

# INMARSAT MARITIME SAFETY BEST PRACTICE GUIDE

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## 1. FLEET SAFETY GMDSS OVERVIEW

Fleet Safety brings Inmarsat GMDSS Safety Services to tens of thousands of FleetBroadband (FB) and Fleet One (FO) customers. Fleet Safety is the newest and most powerful satellite GMDSS system ever provided for maritime safety, making use of IP satellite communications, new dynamic routing, and additional Inmarsat safety features makes Fleet Safety the fastest satellite GMDSS system with links to more Maritime Rescue Co-ordination centres than any other satellite GMDSS service.

By making use of IP services, this system provide GMDSS services including:

- **Distress Alerting**  
Automatically to the closest Inmarsat associated Rescue Centre or at a touch of a button, you can choose your preferred Rescue Centre.
- **Voice Distress**  
Using Distress priority to call a Rescue Centre at the touch of a button. Inmarsat automatically routes your call and additional vessel position information directly to the Rescue Centre.
- **Maritime Safety Information**  
Receive Maritime Safety Information (MSI) from all 21 NAVAREAs and 21 METAREAs to ensure your compliance and safety of navigation through your entire voyage.
- **Distress Message**  
Follow up a Distress Alert by sending and receiving Distress Messages with a Rescue Centre, all with the highest Distress priority on the satellite network.
- **Medical Assistance / Advice**  
Access Medical Assistance and Advice through the GMDSS telephone or through the MST messaging. Messages are given Urgency priority over the network.

Fleet Safety not only offers the regulatory GMDSS services, it also comes with additional Inmarsat Safety Services including:

- **LRIT (Long Range Identification and Tracking)**  
This IMO SOLAS requirement comes as standard with the Fleet Safety system and will only require a request for activation with their provider
- **SSAS (Ship Security Alert System)**  
SSAS provide covert alerting of a piracy or armed robbery. This easy to setup service allows you to programme who is informed plus add anyadditional information needed.
- **MSI On Demand**  
TThere may be times when your equipment is off i.e. in port, which could result in you missing vital Maritime Safety Information broadcasts. This unique feature allows you to search for missed messages and download them onto your Fleet Safety.

This document is intended to provide the Fleet Safety user with advice and recommended best practices. The vessel must comply with IMO regulations and information contained within the General Operators Certificate at all times.

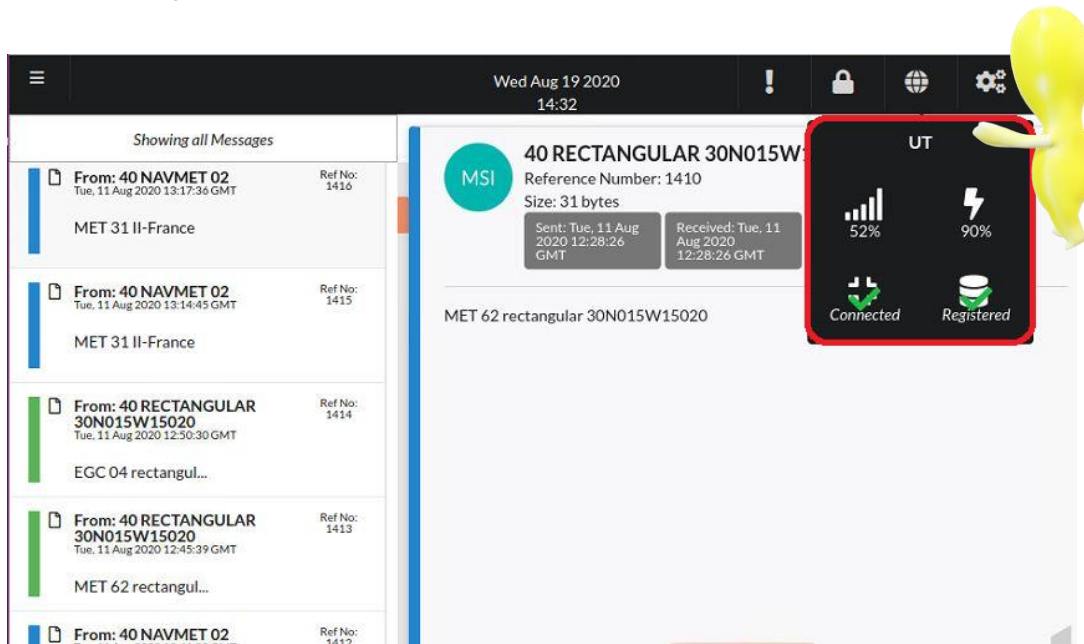
## 2. DAILY CHECKS

It is recommended that you check your GMDSS equipment daily. Inmarsat recommends that the following checks be carried out on your Fleet Safety system.

