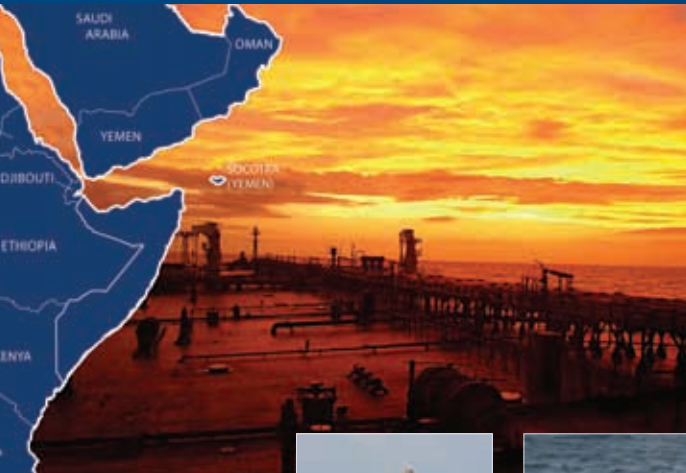


Piracy - The East Africa/ Somalia Situation

Practical Measures to Avoid, Deter or Delay Piracy Attacks



Produced in conjunction with:



INTERTANKO



INTERCARGO

IGP&I



BIMCO

Supported by:

UKMTO



EU NAVFOR Somalia



Piracy

The East Africa/Somalia Situation
Practical Measures to Avoid, Deter or Delay
Piracy Attacks

OCIMF's mission is to be the foremost authority on the safe and environmentally responsible operation of oil tankers and terminals, promoting continuous improvements in standards of design and operation.

Issued by the



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- **UKMTO** The UK Royal Navy's Maritime Trade Organisation (MTO) has been established in the Middle East since late 2001 as an extension of Royal Navy operations in the region and works closely with MARLO in Bahrain. UKMTO runs the Voluntary Reporting Scheme for any merchant vessel of any Flag within the area bounded by Suez to 78deg East and from Iraq to 5deg south. UKMTO is also the Piracy Co-ordination Cell for EU / CMF missions enabling direct contact to military forces without using 3rd party organisations. This direct link ensures speedy response times which are so critical in any Maritime Security Incident. These services are provided free of charge but shipping companies should ensure unrestricted access of the ukmto e-mail to their ships. email: ukmto@eim.ae

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Introduction

Piracy is a term used to describe acts of armed robbery, hijacking and other malicious acts against ships in international waters. They are carried out with the intent of stealing valuables onboard and/or extorting money from ship owners and/or other third party interests by holding the ship or crew to ransom. The International Maritime Bureau (IMB) defines piracy as “the act of boarding any vessel with an intent to commit theft or any other crime, and with an intent or capacity to use force in furtherance of that act”. Since this definition reflects the popular understanding of the word ‘piracy’, this term will be used throughout this booklet to describe any such act against a ship.

Armed attacks on merchant vessels transiting the Gulf of Aden, and other waters near the Horn of Africa, have increased in frequency over the past months. There were 140 approaches and at least 39 vessels actually detained by pirates in 2008 (Source: UKMTO). Such acts have usually been conducted with the use or threat of violence, which can be particularly traumatic for those directly involved, as well as their families.



Diagram 1 - The High Risk Area

This booklet has been produced by the Oil Companies International Marine Forum (OCIMF), the International Association of Independent Tanker Owners (INTERTANKO), International Association of of Dry Cargo Shipowners (INTERCARGO), the ICC International Maritime Bureau (IMB) and the Society of International Gas Tanker and Terminal Operators (SIGTTO) with the aim of providing practical information to assist seafarers faced with potential or actual acts of piracy while operating in the Gulf of Aden and other waters near the Horn of Africa (the 'High Risk Area' – see Diagram 1). The High Risk Area covers that area of the ocean where attacks are known to have taken place at the time of writing (January 2009), but this may change over time if the pirates change their tactics and/or extend their area of operation.

As the situation in the High Risk Area is subject to change it is recommended that frequent reference is made to the Maritime Security Centre – Horn of Africa website – www.mschoa.org.

IMPORTANT: The extent to which the guidance given in this booklet is followed is always to be at the discretion of the ship owner and Master.

