

## Emergency Response Officer

Notice to ship owners, managers, Masters, Approved Nautical Inspectors, Recognised Organisations and surveyors

*This Notice supersedes BMA Information Bulletin No.7 Rev.2*

### 1. Purpose

- 1.1. This Information Notice (IN) provides information on contacting the Bahamas Maritime Authority (BMA) outside of BMA office hours.

### 2. Application

- 2.1. Applies to all contact outside of BMA office hours.

### 3. Normal office hours

- 3.1. The BMA’s normal office hours are Monday to Friday as shown below:

Location	Normal Opening Times
Tokyo	0930-1730 (0030-0830 UTC)
Hong Kong	0930-1730 (0130-0930 UTC)
Piraeus	0930-1730 (0730-1530 UTC)
London	0930-1730
Nassau	0900-1700 (1400-2200 UTC)
New York	0900-1700 (1400-2200 UTC)

- 3.2. Please refer to the BMA website for details of public holidays and planned closures.

- 3.2.1. Please also refer to [Technical Alert 20-04](#) for details of changes to office hours during the COVID-19 pandemic.

#### 4. Emergency contact when offices are closed

4.1. When BMA offices are closed and in cases of a genuine emergency, the Emergency Response Officer's mobile telephone number is:

**+44 (0)7977 471 220**

4.2. All parties are requested to note that the Emergency Response Officer should only be contacted for genuine emergencies or where a ship may be subject to delay and should not be used for routine matters which can be handled within the normal office hours listed in section 3.

4.3. Examples of an emergency include:

- i. Fire, flooding, serious grounding or pollution casualty;
- ii. Accident, including any collision, resulting in structural damage to the ship or serious personal injury or death;
- iii. Serious crimes on board;
- iv. Maritime security emergencies including hijack, terrorist attack, piracy, any incident involving the use of firearms, any bomb threat, any use or threat of use of force or incidents under the ISPS Code requiring flag State intervention;
- v. Incidents of similar gravity, requiring immediate flag State response.

4.4. It should be noted aspects of statutory survey and certification, or associated deficiencies, do not generally constitute an emergency unless the ship has been detained or will be delayed. The Recognised Organisation that issued the certificate should be contacted in the first instance.

4.5. Where a Recognised Organisation surveyor requires BMA advice or permission to issue restricted certificates for major deficiencies, and this cannot wait until a BMA office is open without incurring delays, the attending surveyor should contact the Emergency Response Officer and follow up any conversation by email.

4.6. The Emergency Response Officer is unable to issue a Certified Receipt of Application (CRA) in connection with applications received for Bahamas STCW endorsements. These can be issued by any BMA office during working hours.

4.7. In rare cases where the Emergency Response number is not answered immediately, the caller is requested to leave a voicemail message at the prompt with a contact name and telephone number. The Emergency Response Officer will return the call as soon as possible.