### 2.1. Online Status

It is important to daily check the current status and connection to the GMDSS network. However, the system will alarm when it is unable to connect to the satellite.

If the Globe is Red, this indicates a problem. Click on the globe and ensure your signal and battery levels are adequate. Check the 'Connection' has a green tick showing the system is connected to the satellite, and check the 'Registered' also has a green tick, showing the system is registered on the network.

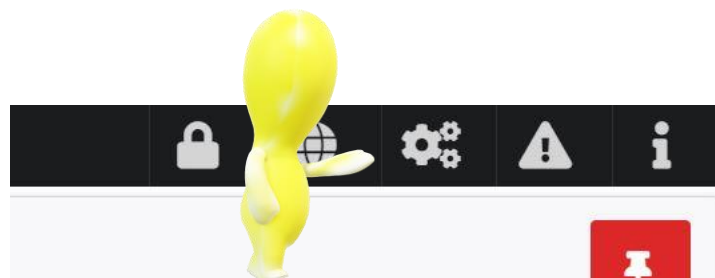


If the system is not connected or registered, check all connections, and follow your manufacturer's instructions.

### 2.2. MSI settings

Your Fleet Safety can receive Maritime Safety Information (MSI) throughout your voyage. To ensure you receive the correct information and to limit the number of unnecessary messages you do not want to receive, it is important that you set your MSI parameters correctly before you set off and daily.

Click on your settings:



Click on 'MST'. From this page, you can see your MSI parameters. Check you have the correct 'areas' type of messages and service codes. For more information, click on the 'Change MSI Parameters'

### Configurations

General **MST** UT Info

N° People on board: 55 Preferred RCC: Australia

Voice Address: 500 Test Voice Address: 501

#### MSI Parameters

Areas: I III IIII Types: NAV MET SAR

Service Codes: 00 04 13 14 24 31 34 44 51 52 53 54 55 61 62 63 64 72

**Change MSI Parameters**

Save Cancel

From this page you can chose if you want to receive MSI from adjacent areas, select which areas or turn off adjacent areas.

### MSI Parameters

Areas Select adjacent areas Types Select types Service Codes Select service codes Confirm Settings

**Receive MSIs from adjacent areas**

<input checked="" type="checkbox"/> Area I (United Kingdom)	<input checked="" type="checkbox"/> Area II (France)	<input checked="" type="checkbox"/> Area III (Spain)
<input type="checkbox"/> Area IV (United States (East))	<input type="checkbox"/> Area V (Brazil)	<input type="checkbox"/> Area VI (Argentina)
<input type="checkbox"/> Area VII (South Africa)	<input type="checkbox"/> Area VIII (India)	<input type="checkbox"/> Area IX (Pakistan)
<input type="checkbox"/> Area X (Australia)	<input type="checkbox"/> Area XI (Japan)	<input type="checkbox"/> Area XII (United States (West))
<input type="checkbox"/> Area XIII (Russian Federation)	<input type="checkbox"/> Area XIV (New Zealand)	<input type="checkbox"/> Area XV (Chile)

Previous **Next >** Cancel

Continue through the settings to ensure you are receiving the correct MSI for the areas of your voyage.

