

## ANNEX I

### Common Operational Procedures

#### Document Approval

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## 1. Introduction

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This document contains procedures to be maintained by both national and central SafeSeaNet (SSN) systems to ensure the correct operation of the system and its mandatory functionalities (as defined in Chapter 2.3 of the Interface and Functionalities Control Document - IFCD).

The procedures support the operational services defined in Chapter 5.2 of the IFCD. The operational procedures should be available to all system support services staff in electronic and/or printed form, and they should be an integral part of regular training activities. Operational procedures which only affect national SSN systems should be defined at national level and are not covered by this document.

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## 2. Audience

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This manual is intended for the following SSN users:

- a. **National Competent Authority (NCA):** The body which assumes responsibility for a national SSN system and its management on behalf of a MS. It is responsible for the operation, verification and maintenance of the national SSN system, and for ensuring that the standards and procedures comply with the requirements described within the IFCD, and with the agreed technical and operational documentation. The NCA responsibilities are defined in Annex III of Directive 2002/59/EC (as amended).
- b. **Local Competent Authorities (LCA):** These are authorities and organisations designated by MSs to receive and transmit information pursuant to the SSN legal framework (e.g. port authorities, coastal stations, Vessel Traffic Services, shore-based installations responsible for a mandatory ship's routing system or a mandatory ship reporting system approved by the IMO and bodies responsible for coordinating search and rescue operations and port state control officers).
- c. **NCA 24/7:** The contact point at national level used for 24/7 operational contacts between MSs and with the MSS.
- d. **Maritime Support Services (MSS):** Maritime Support Services is the 24/7 EMSA service responsible for monitoring the EU maritime transport operational systems (in particular SSN), for the exchange between MSs (and some participating third countries) of information on ships, their voyages, their cargoes and incidents at sea (including accidents and pollution). The MSS permanently monitors the data quality in, and the performance and continuity of, the operational systems. It also provides a helpdesk facility to the SSN Community and supports the prompt mobilisation of EMSA's contracted oil pollution response vessels following a MS request.

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## 3. Operational Services

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### 3.1 Contact Points

To ensure that the communication between users is maintained, EMSA and NCAs need to establish 24/7 contact points as follows:

- The MSS is the contact point for EMSA.
- At MS level, NCAs should identify their own appropriate contact points.

### 3.2 System Support Services at National Level

Member States shall ensure that effective exchange of the information referred to in the SSN legal framework takes place at national level.

This information exchange may be executed by means of the designated **24/7 NCA** services, which could include the following elements (on a 24/7 basis):

- Respond to direct requests for information from a SSN user by phone, fax or e-mail: MSs are obliged to respond to SSN requests in accordance with the agreed response times mentioned in Chapter 4.1 of the IFCD.
- Respond to requests for information from a MS NCA 24/7 or MSS by phone, fax or e-mail, during a Business Continuity event.
- Provide an SSN Incident Report distribution service at national level: Incident Reports received from another MS via SSN should be distributed among the relevant LCAs within the country.
- Monitor the performance of the communication system within its service area in order to assess any degradation in its operational capability.
- Monitor data providers' communication links.
- Monitor the NCA's own operations in order to ensure availability and to avoid the distribution of unreliable or corrupted messages.
- Immediately notify the MSS should the national system be unavailable to receive, process or transmit data in accordance with the IFCD specifications.
- Receive information on reported technical failures from the MSS and distribute to national users whenever required (e.g. failures in another MS or in the SSN application/hardware/network).
- Provide support to users at national level.

The NCA should also ensure that additional SSN related services, such as the following, are carried out (not on a 24/7 basis):

- Managing reference databases at national level.
- Administrating users' access at national level.

- System assessment relating to the quality of the information provided by the national SSN system.
- Providing feedback to the SSN development teams.
- Providing archived data following requests from NCAs or EMSA.
- Ensure that the company, who has been given an exemption in accordance with Article 15 of the Directive 2002/59/EC as amended, has established an internal system that makes it possible for the NCA to receive the due information.

### 3.3 Central System Support Services

In accordance with the definition provided in Chapter 1 of the IFCD, EMSA is responsible, on behalf of the MS and European Commission, for the management of the central SSN system. This includes: monitoring the continuity of service at the centre; connections with Member States; monitoring and reporting on data quality and availability; IT and engineering support restricted to the user interfaces and; communication interfaces within SafeSeaNet.

EMSA provides these services via its 24/7 **Maritime Support Services (MSS)** operations centre. The services provided on a 24/7 basis are as follows:

- Monitoring the availability and performance of the central SSN system.
- Support Member States in the monitoring of the national SSN systems in terms of availability and data quality of the information exchanged (i.e. the availability of notifications, rejected messages, details in ship positions, Hazmat and incident information).
- Provision of an operational and IT helpdesk for central SSN users (e.g. NCAs).

The MSS also provides the following SSN support services:

- Management and validation of the reference databases in the central system.
- Administration of user accounts within the central system, and in particular, managing the list of NCA contacts to be used for communication purposes.
- Provision of statistics on SSN activity by Member State and type of message.
- Testing of new versions and provision of feedback to development teams.

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## 4. Operational Procedures

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In order to support the services described before, a non-definite set of operational procedures has been defined in the IFCD Chapter 5.3. These operational procedures are detailed in this chapter as follows:

- 4.1 Reporting technical failures or planned interventions
- 4.2 Providing information during system failures or planned interventions
- 4.3 Distributing Incident Report notifications to other MSs
- 4.4 Reception of Distributed Incident Reports
- 4.5 LOCODEs Management
- 4.6 Updating the list of SSN contact details
- 4.7 Missing or mismatched Information in SSN
- 4.8 Requesting and providing historical data and other types of data
- 4.9 Single Hull Tankers early warning
- 4.10 Communication Procedure
- 4.11 SafeSeaNet central system switch to the Business Continuity Facility (BCF)
- 4.12 Fail-over of a national SSN system or a national/regional AIS server

All procedures are presented following the same structure as follows:

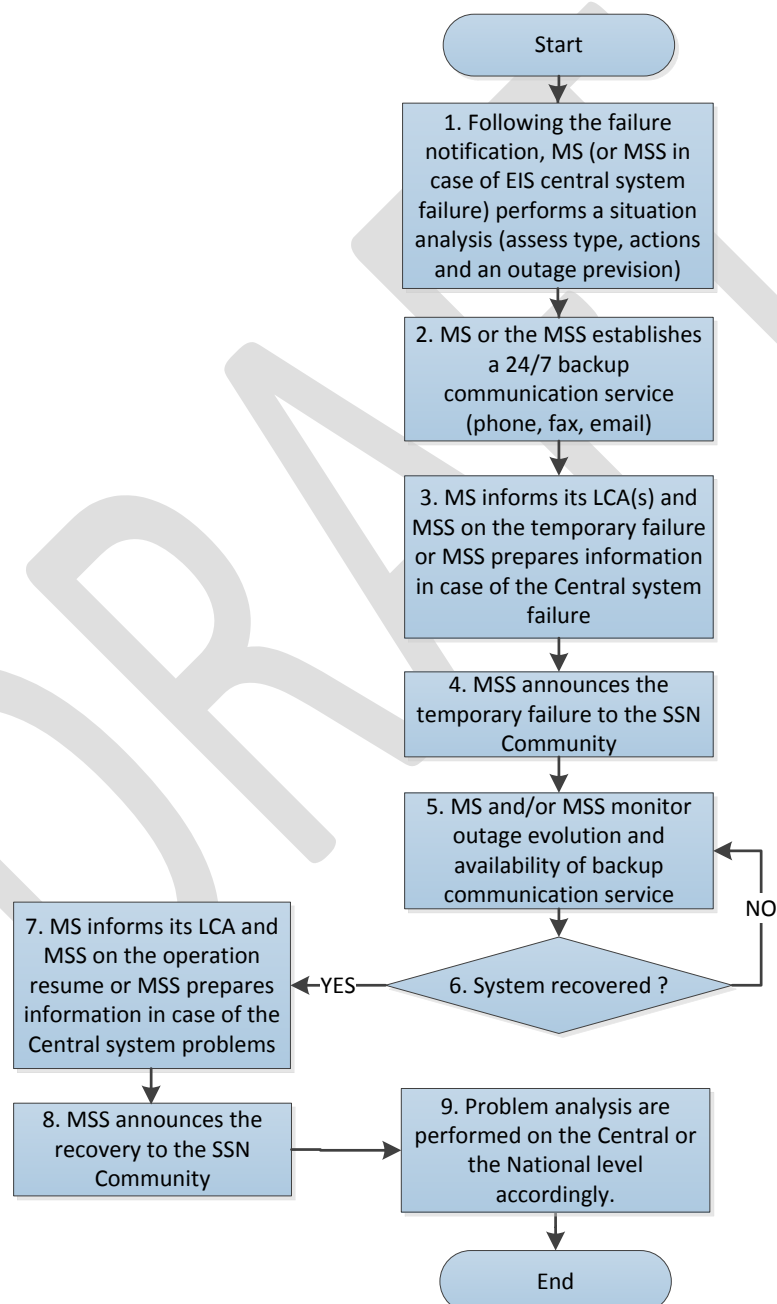
- Objective: describes the purpose of the procedure as defined in Chapter 5.3 of the IFCD
- Description overview: presents the processes data flows and relations between specific actions in a form of flowcharts.
- Actions, descriptions and responsibilities within the procedure: further explains in a tabular format the specific process indicated in the flowchart (detailed description, body responsible and reaction time).
- Template for MSs or MSS to communicate planned interventions or technical failures to the MSS or Instructions and guidelines: Presents the templates used by MSs or MSS used for communication purposes or the relevant guidelines/instructions.
- Reference documents: lists the reference documents and the method of access to these documents (if applicable).

