



Luxembourg, 17 December 2019

Circular CAM 07/2019

O/Ref. : AH/110730

Subject: **Introduction of a new 24/7 hotline for emergency situations**

To : All Accredited Shipping Managers, ship owners, ship operators, Designated Persons Ashore and Company Security Officers of Luxembourg flagged ships.

In an effort to constantly improve its services to ship owners and operators, the Commissariat aux affaires maritimes is putting in place a new system ensuring a 24/7 hotline service for Luxembourg flagged vessels.

The purpose of the present circular is to introduce the new working procedure.

Only safety and pollution prevention issues are concerned by the present circular.

For security issues, the existing contact numbers found in CAM Circular 01/2013 remain unchanged.

Recognized Organizations, Masters, Shipowners and Operators of Luxembourg flagged vessels must take note of this Duty Officer service, entering into force on **2nd January 2020**.

Purpose

The Duty Officer provides emergency services to Luxembourg vessel Owners and Operators outside of CAM office hours (i.e. Monday to Friday from 17.00 until 08.00 CET), as well as on weekends and public holidays.

Scope

The Duty Officer responds to the following:

- manning derogation : when, for exceptional circumstance, the minimum safe manning level cannot be achieved;
- technical derogation : when a technical equipment is malfunctioning and cannot be repaired timely, rendering the ship not compliant with statutory requirements.

Structure

The Duty Officer service is provided through SeaNet Maritime Services, Luxembourg and **is limited to time-sensitive requests outside of CAM office hours**. A temporary derogation with a validity period limited to 72 hours will be issued by the Duty Officer; it will be followed by a confirmation issued by CAM on the next working day.

Non-urgent requests will be answered during working hours.

Duty Officer Contact

The Duty Officer may be reached by phone at [+352 621 792 862](tel:+352621792862).

Note: All phone requests or inquiries must be confirmed by email to 24-7@maritime.lu.

The derogation request should be accompanied by the following information:

- company name and contact details;
- vessel name, call sign and IMO N°;
- ETA and/or ETD to/from next port;
- email address of the relevant Recognized Organization;
- designated Person Ashore(DPA) name and contact information;
- Luxembourg maritime manager (who should also be put in copy of original derogation request);

Depending on the type of derogation, the request should include the following additional information:

In case of a manning derogation:

- copy of Current Crew list;
- rank or rate of the concerned crew member;
- nature of the emergency;
- port where the crew member will sign off;
- port and date when a replacement can join the vessel;
- copy of the Minimum Safe Manning document;
- any additional relevant information

In case of a Technical or Safety Derogation

- type of defective equipment;
- procedure/arrangement implemented on board or additional equipment supplied ;
- date and place when equipment will be repaired;
- any additional relevant information

Adequate dissemination of this information within your company and to the Masters of Luxembourg flagged vessels should be ensured.



(s) Robert BIWER
Government Commissioner
for maritime affairs