### 3. WEEKLY CHECKS

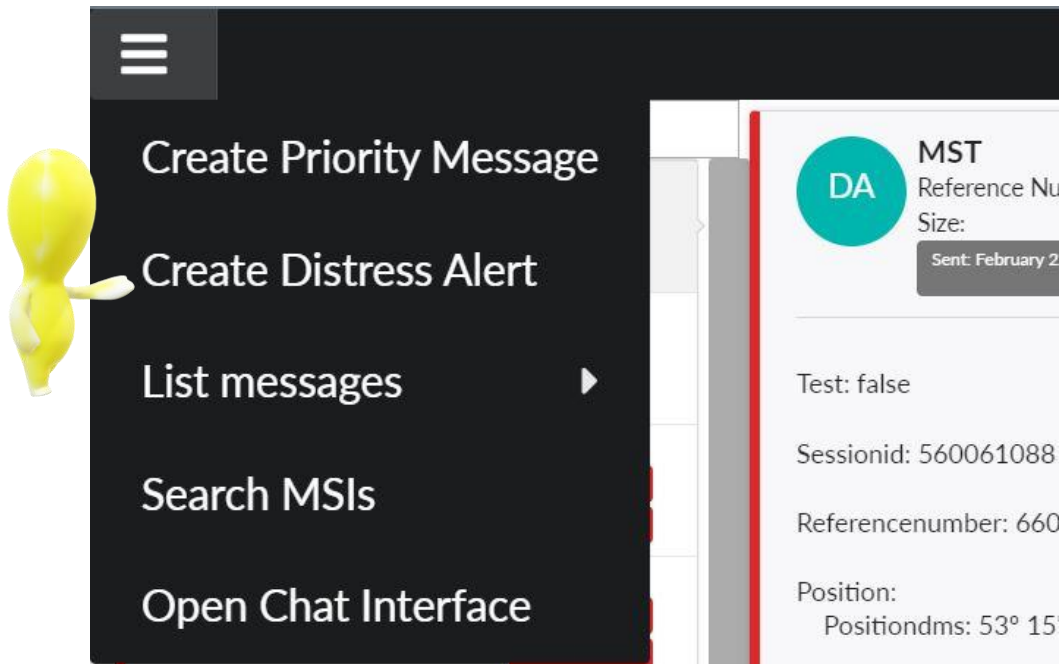
It is recommended that you check your GMDSS equipment weekly. Inmarsat recommends that the following checks be carried out on your Fleet Safety system.

#### 3.1. Distress Alert Test

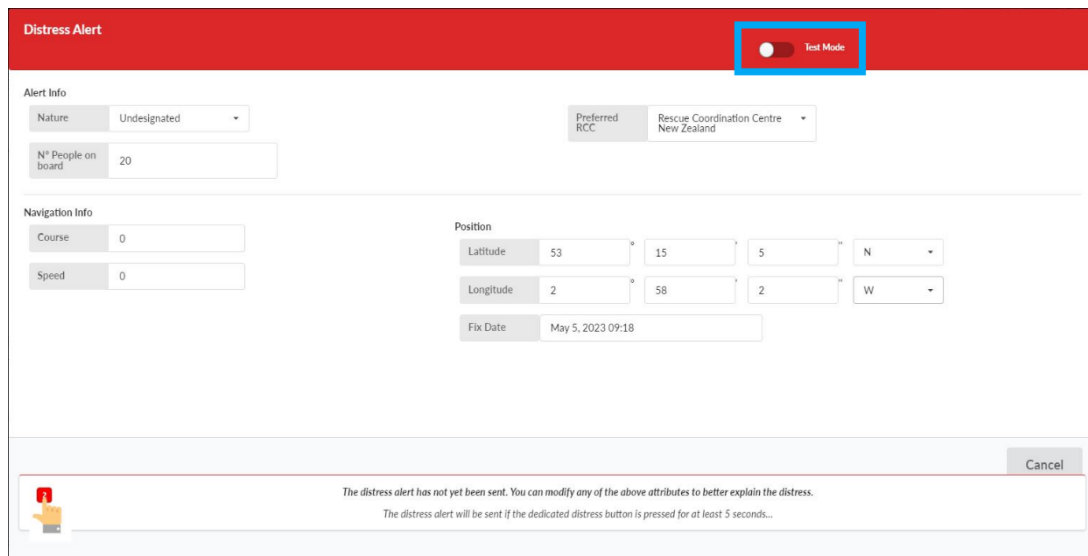
As part of the IMO GMDSS requirements, you must be able to test your Distress Alert capabilities without sending a live transmission to a Rescue Coordination Centre. It is very simple to do this on the Fleet Safety system..

Click on the top left menu selection.