Risk Assessment

Prior to transiting the High Risk Area, the ship owner and ship Master should carry out their own risk assessment to assess the likelihood and consequences of piracy attacks to the vessel, based on the latest available information (see Annex 2 for useful contacts and potential sources of information). The output of this risk assessment should identify measures for prevention, mitigation and recovery and will mean combining statutory regulations with supplementary measures to combat piracy.

Factors to be considered in the risk assessment should include, but may not be limited to, the following:

Crew Safety: The primary consideration should be to ensure the safety of the crew. Care should be taken, when formulating measures to prevent illegal boarding and access to superstructure from the outside, that crew members are not trapped inside and so unable to escape in the event of another type of emergency, such as a fire.

Freeboard: Pirates will probably try to board at the lowest point above the waterline, usually on either quarter. Recent trends suggest that vessels with a minimum freeboard greater than 8 metres have a much greater chance of successfully escaping a piracy attempt than those with less freeboard.

Speed: If a potential attack is detected early, the ability to outrun the attackers will defeat the attack before it develops. It is therefore recommended that vessels proceed at Full Sea Speed. To date, there have been no reported successful attacks at speeds over 16 knots. (If a vessel is part of a “Group Transit” (see page 19 and for further details see www.mschoa.org) speed may be required to be adjusted.)

Prevailing weather:

Pirates operate from very small craft, which limits their operations to moderate weather conditions. While no statistics exist, it is likely to be difficult to operate these small craft in sea states 3 and above.

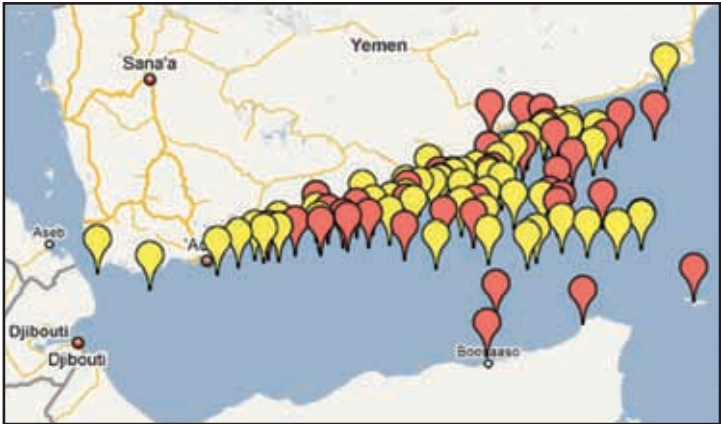
Time of transit:

Transiting the High Risk Area during the hours of darkness appears currently to be a lower risk option. All but one of the incidents to date have taken place during daylight hours, the only exception being an attack carried out in bright moonlight. Daylight attacks are more likely to take place during the early morning or late evening. It is unlikely that a vessel will be able to complete a transit of the High Risk Area during the hours of darkness. Therefore, Masters may wish to consider which are likely to be the highest risk areas (as determined by latest information obtained just prior to the transit) and plan to travel through those areas during the hours of darkness. Any perceived reduction in risk by transiting in darkness needs to be balanced against the fact that daylight transiting allows for early detection of potential attackers.

Early awareness of an impending attack has been identified as a very important factor when differentiating between vessels that have evaded an attack and those that were successfully attacked.

Piracy activity:


The risk of a piracy attack appears to increase immediately following the release of a hijacked vessel and/or following a period of poor weather.




2008 - Gulf of Aden

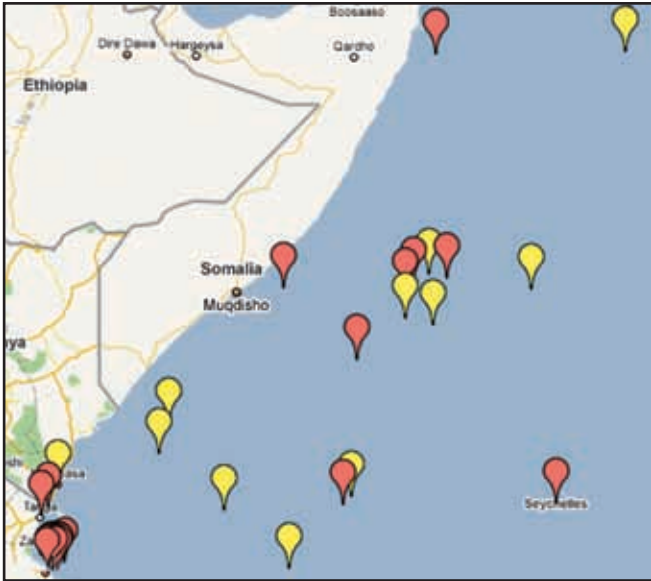
Total number of reported incidents **92**.