## 4.1 Reporting technical failures or planned interventions

- **Objective**

The purpose of this procedure is to ensure that data providers and users receive appropriate information on technical failures or planned interventions in the SSN system.

- **Procedure Overview**



• **Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
<p>1. Failure/problem is detected or local/ central system enters into service or maintenance status. MSs or the MSS (in case of the central system failure) analyses the situation.</p> <p><i>Note: In case of planned intervention, the communication should be made at least one week in advance and the day before the expected date.</i></p>	<p>Assess with your technical team type of intervention and summary of actions.</p> <p>Make a provisional timing for unavailability (also if result of a failure or indicate unknown time for resuming communication with SSN)</p>	MS/ MSS	<p>Announcements - 1 week and 1 day before (planned intervention)</p> <p>ASAP for a technical failure</p>
<p>2. MS or the MSS (in case of the central system) sets up a permanent communication back-up.</p>	<p>Establish a 24/7 communication back-up (phone/fax/mail, where information may be available on request).</p> <p>Depending on the level of the intervention, Member states may establish/introduce temporary procedure to use the SafeSeaNet Web interface to provide data.</p>	MS/ MSS	
<p>3. MS informs its LCA(s) and MSS of the temporary failure. Save all notifications not sent. MSS prepares the information in case of the central system failure.</p> <p><i>Note: Notifications not provided during the outage must be stored and sent when operations resume</i></p>	<p>Inform all national LCAs of the temporary failure.</p> <p>Inform MSS (<a href="mailto:MaritimeSupportServices@emsa.europa.eu">MaritimeSupportServices@emsa.europa.eu</a>) of the intervention and request MSS to inform all NCA 24/7s of the period of unavailability and contact for requesting data.</p> <p>The outage notification should contain:</p> <ul style="list-style-type: none"> <li>• Time commencing outage (GMT)</li> <li>• Time resuming outage (GMT)</li> <li>• Operational point of contact during failure (by default NCA 24/7)</li> </ul>	MS/ MSS	ASAP
<p>4. MSS announces the temporary failure to the SSN Community.</p>		MSS	ASAP



Action	Description/ Remarks	Responsible	Reaction time
<p>5. MS or the MSS (in case of the central system failure) monitors outage evolution and availability of back-up communication service.</p> <ul style="list-style-type: none"> <li>Monitor if communication back-up is operational for any request.</li> <li>Establish constant communication.</li> </ul> <p>Following the execution of the monitoring procedure, go to Step 6.</p>	<p>For communication by phone/fax, see the relevant procedure (Providing information during system failures or planned interventions).</p> <p>Establish phone/e-mail checks with technical staff at certain times (commencing outage, middle time, end resuming outage).</p> <p>The purpose of this action is to maintain control of the outage, and to be ready should the failure last beyond the planned time schedule</p>	NCA/ MSS	
<p>6. If normal operations have resumed, go to Step 7. If not, return to Step 5.</p>			
<p>7. MS informs its LCAs and MSS that the system recovered. MSS prepares information in case of the central system problems.</p>	<p>Operations of the national SSN resumed or there is an extension of failure.</p>	MS/MSS	ASAP
<p>8. MSS announces national system recovery to the SSN Community.</p>		MSS	ASAP
<p>9. Problem analyses are performed on the central or the national level accordingly.</p>	<p>Perform analysis with the technical support, try to find the reason(s) for the outage and define any future action to prevent it.</p> <p>The analysis should confirm if the communication flow has continued in terms of notifications and details provided upon request.</p>	MS/MSS	As per national procedures

- **Template for MSs or MSS to communicate planned interventions or technical failures to the MSS:**

*Dear Sir/Madam,*

*This is to inform you that the following SSN services <list of the services > are unavailable in (add country name/ central system):*

*i.e.: not sending notifications (indicate the notifications affected); not able to respond to any request for information; all systems down, etc.*

*Time outage commences (GMT):*

*Estimated time outage ends (GMT):*

*Operational point of contact during outage (by default NCA 24/7):*

*Best regards,*

*Name/position of the sender*

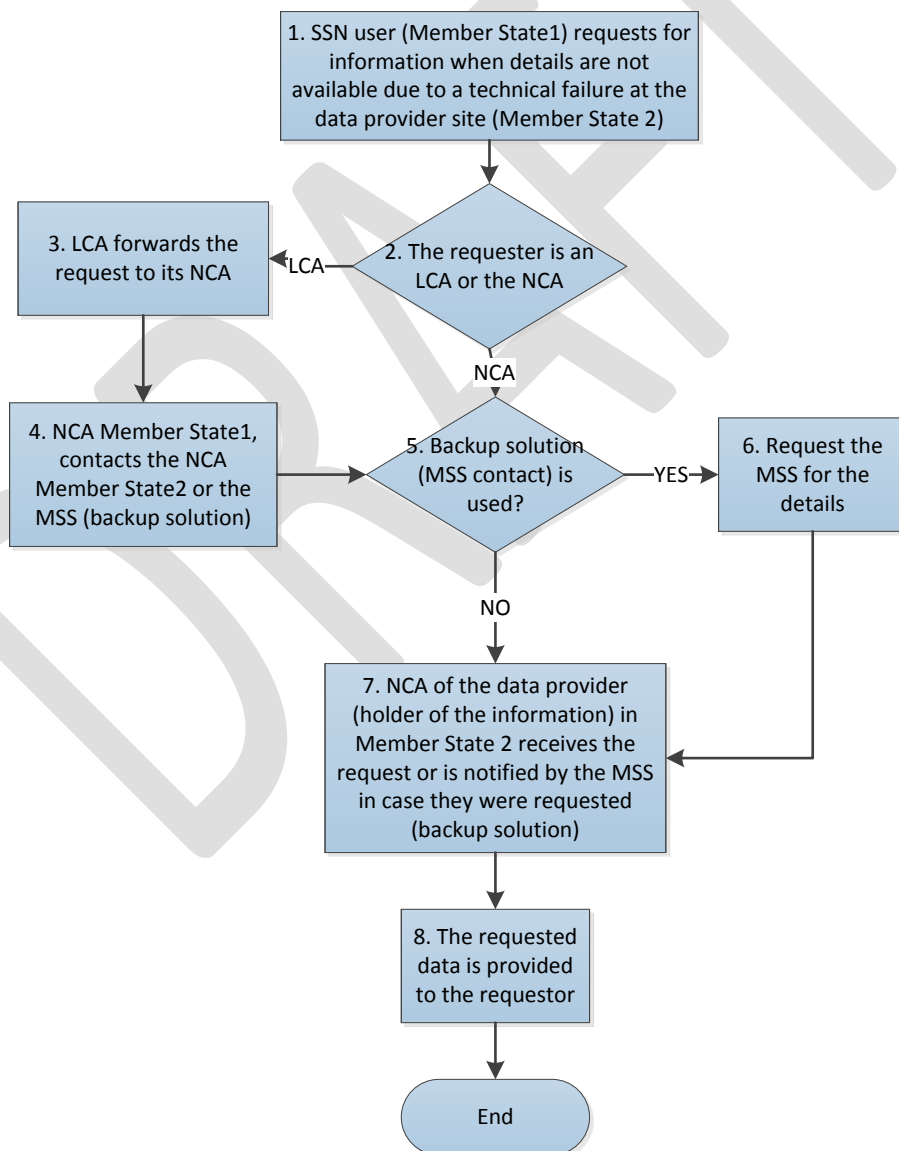
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## 4.2 Providing information during system failures or planned interventions

- **Objective**

The purpose of this procedure is to ensure that, during short periods of system failure or planned interventions, MSs are still able to request information stored at national level using alternative communication means. This back-up procedure only applies to limited requests during maritime emergencies.

