



International Federation
of Red Cross and Red Crescent Societies

WELCOME TO JAKARTA



In this file, you will find practical and useful information making your stay in Jakarta easier and more convenient.

We are pleased to welcome you in Jakarta and wish you a pleasant stay!

The Federation Office in Jakarta

Your contacts in Jakarta

Giorgio Ferrario, Head of Delegation
Mobile: +62 811 824 859

Henni Sofyan, Sr. Admin Officer
Mobile : +62 81 1158 0873

Address/Location

IFRC

Wisma PMI, 5th Floor
Jalan Wijaya 1 No. 63, Kebayoran Baru, Jakarta Selatan
Phone: +62 21 7279-3440
Fax: +62 21 7279-3446

Arrival in Jakarta

Your Hotel

The delegation in Jakarta is currently using the Grand Kemang Hotel for all Federation visitors or delegates in transit. It is located in the Kemang area of South Jakarta.

The Grand Kemang Hotel

Jalan Kemang Raya 2H, Kebayoran Baru
Jakarta Selatan 12730, Indonesia
Phone: +62 21 7194121
Fax: +62 21 7194250
<http://www.mesahotelsandresorts.com/grandkemang/>

From the Airport to the hotel

When you arrive at Soekarno Hatta International Airport, if you are obliged to take a taxi to or from the airport, the delegation prefers the Blue Bird group which includes Silver Bird (Executive taxi), Blue Bird and Pusaka (Regular taxi). As you exit the customs area from the airport building, take the exit to the right, and look for their taxi stand. Tell the driver you are going to Kemang (area), The Grand Kemang hotel at Jalan Kemang Raya (street).

Time : Approximately 60 minutes into the Grand Kemang Hotel
(depending on traffic)

Cost : ± IDR 200,000 (CHF 20/USD 20.5) (high end), inclusive of tolls and airport premium

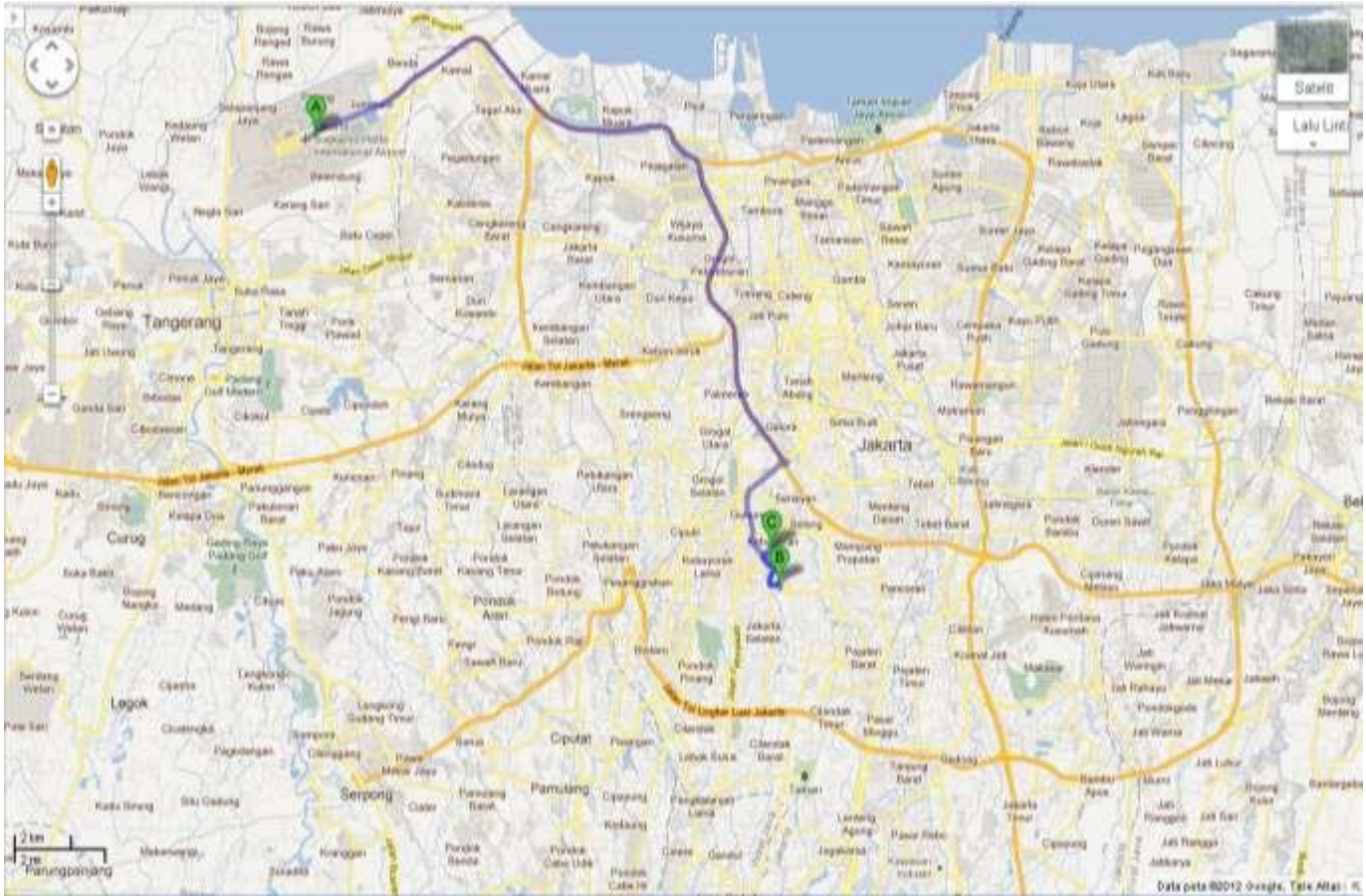
The Grand Kemang Hotel provided airport pickup from Terminal 3, Terminal E and Terminal D. When you arrive at Soekarno Hatta airport, after through the immigration and luggage pick up, please go to Golden Bird counter. The receptionist will have your name and arrange for your transportation to the hotel.

