

Jakarta CCST

WELCOME BRIEF for INDONESIA

including security rules for short visits

June 2018

'Welcome to Indonesia.

This is a short overview of Indonesia, including a short overview of the general security situation in Indonesia, intended for short visits and to facilitate your mission or visit. It is to be complemented by a security briefing as soon as possible, but no later than 24 hours after your arrival. For longer stays, a more complete IFRC Security Regulations package is available.

Please note that this document applies to all persons whose legal presence in Indonesia has been obtained through the IFRC (including PNSs and accompanying family members of both IFRC and PNSs) at all times while they are in Indonesia; locally hired Staff and Volunteers, only while on duty; any persons operating under the IFRC umbrella through global integration or service agreements (including PNS persons and consultants) while visiting Indonesia on an official mission; any persons from NSs not included in the above, working bilaterally with PMI and closely coordinating their work with the IFRC office, while visiting Indonesia on an official mission agreed with the HoCCST.

For the purposes of this document, the term 'IFRC personnel' is used to refer to the above people.

Please add the contact numbers in this document to your phone prior to travel, and once in Indonesia, make sure your phone number is duly noted by the CCST HR in our phone tree.'

Jan Gelfand

Head of Country Cluster Support Team and Representative to ASEAN

International Federation of Red Cross and Red Crescent Societies

Country Cluster Support Team for Indonesia and Timor-Leste

Wisma Palang Merah Indonesia, 5th Floor

Jl. Wijaya 1 No. 63 - Kebayoran Baru | Jakarta Selatan 12170 | Indonesia

Ph. +62 21 7279 3440 | **Fax.** +62 21 7279 3446 | **Mob.** +62 811 9690 8324

Email: jan.gelfand@ifrc.org | **Skype:** janbarrygelfand

Part 1, WELCOME

Your contacts in Jakarta *(a list of useful contact at the end of this document)*

- Jan Gelfand, Head of CCST, Mobile: +62 811 9690 8324
- Henni Sofyan, Sr. Admin Officer, Mobile: +62 811 8885 909

Address/Location of the IFRC office in Jakarta

IFRC

Wisma PMI, 5th Floor
Jalan Wijaya 1 No. 63, Kebayoran Baru, Jakarta Selatan
Phone: +62 21 7279-3440
Fax: +62 21 7279-3446
Office Hour : 08.30 – 17.30

Languages

Bahasa Indonesia is the national language for the country. English is spoken by few; generally spoken at main hotels.

Your Hotel

The delegation in Jakarta is currently using the Grand Kemang Hotel and the Grandhika hotel for all Federation visitors or delegates in transit. The Grand Kemang is located in the Kemang area of South Jakarta, while the Grandhika hotel is located in Kebayoran Baru, 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/>

The Grandhika Hotel

Jalan Iskandarsyah Raya No.65, Melawai, Kebayoran Baru,
Jakarta Selatan, 12160, Indonesia
Phone: (021) 29127788
grandhika-hotel.com/iskandarsyah-jakarta/

From the Airport to the hotel

A fast train is now available to and from the airport. It takes some 45 minutes to reach the airport. The train station however is still not connected with other public transportation means, and thus it is still necessary to take a taxi to reach that station. Since the station is located in the main traffic area of downtown Jakarta, for now it is still recommended to take a taxi from or to the airport. When you arrive at Soekarno-Hatta International Airport, take a taxi of the *Blue Bird group* which includes Silver Bird (Executive taxi, Mercedes and similar), Golden Bird (only pre-booked) and Blue Bird and Pusaka (Regular taxi).

As you exit the customs area from the airport building, 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: on peak hours and with heavy rain you can experience much longer time)

Cost Blue Bird : ± IDR 200,000 (CHF 16/USD 16), to which you must add some 16,000 IDR for toll road fares.