- **Procedure Overview**



• **Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
1. SSN user request for SSN data which is unavailable due to technical failure at the data provider site. <i>Note: Any SSN user not receiving the requested information should contact its NCA or equivalent to notify the non-response of the system.</i>	The requester should provide at least name, position, LOCODE, name of the service/office (LCA), phone, fax and email.	Requestor	
2. If the requestor is: <ul style="list-style-type: none"> <li>an LCA, go to Step 3</li> <li>the NCA, go to Step 5</li> </ul>			
3. LCA forwards the request to the NCA			
4. NCA Member State 1 contacts the NCA Member State 2 or the MSS (back-up solution), go to Step 5.			
5. Is the back-up solution used? <ul style="list-style-type: none"> <li>If no, contact the NCA 24/7 in Member State 2 and go to Step 7.</li> <li>If YES, contact the MSS (back-up solution) and go to Step 6.</li> </ul> <i>Note: As a back-up solution, the LCA or NCA 24/7 may contact the MSS for the same purposes. The contact can be done by phone, fax or email (therefore the MSS will provide the requested information also via phone, fax or email).</i>	The NCA shall request the information from the NCA in the concerned MS - provider of the information (or the MSS as a back-up solution). When requesting any information the NCA operator, shall identify him/herself.		
6. NCA of the data provider (holder of the information) in Member State 2 receives the request and retrieves the necessary details from the national system (services). In case MSS provided data- the NCA of the data provider should be notified.	The NCA either prepares the requested data directly, or gets the information from the LCA owning the details.	NCA	
7. NCA response		NCA	Within 2 hours
8. The requested data is provided to the requestor		MSS/NCA	

- **Instructions and guidelines**

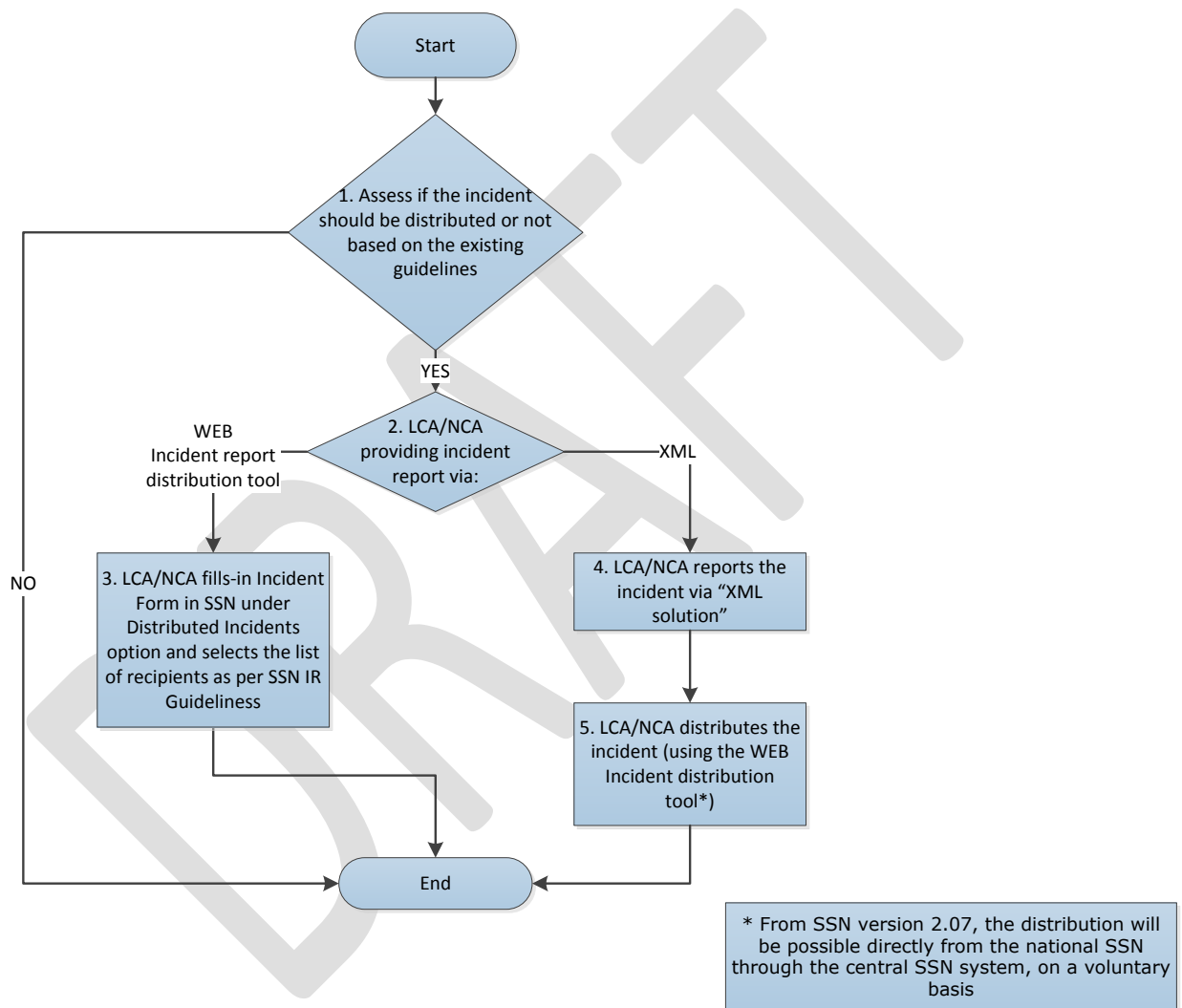
Guidelines - BACKUP CONTACT (NCA 24/7) in case of failure			
Action	Description/ Remarks	Responsible	Reaction time
As per other applicable procedures - provide contact information of the NCA	The contact details of the service providing the back-up solution should be communicated to MSS mail <a href="mailto:MaritimeSupportServices@ems.a.europa.eu">MaritimeSupportServices@ems.a.europa.eu</a> in case of failure or intervention.	NCA	1 Week before and repeated 1 day before for planned intervention.  ASAP for technical failure
Provide requested information	The office/service identified shall have access to the information and shall be able to provide it within the timeframe.	NCA	Within 2 hours

## 4.3 Distributing Incident Report notifications to other MSs

### • Objective

The purpose of this procedure is to harmonise the process of distributing and storing information on Incident Reports.

### • Procedure Overview



- Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
<p>1. Assess whether the incident report should be distributed or not.</p> <ul style="list-style-type: none"> <li>If the incident is to be distributed, go to Step 2.</li> <li>If the incident is not relevant for distribution, end procedure.</li> </ul>	Follow the existing SSN Incident Report guidelines.	MS	
<p>2. Choose an available option for incident reporting and incident distribution:</p> <ul style="list-style-type: none"> <li>SSN UWI interface, go to Step 3;</li> <li>national XML, go to Step 4.</li> </ul>	It depends on the national solution. However, the SSN Web interface can always be used as a back-up tool.	MS	
<p>3. Access the SSN UWI application, attach a document or complete the Incident Report and decide on the distribution list based on the existing SSN Incident Reporting Guidelines.</p> <ul style="list-style-type: none"> <li>End procedure.</li> </ul> <p><i>Note: The flag Member State shall also be informed if it belongs to the SSN community.</i></p>	<p>The "Incident Reports distribution tool" provides, by default, the addressees along the planned route of the ship (based on the departure and destination LOCODEs).</p> <p>Addressees can be added or removed before sending the report. At least one must be selected. For further details, see the SSN User Manual (accessible via the same web page).</p>		
<p>4. Use the national SSN interface to report the incident.</p>		MS	
<p>5. Once the report is sent, the user may access the SSN UWI application and indicate the distribution list of the other SSN MSs concerned.</p>	<p><i>Note: This solution is linked with the developments on the SSN Web interface. This is a workaround allowing users to send IRs via XML, and afterwards, to distribute them from the SSN UWI. From SSN version 2.07, the distribution will be possible directly from the national SSN through the central SSN system, on a voluntary basis.</i></p>		

- **Instructions and guidelines**

Refer to the **Incident Report Guidelines**: <http://emsa.europa.eu/documents/technical-documentation.html>)

- **Reference documents**

Required Tools/reference documents	Method of access	Responsible for the manual/tool
<b>Incident Report Guidelines</b>	<a href="http://emsa.europa.eu/documents/technical-documentation.html">http://emsa.europa.eu/documents/technical-documentation.html</a>	EMSA and MSs

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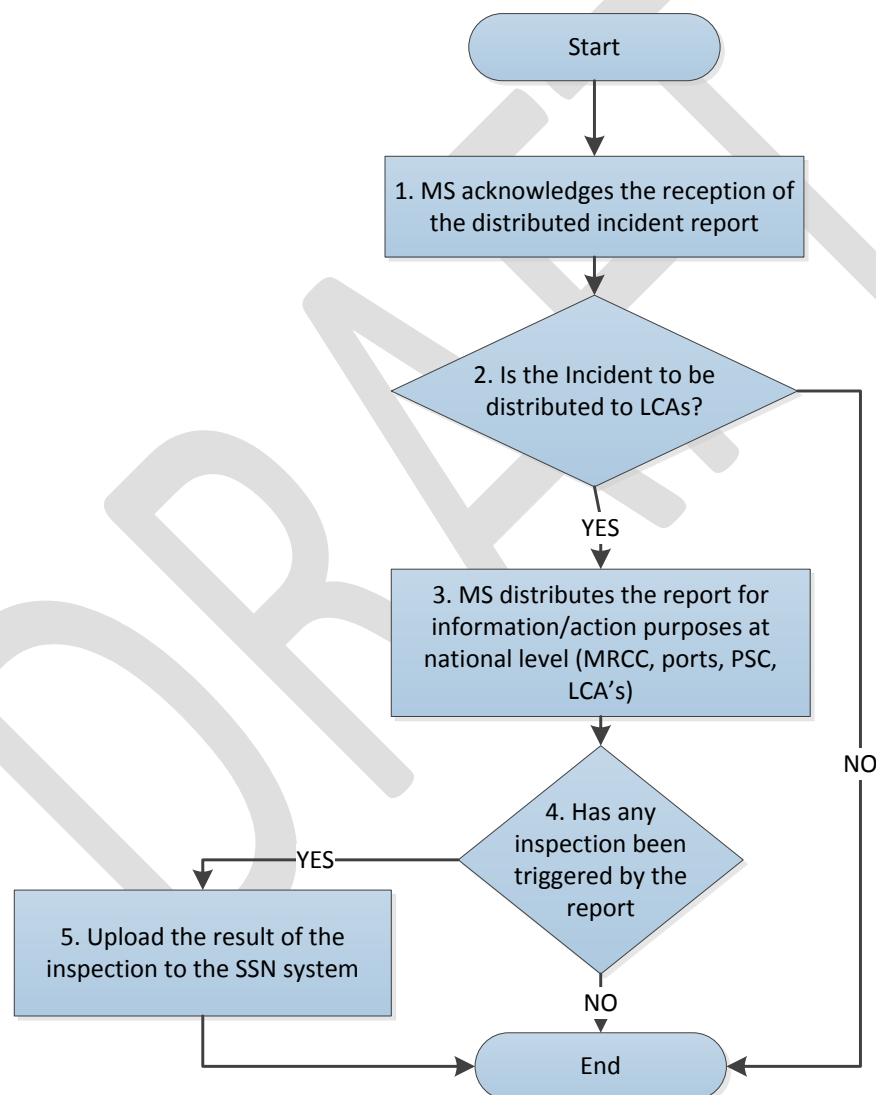


## 4.4 Reception of Distributed Incident Reports

- **Objective**

The purpose of this procedure is to ensure the proper information flow for the distribution of incident reports.

