

Service Level Agreement

A Service Level Agreement between the Department of Defence and the Department of Transport, Tourism & Sport for the provision of services by the Defence Forces to the Irish Coast Guard (IRCG) and the provision of services by the IRCG to the Defence Forces.

1. Objectives of Service Level Agreement

- 1.1 The Government's White Paper on Defence [February 2000] provided for the putting in place of Service Level Agreements (SLAs) between the Department of Defence and other Government Departments for the provision of a range of services by the Defence Forces. It is also the policy of the Irish Coast Guard to have in place SLAs and MoU's with its service providers, support agencies and customers. The Memorandum of Understanding, (MOU) dated December 2010, between the Department of Defence and the Department of Transport is part of the process of giving effect to these policy commitments and this SLA comes within the scope of the MOU. This Agreement is in addition to the Agreement between the Department of Defence/Civil Defence and the IRCG dated 19 August 2010 in respect of arrangements in place between the IRCG and Civil Defence in relation to emergency incidents on the waters of Ireland.

2. Scope of Agreement

- 2.1 This SLA is made between the Department of Defence and the Department of Transport, Tourism & Sport for the provision of services by the Defence Forces to the Irish Coast Guard (IRCG) and the provision of services by the IRCG to the Defence Forces, hereinafter referred to as the Parties.
- 2.2 Variations in levels of actual services as provided for under this SLA may be agreed between the Parties, in keeping with the agreed guidelines and mechanisms contained

within the Service Level Agreement. Additional services may be agreed under the framework of the SLA as required.

2.3 It is understood and accepted by the Parties to this agreement that it will be in the nature of many of the services, in particular emergency support services, that actual outputs will be demand-led but can only be provided on an “as available basis” and within the approved operational capabilities of the Defence Forces and Coast Guard. Notwithstanding this, the Parties to the agreement will seek to operate the agreement in a manner which maximises the responsiveness and effectiveness of the services through close cooperation and co-ordination between the services on an ongoing basis.

2.4 The SLA supersedes any previous agreements or arrangements in relation to the services provided for under this SLA which have existed between the parties.

3. Duration of Agreement

3.1.1 The SLA will come into effect on 1 September 2013 and will remain in effect until 31 August 2018.

4. High Level Roles and Responsibilities

4.1 The Minister for Defence has overall responsibility for the Defence Forces and for the overall co-ordination of his Department’s total operations, including policy input, in relation to the effective provision of services. The High Level Goals of the Department of Defence and the Defence Forces includes the provision of security and stability by providing, on request, aid to the civil power (ATCP), aid to the civil authority (ATCA) and other emergency and non-emergency services.

4.2. In accordance with the roles assigned to them by Government in the White Paper on Defence, the Defence Forces are committed to providing support to the civil authorities. In this regard, the Defence Forces provide support to the IRCG as detailed in this agreement.

- 4.3 The IRCG is a division within Department of Transport, Tourism and Sport. The IRCG discharges the State's responsibility for Maritime Search & Rescue (SAR), counter pollution and salvage operations, maritime assistance and Vessel Traffic Management Information System (VTMIS) services and safety awareness. It operates its National Maritime Operations Centre (NMOC) at Dublin and Marine Rescue Sub Centres (MRSC's) at Malin Head and Valentia Island and maintains a marine communications, paging and Automatic Identification System (AIS) network around the Irish Coast and on inland waters. It co-ordinates the emergency management of incidents at sea and on certain inland waters and utilises both its own and declared and additional emergency response resources. The NMOC acts as a single point of contact (SPOC) for maritime security incidents on Irish Registered Ships and in Irish Ports, under the International Ship and Port Facility Security (ISPS) Code; for pollution response coordination; marine assistance services; places of refuge requests; salvage; satellite alerts; and international coast guard to coast guard facility.

5. Service Description

- 5.1 The Naval Service will provide services to the IRCG as set out in Annex I of this agreement.
- 5.2 The Air Corps will provide services to the IRCG as set out in Annex II of this agreement.
- 5.3 The Defence Forces will also provide a Critical Incident Stress Management, (CISM) service to IRCG staff and volunteers on request by the IRCG and subject to the Defence Forces capability to provide this service at any given time. Details in relation to the provision of this service to IRCG staff are set out in Annex III of this agreement.
- 5.4 IRCG will provide services to the Defence Forces as set out in Annex IV of this agreement.