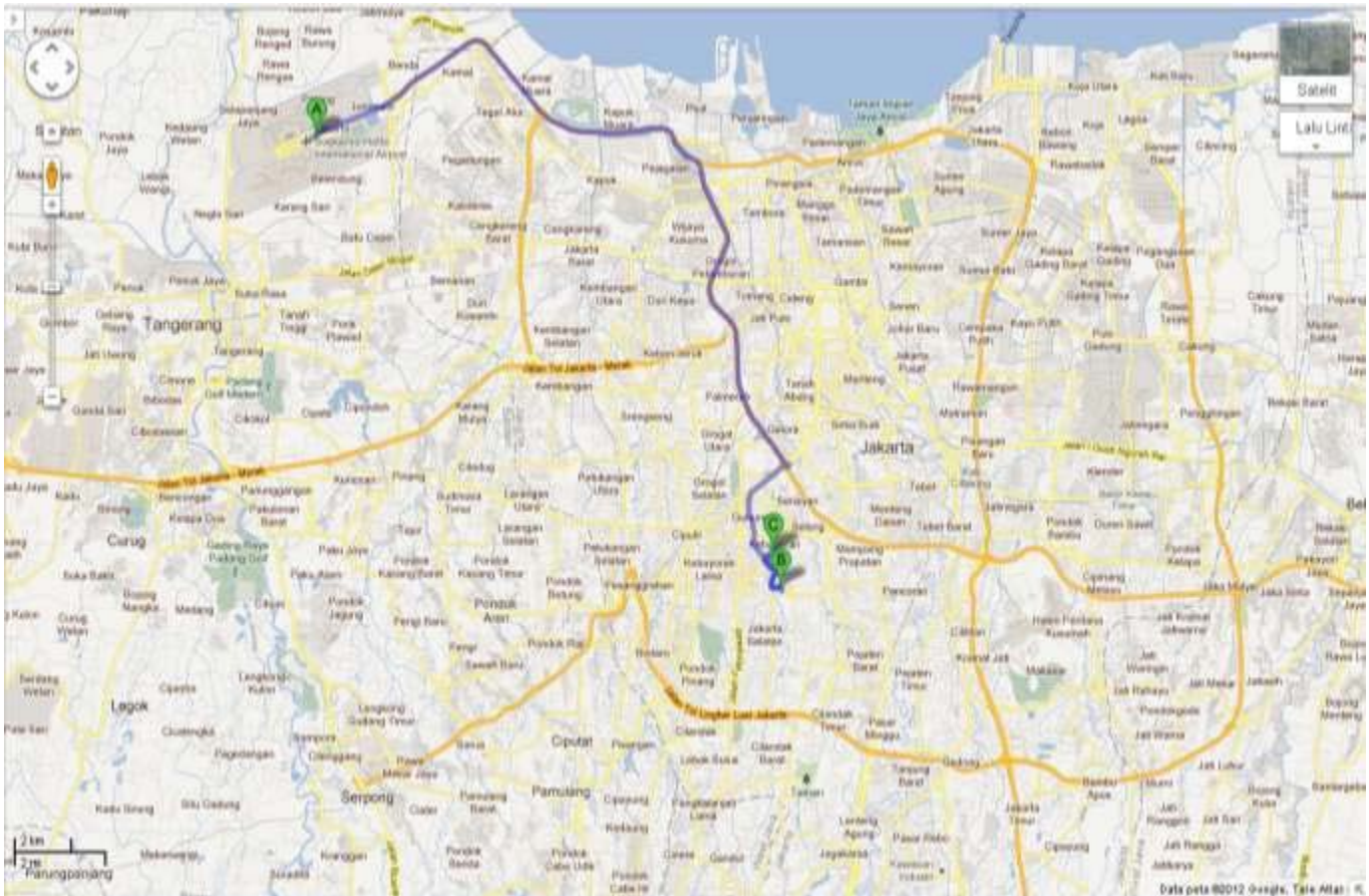
Cost Silver Bird : ± IDR 340,000 (CHF 27/USD 27), to which you must add some 16,000 IDR for toll road fares.

From your hotel to the Federation office

The Federation offers transport to and from Wisma PMI only when previously coordinated. Alternatively:

- Grand Kemang: 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 length depends on traffic conditions.
- GranDhika Hotel: you can walk to the office. Once exiting the hotel, turn to your left and go straight for two blocks, until you reach jalan Wijaya satu. Turn left and some 300 metres to the right you will see the WISMA PMI building. It takes approximately 10 minutes walk.

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



- A Soekarno Hatta Airport
- B Grand Kemang Hotel
- C 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 257 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 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 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, one of the largest in the world with an estimate of 30 million people.

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

Communications

Local SIM cards are available for purchase. We recommend prepaid packages from Telkomsel.