Now click on 'Create Distress Alert'.



Slide the button into 'Test Mode' to place the system into a suitable test mode. This will allow you to test your Distress Button, Audio Alert and connection to the Inmarsat GMDSS network.



Once in test mode your Distress Alert screen will turn blue to indicate you are ready to Test the Distress Alert capabilities. You will notice a note at the bottom advising that:

*'MST in Distress TEST mode. The distress alert test has not yet been sent. You can modify any of the above attributes to better explain the distress test. The distress alert test will be sent if the dedicated distress button is pressed for at least 5 seconds.'*

Please also note if you need to send a live Distress Alert during this test, you must deselect the 'Test Mode' first.

To continue the test, press and hold the dedicated distress button for at least 5 seconds, and an on-screen counter will display the number of seconds held.

Once the test is complete, a green tick will appear at the bottom of the screen confirming the test was successful. The Distress button will stay illuminated until you close the test screen.

The system will automatically revert to 'live' mode when the distress test screen is closed.

Distress Alert Test

Alert Info

Nature: Undesignated

Preferred RCC: Rescue Coordination Centre New Zealand

N° People on board: 20

Navigation Info

Course: 0

Speed: 0

Position

Latitude: 53 15 5 N

Longitude: 2 58 2 W

Fix Date: May 5, 2023 09:18

MST in Distress TEST mode. The distress alert test has not yet been sent. You can modify any of the above attributes to better explain the distress test. The distress alert test will be sent if the dedicated distress button is pressed for at least 5 seconds...

Cancel

### 3.2. RCC Selection

The Inmarsat Fleet Safety system uses the latest method for routing satellite Distress Alerts. All Distress Alerts are routed to one of Inmarsat associated and IMO recognised Rescue Coordination Centres (RCC) equipped with the Inmarsat RescueNET system. There are over 60 RCCs globally, ready to assist you in a distress situation. The two methods for selecting an RCC are:

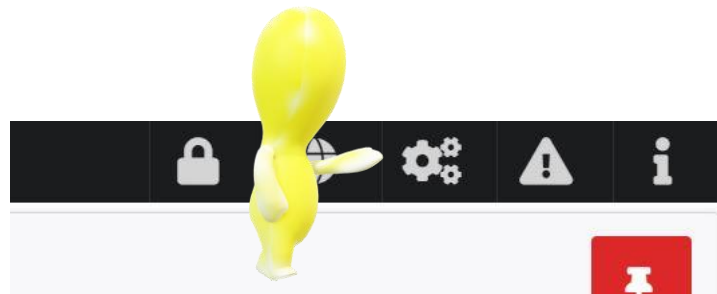
#### Not specified

This is the default method and the one we would recommend. By selecting 'Not specified' the Inmarsat system will automatically route your Distress Alert to the closest Inmarsat associated RCC and in doing so, reduce the time it would take to start a Search and Rescue operation.

#### Preferred specified

If you would rather choose a specific RCC from the list of Inmarsat associated RCCs you can do so, this might be appropriate for language barriers, location or personal preference. Once you select your RCC, all Distress Alerts will be sent to that RCC, no matter what your vessel location is.

