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Bangkok, August 2017
Our ref. 201.1- sd Rundschreiben Kolonie

Precautionary measures and behaviour in crisis situations

1. General

One of the standard duties of an embassy or consulate is to draw attention to potential threats and corresponding precautionary measures. This document should not be regarded as a reaction to changes in the security situation, but rather as a source of information and advice concerning generally necessary precautions. In the event of any specific changes in the security situation, you will receive details in a separate communication.

Potential threats: political crises, major accidents, natural disasters, terrorist attacks, epidemics

On the DFA travel advice page (www.eda.admin.ch > [Reisehinweise](#)) you will find a current assessment of the security situation in each country. Should you have any questions relating to security, please do not hesitate to contact your embassy or consulate.

This document provides hints on how to prepare for a crisis and how you should behave if one actually occurs. For other questions about living abroad we recommend the brochure "Ratgeber für Auslandschweizer" (Tips for the Swiss Abroad) that you can download from the Internet under www.eda.admin.ch > [Dokumentation](#) > [Publikationen](#) > [AuslandschweizerInnen](#). The brochure "Wenn einer eine Reise tut..." (When travelling) also contains interesting information concerning journeys abroad under www.eda.admin.ch > [Reisehinweise](#) > [Tipps vor der Reise](#). The above-mentioned web sites also contain a variety of other useful documents and information sheets.

The Swiss Embassy in Bangkok has **contact people** ready who will try to keep contact with Swiss nationals in the event of a crisis. **Assembly areas** exist in case an evacuation should be necessary. Please find out the contact person and the assembly area.

In the case of a crisis, the Embassy only has limited means of helping you. For this reason it is important that you **assume responsibility for your own safety** and **take appropriate precautions**.

The Embassy will provide following special information channels:

- You will find general instructions on our homepage: www.eda.admin.ch/bangkok
- The Embassy of Switzerland in Bangkok can generally be reached at
35, North Wireless Road (Thanon Witthayu Nuea), Pathum Wan, Bangkok 10330
Tel. +66 (0) 2 674 6900, Fax +66 (0) 2 674 6901
Email: ban.vertretung@eda.admin.ch
- Outside normal office hours, you can reach the Embassy on the
Helpline: +41 800 24 7 365 or +41 58 465 33 33
- You will find general instructions on our homepage: www.eda.admin.ch/bangkok

Important: In a crisis situation the Honorary Consulates in Chiang Mai and Phuket will closely work together with the Swiss Embassy in Bangkok.

- The Honorary Consulate in **Chiang Mai**:
Mr. Marc-Henri DUMUR
 Frangipani Serviced Residences
 11/1, Soi 13/1, Prapoklao Road, Si Phum, Mueang, CHIANG MAI 50200
Tel. +66 (0)53 225 000, Fax +66 (0)53 215 338
 Mob. +66 (0)81 882 7562
 Email: chiangmai@honrep.ch
- The Honorary Consulate in **Phuket**:
Mrs. Andrea KOTAS TAMMATHIN
 Patong Beach Hotel, 124 Taweewongse Road, Patong Beach, Mueang, PHUKET 83150
Tel./Fax +66 (0)76 340 900
 Mob. +66 (0)81 891 5987
 Email: phuket@honrep.ch

Apart from the Honorary Consulates in the above mentioned cities, there are wardens in the following cities, who will also closely work together with the Swiss Embassy in Bangkok in a crisis situation:

The „Warden“ is a member of the Swiss community designated by the Embassy. The warden will carry out the following tasks in an **extraordinary situation or event** (e.g. earthquake, industrial accident, plane crash, large fire, general unrest (or local)):

1. Point of contact in the respective sector for members of the Swiss community
2. Keeping up the liaison to the Embassy of Switzerland (information and news)
3. Collecting and registering the situation of members of the Swiss community according to the instructions of the Embassy.