Taxis in Jakarta

Visitors to the delegation are normally restricted to taxi of the Blue Bird company, (Blue Bird or Pusaka; Silver Bird). Contact details are:

Order by Phone (24 hours)

- BLUE BIRD or PUSAKA, (Regular Taxis) : (021) 79171234/7941234
- SILVER BIRD, (Executive Taxi) : (021) 7981234

Taxis can also be ordered by downloading the Blue Bird application.

Please note that, due to heavy traffic in Jakarta, and ONLY in case regular taxis are not available, visitors are allowed under EXCEPTIONAL circumstances to use moto taxis ('ojek' in Bahasa Indonesia) from authorized companies:

- Grab moto taxis (only available downloading their application on your mobile)
- GoJek moto taxis (only available downloading their application on your mobile)
- UBER moto taxis (only available downloading their application on your mobile)

Other taxi companies like UBER for normal taxis are discouraged, since they are not yet fully legal in Indonesia.

Climate and Dress

Jakarta has a pleasant tropical climate (25-34 °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 environments, and are quite fashion conscious. For business meetings, accepted attire is a long-sleeved shirt with tie and long pants. 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. Public nudity (including topless bathing for women) is not allowed anywhere. Batik shirts (long sleeves) are considered as adherence to formal dress code, while Batik shirts (short sleeves) are considered informal.

Time Zone:

GMT plus 7 hours (GMT + 7).

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.

Approximate Exchange rate as at May 2018: 1 CHF = IDR 13,600.00; 1 USD = IDR 13,800.00; 1 EURO = IDR 16,100,000

Business hours 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 17:00, 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

Indonesia has seen an increase in Dengue Fever in latest years. Please use repellent products to protect yourself and do your best to avoid being bitten by mosquitos.

Health premises are generally satisfactory for minor issues. In case of major emergency, Singapore is the best and closest location for serious medical conditions.

In Jakarta there are two SOS-International 24-hour clinics, one in central Jakarta in the Mega Kuningan area; and one much closer to our office, in Cipete. Only local MD will be allowed to visit you, but should you need so, you can ask to talk to a foreign practitioner. 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.

SOS Clinic 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

SOS Clinic – 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, Kebayoran Baru – Jakarta Selatan 12120, Phone: 021 720 0290

PEP kits are available at the International SOS for the first three days of treatment, after which the treatment has to be continued at another location.

The IFRC Office first aid kit located near the front door of the office.

Personal conduct

Indonesia is a reasonably tolerant, polite society well known for its hospitality towards foreign visitors. It is also home to the world's largest Muslim community, that makes 86% of the overall population. The country is based on the constitutional principles of Pancasila, one of which states the accepted religions in the country.

In all cases, 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).
- Never touch people (in greeting or otherwise) on the shoulders or head as this is considered impolite.
- Showing 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.

- When giving anything to another person always use the right hand.

In all matters relating to intimate relationships between Delegates and Indonesian Nationals the rules of the Code of Conduct must be respected in full. In particular, all situations inferring a relationship of economic or psychological dependency are not accepted. In Aceh, where Syari'ah Law applies, no kind of intimate relationships between Delegates and Indonesian nationals is permitted. Please don't forget that the IFRC has zero tolerance for any kind of prostitution or sexual exploitation.

Going around and traffic

The very intensive traffic in Jakarta probably presents the greatest challenge to visitors and citizens alike. The number of vehicles, particularly motorcycles, continues to increase annually; for the time being, public transportation is almost nonexistent (some measures are being taken, but not ready yet). Vehicle traffic is the source of high levels of pollution, causes daily stress and poses a risk of accident and injury.

During working hours Federation vehicles are to be used, when available, 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.

Taking taxis at night may be unsafe, particularly for women. 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. Ensure the driver understands your destination and 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.

If caught in a vehicle accident, stay calm. Please call our Head of Delegation or Senior Driver. Cooperate fully with police or emergency services.

Field Trips and Missions

All travels within Indonesia must be approved, and must be coordinated by the transport office (for vehicle travel) or welcome service (for flights and hotel bookings). Relevant Mission Order and Travel Request form are required. Occasionally, police approval may be required for travel in some locations.

Departure from Jakarta

For international flights you will need to be at the airport at least 2 full hours before the flight. Please ask the drivers of the IFRC how long it will take to get to the airport at the specific time of the day your flight is due – this can vary quite a lot.