6. Operational Roles and Responsibilities

- 6.1. In relation to the services provided for under this SLA the primary responsibility lies with the IRCG. The Defence Forces acting in a support to the Civil Authority role will provide such assistance and support as may be requested by the IRCG on an 'as available' basis which means within the limits of available resources and having regard to other DF commitments.
- 6.2. The Defence Forces will at all times retain overall responsibility for the tasking and deployment of their assets. Nothing in this agreement shall confer any command authority or any control over such assets on the IRCG, its servants or agents.
- 6.3. Media Relations
The parties retain responsibility for media relations pertaining to their respective organisations. Each party must have regard to the impact of their official statements on the other party (see paragraph 6.10).
- 6.4. Naval Service Role and Responsibilities (on an 'as available' basis unless otherwise specified)
- Provision and tasking of Naval Service assets to include asset location when security implications allow.
 - Provision and tasking of Naval Service Reserve assets for deployment in local SAR operations.
 - Provision of information in relation to maritime activity and surveillance relevant to the IRCG's remit.
 - Provision of Vessel Monitoring System (VMS) and appropriate maritime surveillance data to the IRCG (see paragraph 6.10)
 - Overall co-ordination of Defence Forces maritime response in accordance with standard operating procedures.
 - Ongoing liaison and co-ordination with service recipients.
 - Implementation of effective procedures and structures to give operational effect to this Service Level Agreement.
 - Provision of assistance and advice to IRCG in testing and evaluation of maritime equipment.

- Provision of advice and assistance to IRCG in conduct of IRCG boat safety audits and/or inspections.
- Provision of assistance and training in small boat operations.
- Provision of operational assistance or advice in ship casualty response, counter pollution or salvage operations.
- Reporting of any unusual activity at sea relevant to the IRCG's remit to the nearest coordination centre at the earliest opportunity.

6.5. Air Corps Role and Responsibilities

- Provision and tasking of Air Corps assets on an 'as available' basis.
- Provision of information and advice in relation to aviation activity.
- Ongoing liaison and co-ordination with service recipients.
- Implementation of effective procedures and structures to give operational effect to this Service Level Agreement.
- Provision of AIS and appropriate maritime surveillance data to the IRCG.
- Provision of assistance and advice to IRCG in testing and evaluation of maritime aviation equipment.
- Provision of advance information on anticipated availability of Fixed Wing aircraft deployable in Top Cover SAR role or environmental monitoring such as pollution monitoring patrols or oil spill reports.
- Provision of counter pollution and shipping surveillance patrols using available sensors on an 'as available' basis.
- Reporting of any unusual activity at sea relevant to the IRCG's remit to the nearest coordination centre at the earliest opportunity.

6.5 Further Defence Forces Roles and Responsibilities

- Provision of CISM Team on an, 'as available' basis.
- Provision of information including international developments which may impact on the services provided by the Department of Transport, Tourism and Sport or on its operations in the maritime or coastal environment.

6.6 IRCG Role and Responsibilities

- Identification of priorities in relation to the services required.
- Provision of such ancillary equipment as may be necessary to enable the service providers to provide the services.
- Provision of information in relation to maritime activity.
- Provision of Maritime Safety & Security Information System (MSSIS), AIS and Long Range Identification and Tracking (LRIT) Data or any other relevant maritime surveillance data to the Naval Service and Air Corps (see paragraph 6.10)
- Provision of information in relation to policy, including international developments which may impact on the services provided by the Department of Defence or on its operations in the maritime environment.
- Ongoing liaison and co-ordination with service providers.
- Implementation of effective procedures and structures to give operational effect to this Service Level Agreement.
- Provision of personnel on a request basis to assist with Course or Examination reviews including 3rd level accreditation or as required.
- Provision and/or arrangement of the necessary specialist training to carry out the roles envisaged in this SLA.
- Coordination in conjunction with DTTAS press office of media activities in situations where it is deemed that a coordinated response is warranted.
- Reporting any unusual activity at sea relevant to the Naval Service or Air Corps remit to the relevant authority at the earliest opportunity.