Responsible person	Deputy	Responsible Region
DUMUR Marc Honorary Consul, Chiang Mai Tel. +66 53 225 000 Natel: +66 81 882 7562 chiangmai@honrep.ch	WILLI Eveline Swiss Lanna Society Chiang Mai Natel +66 85 905 6805 eveline@willi.asia	<i>Northern Thailand</i>
KOTAS TAMMATHIN Andrea Honorary Consul, Phuket Tel. +66 76 340 900 Natel +66 81 891 5987 phuket@honrep.ch	KELLER Herbert Mitglied Swiss Society Phuket Natel +66 95 351 4002 herbert.keller53@gmail.com	<i>Southern Thailand</i>
LENTJES Michael Präsident Swiss Society Ko Samui Natel +66 817 196 681 Michael@Lentjes.ch	LUCHSINGER Reto Vizepräsident Swiss Society Ko Samui Natel +66 836 923 382 reto.luchsinger@yahoo.com	<i>Ko Samui</i>
GREBER Marius Anton Tel. +66 804 092 422 marius.greber@yahoo.com	FISCHER Werner Johann Tel. +66 861 448 372 fisu51@yahoo.de	<i>Udon Thani (Northeastern Thailand)</i>
GRAB Paul Tel. +66 891 555 399 paulgrabch@gmail.com	LIENHARD Alfred Tel. +66 927 137 969 alienhard@ethz.ch	<i>Hua Hin</i>
KAUFMANN Esther Tel. +66 818 151 718 esther16@csloxinfo.com	MEYER Olivier, Dr. Tel. +66 868 276 922 info@dr-olivier-clinic.com	<i>Pattaya</i>

In order to ensure that you can be contacted without delay, you are kindly requested to inform the Embassy of any change of your address, phone number and email address.

Please note that the Embassy cannot guarantee that vital information will reach everyone in time. You should therefore make every effort possible, even if the local telephone network fails, to keep in touch with the Embassy.

2. Personal Precautionary Measures

The following items should **always be kept close at hand** in case a crisis should occur:

- **Valid passport/ID** (obtaining a new passport can take up to 40 days), plus (where applicable) driver's licence and vehicle papers, residence permit and/or valid visa, vaccination certificate for country of destination, and any other important documents
- **Cash and foreign currency reserves**, credit cards, bank cards
- **List of important phone numbers and other details** (relatives and friends, embassy/consulate and contact person, police, fire brigade, ambulance service, doctor, numbers of your passport, bank account(s), credit cards, social insurance, other insurance policies, blood group, etc.)
- **Emergency supplies** of drinking water, foodstuffs (possibly a portable cooker), fuel and any medication you depend on
- **Portable first-aid kit**, including antibiotics and painkillers
- Battery-operated (short-wave) **radio, flashlight** plus spare batteries
- **Mobile phone**, fully charged spare battery or charger that does not require mains power supply, plus adequate call credit
- **Fire extinguisher**
- This information sheet

You can minimise the **risk of damage or losses** by taking certain precautions:

- Have your house and its installations and household systems inspected for safety (**resistance to earthquakes, fire, flooding and storms**), and be sure to install smoke detectors/fire alarms.
- Ensure that all **walls, doors and windows** are properly burglar-proofed and if necessary hire the **services of a security firm**.
- Pre-arrange a **meeting place** with your family to be used in case access to your house should be cut off.
- Find out about **escape routes** to the border, the nearest shelter and the nearest assembly area.
- Make sure you have all necessary **vaccinations**.
- Plan for the possibility that you will have to leave pets behind in case of evacuation.
- **Find out** about other safety precautions (e.g. www.svv.ch > **consumer info**, www.bag.admin.ch, www.seismo.ethz.ch, www.who.int, www.fema.gov, www.travel.state.gov/travel, www.gfz-potsdam.de, www.safecanada.ca > **family and home safety**, www.ready.gov).
- Subscribe to an SMS alerts service (e.g. www.tsunami-alarm-system.com).

Crises can give rise to **major material losses**, so be sure to take the necessary precautions:

- **Soliswiss insurance** against loss of means of existence due to political crises
- **Building and contents insurance** including disaster cover (be sure to frequently update the inventory of contents!)
- **Health, accident and/or travel insurance**, including cover for medical treatment abroad and repatriation, and/or membership of REGA rescue service (www.rega.ch)
- **Keep copies of important documents** (passports, insurance policies, contracts, inventories, pension card, CV, etc.) in a safe place, e.g. with relatives in Switzerland

It is also advisable to:

- Take out **life insurance**
- Grant **power of attorney** to your spouse or partner
- Have your **will** kept in a safe place (e.g. deposited at the embassy/consulate or with a solicitor in Switzerland)

3. Behaviour in the event of an impending crisis

When the first signs of a developing crisis become apparent, ensure that you have taken all necessary precautionary measures. Notify the Embassy about any visitors arriving from Switzerland, or ask them to complete the registration form for persons in transit (which is posted on the Embassy's web site if the threat of a crisis increases), and send it to the Embassy. You should also notify the latter about any temporary periods of absence from the country.