Of these, there were:

 **60** Attacks on merchant vessels
(31 vessels were fired at) and

 **32** Merchant vessels hijacked



(Source IMB)



2008 - Area to the south of the Horn of Africa - Associated with Somali Piracy

Total number of reported incidents **19**.

Of these, there were:

-  **9** Attacks on merchant vessels (of which 8 were fired at) and
-  **10** Merchant vessels hijacked

(Source IMB)

Preparation

Recent experience demonstrates that vessels can significantly improve their chances of avoiding or delaying an act of piracy by taking a number of relatively simple preparatory steps.



HMS Cumberland, © Crown Copyright/MOD

In a typical pirate attack small high speed (up to 25kts) open boats deploy from a mother ship, which is often a pirated fishing vessel (see page 25). Commonly two or more of these small high speed open boats are used in attacks, often approaching from either quarter of the intended target.

Experience also suggests that, before pirates have gained control of a vessel, the sudden appearance of Naval Forces by air or sea usually persuades them to abandon the attack. Therefore, delaying the pirates at any stage of an attack buys additional time and can greatly increase the chance of Naval Force intervention.

Careful preparations by the ship may dissuade the pirates from pressing home an attack and hijacking a vessel if their closer inspection of the potential target reveals a number of protection measures.

If pirates choose to proceed with an attack the physical preparations may prevent or delay boarding of the vessel. If the pirates do manage to board the vessel, preparations onboard can still delay or prevent them taking control and hijacking the vessel.

Owners of vessels that make frequent transits through the High Risk Area may consider making further alterations to the vessel beyond the scope of this booklet and/or provide additional equipment and/or manpower as a means of further reducing the risk of piracy attack.

The guidance below primarily focuses on preparations that are within the capability of the ship's crew, using equipment and manpower that will normally be available. The guidance is based on experience of piracy attacks to date and may require amendment over time if the pirates change their methods.

IMPORTANT: It is very important that, before any physical preparations are commenced, a full risk assessment is carried out as outlined in this Section. In particular, it is essential that fire exit routes are available and that access to life saving craft and life saving appliances is maintained.



The preparatory measures that follow will be an output of the risk assessment, and are likely to include the following:

Implementation of the Ship Security Plan (SSP)

A cornerstone of any response to an attack by pirates will be the Ship Security Plan (SSP), as required by the ISPS Code, and its effective implementation. This booklet is intended to supplement the ISPS not replace it. It is therefore important that, before entering the High Risk Area, the ship's crew should have practised and perfected the procedures set out in the SSP, taking into account the guidance given in Part B of the ISPS Code.

The use of private security firms for additional security and/or onboard training is solely at the company's discretion.

Arming of ships and/or ships crews and the employment of armed private security guards is not recommended.

Watchkeeping and Enhanced Vigilance

Prior to commencing transit of the High Risk Area, it is recommended that preparations are made to support the requirement for increased vigilance by:

- Making arrangements to ensure additional lookouts for each Watch
- ensuring that there are sufficient binoculars for the enhanced bridge team
- considering night vision optics, if available.



Well constructed dummies placed at strategic locations around the vessel can give an impression of greater numbers of people on watch.

Closed Circuit Television (CCTV)

Once an attack is underway and pirates are firing weaponry at the vessel, it is difficult and dangerous to observe whether the pirates have managed to gain access to the vessel. The use of CCTV coverage allows a degree of monitoring of the progress of the attack from a less exposed position:

- Consider the use of CCTV cameras to ensure coverage of vulnerable areas, particularly the poop deck
- consider positioning CCTV monitors at the rear of the bridge in a protected position

- further CCTV monitors could be located at the Piracy Attack Crew Muster Point (see page 17)
- Recorded CCTV footage may provide useful evidence after an attack - see page 28.