- **Procedure Overview**



• **Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
1. MS acknowledges the reception of the distributed incident report	The Incident Report Distribution Tool includes a functionality whereby the NCA can check whether the addressees have read the distributed message. If deemed necessary, MSs can choose to acknowledge in other ways.	MS	Automatic
2. NCA may internally distribute the information (from the NCA or designated service) to the LCAs (e.g. MRCC, relevant ports, PSC and FSC services and any additional relevant LCAs/coastal stations), based on their national procedures: <ul style="list-style-type: none"> <li>If there is no need to distribute the Incident Report to LCAs (along the planned route), end procedure.</li> <li>Otherwise, go to point 3.</li> </ul>	The notification of the incident at the national level can be "for information" or "for action". – The SSN Incident Report Guidelines can be used as a reference.	MS	
3. NCA distributes the alert as per internal procedures.		MS LCAs	
4. Has there been any inspection carried out in relation to the Incident Report received? <ul style="list-style-type: none"> <li>If not, end the procedure.</li> <li>If YES, go to point 5.</li> </ul>		MS	
5. Report of inspection related to Incident Report has been issued. Upload the results of the inspection as per SSN Incident Report Guidelines. End the procedure.	The report (see Annex 4: Results of inspections, under paragraph 3 of Article 16, of the Incident Report Guidelines) should include a brief description of the ship, voyage, report(s) received and any actions taken in response. The list of addressees for the report shall be included.	NCA receiving a report of an inspection	

- **Instructions and guidelines**

Refer to the **Incident Report Guidelines**: <http://emsa.europa.eu/documents/technical-documentation.html>)

- **Reference documents**

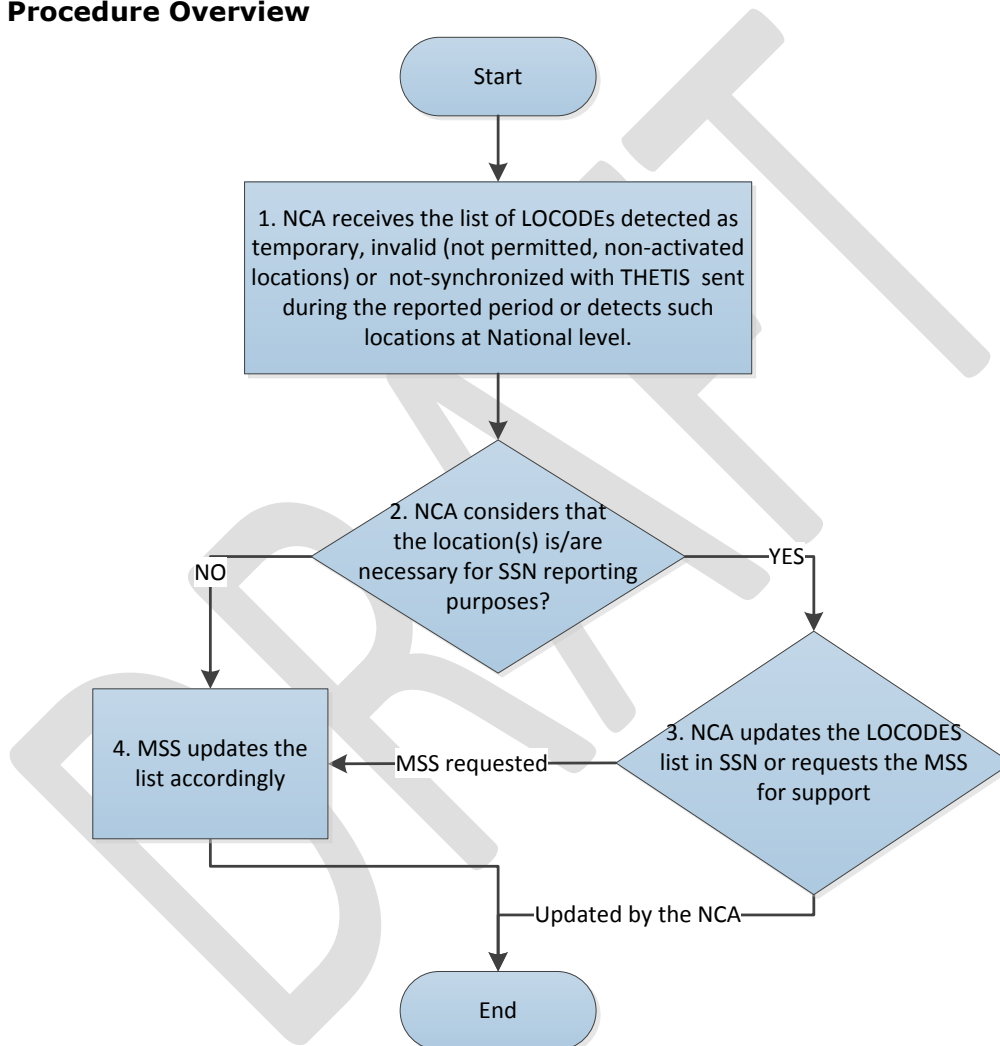
Required Tools/reference documents	Method of access	Responsible for the manual/tool
Incident Report Guidelines	<a href="http://emsa.europa.eu/documents/technical-documentation.html">http://emsa.europa.eu/documents/technical-documentation.html</a>	EMSA and MSs

## 4.5 LOCODEs Management

- **Objective**

The purpose of this procedure is to manage the reference list of LOCODES in the SSN system.

- **Procedure Overview**



• **Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
1. An NCA receives the list of LOCODEs detected as temporary, invalid (not permitted, non-activated locations) or not synchronised with THETIS sent during the reported period. <u>NCA's may also detect such locations at national level. In such cases, begin the procedure from at Step 2.</u>		MSS	
2. An NCA verifies the locations detected/reported/sent in the notifications. At the end of the process, it should be determined whether the specific location(s): <ul style="list-style-type: none"> <li>is/ are necessary for SSN reporting purposes, and thus should be added temporarily as 'SSN specific': Go to Step 3 or;</li> <li>is/ are not necessary for reporting in the SSN, and thus should be deactivated (i.e. deleted from the SSN registry): Go to Step 4.</li> </ul>	<b>SSN LOCODEs guidelines</b> should be used as a reference document during this verification.	MS	
3. An NCA may: <ul style="list-style-type: none"> <li>update the location by its own means and end the procedure, or;</li> <li>request an update from the MSS: Go to Step 4.</li> </ul>	It should be noted that each MS is responsible for maintaining up to date lists of its own active ports, and proposing any new named geographical places as locations for inclusion in the UNECE LOCODE list. The SSN LOCODES guidelines provide clarification related to UNECE contact and requests for updates.	MSS / MS	
4. The MSS updates the list based on information from MSs. That is: <ul style="list-style-type: none"> <li>deactivate the LOCODE if it was incorrect, or;</li> <li>creating an SSN Specific LOCODE;</li> </ul> and end the procedure.	The minimum data in SSN Specific LOCODEs should contain: <ul style="list-style-type: none"> <li>the LOCODE;</li> <li>the official location name, and;</li> <li>the position.</li> </ul>	MSS	

- **Instructions and guidelines**

Refer to the **SSN LOCODEs Guidelines**: <http://emsa.europa.eu/documents/technical-documentation.html>)