6.7 In the event of a request for a helicopter to assist in Mountain/Inland incidents the following procedure has been agreed:

- Mountain Rescue will contact the IRCG as the primary response Agency and make the initial request.
- Where a mountain rescue call is first received by the Air Corps it will relay the message to the nearest IRCG Coordination Centre including the caller ID, contact details, nature and location of the emergency, number of casualties and

type of assistance required – IRCG contact details at Annex IV. This information will also be relayed to Harcourt Street Garda Station.

- An Garda Síochána who have the lead role will confirm the MRT request to the IRCG.
- In the event that the IRCG cannot provide an air asset they will pass the request to the Air Corps.
- The IRCG will advise the Air Corp when lift-off is commencing for MRT taskings or training and vice-versa.
- The Air Corps may be requested to provide a night search capability in mountains on a case by case basis.

6.8 Emergency Inter-hospital transfer

- There are agreements in place between the Department of Defence and the Department of Health for the provision of an Air Ambulance Service by the Air Corps for emergency inter-hospital transfer and for a pilot dedicated emergency aeromedical support service for the HSE/national ambulance service (latter in place until 3 September 2013).
- The Irish Coast Guard currently provides airport to airport inter-hospital transfers when the Air Corps is not in a position to provide the services and also provides for emergency medical evacuation from the islands around Ireland as part of its routine mission tasking.
- The HSE is responsible for all mobilisation requests for aeromedical assistance, including intra-hospital transfer, through its National Aeromedical Coordination Centre.

6.9 De-confliction between IRCG and AC Aircraft

IRCG and AC aircraft jointly tasked to a Marine, Mountain Rescue or Air Ambulance incident must conform to the following de-confliction measures:-

- All inter aircraft communications will take place on 123.1Mhz. and VHF FM Ch 16 for the initial call and will then proceed to a working frequency.

- Where more than one air asset is tasked to an incident the Heli Commander of the first asset on-scene may request a TRA (Temporary Restricted Area) in consultation with the relevant NMOC/ MRSC.
- The above procedure includes Garda air support where they are tasked to an incident.
- If an IRCG or AC helicopter is on a hospital pad for over 60 minutes each service will notify the other of its location and ETD.
- IRCG will provide heli AIS on the HSE's Health Atlas.

6.10 Communication and Information Sharing

- The Parties commit to the promotion of proactive communication, cooperation, reporting and information sharing.
- The Parties are committed to the development of the National Maritime Surveillance (MarSur) project and the EU's Common Information Sharing Environment (CISE) Projects. The Defence Forces, in particular the Naval Service will, where possible, provide technical advice and assistance towards the establishment of CISE and the national MarSur project.
- The Parties may not release information transmitted by other Parties under this SLA, except to Community agencies and competent authorities within the Republic of Ireland and of other Member States of the European Union who are engaged in surveillance operations for the purpose of maritime safety and security, border control, protection of the maritime environment and general law enforcement, unless with the explicit consent of the originator(s) of the information and of the Parties who transmitted the information.
- The Parties recognise their individual and joint responsibilities in terms of media relations and their requirements to ensure that levels of media releases, both broadcast and print are commensurate with each party's involvement in the operation that leads to the issuing of official statements. Notwithstanding the media relations arrangements set out in para 6.3, in the case of major SAR, ship casualty and pollution incidents, the Department of Transport, Tourism and Sport Press Officer will be the lead Agency Press Officer for co-ordinating the media response which will be an agreed media response between the Agencies involved. This agreed response does not preclude the issue of individual media statements by any of the Parties to this

SLA. Any such statements will be copied to the other Parties and will recognise the participation of all Parties involved.

7 Management, Monitoring and Review of SLA

7.1 An SLA Steering Group comprising representatives of the Department of Defence, the Defence Forces, the Department of Transport, Tourism and Sport and the Irish Coast Guard will monitor the overall operation and implementation of the SLA.