Alarms

Sounding the ship's alarms/whistle serves to inform the vessel's crew that a piracy attack has commenced and, importantly, demonstrates to any potential attacker that the ship is aware of the attack and is reacting to it. It is important to ensure:

- Ensure that the Piracy Alarm is distinctive to avoid confusion with other alarms potentially leading to the crew mustering at the wrong location outside the accommodation
- Crew members are familiar with each alarm, including the signal warning of an attack and an all clear, and the appropriate response to it
- exercises are carried out prior to entering the High Risk Area.

Upper Deck Lighting

It is recommended that the following lights are available and tested:

- Weather deck lighting around the accommodation block and rear facing lighting on the poop deck consistent with Rule 20(b) of the Collision Regulations
- search lights for immediate use when required

Navigation lights should not be switched off at night.

Deny Use of Ship's Tools and Equipment

Pirates generally board vessels with little in the way of equipment other than personal weaponry. It is important to try to deny pirates the use of ship's tools or equipment that may be used to gain entry into the superstructure of the vessel. Tools and equipment that may be of use to the pirates should be stored in a secure location.

Protection of Equipment Stored on the Upper Deck

Small arms and other weaponry are often directed at the vessel, and are particularly concentrated on the bridge, accommodation section and poop deck.

- Consideration should be given to providing protection, in the form of sandbags or Kevlar blankets, to gas bottles or containers of flammable liquids that must be stored in these locations
- ensure that any excess gas bottles or flammable materials are landed prior to a transit.

Control of Access to Accommodation and Machinery Spaces

It is very important to control access routes to deter or delay pirates who have managed to board a vessel and are trying to enter accommodation or machinery spaces.

- All doors and hatches providing access to the accommodation and machinery spaces should be secured to prevent them being opened by pirates gaining access to the upper deck of the vessel
- careful consideration should be given to the means of securing doors and hatches

- it is recommended that once doors and hatch are secured a designated and limited number are used for access when required
- where the door or hatch is on an escape route from a manned compartment, it is essential that it can be opened by a seafarer trying to effect an exit by that route. Where the door or hatch is locked, it is essential that a key is available, in a clear position, by the door or hatch
- where doors and hatches are watertight, ensure all clips are fully dogged down in addition to any locks.

Enhanced Bridge Protection



Further protection against flying glass can be provided by fitting security glass film

The Bridge is usually the focus for the attack. In the initial part of the attack, pirates direct weapons fire at the bridge to coerce the vessel to stop. Once onboard the vessel, they usually try to make for the bridge to enable them to take control. Consideration of the following further protection enhancements might be considered:

- Kevlar jackets and helmets available for the bridge team to provide a level of protection for those on the bridge during an attack. (If possible, jackets and helmets should be in a non-military colour)

- while most bridge windows are laminated, further protection against flying glass can be provided by the application of security glass film
- fabricated metal (steel/aluminium) plates for the side and rear bridge windows and the bridge wing door windows, which may be rapidly secured in place in the event of an attack
- the after part of both bridge wings (often open) can be protected by a wall of sandbags
- razor/barbed wire barricade on the external ladders on either side of the vessel leading up to bridge wing.

Physical Barriers

Pirates typically use ladders and grappling hooks with rope attached to board vessels underway, so physical barriers can be used to make this difficult. Before constructing any physical barriers, it is recommended that a survey is conducted to identify areas vulnerable to pirates trying to gain access:

- The construction of barriers will depend on the precise location used but might include barbed or razor wire
- extending the width of gunwales to prevent ladders and hooks gaining purchase may be considered
- coating gunwhales and other potentially vulnerable structures with 'anti-climb' paint may be considered
- electrified barriers are not recommended for hydrocarbon carrying vessels, but following a safety assessment may be appropriate for some other types of vessel
- it is recommended that warning signs of the electrified fence or barrier are displayed – inward facing in English/language of the crew, outward facing in Somali
- the use of such outward facing warning signs might also be considered even if no part of the barrier is actually electrified.