- **Reference documents**

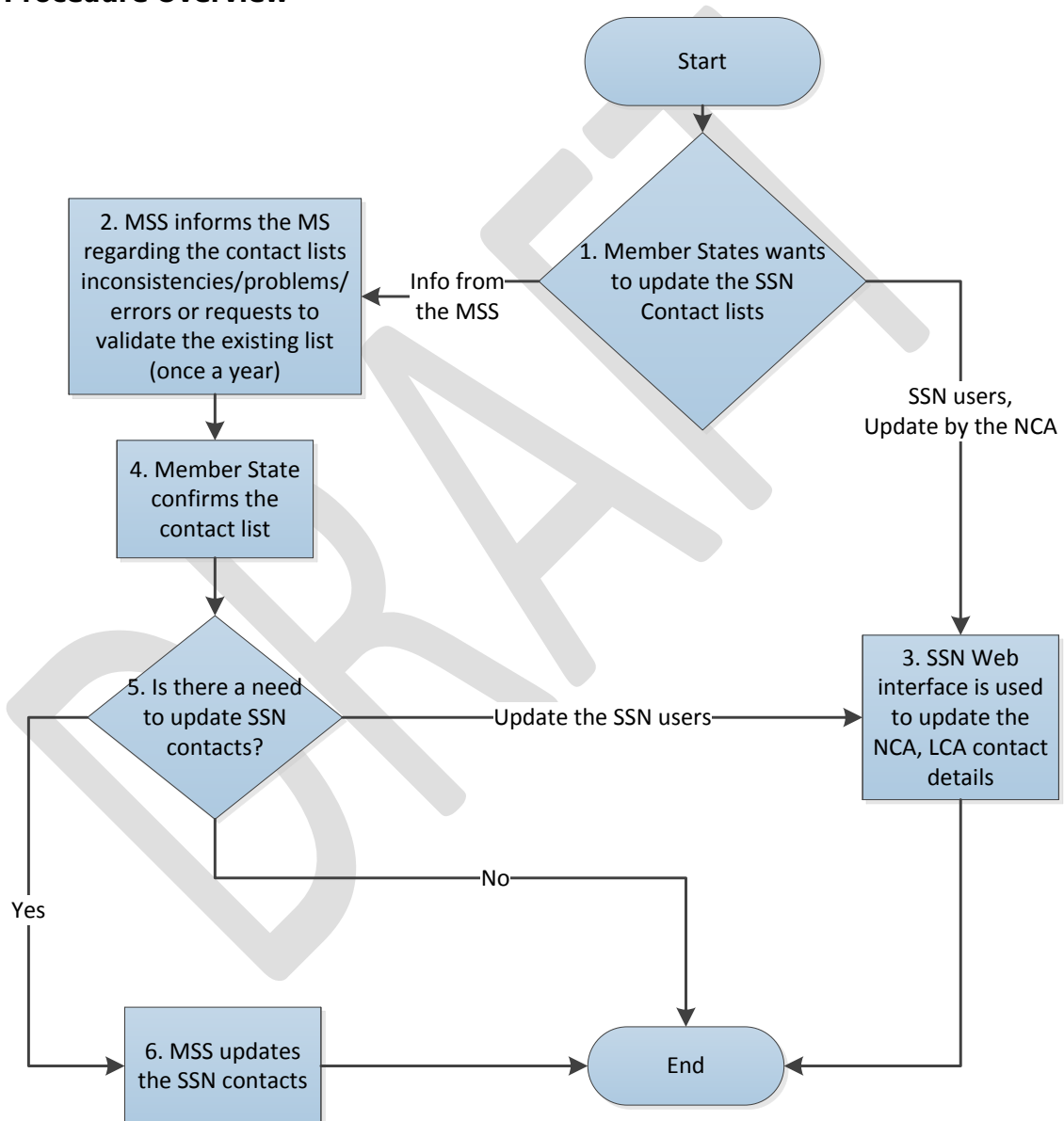
Required Tools/reference documents	Method of access	Responsible for the manual/tool
<b>SSN LOCODEs Guidelines</b>	<a href="http://emsa.europa.eu/documents/technical-documentation.html">http://emsa.europa.eu/documents/technical-documentation.html</a>	EMSA and MSs

## 4.6 Updating the list of SSN contact details

- **Objective**

The purpose of this procedure is to maintain an updated list of NCA and LCA details, including the NCA 24/7 contact and others related to the management of SSN system. The list should be communicated to the MSS.

- **Procedure Overview**



• **Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
1. An MS initiates an update of: <ul style="list-style-type: none"> <li>SSN Web user(s) contacts. Go to Step 3;</li> <li>SSN contacts (representative, NCA 24/7, contractors). Go to Step 5, or</li> <li>MS receives information or requests from the MSS. Go to Step 2.</li> </ul>	<p>NCA's have the right to manage their own SSN authorities and users through a Web based application within the central SSN system.</p> <p>The MSS shall report any changes in SSN contact details as soon as possible.</p>	<p>MS</p> <p>MSS</p>	<p>Once available</p> <p>When inconsistencies are detected</p>
2. MSS informs the MS: <ul style="list-style-type: none"> <li>of contact list inconsistencies, problems and/or errors, or;</li> <li>requests validation of the existing lists (once a year).</li> <li>Go to Step 4.</li> </ul>	When distributing emails to SSN representatives, operational contacts or contractors in MSS, if an error is found, the sender (MSS) shall further investigate (requesting clarification from the representative/operational contact as appropriate)	MS/MSS	
3. MS uses the SSN Web interface to update the NCA, LCA contact details and ends the procedure.		MS	
4. MS confirms the contact list(s) provided by the MSS, go to Step 5.		MSS	
5. MS confirms updates of SSN contacts (SSN representative, operational or contractors). <ul style="list-style-type: none"> <li>If YES, go to Step 6.</li> <li>If the update concerns the SSN Web users, go to Step 3.</li> <li>If No updates are required, end the procedure.</li> </ul>		MSS	
6. The MSS updates the SSN contacts (NCA's, representative operational, NCA 24/7, contractors) and ends the procedure.		MSS	

• **Reference documents**

Required Tools/reference documents	Method of access	Responsible for the manual/tool
<b>Welcome on Board documents</b>	At MS level and copy at SSN central level.	NCA

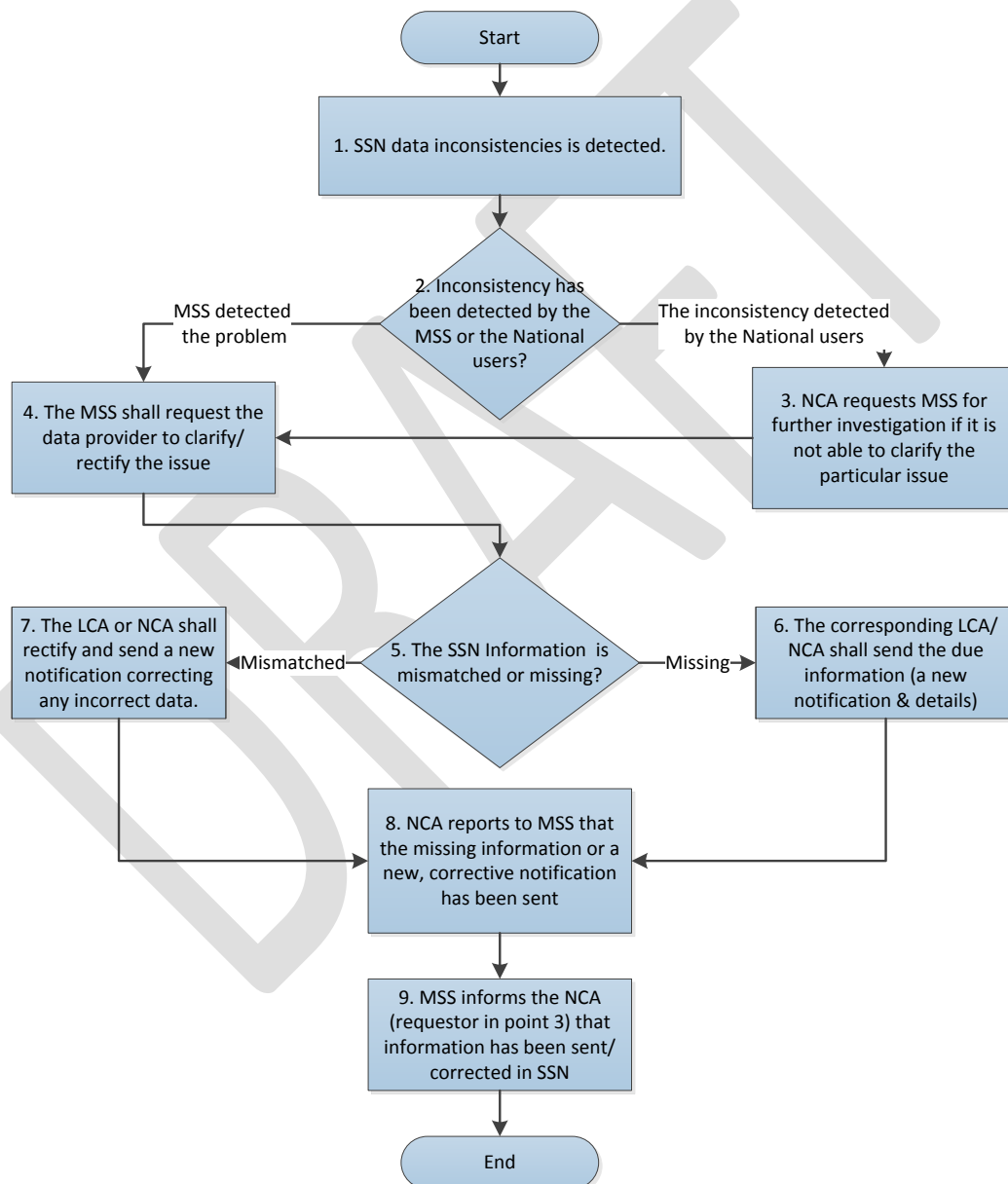


## 4.7 Missing or mismatched Information in SSN

### • Objective

The purpose of this procedure is to investigate and correct any detected inconsistency in the information provided to the SSN system, including ship details (IMO, MMSI, Call sign and name).

