



January 18, 2022

CSI Client Advisory 01-2022

SUBJECT: QI NOTIFICATION PROCEDURE CHANGE

OVERVIEW: CSI has enhanced the capabilities of our 24-hour QI Emergency hotline by teaming up with the Gallagher Marine Systems Call Center. Your Masters will continue to speak to live watch standers prepared to receive their drill and/or incident notifications on a 24-hour basis.

ROUTING: It is critical that all of your vessels in your fleet are aware of the change in the notification procedures, so your masters know what to expect when calling in for their quarterly drills or real-life incidents to prevent any undue confusion. Please ensure widest distribution within your respective fleets.

CHANGE: Currently, when your vessels contact the CSI 24-hour emergency line, +1-912-233-8181 the call is answered by the QI on duty. This capability will remain unchanged; however, on Thursday, February 3rd, 2022, the CSI emergency line will be routed to the new 24-hour emergency response Call Center. This will ensure better accommodation of all incoming calls. With this change, vessels reporting actual maritime incidents or drill-related calls can expect the following options after they dial the 24-hour number, +1-912-233-8181:

- 1) Vessels will receive the following greeting and prompts:
“Hello, you have reached the Qualified Individual Emergency phone line. If this is an emergency, please press ‘1’. If this is a Drill, please press ‘2’. For all other business, please contact our main office number at +1 856 642 2091.” Next, when vessels receive this prompt, they can take the following course of action:
- 2) Press ‘1’ for an emergency and/or threat of an emergency occurring.
 - a. Upon pressing ‘1’, the vessel will be immediately connected to the QI on duty.
- 3) Press ‘2’ for conducting a drill. This includes the QI notification exercise, Remote Assessment & Consultation and Unannounced exercises.
 - a. Upon pressing ‘2’, the vessel will be immediately connected to the emergency response Call Center.

All watchstanders are trained to facilitate a maritime incident or a drill. The above process will enable the primary QI watchstander (Option 1) to focus on real incidents without having to simultaneously receive drill calls, which will be taken via our emergency response Call Center (Option 2). This enables our primary QIs to focus on making notifications, mobilizing personnel, and liaising with regulatory officials, OSROs, SMFF providers and your office.



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CHANGE – Email confirmation: While it has been our custom to provide email confirmation to confirm completion of QI drills with your vessels, we will slowly move away from this process. We have found that PSC inspectors prefer a log entry to record the QI notification exercises. An email may be confused for meeting the log entry requirement which can result in problems with Port State as well as State Officials.

Preferred time of QI Notification Drill: QI watchstanders are available 24 hours a day, 7 days a week. Given the volume of calls we receive, we respectfully request that your vessels complete their QI notification exercises between 1100 hours and 2330 hours UTC when we are most heavily staffed to take and record the drills.

CSI and Gallagher Marine Systems (GMS) – Combined Resources: With the acquisition of CSI by Gallagher, our newly combined resources will result in a larger pool of QI's than that which you are normally accustomed to. You will always have the ability to contact any of your key contacts at CSI via mobile phone. However, it is imperative that the QI line be utilized for both drills and actual incidents to ensure critical notifications are made timely on your behalf. Of course, the same partners that you are accustomed to at CSI will still be available to facilitate with the duty QI should you have an actual incident.

Gallagher Marine Systems (GMS) – Email Domain: As you now have a larger pool of QIs, you may be receiving emails from our GMS watchstanding counterparts (email domain: @chgms.com). We ask that you please allow this domain to pass through corporate and vessel firewalls to ensure safe delivery.

This Client Advisory, along with previously issued CSI Client Advisories, can be retrieved from our website, www.compliancesystemsinc.com. If you are unable to download any of this information, please let us know and we will email it to you.