7.2 The Steering Group will be chaired jointly by the Department of Defence and the Department of Transport, Tourism and Sport/IRCG.

7.3 The following procedures will characterise the implementation and monitoring procedure:

7.3.1 Operational Level: The parties to the SLA are committed to the achievement of its objectives through co-operation and partnership between the main service providers namely, the Defence Forces and the Irish Coast Guard.

7.3.2 In keeping with the principle of subsidiarity, the general operation, maintenance and monitoring of the SLA will be devolved to an SLA Liaison Group comprising those at the operational level with the following offices being the primary points of contact:

7.3.2.1 Naval Service :- Officer in Charge of Planning & Policy, Naval Headquarters

7.3.2.2 Air Corps :- SSO Air Operations, Air Corps HQ.

7.3.2.3 DFHQ :- Executive Officer, Directorate of Operations

7.3.2.4 Department of Defence :- Assistant Principal, Executive Branch

7.3.2.5 The Irish Coast Guard :- Deputy Director, IRCG

7.3.3 The SLA Liaison Group will meet every 6 months or as required to review the operational effectiveness of the services. The Liaison Group will consider and review the operation of the SLA and will make such recommendations for amendment and change as they may consider appropriate having regard to the objectives of the SLA.

- 7.3.4 The Liaison Group will refer such matters as it deems appropriate to the Steering Group and will, on request, submit such reports and returns as may be required by it.
- 7.3.5 Subject to the principles set down in this SLA, the Liaison Group will put in place its own procedures for the effective operation and management of the SLA and for effective liaison and co-ordination between the parties to the SLA and will document these accordingly.
- 7.3.6 Operational procedures and communications will be reviewed on an ongoing basis by the Liaison Group to ensure that the most effective flow of information and expertise between the various parties is being achieved.
- 7.3.7 Dispute Procedure: Matters in dispute, which cannot be resolved at the operational level, will be referred to the Steering Group for resolution. Matters which cannot be resolved by the Steering Group will be referred to the parent Departments.
- 7.3.8 Management Level: The Steering Group will meet as required, to consider all matters pertinent to the effective operation of this SLA and the delivery of the services, which are the subject of this SLA.
- 7.3.9 A formal meeting of the Steering Group may be called on giving seven days' notice. Informal contact co-ordinated by the joint Chairpersons of the Steering Group will commence immediately on notification of an unresolved dispute.

8 Amendment of the SLA

- 8.1 This SLA may not be amended without the agreement of the parties hereto. To this end, the parties to the SLA will endeavour to reach consensus in relation to such amendments as may be required from time to time.

9 Signatures

for the Department of Defence on
21 day of August 2013



NAME

Director

for the Department of Transport,
Tourism & Sport & the Irish Coast
Guard on

2nd day of September 2013



NAME

Director, IRCG

ANNEX I

Naval Service

SCHEDULE OF SERVICES¹

Service Description	Service Provider	Service Recipient	Contact Point
<p>At request of IRCG, provide assistance as follows,</p> <ul style="list-style-type: none"> • Search & Rescue/ Recovery support <ul style="list-style-type: none"> ○ On-scene Co-ordinator ○ Dive Superintendent ○ Emergency Medical Technician assistance ○ Provision of Fire Fighting teams ○ Provision of Engineering assistance ○ Provision of accommodation for Casualty or response personnel ○ Other unforeseen assistance as deemed necessary at the time of the incident ○ VMS and MarSur data as appropriate ○ AIS data as appropriate ○ Other near real time maritime traffic data as appropriate • Ship Casualty & Pollution Monitoring & Control <ul style="list-style-type: none"> ○ Taking of Oil samples ○ Surveillance ○ Inspection and monitoring ○ Reporting ○ Participation in ship casualty and counter pollution response teams • Accommodation of IRCG personnel onboard NS ships as required • Towage in restricted circumstances • Escort 	Naval Service	IRCG	<p>Naval Operations Contact Details 021 45864704</p> <p>IRCG 24/7 Contact Details</p> <p>NMOC Dublin Ph 016620922 Fax 016620795 CoastGuardNMOC@dtas.ie</p> <p>MRSC Malin Ph0749370103 Fax0749340221 MRSCMalin@dtas.ie</p> <p>MRSC Valentia Ph0669476109 Fax0669476962 MRSCValentia@dtas.ie</p>