### • Procedure Overview



• **Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
1. SSN data inconsistencies are detected.	The inconsistency can be detected by the MSS or any SSN user (LCA/NCA). LCAs shall contact their NCAs whenever an issue is raised.	LCA/MSS	
2. If the process has initiated: <ul style="list-style-type: none"> <li>by MSS, go to Step 4, or;</li> <li>by LCA or NCA at national level, and the NCA can't resolve the particular issue, go to Step 3.</li> </ul>	There may be direct contact between NCAs if initiated by the originating NCA.	MS	
3. NCAs shall contact the MSS for further investigation			
4. The MSS shall request clarification/ correction of mismatched or missing information by the NCA involved (the data provider)	MSS shall provide details in the SSN system (and/or other sources of information) to assist MSSs during the investigation process.	MSS	2h
5. The information is: <ul style="list-style-type: none"> <li>mismatched, go to Step 7.</li> <li>missing, go to Step 6.</li> </ul>			
6. Missing information: Once it is confirmed and recognised that an MS has not provided a due notification, or details, the corresponding LCA/NCA shall send the due information to the SSN Core. Go to Step 8.	In case of a requests indicated as urgent (i.e. after an accident), the timeframe for providing the data provided is within 2 hours.  Additionally, NCA requesters can ask the MSS to receive the missing information by any other appropriate means that shall be provided by the MSS to the NCA owning the missing information.	MS	2h (urgent)/ 48h (not urgent request)
7. Mismatched information: Once it is confirmed and recognised that an MS shall rectify and send a new, corrective notification. Go to Step 8	In case of urgent requests (i.e. after an accident), the timeframe for correcting the data provided is within 2 hours.	MS	2h (urgent) / 48h (not urgent request)
8. The NCA should inform the MSS once data has been corrected/re-sent to SSN		MS	Once done
9. The MSS shall inform the NCA (originator of the process) of the outcome of the process.	The NCA shall inform the LCA if necessary (if an LCA was the origin).	MSS	Once available

## 4.8 Requesting and providing historical data and other types of data

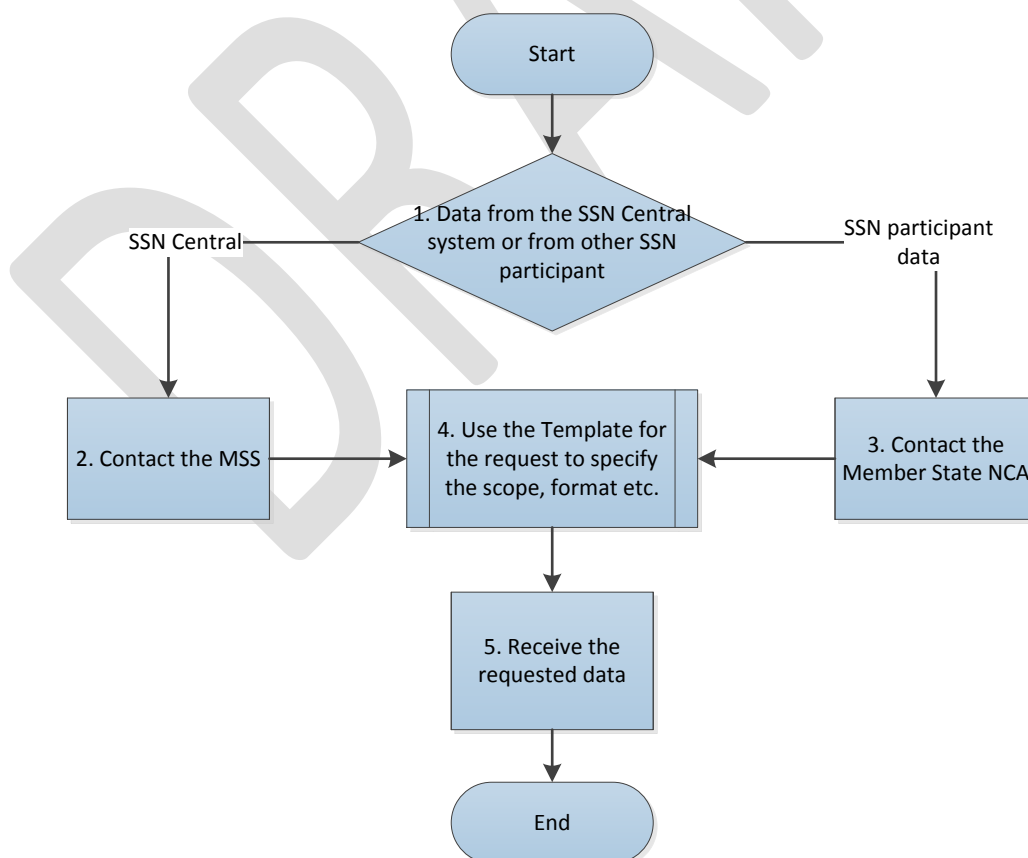
### • Objective

The purpose of this procedure is to **harmonise the method of requesting archived** (historical) data from any data provider, and other data types (e.g. statistical or other data types) from the SSN central system.

Possible application:

- When an MS wishes to join a production site after a period of tests.
- When there are changes to the scope of the information provided to SSN (e.g. an MS introduced additional authorities, messages, etc.).
- When an MS wishes to verify the quality and availability of the messages provided.
- When an MS wishes to access data which is available at the SSN central Level.
- When an MS wishes to access historical data which is not available at the SSN central Level.

### • Procedure Overview



• **Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
1. Request for SSN Data. Assess if the information is available through the SSN central system or through specific SSN participant (SSN Member State):  <ul style="list-style-type: none"> <li>If the data is available through the SSN central system level, go to point 2.</li> <li>If the data is available through the specific MS level, go to point 3.</li> </ul>	<i>Note: In the case of a request from an LCA, the LCA should first contact their NCA.</i>	Requestor	
2. The NCA "data requester" should contact the MSS. Go to point 4 in order to specify the scope of the request.	<i>Note: In cases where data stored at central level has been provided by a MS other than the requestor, the MSS is not entitled to provide the information from the central SSN system unless authorised by the MS(s) acting as data provider(s). All communications must be in writing.</i>	MSS	
3. The NCA "data requester" should contact the other Member States' NCA. Go to point 4 in order to specify the scope of the request.	<i>Note: EMSA may liaise between the contacts.</i>		
4. Use the Template SSN Data request to specify the scope of your request.	See template below.		
5. Receive the requested data and close the procedure.		Provider	5 working days

• **Instructions and guidelines**

Template of the request

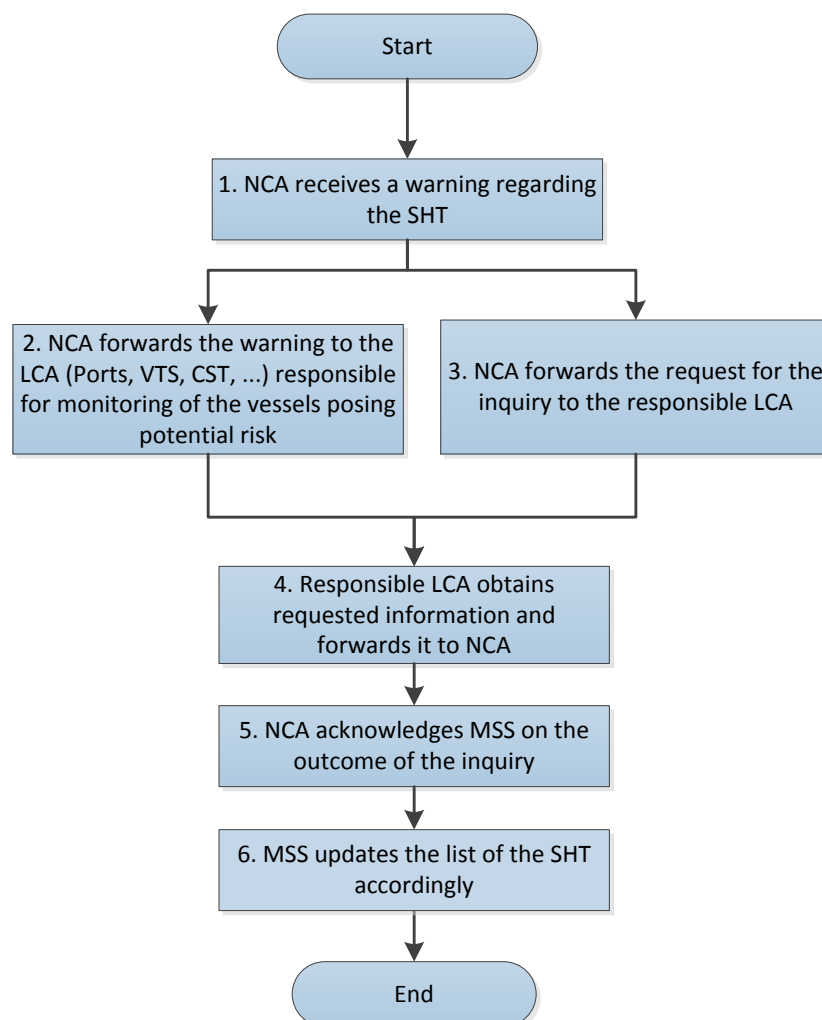
SSN Data request form (fill in only the applicable fields)		
No	Item	Details/Description/Criteria
1	Requesting Authority details	Contact Details: Phone: Fax: Email: Responsible Person :
2	Requested data  <i>(Historical, statistics, aggregated data, specific notifications, specific ports or ships etc.)</i>  Use the proposed fields as appropriate.	Specify: (Free text)  <i>Note: A requester may use further fields (below) to better specify the requested data criteria</i> SSN - indicate Notification Type(s): Positioning/tracking data <i>(indicate AIS/ MRS or any):</i> Archived data: Other type (specify):
3	Ship (s) identification or description  <i>Note: Applicable only when the data requested (2) is limited to a ship or a group of ships.</i>	Identification: IMO MMSI Call Sign Name Description
4	Timeframe (if applicable)	From: To:
5	General Scope	Quality or Quantity (amount) Availability Communication link
6	Port identification or description  <i>Note: Applicable only when the data requested (2) is limited to a port or a group of ports.</i>	Name(s): LOCODE(s): Port as: Last Port(s)/ Port(s) of Call/Next Port(s)
7	Possible data providers	NCA: LCA (e.g. specific port):
8	Area (if the coverage area can be defined by a polygon)	
9	Central SSN confirmation only  <i>Note: EMSA/MSS are not entitled to provide the information from the central SSN system unless authorised by the MS owning the data.</i>	<i>Additional consent of the actual data provider is needed?</i> YES – which? NO
10	Preferable data carrier/ format	Raw data Specific format (specify)
11	Intended use of the information requested  <i>(e.g. investigation, inspection, infringement procedure, etc.)</i>	