From Grand Kemang hotel to the airport, please confirm your return flight schedule and register for airport transport at the hotel front desk.

From your hotel to the Federation office

The Federation offers transport to and from Wisma PMI: morning working hour at 08:00 and evening return at 17:00. Driving time is approximately 20-30 minutes, depending on weather conditions and traffic congestion, or take a taxi (Blue Bird and Pusaka) from hotel to Wisma PMI. Fares between the Grand Kemang Hotel and Wisma PMI range from about IDR 25,000 to IDR 35,000 (CHF 2.5/USD 2.6 to CHF 3.5/USD 3.6) and depend on traffic conditions.

Please see below Airport – the Grand Kemang – Wisma PMI (Federation Office) Map.



Sukarno Hatta Airport



Grand Kemang Hotel



Wisma PMI (Federation Office)

Information on Jakarta

Jakarta is the dynamic capital city of the Republic of Indonesia, a country composed of more than 17,000 islands with a population of over 240 million. Comprising more than 300 ethnic groups speaking 200 distinct languages and dialects, the Indonesian population exhibits incredible diversity in its linguistic, cultural and religious traditions. As the nation capital, Jakarta is truly a “meeting point” of representatives from throughout the archipelago.

Jakarta is the lively social, cultural, economic and political hub of the nation, carrying on a legacy of more than 30 years of largely uninterrupted economic expansion. It is home to many of the country’s finest research institutions, educational facilities and cultural organizations and uniquely serves as the seat of national as well as regional government. It has special status as a city province: Daerah Kota Istimewa Jakarta or DKI Jakarta.

Strategically positioned on the west side of the island of Java, the capital city is the principal gateway to the rest of Indonesia. From Jakarta sophisticated land, air and sea transport is available to the rest of the country.

Over the last several decades, Jakarta has proudly developed into one of Asia’s most prominent metropolitan centres. With a current population of over nine million people, Jakarta has undergone dramatic growth especially over the last few years. This growth has spilled over into the neighbouring provinces of Banten and West Java which include the satellite cities of Tangerang, Depok, Bogor and Bekasi collectively referred to as Jabodetabek and acknowledged as the Jakarta greater metropolitan area.