¹ To be provided on an 'as available' basis

Service Description	Service Provider	Service Recipient	Contact Point
<ul style="list-style-type: none"> • Enforcement <ul style="list-style-type: none"> ○ Exclusion Zones • Diving Unit <ul style="list-style-type: none"> ○ Body Recovery ○ Wreck survey as part of body recovery operation, potential salvage or pollution response. ○ Ordnance disposal of suspect devices at sea ○ RoV operations ○ Advice • Technical Assistance and Support <ul style="list-style-type: none"> ○ To Marine Pollution Response Team ○ Salvage/casualty team ○ IRCG Incident Manager for major incidents ○ Advice and assistance with maritime safety product selection including test facilities. ○ Accommodation & dining facilities on a cost recovery basis to IRCG students attending courses at Naval Base 			
NS representation on committees	N/A	N/A	Naval HQ Contact Details 021 45864704

Service Description	Service Provider	Service Recipient	Contact Point
<p>Training</p> <ul style="list-style-type: none"> • Offer places on NS On scene Co-ordinator Courses for organisations assisting Coast Guard e.g.. C.I.L./Marine Inst. • Places on NS or DF staff courses as available. • Training exercises with Coast Guard including participation of marine assets under contract by the Coast Guard i.e. ILV GRANUAILLE, SAR helicopters etc. • Small craft operations • Sea experience/training as available for selected IRCG personnel 	<p>Naval Service</p>	<p>IRCG</p>	<p>Naval HQ Contact Details 021 45864704</p>

Annex II Air Corps

Schedule of Services

Service Description	Service Provider	Service Recipient	Contact Point
<p>At request of IRCG, provide assistance as follows,</p> <ul style="list-style-type: none"> • ²Search & Rescue, search support <ul style="list-style-type: none"> ○ offshore³, ○ coastal ○ inland waterways ○ Mountains ○ On-scene air Co-ordinator • Island Medevacs when the IRCG are unable to respond • Maritime counter pollution patrolling & monitoring • Maritime surveillance • Air Deployed life raft tasks • Environmental escort duties • Representation on Committees, • Partake in joint training exercises as required e.g. annual IRCG training exercises with Mountain Rescue Teams • Emergency temporary accommodation at Baldonnel for IRCG helicopters in the event of a civil airport base closure in Dublin or other extraordinary circumstances provided that the Air Corps are in a position to accede to such a request having due regard to military operations and security requirements. • Technical advice as appropriate. • Provide IRCG with timely information, (weekly) on general availability of Fixed Wing MPA that are deployable in Top Cover role or Pollution monitoring. 	Air Corps	IRCG	<p>Air Corps Operations</p> <p>Contact Details 01-4037502 (duty hours) 01-4037503 (24hrs)</p> <p>IRCG 24/7 Contact Details</p> <p>NMOC Dublin Ph 016620922 Fax 016620795 CoastGuardNMOC@dttas.ie</p> <p>MRSC Malin Ph0749370103 Fax0749340221 MRSCMalin@dttas.ie</p> <p>MRSC Valentia Ph0669476109 Fax0669476962 MRSCValentia@dttas.ie</p>

² The Air Corps has the capability of using Night Vision Equipment (NVE/NVG) which allows aircrew members to operate safely at low level during periods of darkness.

