

SASMA Portal 2010

Jakarta hotel bombings - a case study - International SOS

- [International SOS](#)

International SOS and Control Risks respond to Jakarta hotel bombings

On July 17 at 7:45 AM, suicide bombers detonated explosives in two hotels in Jakarta's tenth terrorist attack since 2000. In the Kuningan business district, bombs were set off 10 minutes apart at the JW Marriott and Ritz Carlton hotels. As a group of expatriates attended a weekly scheduled breakfast meeting at one of the hotels, a bomb exploded. Minutes later, a second bomb was detonated at the other hotel 200 meters away. Nine people were killed and 55 injured in an attempt to inflict a maximum number of casualties on foreigners. Early indicators are that the perpetrators were part of Jemaah Islamiyah (JI), a Southeast Asian terrorist organization with links to al-Qaeda.

International SOS responded by providing medical assistance and, with its joint venture partner Control Risks, offering security and travel advice as the situation unfolded minute-by-minute.

July 17, 7:45 – Staff at the Kuningan clinic hear explosion

The International SOS clinic in Kuningan is located less than 500 meters from the JW Marriott hotel. Atty Soler, Clinic Manager heard the explosion. She recalled, “My first thought was that it was a bomb. I was in our clinic when the same hotel was attacked in 2003.” Atty called Colm Benson, International SOS Clinic Director, to help mobilize a medical team to the site immediately. An International SOS doctor and two nurses went to the hotel, while Colm called the Jakarta alarm center to alert them of the attack.

July 17, 8:10 – Crisis Management Team develops action plan

As international news outlets were breaking the story, International SOS convened its Regional Crisis Team with representation from Jakarta, Singapore, and Philadelphia alarm

centers. The team was comprised of logistics, security, medical, communications, and aviation experts. They developed a plan to identify and assist clients involved, advise members in Jakarta as well as those with upcoming travel to the city.

July 17, 8:30 – Treating injuries on location and at the clinics

International SOS sent another doctor and nurse to the Ritz Carlton hotel. Indonesian security forces had directed all guests and employees to assemble in a soccer field in front of the damaged building. Atty said, “We brought first aid equipment to stabilize injuries and to bandage scrapes and cuts. The Kuningan clinic saw 26 injured people; four other patients sought medical treatment at our Cipete clinic.”

Those with more serious injuries were sent by ambulance to the MMC, Medistra, and RS Jakarta hospitals. International SOS deployed three teams of doctors and nurses to these hospitals to identify members and coordinate further medical intervention.

July 17, 8:45 – Identification of clients

The alarm center in Jakarta took a proactive approach to find clients. Patricia Péridy, Operations Manager said, “Our logistics personnel at the Marriott obtained the guest list of expatriates attending the breakfast meeting. We checked this list against reports of missing members.”

Simultaneously, clients with TravelTracker, a web-based tracking tool, identified and communicated with their affected travelers through email or text message. When these employees did not respond to communication, clients called our alarm centers and asked us to assist them with the search.

At the same time, International SOS members received a security alert with information about the incident, a travel advisory, and further contact information. This alert was automatically sent to all members with travel itineraries to Indonesia.

July 17, 11:00 - Air evacuations to Singapore

International SOS prepared air ambulances to transport patients from Jakarta to hospitals in Singapore. Dr Uwe Stocker, International Medical Director, Assistance Services said, "Patients were in critical condition. They had injuries to their internal organs, severe burns, and multiple fractures. We worked quickly to get them transported to a more appropriate medical facility." Air ambulances, fitted with special stretchers, ventilators and defibrillators kept patients in a stable condition during the flight. First to be transported were an Indonesian and an American, followed by a Dutch national accompanied by two International SOS medical escorts. Another injured flight member traveled by commercial flight with an International SOS doctor. In all, over 10 aviation providers with our Global Assistance Network were sourced to help in the evacuation efforts.

July 18, 17:10 – Client calls and assistance continue

International SOS and Control Risks provided advice and assistance to nearly 200 individuals representing 40 multinational organizations. In the three days following the disaster, we sent four Special Advisories on the changing security situation in Jakarta. Terrorism remains a risk in Indonesia. While the threat is not constant, companies need detailed information to make informed decisions about how to conduct business in Indonesia to minimize danger to their travelers and expatriates. Should an incident occur, International SOS takes a proactive approach to locate clients and procure medical attention. Together with Control Risks, we are able to provide timely security assistance and travel advice to moderate the impact of the incident.

"We are very grateful for the extremely high level of care and concern International SOS has provided in looking after our employee, his family and our Corporate interests. Many times I have been asked by executives and staff 'How is he doing and who is assisting with all the medical arrangements?' When I explain International SOS is providing the care and coordinating all medical matters, they are genuinely relieved to know he is doing better and we have the best looking after our people and their families. Our sincere appreciation to you and your staff for the work you are doing."

-Steve Sproule, Team Lead, Health, Benefits and Retirement from a leading multinational energy corporation

Copyright: (c) International SOS 2010. All rights reserved. Reproduction in whole or in part prohibited without the prior consent of the Company. For more information go to www.internationalsos.com.

Neither part nor a whole piece of a text published on the portal can be traced, published or further forwarded in any form and by any means (including: electronic, mechanic or any other means of utilisation) including copying, any type of digitalisation, photocopying or copying, and publishing on the Internet - without written consent of SASMA EUROPE Sp. z o.o. Any kind of usage or utilisation of a part or a whole piece of a text published on the portal, without written consent of SASMA EUROPE Sp. z o.o. or the authors, with violation of law is forbidden under threat of a penalty and will be prosecuted.

