

SECURITY PROCEDURES

General country security situation

The security situation in Melaka is generally good. There are no extraordinary threats or hazards towards Malaysians and expatriate staff.

Primary risks or threats to staff:

- Theft/Snatch Theft
- Assault (Physical/Sexual)
- Traffic accidents

Cultural awareness

- Be sensitive to culture/religions
- Be respectful
- Dress appropriately

What to do when confronted by:

1. **Robber** - Handover whatever the robber demands. Your life is more important than your belongings. Never attempt to fight back the robber and report the incident to the police and IFRC security personnel.
2. **Snatch theft** - Do not resist the thief. Let go of the bag or more harm will befall upon you. Do not attempt to chase after the thief as they will be on motorcycles. Report the incident to the police and IFRC security personnel.
3. **Assault (Physical/Sexual)** - Try to break away from the assailant as best you can. If you have been sexually assaulted, do not attempt to clean yourself in order to preserve evidence. Report the incident to the police and IFRC security personnel.
4. **Traffic accidents** - If you happen to be a victim of a traffic accident, remember the vehicle plate number. Call the emergency medical services and lodge a report with the police and IFRC security personnel. Render first aid if possible.
5. **Police** - Police officer may be dressed in their uniforms or may be dressed in plain clothes. Nevertheless, you may request to examine their power of authority card in order to confirm their identities as police officers. If asked to present your identification, you may present a photocopy version of your passport or NS identity card.

EMERGENCY CONTACTS

IFRC AP Regional Office

AP Director : 019 3367 709
Security Focal : 012 97 917 39
Duty Officer: 0123 299 015

Malaysian Red Crescent Office

Jaryll Ong +6012-6301195
Saiful Izan +6019-2694875
Mohd Fauzi +6018-3514115

General Emergency Line (Police/Fire/EMS): **999**

Nearest:

Police +606-284 2222
Hospital +606-285 2999

+606-281 3333
Fire & Rescue +606-283 8481

Hotel Line [+606-282 8333](tel:+606-282-8333)
Hotel Address HOTEL EQUATORIAL MELAKA
Bandar Hilir, 75000 Melaka, Malaysia