Find out more on: <http://www.jakarta.go.id/english/>

Police Registration

Within three days of your arrival, the STM or Police report will be issued by local police. Human Resources Unit in Jakarta will assist you on this matter.

Taxis in Jakarta

The Federation delegation has regulations covering approved taxi companies for use within Jakarta. Visitors to the delegation are advised to restrict taxi travel to **Silver Bird, Blue Bird** or **Pusaka taxis**. Contact details are:

Order by Phone (24 hours)

BLUE BIRD or PUSAKA, (Regular Taxis) : (021) 79171234

SILVER BIRD, (Executive Taxi) : (021) 7981234

Climate and Dress

Jakarta has a pleasant tropical climate (25-31 °Celsius) most of the year, with gentle breezes. From late October to April, there is usually a rain shower every day interspersed with thunderstorm activity. The temperature drops slightly at night. Most restaurants are air-conditioned, so it's good to bring along a light jacket or sweater.

Dress is usually ‘informal’ due to the warm, humid climate. People dress neatly in business environment, and are quite fashion conscious. For business meetings, accepted attire is a long-sleeved shirt with tie and long pants. Long-sleeved batik or hand-woven shirts are often worn for evening functions. For women, suits, dresses, or blouses with skirts or pants are fine. Shorts or halter tops should be used only at sports facilities or on the beach.

Time Zone: GMT plus 7 hours.

Currency

Indonesia's official currency is the rupiah (Rp or IDR). Notes come in denominations of Rp 100,000, 50,000, 20,000, 10,000, 5,000, 2,000 and 1,000 (although the 1,000 note is being phased out.) Coins come in denominations of Rp 1,000, 500, 100 and 50.

Banks typically offer the best exchange rates, but there is also a thriving private money exchange business in the city. These small kiosks can be found all over town and usually offer competitive rates. Hotels, shops and restaurants can normally exchange money for you, but their rates are commonly the worst available.

Major international credit cards (Visa, MasterCard, American Express and Diner's Club) are widely accepted. Automated teller machines (ATMs) are found throughout the city.

Exchange rate as at March 2018: 1 CHF = IDR 14,524.3 and 1 USD = IDR 13,862

Business in Jakarta

Banks: 08:30 to 15:30, Monday to Friday; 09:30 to 12:30 on Saturdays

Post Offices: 09:00 to 15:00, Monday to Friday; 08:00 to 13:00 on Saturdays

Department Stores and Shops: 08:00 to 21:00, daily

Museums: 09:00 to 15:30, Tuesday to Sunday; closed Mondays

Business Offices: 09:00 to 17:00, Monday to Friday

Water & Food

When consuming water, please drink only bottled mineral water. It is recommended that you buy the mineral water from credible sources such as supermarkets and large retailers. Do not purchase water from street vendors (especially those that sell various items at the traffic lights) as occasionally these supplies have been contaminated.

Tap water in Indonesia is generally unfit for drinking including in hotels. All hotels will provide you with adequate mineral water for daily consumption.

There are many street vendors in Jakarta but it is best to eat at hotels or well-established restaurants. Traditional food stalls (warung) and street carts (kaki lima) maybe tempting to try, but do so at your own risk. While it is appreciated that the likelihood of contracting a serious illness from these food stalls is remote, we advise you to avoid them.

Health

In Jakarta, for minor emergencies, you can go yourself to the SOS-International 24-hour clinic in the Mega Kuningan area and Cipete. Please ensure you have adequate cash or credit card to pay for services, since the Federation does not have any direct billing facilities with any clinic in Jakarta.

Address : Menara Prima 2nd Floor (**Working hours only and further from the office**)
Jalan Lingkar, Mega Kuningan Blok 6.2, Jakarta 12950
Phone : +62 21 5794 8600
Fax : +62 21 5794 8686
E-mail : sos.indonesia@internationalsos.com

Or,

SOS – International Head Office (**Provides 24 hour service and closest to the hotel and office**)
Address : Jalan Puri Sakti No. 10, Cipete
Phone : +62 21 7505 973
Fax : +62 21 7506 002

An alternative for emergencies that is close to the hotel and office is RSPP (Rumah Sakit Pertamina Pusat).

