if it is thought that there might a significant breach of legislation

A 'significant breach' is:

- a contravention of legislation appertaining to ships, other watercraft or seafarers, which has, or has the potential to cause, loss of life, serious injury, significant pollution or damage to property or the environment.

Certain cases should be deemed as automatically a “significant breach” and it will be for the Regulatory Compliance Investigations Team to decide the appropriate action.

These will include the following whether they occur within UK waters or aboard a UK ship anywhere in the world:-

- work related death
- serious injury (as per the Accident Investigation Regulations)
- grounding and (reportable) damage (outside pilotage waters)
- foundering or loss of vessel
- collision
- pollution
- anything alcohol related
- persons overboard fishing vessels where no life jacket was worn

Any of the above incidents reported to MCA personnel. MO or Ops Centre should be brought to the attention of the Regulatory Compliance Investigations Team as soon as possible. Do not assume that they know.

Referral to Regulatory Compliance Investigations Team by Local Marine Office

All other potential cases should have a preliminary (initial fact finding) investigation by the local Marine Office. The survey staff will then decide if a significant breach has occurred. If they deem that it has, then the case will be referred to the Regulatory Compliance Investigations Team .

Survey and Inspection

Incident Notification – Urgent

- Immediate Action or Advice Required

Examples

- Seagoing vessel, or vessel in domestic waterways, involved in incident such as collision, grounding, fire, machinery failure and immediate action or advice is required (see Note)
- All cases of serious injury or fatality on board any vessel in UK territorial waters, SRR and EEZ, including advice for police
- MCA customer requires dispensation to sail at short notice

- Class Surveyor requires urgent technical advice on a survey to enable a ship to sail the same day

When	Who	How	Notes
Weekday			
0830 - 1700	Marine Office for Technical Manager (S&I) or SIC1	Phone: PD 504, followed by email	Some Satellite Marine Offices have few staff and may not always be manned during off hours, in which case call the Marine Office Technical Manager or Business Manager at the flank Marine Office
1700 - 0830	Duty Surveyor	As per HQ Duty Roster	
Weekend or Bank Holiday			
Anytime	Duty Surveyor	As per HQ Duty Roster	

¹ Surveyor in Charge

Note: if the vessel is not alongside, no action can be taken at night although advice can be provided, if required

Incident Notification – Heads Up

- No immediate action but incident may develop or discussion required with S&I regarding severity

Examples

- Seagoing vessel, or vessel in domestic waterways, involved in incident at sea at night such as collision, grounding, fire, machinery failure, but is in no immediate danger and there is nothing that S&I can do until the morning or the vessel is alongside
- Discussion is required with Surveyor regarding severity, or potential severity of incident and their need to take action or attend

When	Who	How	Notes
Weekday			

0700 - 0830	Duty Surveyor	As per HQ Duty Roster	
0830 - 1700	Marine Office for Technical Manager (S&I) or SIC	Phone PD PD 504, followed by email	Some Satellite Marine Offices have few staff and may not always be manned during office hours, in which case call the Marine Office Technical Manager or Business Manager at the flank Marine Office
1700 - 2000	Duty Surveyor	As per HQ Duty Roster	
2000 - 0700	No-one		Wait till 0700 then contact Duty Surveyor... <input type="checkbox"/> Unless it becomes Urgent!
Weekend or Bank Holiday			
0700 - 2000	Duty Surveyor	As per HQ Duty Roster	
2000 - 0700	No-one		Wait till 0700 then contact Duty Surveyor... <input type="checkbox"/> Unless it becomes Urgent!

Routine – Day to Day Matters

- Matters that can wait until working hours

Examples

- Vessel showing incorrect AIS or VTM notification
- Request for call back regarding survey from member of public
- Vessels reporting emissions of SOx and NOx

When	Who	How	Notes
Weekday			
0830 - 1700	Marine Office for Technical Manager (S&I) or SIC	Phone PD PD 504, followed by email	Some Satellite Marine Offices have few staff and may not always be manned during office hours, in which case call the Marine Office Technical Manager or Business Manager at the flank Marine Office
1700 - 0830	No-one		Contact MO after 0830
Weekend or Bank Holiday			

Anytime	No-one		Contact MO after 0830 next working day
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Other Information

Calling the Duty Surveyor

On call Duty Surveyors are not normally called directly by the Ops Centre. The MC should always contact the Duty Tactical Commander to discuss, before calling the Duty Surveyor

If the Duty Surveyor does not answer their mobile phone when contacted, leave a message with a return phone number. If this is not done the Duty Surveyor will not be able to return the call

Port State Control (PSC) Inspections

The Duty PSC Co-ordinator (DCO) is the national co-ordinator for Port State Control inspections of foreign ships outside office hours and will be called by the Duty Surveyor if necessary

If it is considered desirable (e.g. for port state control inspection) that a surveyor attends a vessel when alongside, consider the arrival time versus the time of day e.g. do not call the Duty Surveyor at 0200 if the vessel is arriving at 1000