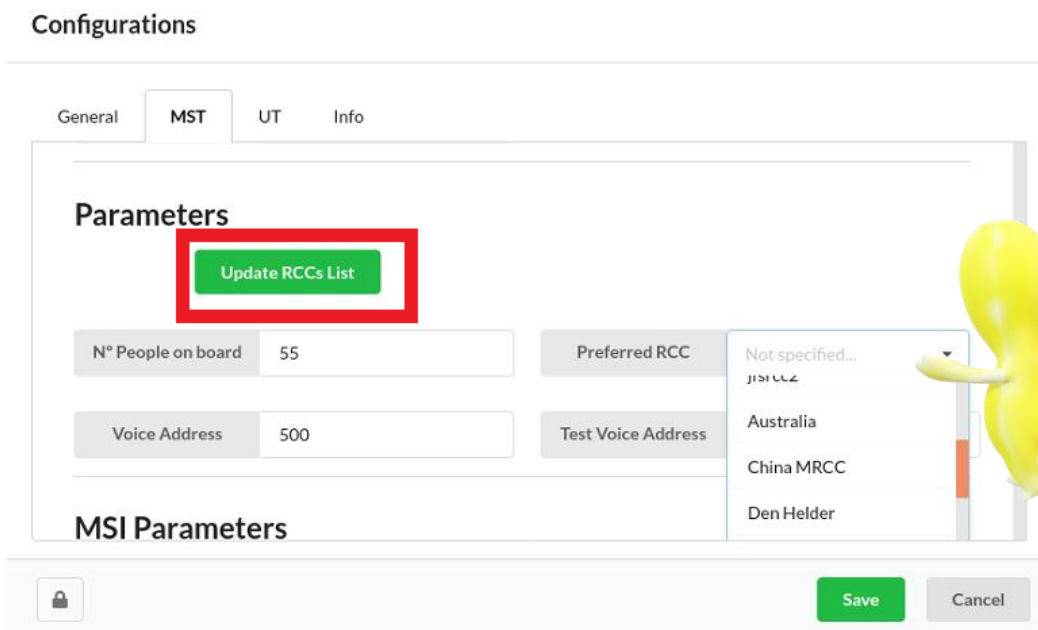
To check and select your RCC, click on the Configuration cogs on the top left



From the 'MST' Configuration page, you should click on the 'Update RCCs List' this will refresh the list of RCCs associated with the Inmarsat GMDSS system.

If you want to use the default standard to route your Distress to the closest Inmarsat associated RCC, you should leave the 'Preferred RCC' to 'Not specified'.

To Choose a specific RCC, select them from the drop-down list and click on 'Save'



## 4. LIVE DISTRESS SITUATION

There are two means for sending a Distress Alert during a real-life Distress situation, designated and undesignated.

### 4.1. Undesignated Distress Alert

This is the quickest and easiest way to alert the RCC you are in Distress. To do this, simply PRESS and HOLD, the dedicated or remote distress button on the Fleet Safety system, for a minimum of 5 seconds,. This will send a Distress Alert to the Inmarsat associated RCC providing them with your vessel details and position.

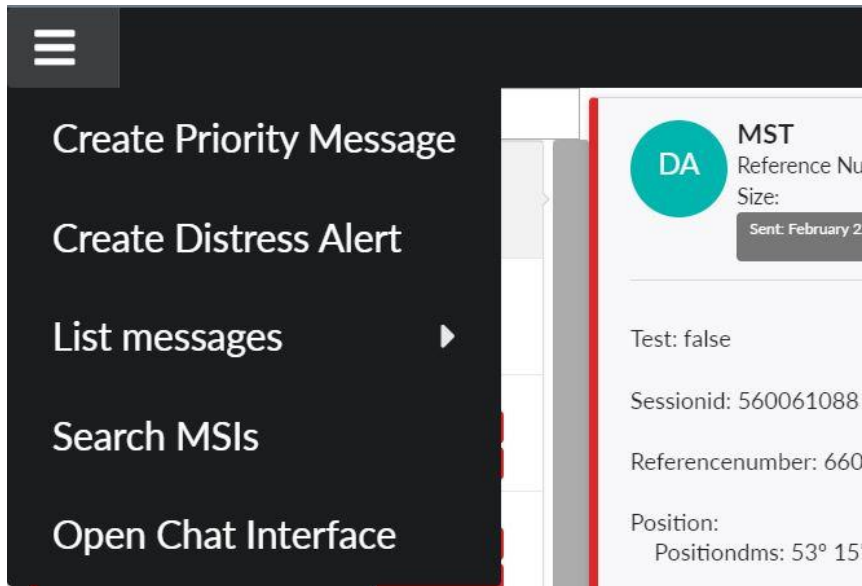
### 4.2. Designated Distress Alert

If time permits, you have the capability to send a Designated Distress Alert, this enables you to provide the 'Nature' of the distress and update the number of people on board.

