



Luxembourg, 23 December 2020

## **Circular CAM 10/2020**

O/Ref. : JS/112525

Subject: **Change of 24/7 Duty Officer Contact Information for Emergency Situations**

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

The current circular withdraws and replaces circular letter CAM 07/2019.

Be advised that this administration is changing the contact information for the 24/7 duty officer service for Luxembourg flagged vessels, **starting as from 01 January 2021**.

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

**For security issues, please refer to CAM Circular 01/2013, to the procedure and the listed contact numbers therein which remain unchanged.**

### **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 24/7 duty officer service is provided by a member of CAM's staff and **remains limited to time-sensitive requests outside of CAM office hours.**

**Non-urgent requests will be answered during working hours.**

## **Duty Officer Contact Information**

The Duty Officer may be reached by phone at [+352 621 350 490](tel:+352621350490).  
(Back-up number: [+352 621 501 550](tel:+352621501550)).

**Note: All phone requests or inquiries must be confirmed by email to [cam@cam.etat.lu](mailto:cam@cam.etat.lu).**

## **Any 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(s);
- nature of the emergency;
- port where the crew member(s) will sign off;
- port and date when replacement(s) 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