KHATAR

**Deyr Danab Koronto
Sare (Xooggan)**



*Example of a warning sign in Somali, which states –
DANGER HIGH VOLTAGE ELECTRIC BARRIER*

Water Spray and Foam Monitors

The use of water spray and/or foam monitors has been found to be effective in deterring or delaying pirates attempting to board a vessel.



Picture courtesy of NATO (2008)

- Manual operation of hoses and foam monitors is not recommended as this is likely to place the operator in a particularly exposed position
- it is recommended that hoses and foam monitors (delivering water) should be fixed in position to cover likely pirate access routes
- once rigged and fixed in position, it is recommended that hoses and foam monitors are in a ready state requiring just the remote activation of fire pumps to commence delivery of water. Actual foam supply should not be used as this will be depleted relatively quickly and will leave the vessel exposed in the event that the foam supply is required for firefighting purposes
- observe the water and foam monitor spray achieved by the equipment once fixed in position to ensure effective coverage of vulnerable areas

- improved water coverage may be achieved by using baffle plates fixed a short distance in front of the nozzle.



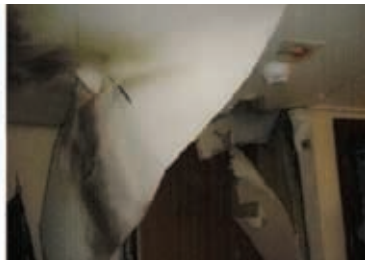
Piracy Attack Crew Muster Point

It is recommended that a Piracy Attack Crew Muster Point is designated for use in the event of a piracy attack. The location of the muster point should be chosen to provide maximum physical

protection to the crew. It is likely to be low and central in the accommodation section. It is recommended that the muster point is provided with:

- Food and water
- toilet facilities
- 2 independent means of communication with the bridge (eg radio and telephone)
- fire fighting equipment
- first aid equipment
- portable lighting
- CCTV monitor
- list of ship's crew.

Procedures should be in place for mustering the crew and for ensuring that all are accounted for at their designated positions. These are likely to be the Piracy Attack Crew Muster Point, the Bridge and the Machinery Control Room.



Conduct During Transit of the High Risk Area

Before entering the High Risk Area, ship owners and Masters should:

- Gather up-to-date information on the situation
- review the risk assessment (see Section 1) in light of latest information
- based on the risk assessment, make necessary preparations (see Section 2)
- register passage with Maritime Security Centre-Horn of Africa (www.mschoa.org - see Annex 2).
- report to UKMTO (see Annex 2)

IMPORTANT: Any changes or updates in vessels' passage plan should be reported directly to UKMTO. In any event, 6-hourly position reports should be passed directly to UKMTO.

A Maritime Security Patrol Area (MSPA), not marked with navigation marks, has been established in the Gulf of Aden. To assist the protection of merchant vessels 'Internationally Recommended Transit Corridor' ("IRTC") through the MSPA have been designated (for further details and the coordinates of the IRTC and procedures for Group Transits through the corridors see www.mschoa.org). The use of Group Transits is encouraged by the MSC as it assists further the protection of merchant vessels by optimising the co-ordination of Naval assets, including air support.

Once in the High Risk Area, vigilance is likely to be the best form of defence against attacks by pirates. On entering the High Risk Area, the Master should therefore, as a minimum, set Security Level 2 as defined by the ISPS Code. (Security Level 2 actions should be reviewed to ensure they are appropriate to the threat – deck patrols are not recommended).

A final check should be carried out to verify that all defence and security measures described in this section are in place, or to hand, and fully operational. Any equipment that may be required at short notice, for example fire pumps, should be tested and left ready for use.

It is recommended that the transit through the High Risk Area is conducted at Full Sea Speed.

It is further recommended that vessels review their machinery state and consider operating two steering motors and two generators.

There are differing views on whether the AIS should be switched on or off during the time that the ship is in the High Risk Area. SOLAS requires that ships fitted with AIS maintain it in operation at all times except where international agreements, rules or standards provide for the protection of navigational information. If the AIS is switched off it is very difficult for the Naval Forces to identify, track and monitor merchant vessels transiting the High Risk Area.

