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MARINE SECURITY OPERATIONS BULLETIN

No: 2025-004

AUTOMATED EMERGENCY NOTIFICATION FAN-OUT SERVICE (AENFOS): STAKEHOLDER GUIDANCE AND REQUIREMENTS

PURPOSE:

Transport Canada's (TC) marine security program is designed to ensure that Canada's transportation system remains one of the safest and most secure systems in the world. The purpose of this bulletin is to provide information and guidance to Canadian marine security stakeholders, and more specifically, Canadian ports and marine facilities regulated by the *Marine Transportation Security Regulations* (MTSR), regarding the use of the Automated Emergency Notification Fan-Out Service (AENFOS), Transport Canada's primary method of communication to inform stakeholders of Marine Security (MARSEC) level change requirements by the Minister.

In addition to MARSEC level changes, AENFOS can also be used to:

- Inform regulated stakeholders of general security threats or incidents that could potentially impact their port or marine facility,
- Conduct testing related to security exercises, and
- Issue notices related to real-world events.

BACKGROUND:

According to Section 7 of the *Marine Transportation Security Act* (MTSA) and Section 11 of the MTSR, operators of marine facilities and ports in Canada subject to the MTSR are to maintain MARSEC level 1 at all times unless a higher MARSEC level is required by a security measure issued by the Minister. Pursuant to the MTSA Section 2 (2), The Minister of Transport's authority to set the MARSEC level to reflect the threat environment for vessels, marine facilities, and ports can be delegated to other bodies of authority within Transport Canada, but no lower than the Director General, Marine Safety and Security (DG MSS). Marine stakeholders must know the communication procedures to be followed when a request from the Minister to change MARSEC levels is issued in order to respond appropriately to the new level of threat.

The AENFOS system is the tool TC uses to provide timely and accurate mass notifications of changes in the MARSEC level to TC regulated ports and marine facilities, vessel owners and operators, as well as government partners. AENFOS is hosted on the RAVE Mobile Safety (RMS) platform. Transport Canada Marine Security AENFOS Administrators, located in TC regions or headquarters, create and send AENFOS alerts, which are instantly delivered to registered stakeholders via phone, text, email, or any combination of these methods simultaneously. The system tracks receipt of notifications after the

stakeholder clicks a link in the text or email alert or uses their telephone keypad to formally acknowledge that the message from TC has been received. It is important for stakeholders to both recognize what an AENFOS alert looks like and understand how to respond so TC knows their message has been received. TC conducts biannual tests of AENFOS to ensure registered stakeholders can receive messages, recognize them as TC messages, and know how to acknowledge these messages. It is the responsibility of the stakeholder to ensure they are registered with TC's AENFOS. Registration is free and can be facilitated by their regional Marine Security Inspector.

If there is a requirement for specific Canadian ports and marine facilities regulated by the MTSR to operate at MARSEC level two (2) or three (3) for a limited period of time, the Director General, Marine Safety and Security, will formulate a security measure with this specific information. The security measure may be attached to the AENFOS email alert within or alongside a Marine Security Notification (MSN) containing details of the security threat or security incident. If time is a factor, then stakeholders may receive an initial AENFOS alert indicating that they are directed to change their MARSEC level, followed by a second AENFOS email alert containing the MSN or security measure.

GUIDANCE:

1. AENFOS Usage

Transport Canada will run biannual tests of AENFOS, and it is expected of regulated stakeholders to ensure they are receiving and responding to these notifications in a timely manner. The intent of these biannual tests is to ensure stakeholders are familiar with how notifications look and what actions to take when receiving one, as well as allowing stakeholders to confirm that their contact information is correct and ensure that the correct people are notified.

2. Stakeholder Responsibilities

Regulated stakeholders must understand the importance of responding to TC issued AENFOS alerts, particularly MARSEC level changes; a stakeholder is defined as a representative from any marine facility, port, occasional-use marine facility, or Canadian vessel certified by Transport Canada.

To achieve this, stakeholders have the following responsibilities:

- Registering to receive AENFOS alerts from TC. This is done by contacting their Regional Marine Security Inspector,
- Understanding how to recognize and respond to TC AENFOS messages,
- Responding appropriately to biannual AENFOS tests, and
- Maintaining current contact information in AENFOS, in collaboration with their Marine Security Inspector.

AENFOS is used to notify regulated stakeholders of the Minister's request to raise or lower a MARSEC level. It is a stakeholder's responsibility to ensure they acknowledge receipt of this message (i.e., understanding they must raise or lower their facility's MARSEC level); they are not acknowledging that they have changed their security posture. A stakeholder may report their

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compliance in changing their MARSEC level to their regional inspector, which is separate from the AENFOS acknowledgement.

When the MARSEC level is lowered, the same process will occur: an AENFOS notification will be sent out to stakeholders, who must then acknowledge receipt of the message. Again, compliance that their facility's MARSEC level has been lowered can be reported to the stakeholder's respective regional inspector.

This notification will be broadcasted to stakeholders using AENFOS, so it is important that the appropriate stakeholders are registered on the system. Only stakeholders who require immediate notification of a MARSEC level change (or general emergency situation) should be registered to the system, including company security officers, duty personnel, or operation centres – this allows for inspectors to perform efficient and timely follow ups if required, such as contacting any facilities that have not acknowledged the notification. This point of contact should also be able to disseminate the information received through the notification and liaise with TC's regional inspectors. It is also highly recommended that each facility has a backup point of contact registered on the system so that a minimum of two points of contact are receiving AENFOS notifications from each facility, but no more than three contacts per facility.

Registration to the system is, in a majority of cases, done by a TC AENFOS Administrator. If a stakeholder registers themselves, then stakeholders must activate their account and check that their contact information on the system is accurate. This information must be updated as necessary regardless of how they signed up to the system.

Any comments, suggestions or concerns can be addressed to the Director, Marine Security Operations by e-mail at dirops.marsec-sumar@tc.gc.ca.

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