

Contingency Response



MAST Approach – Relevant experience

Ship hijacks and arbitrary detentions present a unique challenge to marine underwriters. The general focus of ship owners is the safe release of the crew. However, MAST is acutely aware that underwriters have an added duty to ensure that claims are properly scrutinised particularly since this class of insurance involves specific issues of moral hazard.

No hijack is quite the same. There is always a complex web of different local and commercial interests at play. Whilst never losing sight of the core issue of crew welfare, MAST will firmly represent underwriter's interests during the process of negotiation and subsequent claim by the insured.

MAST Understanding – Experience and knowledge

In order to navigate the mix of demands, threats and signals in any hijack negotiation local knowledge is indispensable. It is self evident that each type of kidnap scenario is different; a kidnap of businessman in Mexico is not the same as a ship hijack off Somalia. The skill is in recognising how this dynamic will affect the response and negotiation.

MAST's approach to any hijack or kidnap situation and its ability to improvise under pressure is grounded in:

- Extensive experience of working on the ground in-country.*
- Country contact and support networks.*
- Detailed understanding of the local political and security situations.*
- Detailed understanding of the hijackers' organisation, tactics and bottom lines.*

MAST Understanding - Shipping industry specialist

Knowledge of how a ship works is essential when evaluating the plausibility and consistency of ship status reports from the hijackers and even the ship's crew. So too is practical knowledge of the shipping industry.

Insurers (Cargo, Hull, / War and K&R), Charterers, Cargo owners, Crew interests (managers, families, trade unions and home governments) and Media (public and industry) all have legitimate concerns. These must be understood and actively managed in order to ensure consistency of message towards the hijackers and to avoid unnecessary and protracted contractual disputes and loss of reputation after the ship has been released. MAST consultants have deep roots in commercial shipping, marine insurance and marine casualty (and media) response.

MAST Support - Consultants

MAST's consultants have a track record of extricating ships and crews from arbitrary detentions and deadlocked situations in many of the most challenging places around the world.

The team knows Somalia. Its lead consultant is well connected in the country and has been trouble-shooting on the ground there for ship owners and their insurers even before piracy became a problem in the area. Since 2004, he has been frequently retained by ship owners, insurers and even Flag States to assist and lead negotiations and take other steps necessary to secure the release of ships and fishing boats hijacked along the length of the Somali Coast. MAST's lead negotiator Peter Astbury was also appointed by the U.N. Secretary General's Special Representative of Somalia to give a detailed briefing on Somali piracy.

1 MAST Approach

Relevant experience

Full appreciation of the insurance context

Fully represent insurer's interests

2 MAST Understanding

Local experience and knowledge

Appreciation of the context of a negotiation

Shipping specialist

3 MAST Support

Offices in Djibouti and Salalah

Experienced consultants – insurance and shipping knowledge

Pre incident contingency planning and training

24 / 7 hot line for clients

4 MAST Response

Dedicated response capability

On scene advice and negotiation

Ransom delivery arrangements

Assistance with ship recovery

Assistance with crew repatriation

'It has been estimated by piracy experts that in 2008 the pirates gained about \$80 million through ransom payments.'

abcnews international



MAST Support - Regional presence

MAST has offices in the UK, Djibouti and Oman. With its office network and associates in Iraq, Bahrain, Dubai, Saudi Arabia, Yemen, Sudan, Kenya and Eritrea, MAST is ideally resourced to support the negotiation and ransom delivery process.

MAST has a 24/7 telephone hot line at its base in the UK and forward bases in Djibouti and Oman.

MAST Support - Pre incident

It is not just when an incident has occurred that MAST can assist. MAST can provide:

Security management training and Gulf of Aden / Somalia situation briefings for senior ships' officers and shore management staff.

Piracy awareness training for ships' crews.

Care of crew member families.

Media management, including liaison with governments in crew members' countries.

Location and make-up of the crisis response team.

24/7 telephone emergency hot line.

Dealing with other third parties including, Coalition Naval Forces, Charterers, and Cargo Owners.

MAST Response – Hijack incident

In the event of an incident, MAST will:

Provide immediate 24/7 telephone support to include actions on:

Where to locate the ship owner's Crisis Response Team.

First contact with hijackers.

Taking care of crew families and media enquiries.

Liaison with Coalition authorities.

Deploy an experienced ship hijack negotiator (who is also a Somali specialist) to the ship owner's crisis response team wherever it is located.

Provide or arrange for additional resources as required including additional personnel, expertise and equipment necessary to:

To secure safe delivery of any ransom sums to the kidnappers.

Re-supply the hijacked vessel with bunkers, provisions, and spare parts.

Extract and repatriate any crew members released on shore.

Maritime Asset Security and Training Ltd (MAST) is a privately owned UK security company that provides specialist global security services for the maritime community.

MAST is the only specialist maritime security company that is a member of the British Association of Private Security Companies and therefore bound by its strict code of practice and ethics.

MAST is currently the leading provider of security escort services to commercial ships transiting the Gulf of Aden and Somali East Coast and to super yachts transiting from the Mediterranean to the Indian Ocean. It has an extensive network of contacts, associates and service providers in the region and offices in Djibouti and Oman.