## 4.9 Single Hull Tankers early warning

- **Objective**

The purpose of this procedure is for the MSS to inform MSs (as agreed) each time that a single hull tanker (SHT) has been identified in their notifications.

- **Procedure Overview**



• **Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
1. The NCA receives a warning message in the SSN2MS_Receipt message, or the NCA receives a warning from the MSS.	MSs to ensure that warnings issued by the SSN system are being monitored.		
2. The NCA forwards the warning to the LCA (Port, VTS, Coastal Station- CST) responsible for monitoring the vessel(s) posing a potential risk.	Steps 2 and 3 run in parallel.	MS	ASAP or as per local procedures
3. The NCA forwards the inquiry on the status of the vessel (scheduled phase-out and cargo on board) to the responsible LCA.	The LCA responsible for the inquiry may be the same as the one responsible for the monitoring of the vessels posing a potential risk.	MS	ASAP or as per local procedures
4. The LCA obtains the information on the status of the vessel and cargo carried on board.		LCA	ASAP or as per local procedures
5. The NCA receives information from LCAs and informs MSS on the results of the inquiry.	Expected information is, among others: <ul style="list-style-type: none"> <li>the status of the vessel (type of vessel, IMO category and planned phase-out date if SHT).</li> <li>the cargo carried on board.</li> <li>the activity of the vessel (intended port call, etc.)</li> </ul>	MS	24 hrs
6. In cases the tanker has been converted to a different type (bulker, heavy load carrier, double hull), the EMSA SHT list shall be updated accordingly.		MSS	ASAP in SSN List updated once a month

• **Template for MSs to investigate the status of the ship**

Information provided to/for operators before assessment		
1. Ship name:	2. Call sign :	3. IMO number:
4. Flag/ port of registry:		
5. Type and class of vessel:		
6. Tonnage	GRT:	DWT :
7. Draught	AIS: m	VTS/other: m
8. Voyage	Departure:	Destination:
9. Hazmat information from SafeSeaNet: YES↑ NO↑		
10. AIS POS: XX XX N/S ; XXX XX E/W at YYYY:MM:DD hh:mm:ss UTC		
11. Information on the vessel's previous SHT history:		
12. Remarks before hailing: e.g. no pilot, the vessel is registered on the EMSA SHT list		
13. Hailing Position:		
14. This is the (authority), which has the responsibility for monitoring (national) waters and for ensuring that vessels conform with international rules and regulations. This includes transportation of heavy grade oil in single hull tankers. In relation to these rules, we require some additional information.		
SHT assessment procedure		
15. Is your vessel a single hull tanker?: YES (Go to question 16) NO (Go to question 24)		
16. If information from single hull handler, "can you confirm that your vessel is an IMO category 1, 2 or 3 tanker?" If no information from the single hull handler, "what is your vessels IMO category?"		
17. Is your vessel loaded or in ballast condition?: Loaded (Go to question 18) Ballast (Go to question 20)		
18. What is the type of cargo?: 1. If OIL (Go to question 19) 2. If BITUMEN, TAR and their emulsions = HGO (Go to question 21) 3. Anything else (Go to question 20)		
19. What is the density of the cargo at 15°C (higher than 900 kg/m <sup>3</sup> = HGO)?		
20. What is the kinematic viscosity at 50 °C (higher than 180 mm <sup>2</sup> /s = HGO) of your cargo?		
21. What is your next port of call/destination?		
22. Do you intend to load heavy grade oil at your next port of call?		
23. Are you aware of the MARPOL Annex I regulations concerning the banning of carriage of heavy grade oil in single hull tankers?		
24. Thank you for your cooperation and information (end call)		

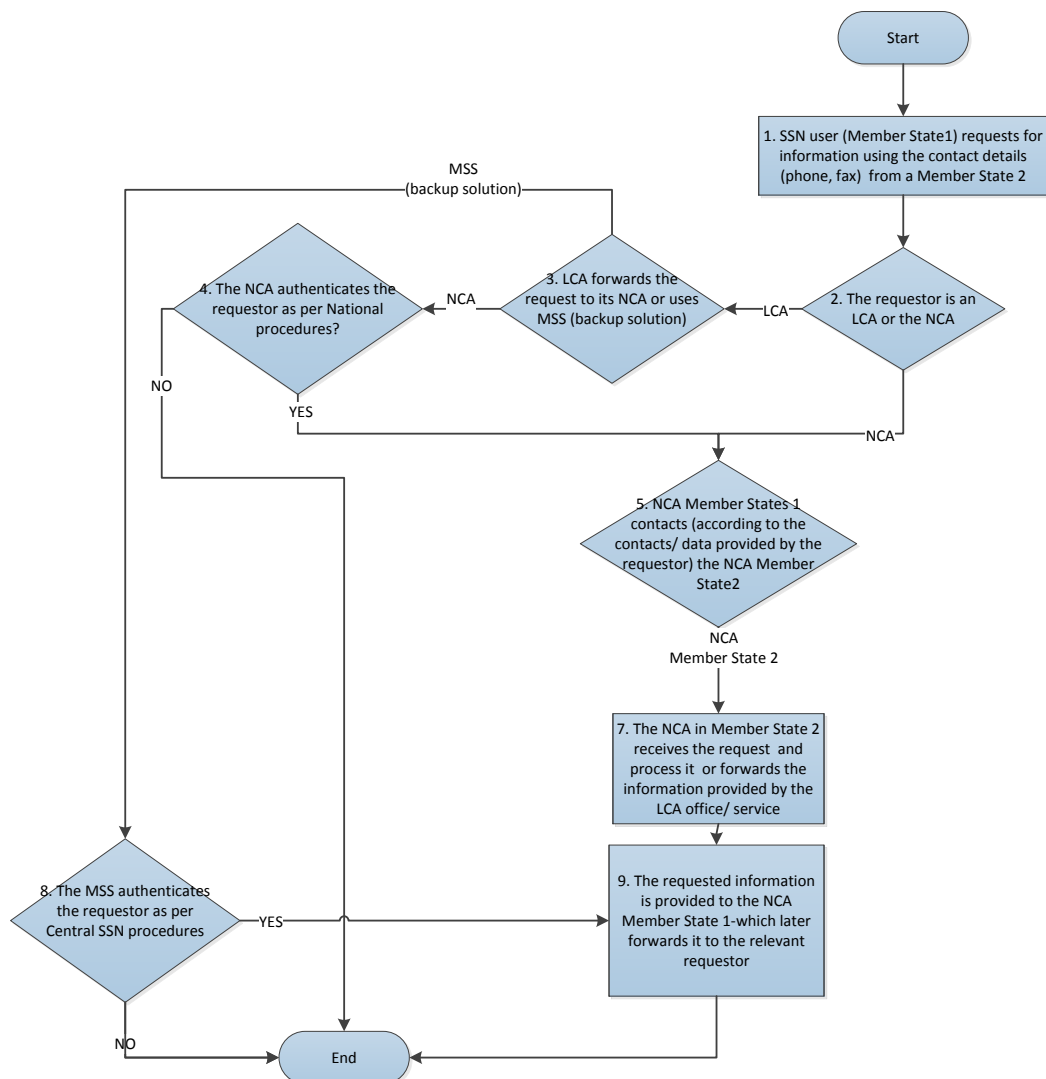


## 4.10 Communication Procedure

- Objective**

The purpose of this procedure is to establish an identification method for data exchanged between two different MSs using communication means such as phone or email. In such cases, the communication should be re-directed through the NCAs to allow for proper identification (based on the most recently updated SSN contacts list in the system).

- Procedure Overview**



• **Actions, descriptions and responsibilities within the procedure**

LCAs are free to exchange information directly, but only the procedure via NCAs as described below can guarantee the proper checking of access rights, a 24/7 response and a service in English. Therefore, the disclosure of information by an LCA outside of this procedure is entirely at its own risk, and the NCA will not be accountable for any subsequent misuse of the information.