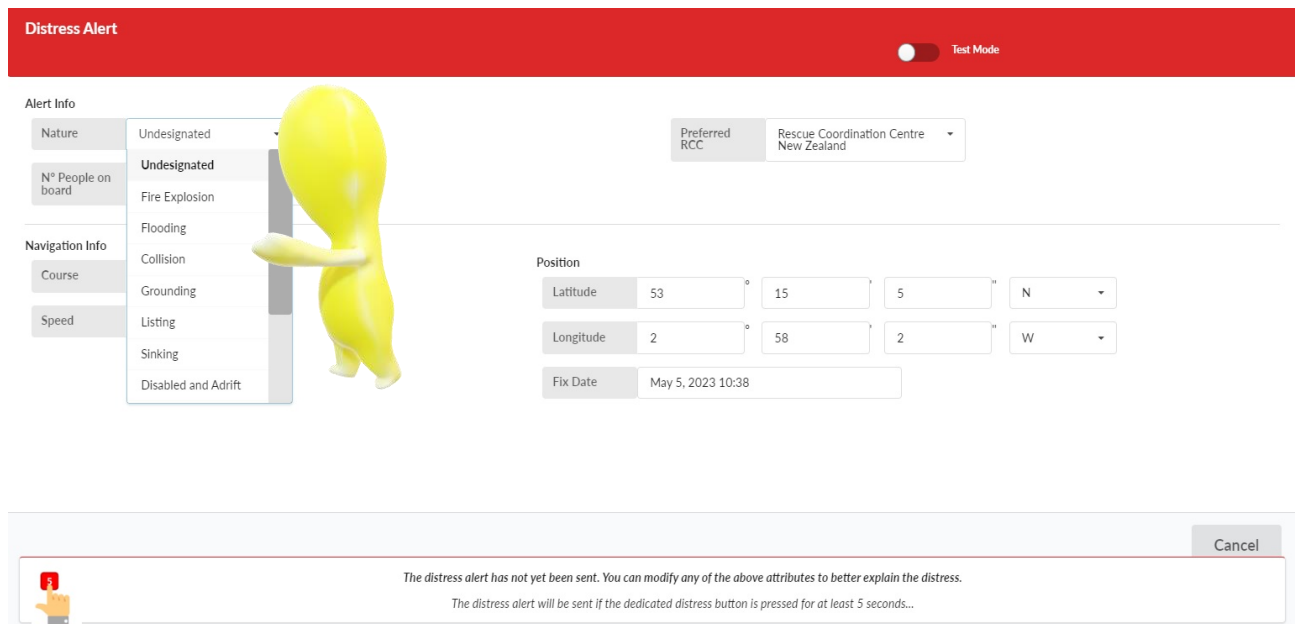
To do this, click on the settings tab on the top left.

Select 'Create Distress Alert'





From this screen, you can change the Nature of the distress, update the RCC if needed, and update the people on board. Once ready, you must then PRESS and HOLD (for minimum of 5 seconds) the dedicated or remote distress button. The Main screen on the Fleet Safety will display your Distress Alert status as 'Sent', 'Received' and 'Read' and by which RCC.



## 5. SUPPORT

Inmarsat provides 24/7, 365 customer support through its regional Support Centres, with specialist teams on-hand to provide resolution of customer issues. Inmarsat Customer Support is the single point of contact for all issues, regardless of which internal Inmarsat department may be involved in resolving a problem.

Customer Support can be contacted directly by telephone or email. Upon receipt of an email or phone call, a trouble ticket will be opened, and a unique case number will be assigned and provided to the customer. By keeping the case number in the subject line, all

communication related to the case will be captured within the trouble ticket for future reference and reporting purposes.

All Customer Support cases follow a structured fault resolution and escalation procedure. For a detailed description of all customer support processes, problem prioritisation policies, service level agreement details, and all other relevant information please contact Inmarsat Global Operations Centre.

Worldwide: +1 709 748 4226  
Toll-free North America: +1 800 563 2255  
United Kingdom: + 44 (0)207 728 1020  
Singapore: + 65 6499 5454  
Norway: +47 70 17 24 24  
Email: [GlobalCustomerSupport@inmarsat.com](mailto:GlobalCustomerSupport@inmarsat.com)

## 6. TRAINING

Inmarsat has created a Maritime Safety Training Hub that provides free training on the GMDSS and Inmarsat GMDSS services such as Fleet Safety, Inmarsat C, RescueNET etc.

The Maritime Safety Training Hub can be accessed via:

<https://safetytraininghub.inmarsat.com/>