Driven by our purpose of safeguarding life, property and the environment, DNV GL enables organizations to advance the safety and sustainability of their business. We provide classification and technical assurance along with software and independent expert advisory services to the maritime, oil and gas, and energy industries. We also provide certification services to customers across a wide range of industries.

Combining leading technical and operational expertise, risk methodology and in-depth industry knowledge, we empower our customers’ decisions and actions with trust and confidence. We continuously invest in research and collaborative innovation to provide customers and society with operational and technological foresight. With our origins stretching back to 1864, our reach today is global. Operating in more than 100 countries, our 16,000 professionals are dedicated to helping customers make the world safer, smarter and greener.

EMERGENCY RESPONSE SERVICE (ERS™)
Cruise and passenger ships
Are you ready to deal with a major shipboard emergency?

ERS™ – DNV’S EMERGENCY RESPONSE SERVICE OFFERS
■ Damage stability calculations
■ Residual strength calculations
■ Grounding force calculations
■ Calculations to support salvage operations
■ Calculations to support transit to repair yard

DAMAGE STABILITY AND RESIDUAL STRENGTH CALCULATIONS
The ERS™ is available 24/7 to calculate damage stability and residual strength during an incident. The service has provided worldwide support since 1992 and has over the years developed extensive knowledge and experience of how to best manage cases of structural failure or damage. In-house technical and class experts are available for difficult tasks and can be utilised for additional support.

COMPLIANCE WITH REGULATIONS
ERS™ Ensures alternative compliance with SOLAS II-1, Part B-1, Reg.8-1 (3). Passenger ships constructed from 2014-01-01, shall have operational information after a flooding casualty from Onboard stability computer with advanced capabilities, or from shore-based support.

REVIEW OF INCIDENT RESPONSE PLANS
Both shipboard and shoreside emergency response plans need to be updated and checked for relevance occasionally. Organisations change over time, as do rules and regulations, and emergency plans need to be kept up to date. The ERS™ offers to review cruise lines’ shoreside and shipboard emergency plans and help identify areas which can be improved. This includes sharing best practices in both the cruise industry and other maritime and/or shore-based industries.

DNV’S EMERGENCY RESPONSE SERVICE (ERS™) ALSO OFFERS:
■ A review of incident response plans
■ Specialised training
■ Tailormade exercises

SPECIALISED TRAINING
The ERS™ offers specialised training in shoreside incident response, such as training for the individuals that will staff and run the shoreside incident response command center (the office’s “emergency operations center”), and tailormade training sessions for selected staff that will be assigned the role of representing the shipping company at a “Unified Command”, from which US federal, state or other local authorities will operate. Other specialised training is also available upon request.

WE CAN HELP YOU!
During serious emergency situations involving a modern cruise vessel, complex questions regarding stability and strength require quick answers and appropriate actions. This is where DNV’s Emergency Response Service (ERS™) can help you! A team of specialists is ready night and day to provide support and advice on what to expect and what to do.

WE CAN HELP YOU BE PREPARED!
The foundation for a successful emergency response is good contingency planning with user-friendly incident response plans supported by key individuals that are trained in their functions. Good thorough exercises allow you to be prepared before the emergency strikes and may change the outcome.

Contact us for more information
If you want to understand more about ERS™ or want to know:
• How to enroll
• What is required for enrollment
• What is delivered upon enrollment and thereafter
• About free of charge deliverables

Want an ERS™ quotation?
Please contact us at ers@dnvgl.com

TAILORMADE EXERCISES
The ERS™ offers to prepare relevant exercise scenarios, observe and evaluate performance and assist in identifying improvement opportunities. Scenarios will be created upon request and can be complex and incorporate multiple requirements such as ISM, ISPS, SAR, etc, and be in different formats such as tabletop, real time, etc.