Part 2, SECURITY

Upon your arrival, you will have to undertake a security briefing with the HoCCST of his representative. Do not forget to pass by Human Resources at the end of the security briefing, to let them know the number of your mobile phone, be it Indonesian or foreign.

You will be inserted in a phone tree, where a person will be indicated as your branch manager. Should you receive a call from that person, comply to the letter with the instruction that person will give you.

Should you, during your stay, feel uncomfortable about a situation, do call immediately the HoCCST and raise the issue with him. Remember that your safety comes first !

The Federation operates a four colour phase system to distinguish the security situation.		
White phase	Situation normal	No major security concerns
Yellow phase	Situation of heightened tension	Some security concerns, heightened security awareness initiated
Orange phase	Emergency situation	Access to beneficiaries limited, risk to RCRC personnel severe, tight security management needed
Red phase	Relocation or hibernation	Conditions do not allow work, risk to RCRC personnel extreme

Security Phase: *The Security Phase for Indonesia is currently classified as **white**.*

Threat Assessment

The majority of our delegates and visiting IFRC Personnel only visit Jakarta, but some may visit other locations across Indonesia. Some areas have been experiencing some level of unrest. While Aceh has been quiet after the 2005 peace agreement, other areas where unrest has been recurrent include Papua, and to a lesser extent the islands of Maluku, and parts of Sulawesi. **Delegates and staff intending to visit these locations need to check first with Head of CCST, who will closely coordinate with PMI (Palang Merah Indonesia).**

Despite a general benign security environment, IFRC Personnel must be aware that there are several possible threats, both man-made and natural, and some of them may take place quite suddenly. Accordingly, safety and security settings may change quickly to address these threats.

The main threats faced by IFRC Personnel in Indonesia currently assessed as high are:

- a. Transportation Accidents: Road, Sea and Air (the primary threat faced by IFRC Personnel in Indonesia)
- b. Earthquakes / Natural Disasters
- c. Pandemics / Health Concerns, especially Dengue Fever
- d. Militant attacks

Somewhat lesser threats faced by IFRC Personnel in Indonesia currently assessed as moderate to low include:

- e. Common criminality, and in particular petty theft and burglaries;
- f. Reputational risk related to Code of Conduct issues and corruption;
- g. Protests and Demonstrations;
- h. General Intimidation of Staff;
- i. Animal (i.e. dog, monkey or snake) attacks;
- j. Conflict related threats, and in particular cross-fire incidents.

Transportation

Road vehicle accidents are the biggest risk to Red Cross / Red Crescent staff globally, with Indonesia being no exception.

Indonesian airlines as elsewhere in the world have a mixed safety record. Ask the IFRC office about which airlines IFRC staff can use for air travel. Likewise, travel by sea within Indonesia, particularly on inter-island ferries, also carries a risk. Such transport should be limited to the minimum, and staff are requested to check with the Head of CCST before undertaking travel by sea in-country.

Earthquakes

Due to Indonesia's position in the Ring of Fire, on a system of fault lines, the risk of earthquakes is very high, as it has been proven by past history. Tremors are regularly experienced at different locations throughout the country.

Should an earthquake occur, please observe the following:

Indoors

- Before
 - Identify safe places in each room (Under sturdy furniture such as a heavy desk or table or against an inside wall; away from where glass could shatter around windows, mirrors, pictures, or where heavy bookcases or other heavy furniture could fall over).

- Make sure that all staff know where to find the emergency exits, fire extinguishers and First Aid kits, and know how to use them.
- During
 - Take cover under or alongside a piece of heavy furniture or against a structural column or a main inside wall and hold on.
 - Cover your head if possible with a pillow etc.
 - Leave the building as soon as possible. Be very careful for falling tiles and other objects. Seek an open area where the risk of falling buildings is minimum.

Outdoors

- During
 - Move into the open, away from buildings, trees, telephone and electrical lines, overpasses or elevated expressways.
 - Once in the open, stay there until the shaking stops.

In a vehicle

- During
 - Move to a clear area away from buildings, trees, overpasses or utility wires.
 - Stop quickly and stay in the vehicle.
 - Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that might have been damaged by the quake.

