

**ACN WI 1.2:**  
**RASFF ON-DUTY ARRANGEMENTS**  
**LAST UPDATED: 2022-03-08**

In accordance with the IMSOC Regulation Article 14(3), all contact points shall ensure the availability of an on-duty officer reachable outside office hours for emergency communications on a 24-hour/7-day-a-week basis outside office hours. These office hours are defined in SOP 5, point 4(7).

It is advisable that the on-duty officer is a member of the RASFF SCP or has a working knowledge of the RASFF system and the actions to be taken when contacted by the ECCP. If the on-duty officer is not part of the RASFF SCP he/she should be adequately briefed what to do when receiving an out-of-hours RASFF call. It is strongly advisable that he/she has direct access to the iRASFF system to allow fast action. Also, the on-duty officer should have a fair knowledge of English in order to be able to receive the message correctly. Preference should be given to structures with on-duty officers directly reachable by the ECCP on-duty officer, rather than reachable through a call-center service.

Alert notifications and follow-up to alert notifications presenting a serious health risk and flagging one or more other network members for follow-up, sent to the ECCP outside office hours, should be preceded by a telephone call to the following mobile phone:

**+32-498-98-05-39**

If the ECCP on-duty officer does not reply immediately, please leave a message and wait for 1 hour (unless it is an emergency) before contacting the ECCP back-up number:

**+32-498-98-23-47**

If the SCP on-duty officer left a voicemail message or sent an SMS to the ECCP, the ECCP on-duty officer will confirm to the SCP on-duty officer receipt of the message by a phone call or SMS.

Only upon request from the SCP on-duty officer, the ECCP on-duty officer will send an email message to the SCP functional mailbox containing the EC validated iRASFF notification. Otherwise, the SCP on-duty officer is expected to be able to retrieve the notification from iRASFF. The ECCP on-duty officer will contact the SCP on-duty officer/s directly by phone to the phone numbers mentioned on the RASFF emergency contacts list. If the ECCP on-duty officer cannot reach the SCP on-duty officer directly he/she will leave a voice message or send a SMS. The SCP on-duty officer is requested to acknowledge receipt of the message by calling back to the ECCP on-duty officer or by sending a SMS.

The emergency contacts list is updated and published via CIRCABC/ACN on the 16<sup>th</sup> of each month.