Address: Jalan Kyai Maja No. 43, Kemayoran Baru – Jakarta Selatan 12120,
Phone: 021 720 0290

Security

Generally, Jakarta is a safe city. However, do take note of your surroundings and be careful as petty criminals can be found here as in any large city. Street crimes (such as purse snatching) are on the increase, as is drug related criminal activity.

Historically the areas of high crime rate were restricted to the lower income districts of Jakarta, and the occasional opportunistic crime at traffic intersections and shopping malls. However, recent trends have seen a number of incidents of theft and robbery targeting members of the expatriate community in the more affluent areas, as well as targeted crime involving collusion by taxi drivers with street gangs. Credit card thefts are also on the increase, as are robberies at ATMs, so be careful when using your credit card for making any payments and drawing cash from ATMs. The best means to counter this crime increase is to be aware of your surroundings, to take reasonable – not excessive – precautions with personal items, and to frequent respectable areas.

The Federation delegation has security rules specific to Indonesia. Each and every visitor, regardless of length of stay, is required to read and sign these regulations, and to abide by the content. A formal, verbal briefing is usually offered when you arrive depending on your length of stay and whether there are other destinations during your visit. The Head of Delegation has overall responsibility for security in Indonesia.

Any security incident or close call must be reported to the country office as soon as possible to enable the completion of a specific form and follow-up (debriefing) with the delegate or visitor as required.

Personal conduct

Indonesia is a reasonably tolerant, polite society well known for its hospitality towards foreign visitors. It is also the world's most populous Muslim society and therefore acting in compliance with Islam is strongly encouraged. Having said that, some parts of Indonesia are major tourist destinations so it is important to know what the accepted norms are in these locations. Do not abuse the tolerance of the Indonesian people and follow these simple guidelines as a sign of respect.

- Be polite. Take the time to say, “good morning (selamat pagi), please (silahkan), thank you (terimah kasih) etc.” Preferably in Bahasa Indonesia, but if not, in English.
- The normal Indonesian greeting is: “Selamat Pagi, apa kabar” (Good morning, how are you?) and “Selamat Siang” (Good afternoon). You can also say this greeting followed by hand shaking or just nodding. If you are greeted, greet the person back in the same way.
- Never touch people (in greeting or otherwise) on the shoulders or head as this is considered impolite.
- Showing of the soles of your feet is considered highly disrespectful. Never put your feet on the desk or cross your legs so that the soles are showing. The most polite posture is both feet on the ground not directly pointing at the person you are talking with.

- When giving anything to another person always use the right hand.
- There are few taboos about dress. Most Indonesians dress well, whether business-smart or casually cool. In public, do the same. In Jakarta and Bali, shorts and sandals are fine for leisure wear, but are unsuitable for work. For women, shoulders should be covered when in public places and mini-skirts are discouraged.
- Indonesia is a nation based on the principle of belief in one Supreme God. Accordingly, the Indonesian constitution gives recognition to five religions i.e. Islam, Catholicism, Christianity, Buddhism and Hinduism. Religion and races (SARA in Bahasa) are very delicate issues within Indonesian society. Try to avoid discussions about this with people you do not know well.

Driving Conduct

The volume of traffic in Jakarta probably presents the greatest risks to visitors and citizens alike. The number of vehicles, particularly motorcycles, continues to increase annually. Vehicle traffic is the source of high levels of pollution, causes daily stress and poses a risk of accident and injury.

Prior to being allowed to drive in Jakarta, you must be certified by the Head of Delegation. This certification requires possession of a valid international driver's permit, a valid driver's license from your home country and passing a practical driving test. If you do drive in Jakarta, you must exhibit patience and courtesy, even when other drivers do not. Exercise extra caution regarding the motorcycles and "bajaj/tuk-tuk" cabs. There are literally tens of thousands of them and they come very, very close to vehicles on all sides in their effort to move forward in congested traffic.