³ Provision of Top Cover

ANNEX III

Provision of Critical Incident Stress Management Services to the IRCG

- (i) The Personnel Support Service, (PSS) of the Defence Forces has a number of personnel trained in CISM and agrees to provide appropriately trained personnel to provide such a service to IRCG staff and Volunteer members and other personnel directly involved with IRCG during specified incidents following a request from the IRCG. A determination of a Critical Incident and a decision to seek the CISM services is a matter for the IRCG.
- (ii) The Director of the Personnel Support Service, (DPSS) located at DFHQ, Dublin, or a staff member appointed by the DPSS will act as the DF's co-ordinator for providing CISM team to the IRCG.
- (iii) The IRCG should contact the DPSS directly during normal duty hours. The Duty Officer, DFHQ should be contacted outside of normal duty hours. These contact points are listed as follows. DPSS – 018042755. Duty Officer DF HQ - 01 8042720.
- (iv) The DPSS should be informed by the IRCG of the situation requiring the CISM service. Where the service is requested for Volunteer members the location, the name and phone number of the Unit Officer in Charge, the number of the IRCG personnel involved should be provided. The IRCG should indicate when this service is required.
- (v) An IRCG request may be submitted by VS&T Manager, SAR Ops Manger, or the Senior On call staff member.
- (vi) The DPSS will select the CISM Team, appoint a Team Leader and advise the IRCG who those Team members are. The Team Leader will make initial telephone contact with IRCG designated point of contact.
- (vii) On arrival on scene, the CISM Team Leader will report to the IRCG Volunteer Officer in Charge, who shall have been advised by IRCG VS&T Manager or his representative and will have organised suitable accommodation and facilities for the debriefing and the CISM Team.
- (viii) In all cases indemnity and liability for DF equipment and personnel rests with the Department of Defence. The decision to undertake any task requested by IRCG rests with the DF, (initially the DPSS, once on the ground the CISM Team Leader).
- (ix) Travel, subsistence and miscellaneous expenses will be paid by the IRCG, on the production of statements, to the individual members of the DF's CISM Team. Rates paid shall be as set out in IRCG parent Department instructions

and guidelines and will be paid directly to each individual CISM team member.

- (x) A review of the procedures shall be conducted annually.
- (xi) Department of Defence may provide pre-incident CISM training to IRCG subject to the exigencies of the service. Travel, subsistence and miscellaneous expenses will be paid by the IRCG, on the production of statements, to the individual members of the DF's CISM Team
- (xii) DF's CISM Team will be responsible for initial follow – up however, if IRCG require further counselling it is a matter for IRCG. The designated point of contact in IRCG for CISM or CISM awareness training is the Manager of Voluntary Services & Training or his/her authorised representative.

ANNEX IV
Irish Coast Guard

SCHEDULE OF SERVICES

Service Description	Service Provider	Service Recipient	Contact Point
<ul style="list-style-type: none"> • Provision of such ancillary equipment as may be necessary to enable the service providers to provide the services • Provision of information in relation to maritime activity • Provision of MSSIS, AIS and LRIT Data to the Naval Service & IAC, (see paragraph 6.6) • Provision of personnel on a request basis to assist with Course or Examination reviews including 3rd level accreditation or as required. • Provision and/or arrangement of the necessary specialist training to carry out the roles envisaged in this SLA. 	IRCG	Defence Forces	IRCG 24/7 Contact Details NMOC Dublin Ph 016620922 Fax 016620795 CoastGuardNMOC@dtas.ie MRSC Malin Ph0749370103 Fax0749340221 MRSCMalin@dtas.ie MRSC Valentia Ph0669476109 Fax0669476962 MRSCValentia@dtas.ie
<ul style="list-style-type: none"> • IRCG is to provide the NS with updated contact details of personnel and appointment holders who are authorised to request NS assistance. 	IRCG	NS	IRCG HQ SAR Ops Manager 016783444
<ul style="list-style-type: none"> • IRCG & NS will supply AIS or other monitoring and surveillance systems as may become available and appropriate. 	IRCG	NS	IRCG HQ Assistant Director (Engineering & Logs) 018228852
Training <ul style="list-style-type: none"> • Provide IRCG support to NS On scene Co-ordinator • Liaison on development of SAR courses • SAR courses including small craft. • Liaison to provide transport of NS Dive team to incident sites • NS/IRCG staff liaison visits to IRCG 	IRCG	NS	IRCG HQ VST Manager 01 6041023

Service Description	Service Provider	Service Recipient	Contact Point
Rescue Co-ordination Centres/NS facilities <ul style="list-style-type: none"> • Relevant pollution and salvage courses. 			