



JAKARTA ATTACKS

On 14 January 2016, terrorists set off a series of explosions in Indonesia’s capital, Jakarta. A gunbattle then ensued; injuring 20 people and killing 4.

During and after the incident, we were able to provide our clients with essential updates and advice, sourced from our on-the-ground team of security experts.

Ensuring personal security and business continuity

One of our members was travelling to Jakarta on business. After the attacks had taken place, he was worried about the potential for further attacks, his personal security, and if it was safe to go ahead with his business meetings. Calling into our Assistance Centre for advice, the member was able to discuss his concerns with one of our Security Specialists. He was provided with security and travel information tailored to his business itinerary.

A coordinated response with our partners:

With close coordination between our security team deployed on the ground and one of our local security providers, information was able to be corroborated and communicated to our members amidst public speculation and rumours.

After the attacks, several webinars were organised to inform our members on the situation, share the insights gathered, and provide travel advice.

The longer-term implications of the Jakarta Attacks were also discussed, as well as how businesses and travellers can prepare for as well as react to the evolving nature of terrorism in the region.

118 CASES ON 14 JANUARY

Immediate information and advice for travellers and managers

226 INFORMATION REQUESTS

Updates on the situation and seeking our assessment of the security environment

2104 MEMBERS WITH POTENTIAL EXPOSURE

shown through Traveltracker

How it unfolded:

10.40am News breaks:

From open source monitoring, we learnt of explosions outside an international coffee shop and a police checkpoint in Jakarta’s central business district. Our on-the-ground team corroborated the information and provided specific details about the explosions and the exchange of gunfire that followed.

14 & 15 January: Reporting post-incident

Clients who operated in the area and members planning to travel to Jakarta began calling us for direct advice and guidance. We issued multiple Special Advisories detailing the effects of the attacks on air and road travel - advising clients to avoid the area.

Location of gun and bomb attacks in Jakarta