As it is considered unlikely that the pirates currently have the ability to monitor AIS transmissions, it is recommended that the AIS be left on but that the amount of information be restricted to ship's identity, type, position, course, speed, navigational status and other safety-related information which may be of use to the Naval Forces in the event of an attack. However, it is recognised that the Master may exercise his discretion and switch off the AIS.

IMPORTANT: If the AIS is switched off, it should be activated at the time of an attack.

The following list of additional activities primarily concerns mobilisation or implementation of measures put in place during the preparatory phase.

Watchkeeping and Vigilance:

- Bridge watches and look-outs increased
 - additional look-outs posted on the Bridge. (Note: Well constructed dummies placed at strategic locations around the vessel give the impression of greater numbers of people on watch)
 - radar watch maintained. (Note: Boats used by pirates are small, possibly of wood or GRP construction, and therefore poor radar targets)
 - constant radio watch maintained on all distress and safety frequencies particularly VHF Channel 16 and Maritime safety broadcasts for the area monitored, backed up by VHF Channel 8, which is monitored by Naval vessels
 - night vision optics for use during the hours of darkness if available
- engine room manned and ready for manoeuvring
- all non-essential work on deck suspended
 - increased ability to keep crew members in a secure area
 - capacity to increase the number of lookouts.

Measures to deter or prevent boarding attempts:

- Transit of the High Risk Area at Full Sea Speed. (Note: The small boats used by the pirates can be vulnerable to stern wash)
- maximum available lighting to illuminate the area aft of the bridge
- CCTV in operation (if fitted)
- outboard equipment raised and/or positioned inboard
- fire hoses rigged and fixed in position and foam monitors in a ready state.

Measures to prevent access to accommodation and machinery spaces:

- Access to bridge, engine room, steering gear room and accommodation secured and controlled. External doors secured from the inside
- 'citadel' method of protection within the secured accommodation block, while ensuring that escape in an emergency is always quickly possible
- Piracy Attack Crew Muster Point fully equipped and provisioned
- tools or other implements that may be of use to the pirates stored in a secure location
- physical barriers at vulnerable points.



Alarms:

- Alarm signals, including ship's whistle, ready for immediate use
- crew members familiarised with the various alarms used onboard the vessel and their responses to them.

Communications:

- List of contacts, prepared messages and the policy regarding communications available to all designated officers who may need to use them, and also posted in the wheelhouse. (Note: This information should also be contained within the Ship Security Plan)
- minimise external communications (radios, handsets and AIS information) to essential safety and security-related communication and SOLAS information only
- crew working outside secure areas on an exceptional basis only and in constant communication with the bridge.

Actions on Encountering Pirates

Vessel acting suspiciously

Within the High Risk Area, there will be small vessels engaged in legitimate activities. Close CPAs from such vessels inevitably raise concerns that they may be pirates. Assistance in identifying whether a particular vessel is likely to be a pirate or not can be obtained by a telephone call to the UKMTO. (Contact details in Annex 2).

Identified pirate vessel in vicinity of own vessel:



If the preparation and precautionary measures have been effective, a possible attack will be detected early. At this time, the Master should:

- Activate the ship's security alarm system
- alert the following organisations¹ to the fact that an attack is likely to take place
 - The United Kingdom Maritime Trade Operations (UKMTO)¹
 - The Maritime Security Centre - Horn of Africa (MSCHOA)¹

The organisations should be further advised if the threat increases or fails to materialise

- Consider whether a distress message should be broadcast.

Standard ship's message formats are provided in Annex 1.



Types of vessels used as mother ships from which pirates operate small open boats for carrying out attacks

¹ The organisations listed above have assets and may be able to provide direct assistance. They will relay messages to other Naval units as appropriate. Contact details are contained in Annex 2.

Attack imminent:

Active measures to deter or prevent boarding attempts:

- Maintain maximum sustainable speed
- Consider evasive manoeuvres while maintaining maximum speed to create a confused wash
- manoeuvre to remove any lee from either side of the ship (sea state dependent)
- activate fire pumps to commence use of fire hoses and water monitors to cover areas of the vessel vulnerable to attempts to board. The water spray and jets are likely to hamper the pirates' physical attempts to board and may deluge their boats, swamping them or causing damage to the engine.

Measures to ensure crew safety and to retain control of the ship:

- Crew alerted and told to go to their designated pirate attack muster station
- roll call carried out to ensure that all crew members are safe and accounted for – once complete all positions to report to the bridge to confirm
- citadel secured.