Action	Description/ Remarks	Responsible	Reaction time
1. An SSN user (Member State 1) requests information using phone/fax contact details from Member State 2.		Requestor	
2. If the requester is: <ul style="list-style-type: none"> <li>an LCA, go to Step 3.</li> <li>the NCA, go to Step 5.</li> </ul>			
3. The LCA forwards: <ul style="list-style-type: none"> <li>the request to the NCA, go to Step 4, or;</li> <li>uses the MSS as a back-up solution, go to Step 8.</li> </ul>	When requesting detailed information from their NCA, SSN users shall identify themselves. The information may be different in each MS. As a back-up solution, the LCA may contact the MSS for the same purposes. The contact can be by phone, fax or email (as a result, the MSS will also provide the requested information by phone, fax or email).		
4. The NCA authenticates the requestor of the LCA successfully: <ul style="list-style-type: none"> <li>If YES, go to Step 5.</li> <li>If NO, end the procedure.</li> </ul>	The NCA confirms the identity of the LCA making the request. If the identity is successfully confirmed, the NCA listens to the details of the information that the LCA requires.		
5. The NCA in Member State 1 (according to the contacts/data provided by the requester) contacts the NCA of Member State 2.	The NCA then contacts the NCA owning the required information details and requests the information, or calls the detailed information holder (LCA) to obtain the information requested, or provides it directly if available.		
6. The NCA (holder of the information) in Member State 2 receives the request and processes it, or forwards the information provided by the LCA office/service.	Note: The NCA Member State 2 should also confirm the identity of the requestor (NCA Member State 1) as per national procedures.		60 minutes

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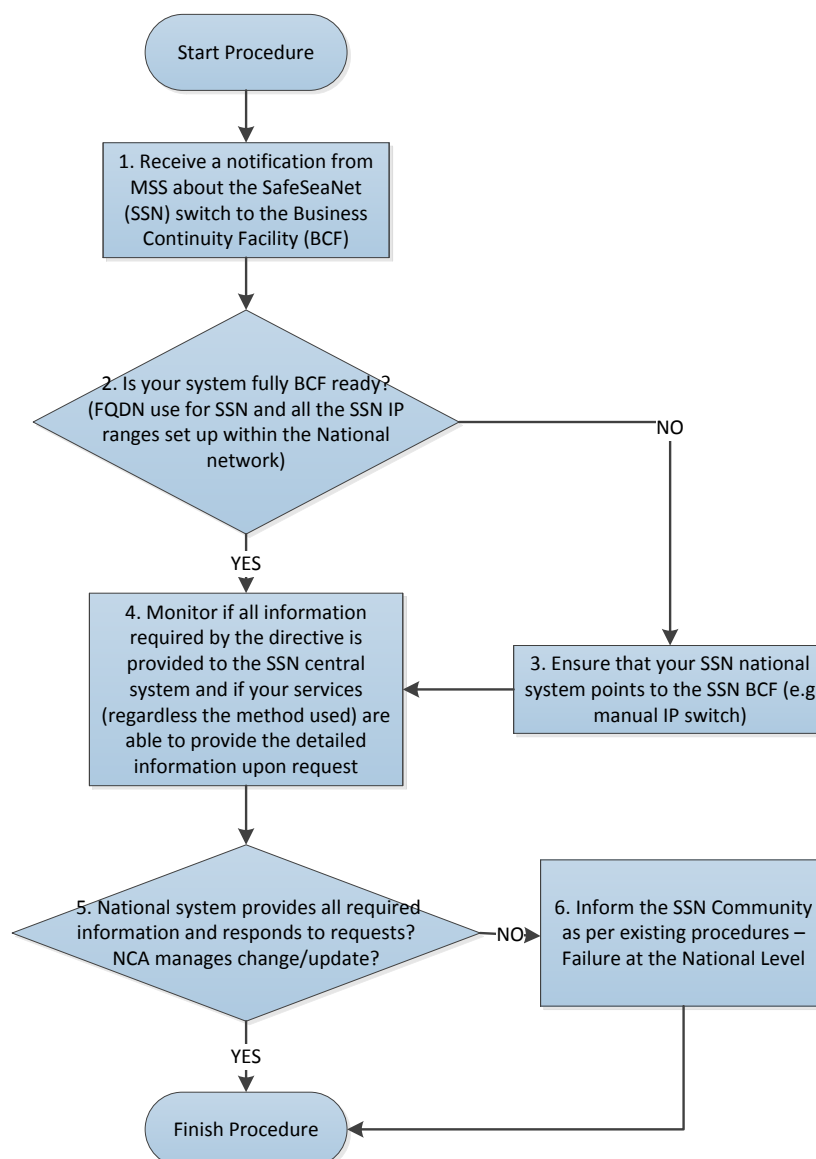
Action	Description/ Remarks	Responsible	Reaction time
7. The requested information is provided to the NCA Member State 1 - which later forwards it to the relevant requestor. Procedure ends.			60 minutes for the NCA
8. The MSS authenticates the requester successfully using the central SSN procedures: <ul style="list-style-type: none"><li>• If YES, go to Step 7.</li><li>• If NO, end the procedure.</li></ul>			

## 4.11 Central SafeSeaNet system switch to the Business Continuity Facility (BCF)

- **Objective**

The purpose of this procedure is: to increase the availability of SafeSeaNet; to reduce the risks of a prolonged outage and; to allow a swift recovery in case of a major incident at EMSA in Lisbon.

- **Procedure Overview**



• **Actions, descriptions and responsibilities within the procedure**

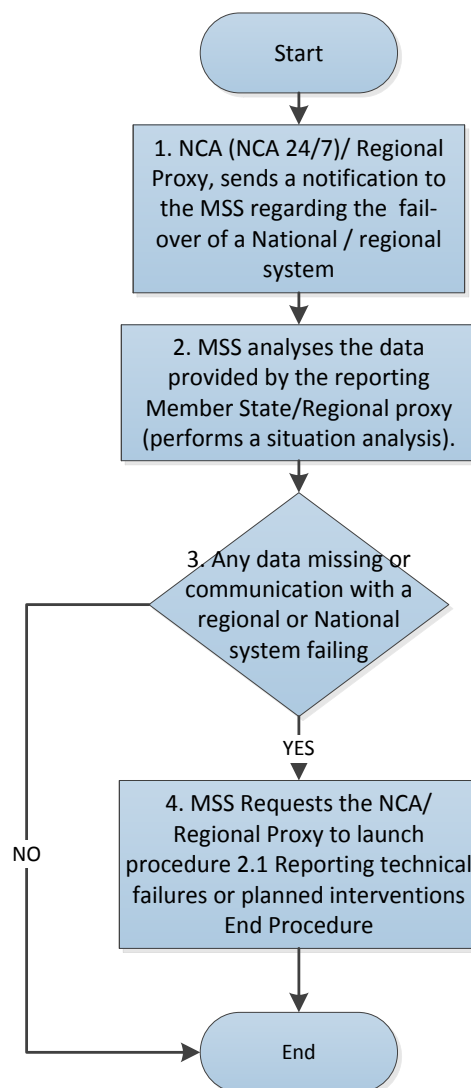
Action	Description/ Remarks	Responsible	Reaction time
1. Receive a notification from the MSS on the SafeSeaNet (SSN) switch to the Business Continuity Facility (BCF)		MSS	Within 2hrs after the switch
2. Is your system fully BCF ready? • If NO. go to Step 3. • If YES, go to Step 4.		MS	Within 2hrs after the notification from EMSA
3. Ensure that your SSN national system points to BCF (e.g. by manual IP switch). Go to Step 4	Make sure that information required by the Directive is available.  In extreme cases, the SSN Web interface may be used as a back-up solution. Back-up procedures should be also executed at national level.  S-TESTA users shall continue pointing to EMSA which will redirect the connection to BCF using internet.	MS	ASAP
4. Determine whether all information required by the directive has been provided to the SSN central system, and whether your services (regardless of the method used) are able to provide the detailed information upon request.	Use your national tools or the SSN Web Interface.  Consult with the MSS if necessary.	MS	Continuously
5. Verify whether the national system provides all required information. • If YES, end the procedure. • If NO, go to Step 6.	Consult with the MSS if necessary.	MSS/ MS	ASAP
6. Inform the SSN Community using the existing procedures on Failure at the national Level.	Confirm which information is not available.	MS	ASAP

## 4.12 Fail-over of a National SSN system or a National/Regional AIS server

- **Objective**

The purpose of this procedure is: to increase the availability of the national SafeSeaNet system, or a national/ regional AIS server; to reduce the risks of a prolonged outage and; to allow a swift recovery in case of a major incident at the national level.

- **Procedure Overview**



- Actions, descriptions and responsibilities within the procedure**

Action	Description/ Remarks	Responsible	Reaction time
1. The NCA or Regional Proxy sends a notification of the fail-over of a national/regional system to the MSS	Fail-over is an automatic process usually operating without a warning. Some systems do not fail-over entirely automatically, but require human intervention ("automated with manual approval").	MS	Within 2hrs after the fail-over
2. The MSS analyses the data provided by the reporting MS / regional proxy and carries out a situation analysis.		MSS	Within 2 hrs
3. Is there any data missing, or has communication failed with the national/regional system? <ul style="list-style-type: none"> <li>If YES, go to Step 4.</li> <li>If NO, end procedure.</li> </ul>		MS	Within 2 hrs
4. The MSS requests the NCA/Regional Proxy to launch procedure - 2.1 Reporting technical failures or planned interventions End Procedure.			