During working hours Federation vehicles are to be used with a driver. The Federation drivers know the best routes, especially at certain hours of the day and also assist with parking – often the lengthiest part of the journey.

Use of seatbelts is mandatory: this applies to front and rear passengers, without exception.

Driving alone or taking taxis at night may be unsafe, particularly for women. Robberies at traffic lights have been known to occur. A standard precaution is to keep valuables hidden from view, windows raised and to doors locked. See Paragraph "taxis in Jakarta" above for details on taxis which have been chosen for their large networks, reliability and knowledge of Jakarta destinations. If you resort to another taxi company (Gamyra, Express, Taxiku as acceptable examples) ensure that the taxi is in good condition, the meter is serviceable and you are the only passenger.

Regardless of the taxi firm used, take note of the driver's name and the taxi number. This is posted on the front left side of the dashboard. Also ensure the driver understands your destination and that the ride is metered. The average tariff for most destinations of interest e.g. from hotel to shopping centres is IDR 25,000 - 35,000. This will of course increase if you get stuck in congested traffic.

To address congestion, city government has imposed "3-in-1" restrictions – 3 people in 1 vehicle – on the major avenues: Jalan Sudirman, Jalan Thamrin and Jalan Jenderal Gatot Subroto (north of Jalan Rasuna Said), Jalan Sisingamangaraja, Jalan Gajah Mada. This restriction is imposed each work day from 06:30 to 10:00 and from 16:30 to 19:00. Your driver will be aware of these restrictions but please factor this into your calculations for driving times to your destinations.

If a vehicle accident occurs, never admit guilt and stay calm. Please call our Head of Delegation (Giorgio Ferrario: +62 811 824 859). Cooperate fully with police or emergency services.

Field Trips and Missions

All travels within Indonesia must be approved by your immediate line manager, and must be coordinated by the transport office (for vehicle travel) or welcome service (for flights and hotel bookings). As well, prior agreement by the "receiving" office is needed. This helps with local support such as airport pickup, hotel and meeting arrangements. Relevant Mission Order and Travel Request form are required. Occasionally, police approval may be required for travel in some locations.

Medical evacuation

The decision to evacuate or repatriate a delegate or a visitor for medical reasons is a major one in emotional, medical and administrative terms. A delegate can be repatriated home because of injury or illness - physical or mental - or because of lack of adequate medical facilities in the host country. Two people should be contacted to ensure proper coverage and processing of the med-evac. These are the senior management of the country office: Head of Delegation, Giorgio Ferrario (+62 811 824 859) and Disaster Risk Management Delegate, Surendra Melanie Ogle.

Departure from Jakarta

When departing from Jakarta, allow up to two hours or more to travel from the city to Sukarno-Hatta International Airport, i.e. at least three hours before scheduled departure. Obviously that will vary with the time of day. Ask your hotel reception or country office staff for guidance.

EMERGENCY NUMBER

NO	DESCRIPTION	PHONE NUMBER
FEDERATION OFFICE		
1	Wisma PMI (Reception/Switch)	+62 21 7279 3440
2	Giorgio Ferrario - Head of Country Cluster Support Team for Indonesia and Timor Leste and representative to ASEAN	+62 811 824 859
3	Administration – Henni Sofyan	+62 81 1158 0873
4	Human Resources – Vera Simanjuntak	+62 812 104 1011
5	Transport Management	+62 812 106 4030
TAXIS		
1	Blue Bird	+62 21 7917 1234; +62 21 794 1234
2	Silver Bird	+62 21 798 123 4
HOSPITAL		
1	SOS Clinic (Cipete)	+62 21 7505 973
2	RSPP (Pertamina Hospital)	+62 21 720 0290
POLICE		
1	Police	+62 21 110
2	Public Service	+62 21 523 4313; +62 21 523 4046
FIRE		
1	Fire	+62 21 113
2	Fire South Jakarta Office	+62 21 769 4519
Indonesian Red Cross (PMI)		
1	PMI South Jakarta-Ambulance Services	+62 21 798 0332