Attack in progress:

- Continue evasive measures as outlined above
- 'mayday' call on VHF Channel 16 (and VHF Channel 8 as this is also monitored)
- report immediately to UKMTO and MSCHOA
- distress message via the DSC (Digital Selective Calling) system and Inmarsat-C as applicable

- activate all available defensive measures.

Attacks have been thwarted in several cases where the defensive measures described in this booklet were used and the pirates chose not to press home the attack. It is therefore important to try to resist the pirate attack for as long as possible without further endangering the crew.

Pirates onboard:

Once the pirates are onboard the ship:

- Try to remain calm
- stay together so far as it is practicable to do so
- crew members operating outside secure areas to remain in constant communication with the Bridge
- offer no resistance
- cooperate with the pirates
- leave CCTV recorders running.

DO NOT:

- Use firearms, even if available
- use flash photography, which may be mistaken for muzzle flashes by the pirates or by any military forces sent to assist
- use flares or other pyrotechnics as weapons against pirates.

In the event that military personnel take action onboard the vessel, and unless otherwise directed, all personnel should keep low to the deck, cover their head with both hands (always ensuring that hands are empty and visible). Be prepared to answer questions on identity and status, as military personnel may take some time to differentiate ship's crew from pirates.

Post Incident Actions and Reporting

It may be difficult to determine the point at which an attack has been repulsed. It is strongly recommended that the crew remain at secure locations until there is a degree of certainty that all of the pirates have either broken off the attack or have left the vessel.

Once it is known that an attack is over, and after securing the safety of the ship and crew:

- Make post incident reports to:
 - The UK Maritime Trade Operations (UKMTO) Dubai
 - The Maritime Security Centre-Horn of Africa (MSCHOA)
 - The International Maritime Bureau (IMB)
- carry out an internal debrief of the ship's company
- offer professional counselling to those who may have been affected by events
- make a post incident report to owners/operators
- consider an appropriate mechanism for informing next of kin
- secure any evidence of the attack, including CCTV coverage.

Standard Ship's Message Format¹

Report 1 – Initial message – Piracy/armed robbery attack alert

1. Ship's name and callsign, IMO number, Inmarsat IDs (plus ocean region code) and MMSI
 - MAYDAY/DISTRESS ALERT (see note)
 - URGENCY SIGNAL
 - PIRACY/ARMED ROBBERY ATTACK
2. Ship's position (and time of position UTC)
 - Latitude ■ Longitude
 - Course ■ Speed (knots)
3. Nature of event

Note: It is expected that this message will be a Distress Message because the ship or persons will be in grave or imminent danger when under attack. Where this is not the case, the word MAYDAY/DISTRESS ALERT is to be omitted.

Use of distress priority (3) in the Inmarsat system will not require MAYDAY/DISTRESS alert to be included.

Useful Contacts, Sources of Information

1) **United Kingdom Maritime Trade Organisation (UKMTO)**
(will relay to naval units).

- e-mail: UKMTO@eim.ae
- Telephone: +971 50 552 3215
- Fax: +971 4 306 5710
- Telex: (51) 210473

2) **Maritime Security Centre – Horn of Africa (MSC – HOA)**

- Via website: www.mschoa.org

3) **Combined Joint Task Force – Horn of Africa (CJTF-HOA)**
(has assets and will also relay).

- e-mail: brett.j.morash@hoa.centcom.mil
- or: brett.j.morash@hoa.usafrica.com.mil
- Telephone: +253 358 978

4) **Maritime Liaison Office – Bahrain (Marlo – Bahrain)**
(will relay).

- Telephone: +973 1785 3927
- Cell: +973 3944 2117

5) **IMB Piracy Reporting Centre**

IMB/ICC-CCS 24 hour Anti Piracy **Helpline**

- Telephone: +60 3 2031 0014

IMB Piracy Reporting Centre, Kuala Lumpur, Malaysia

- e-mail: piracy@icc-ccs-org
- or: imbkl@icc-ccs.org
- Telephone: +60 3 2078 5763
- Fax: +60 3 2078 5769
- Telex: MA34199 IMBPC1



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