Paris MOU Member State requests postponement of a PSC Inspection - CGOG Aberdeen Only

- Office Hours: Contact local Marine Office
- Daytime outside office hours (0700-0830 or 1700-2200): Contact Duty PSC Co-ordinator (DCO)
 - DCO duty list provided direct to Aberdeen by Inspection Operations)

Advice or Exemption Requests

If surveyor advice or exemption requests are received by an Ops Centre outside office hours, the caller should be asked if they can wait until daytime or office hours

- If they can, they are treated as 'routine' matters and the appropriate Surveyor contacted, depending on time of morning (i.e. Duty Surveyor from 0700, AOM (S&I) or SIC from 0830)
- If they cannot, they are regarded as urgent and the Duty Surveyor should be called

Local Marine Office Referrals

Port Waste Management Reports

- Reports of this nature received at an Ops Centre should be recorded and the information emailed to the relevant Marine Office

General Technical Query or Survey Booking

- Callers should be requested to contact the relevant Marine Office or Customer Service Manager (S&I) during office hours

Lone Working Surveyors

A Surveyor who is working alone may contact the Ops Centre to advise them of their location, expected finishing time and contact details. On completion of the job, the surveyor should contact the Ops Centre to advise them of their safe return home. This is written into 'Instructions to Surveyors' MSIS 30 Chapter 30. All Surveyors should have the nearest Ops Centre operations room telephone number in their mobile phone memory

If the Ops Centre does not hear from the Surveyor within 30 minutes of the expected finishing time and they are unable to contact the Surveyor to verify his/her safety they should:

1. Contact the Duty Surveyor (or Surveyor in Charge if within office hours)
2. Initiate the most appropriate response to verify the surveyors whereabouts

Media

Personnel in this group are:

- Members of MCA Media team

When to Contact

A press officer should be contacted by the Duty Strategic Commander, Tactical Commander or SMOO if any of the following occurs:

- any incident (whether SAR or pollution) of national importance
- where there is a strong safety message
- when the Ops room is too busy to deal with the media

Contact Numbers

During office hours from Monday to Friday: **Personal Data** 222

Out of office hours and at weekends: **Personal Data** 165 (this number diverts to the duty press officer's phone or pager)

Please note the out of hours number is for internal use only. Please give the office hours number to the news media or public

To contact by email, use [[HYPERLINK](#) **Personal Data** @mcga.gov.uk"] with #urgent in the subject line.

Information Required

When the press officer is contacted, provide them with the following information:

- a brief outline of what happened
- when it happened in local time
- where it's happening – a geographical location rather than lat and long
- what units were involved
- details of persons (their ages and where they are from) and vessels involved

Press Officer Actions

If the press officer decides that there is a strong safety message or there is likely to be significant media interest they will then

- draft and issue press releases
- monitor the media and social media
- handle media enquiries and facilitate interviews

If the incident is likely to be large and protracted, the press officer will discuss and organise other logistical arrangements with the SMOO/ Tactical Commander or other management

UK Ship Registry

Personnel in this group are:

- Customer Account Managers

These personnel are on call for ship registration queries from vessels or shipping companies. It is unlikely that there will be an occasion for them to be contacted by Ops Centre staff

Joint Maritime Security Centre (JMSC)

Personnel in this group are:

- JMSC Liaison Officers

When to Contact

JMSC Liaison Officers should be contacted by phone for the following reasons/incidents.

- When specialist tactical advice is required or when requested by the Duty Tactical Commander
- Counter Terrorism incidents
- Immediate threat to life or infrastructure during Maritime Security incidents
- Incidents involving weapons or/and narcotics
- All major incidents impacting Maritime Security
- International Maritime Incidents involving UK persons/flag vessels

Note: Preferred method of contact is via the primary telephone number. If contact is not made via this method, follow up with an A&T alert text message to the on-call officer, example below.

- MRCC Humber
- GIN **Sensitive & Irrelevant**
- Please contact **Name** at MRCC Humber quoting above GIN

For all other reports and notifications send the details including the GIN, a brief description and details of any actions taken in an email

Contact

Email - [[HYPERLINK](#) **Personal Data** @mcga.gov.uk"]

Primary Tel No: **Personal** 157 (monitored 24 hours)

Secondary Tel No: See A&T - Full Time Officers - JMSC

For medivacs involving foreign nationals

Border Force Maritime Information Bureau

1. Call Border Force Maritime Information Bureau **Personal Data** 200

2. Email:

Personal Data @homeoffice.gov.uk

Emails

Emails to the JMSC and other stakeholders must include the GIN, a brief description of the incident and any actions taken

Alerting and Tasking

☐ Alerts to JMSC LO must include the information below

- Originating MRCC
- Contact phone number, including STD code
- GIN, brief details of incident
- Degree of urgency - low, medium or high

Example

MRCC Falmouth

Personal Data 534

GIN number, Suspicious vessel, Plymouth, CRT investigating

Low urgency

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