Earthquake - After

- Remember the possibility of new earthquakes or aftershocks!
- Ensure that every one of your colleagues is safe, check yourself for injuries and give first aid for serious injuries.
- Inspect your building for damage and don't go back inside unless you're sure it is safe - aftershocks and new earthquakes can be fatal if the building is already damaged. Stay out of damaged buildings!
- Do not use electrical switches, appliances, telephones or any flame if you suspect a gas leak, because sparks can ignite gas.
- Collapsing infrastructure, gas explosions and electrocution from damaged electricity utility network are some of the major threats after an earthquake.
- If you smell gas, hear gas escaping, see a broken gas line or suspect a broken gas line, evacuate the building.
- If leaking gas starts to burn, get away - do not try to put the flame out.
- Check for downed or damaged electricity utility lines. Never touch wires lying on the ground, wires hanging on poles, or objects that may be touching them. They may be carrying current and could injure or kill if touched.

Tsunamis

Tsunamis can often occur after significant earthquakes and affect low lying coastal areas and Indonesia experienced the most deadly Tsunamis in recent years. Red Cross / Red Crescent IFRC Personnel travelling to areas that are prone to tsunami activity should be aware of the local emergency response measures in place. Should an earthquake occur, always carefully check if a Tsunami alert has been declared. In case of doubt, evacuate from lowland coastal areas to higher grounds.

As tsunamis can be caused by earthquakes occurring at sea, be extra vigilant during an earthquake, particularly with events of greater than 6.0 magnitude on the Richter scale. A noticeable rapid rise or fall in coastal waters can be a sign that a tsunami is approaching. A tsunami is a series of waves. Do not assume that one wave means that the danger over. The next wave may be larger. Stay out of the area.

- Before

- Identify safe high ground – the highest point that is accessible to you and reachable in a short time.
- During
 - When you hear a tsunami warning, move at once to higher ground.
 - Never go down to the beach to watch a tsunami come in. If you can see the wave you are too close to escape it. These waves move very quickly, have immense power and often contain debris.

Pandemics and Health Concerns

Malaria and Dengue Fever are common in Indonesia and all possible precautions should be taken, such as the use of insect repellent, suitable clothing which covers exposed skin, and taking prophylactic medications appropriate for the area being visited. Please contact the IFRC Health Officer for advice in case of doubt.

Avian Flu has been prevalent throughout Indonesia for several years. H1N1 virus also made its way into the country. The IFRC has a Business Continuity Plan in place should the situation deteriorate due to a pandemic. Please contact the IFRC Health Officer for information about the present situation and advice.

Militant extremism

Indonesia has experienced a number of acts of militant extremism since 2002, the latest of which in May 2018 in Surabaya. The recent presence of nationals from Indonesia in militant groups in Syria and other Middle East and North Africa countries, and the return of several of those to Indonesia, render the risk of future attacks quite possible. While it is impossible to determine when and how such militant groups will strike, the IFRC will continue monitoring the events and take all decisions that may be deemed useful to minimise the exposure of its personnel to such risks. All IFRC personnel will comply to the letter any instruction received by the HoCCST in case of events linked to militant extremism, which are aimed at ensuring the safety of IFRC personnel in the first place.

Common Criminality and Corruption

Common Criminality exists within Indonesia as in every other country in the world, with one of the biggest problems being corruption. So far IFRC staff have not been greatly affected by criminal acts such as burglary, theft or assault. However, staff are reminded to be vigilant with their own personal safety and security. The IFRC has zero tolerance for corruption.

Grab bag

Please do not forget to keep a grab bag ready in case of emergency. The contents should include:

Grab bag to contain:

Passport/ID Card
 VHF Radio + spare battery and charger
 Medication
 Spare Glasses
 Credit cards/ Cash
 Personal Fixed Assets List
 Other Personal items

Driver's License
 Phone + Phone List
 Medical records/Immunisation cards
 Prescriptions
 Plane Tickets
 Laptop & other electronic equipment
 Change of clothes/house keys, etc

In all cases of security issues, please call immediately the HoCCST or his representative !

Annex 1. Contact list and useful numbers

NO	DESCRIPTION	PHONE NUMBER
FEDERATION OFFICE		
1	Wisma PMI (Reception/Switch)	+62 21 7279 3440
2	Jan Gelfand - Head of Country Cluster Support Team for Indonesia and Timor Leste and representative to ASEAN	+62 811 9690 8324
3	Henni Sofyan – Sr. Admin Officer	+62 811 8885 909
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) – 24 Hours	+62 21 7505 973
2	RSPP (Pertamina Hospital)	+62 21 720 0290
POLICE		
1	Police	+62 21 110/112
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

