



**CRUISE LINES  
INTERNATIONAL  
ASSOCIATION**

# CRUISE LINES INTERNATIONAL ASSOCIATION (CLIA)

- **35 / 40 new ships by 2012**
- **\$22 / 23.9 BILLION investment**
- **88,800 / 100,800 lower berth addition**



# Industry's Efforts to Prepare for a Major SAR Case



# Topics

- Preventative Aspects
- What can the Company do in a Major SAR Incident
- Information to Responders

# Preventative Aspects

- SAR – The Last Resort
- Representation at IMO
- Development of New Equipment
- Development and Implementation of New Systems
  - Simulators
  - Bridge and ER Recorders

# Information to Responders

## Unified Command/ Incident Response Center

- *SAR Plans of Cooperation*
- *Reduce Communications Load on the Ship*
- *Company Agent*
- *Open lines to Company*



# Proactive Industry

- Participation with SAR Authorities

- Internal Exercises

- External Exercises



# **Emergency Response**

**How will the  
Company Respond?**



# Initial Actions

- **Get Information**

- Nature of Incident
- Position
- Injuries
- Damage to Ship
- Initial Indications of Survivability
  - Need for Immediate Evacuation

- **Assess the Situation**

# Immediate Concerns

- **Is the Ship Safe**
  - Fire
  - Flooding
  - Stability
- **Is Anyone Hurt**
- **Do we need to Evacuate**
- **Can we Evacuate**
  - Equipment
  - Weather
  - Where to
- **Environmental Concerns**

# Initial Actions

- Establish Open Line to Ship
- Call Emergency Response Team
- Notify appropriate authorities
- Activate the EOC
- Agent to Local Response Center/  
Unified Command

# Emergency Response Center Capabilities





# **Emergency Response Center Team\***

- **Team Leader**
- **Communicator**
- **Marine**
- **Technical**
- **Environmental**
- **Medical Rep**
- **Passenger and Crew**
- **Media**
- **Specialist**
- **ERC Co-Coordinator**
- **Support Staff**

\* Each can have an open line to the Unified Command/IRC

# Emergency Response Team Duties

## – Team Leader

- Captain
- Directs Operations
- Keeps Management Unit Informed

# Emergency Response Team Duties

## ● Communicator

- Communication Link between Ship and ERC
  - All Communications go through him
  - Maintains Open Lines – Ship, Unified Command etc.

# Emergency Response Team Duties

- **Marine Rep**

- SAR contact
- Local/USCG Contact
- Flag State Contact
- Tugs
- Itineraries
- Security



# Emergency Response Team Duties

- **Technical Rep**

- **Class Contact**
- **P and I Club Contact**
- **Underwriters Contact**
- **Damage Stability Contractor Liaison**
- **Repair Facilities**
- **Technical Advice**
- **Spares, Technicians**

# Emergency Response Team Duties

- **Environment Rep**

- Oil Spill Response

- Environmental Impact

- All other Environmental Aspects

# Emergency Response Team Duties

- **Medical Rep**

- Medical Advice
- Tracks Casualties
- Fatality Reception

# Emergency Response Team Duties

## ● Passenger and Crew Rep

- Tracks Passengers and Crew
- Next of Kin Information
- Passes Information to Crew Unit
- Passes Information to Passenger Unit
  - Travel Arrangements
  - Facilities and Accommodation Ashore
- Away Team
- CARE Team



# Emergency Response Team Duties

## ● **Media Rep**

- Gathers Information
- Prepares Press Releases
- Liaison with Management Unit on Spokesperson etc

# Emergency Response Team Duties

- **Specialist**

- USCG

- Security

# Emergency Response team Duties

- **ERC Coordinator**

- Procedures

- Facilitator

# Logistics

- Tour Companies
- Shore Excursion Companies
- Other Cruise Lines
- Hotels
- Airlines
- Cleaning/decontamination

# GOALS

- **COORDINATED RESPONSE ACTIVITIES**
- **FACILITATED COMMUNICATIONS**
  - **Controlled and Orderly**
  - **Don't overburden the Ship**
  - **Facilitate Flow of  
Necessary Information**

# **TERRORISM OR PANDEMIC RESPONSE**

**HSPD-13**

# **HSPD-13**

## ***NATIONAL STRATEGY FOR MARITIME SECURITY***

**OBJECTIVE:**

**MINIMIZE DAMAGE AND  
EXPIDITE RECOVERY**



**M**

**MARITIME**

**O**

**OPERATIONAL**

**T**

**THREAT**

**R**

**RESPONSE**

**NATIONAL UNIFIED COMMAND**

**LOCAL/REGIONAL COMMAND**

**LEAD AGENCY RESPONSIBILITY**

**\*\*\*\*\***

**CLIA INVOLVEMENT**

**CLIA MEMBER INVOLVEMENT**

# **SAME RESPONSE POSTURE**

- **DIFFERENT LEVELS OF INPUT TO  
COMMAND STRUCTURE**
- **SOME ERC FUNCTIONS NOT  
NEEDED**

# Emergency Response Center Team\*

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- **Communicator**
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- **Passenger and Crew**
- **Media**
- **Specialist**
- **ERC Co-Coordinator**
- **Support Staff**

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# **CLIA GUIDELINES**

## **AGRESSIVE PROTOCOLS**

- **COORDINATION with CDC AND LOCAL HEALTH AGENCIES**
  - Travel Emergency Response Network - TERN
  - World Health Organization - WHO
- **SCREENING AND PRESSCREENING**
- **SURVEILANCE AND INTERVENTION**
- **ISOLATION**
- **ITINERARY MANAGEMENT**

# PLANNING

## BUSINESS CONTINUITY PLAN

- CRITICAL EMPLOYEES
- WORK FROM HOME
- PREVENTIVE MEASURES
- ITINERARY MANAGEMENT

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