In the event of an immediate threat, the Embassy may issue cover letters to protect Swiss property against confiscation, wrongful seizure, requisition, damage and other harmful occurrences by identifying it as such.

Crises can escalate very rapidly, with the result that escape routes may be blocked and (safe) evacuation may become impossible. If evacuation becomes necessary, this is usually associated with high risk and you will only be able to take the barest of necessities with you. Switzerland does not have troops at its disposal for assisting with the evacuation of its citizens from foreign countries, and this means it has to rely on the goodwill and assistance of friendly states.

If the situation grows increasingly hazardous, wherever possible **it is best to make your own way out of the country while this is still possible**, though certainly not later than after the Embassy issues the necessary recommendations. A recommendation to evacuate will normally only be made if this is unavoidable in view of the existing circumstances and expected developments, and as long as circumstances permit, the procedure comprises three stages:

- **Alarm level 1: Recommendation to send family members out of the country**, if there are clear indications of an impending breakdown of law and order.
- **Alarm level 2: Recommendation to leave the country independently**, if law and order are on the verge of collapse but it is still possible to leave in safety.
- **Alarm level 3: Recommendation to participate in organised evacuation**, if it becomes dangerous to remain in the country and it is no longer possible to leave safely without assistance.

If it becomes too dangerous to leave the country or organise an evacuation, and/or the crisis is expected to ease again before long, the Embassy may recommend that you stay in your house, office or hotel.

Wherever possible, the Embassy will keep you informed about the development of the situation by issuing circulars, but it is unable to **guarantee your safety**. In a crisis, communication networks often break down, and this means you yourself are responsible for any decision you may make to stay in the country or leave it, and you also have to **bear the associated costs and risks yourself**. But be sure to notify the embassy or consulate about your intentions and any absences from your place of residence during a crisis.

4. Behaviour in a crisis situation

- Keep yourself informed about the situation by watching TV, listening to the radio and via the Internet. Keep calm, and do not pay too much attention to rumours.
- **Keep in touch with the Swiss Embassy** or the designated contact. General information (e.g. recommendations for leaving the country) is published on the corresponding web site (www.eda.admin.ch/bangkok).
- Keep in touch with your relatives in Switzerland who will be worrying about you.
- **Unrest: Stay in your house, office or hotel**, and be sure to securely close all doors and shutters. If you happen to be somewhere else (e.g. travelling), make your way home as quickly as possible. Keep away from windows and if possible remain in a protected room in the middle of the house and await further developments. As a rule, unrest tends to ease again within one to three days.
- If you unavoidably have to leave your house, office or hotel, keep away from large gatherings, congested roads and crossroads. Where possible use a vehicle that does not attract attention, and be sure to lock the doors and windows. Do not carry any valuables or objects/documents that might arouse suspicion. If you leave your house frequently, be sure to do so at different times of day and use a different route each time.
- **Obey the instructions of law-enforcement officers immediately and without contradiction.**
- **Never resist someone who is armed.** Avoid any form of provocation (sudden movements, eye contact or aggressive staring, mention of political topics), bring your family into play, play down your own importance, do not give an armed person any reason to punish you.
- In the case of **hostage-taking**, the best strategy is **passive co-operation**. Try to establish a rapport with the kidnappers. If you are held for a lengthy period of time, draw up a daily schedule with mental

and physical exercises. Make a mental note of all your observations. Do not try to escape unless you are absolutely certain of success and are sure you will not endanger other hostages.

- **Fire** inside a building: If you are in a room full of smoke, keep your head as close to the floor as possible, do not open any doors if they feel hot, and never use a lift.
- **Earthquake**: If you are inside a building, shelter beneath a solid table, bed, door frame or beside an interior support wall. If you are outside, keep well away from buildings, streetlights, electricity masts and tall trees, and avoid bridges and subways. If the house is damaged, switch off the heating, main gas feed and main power supply.
- **Tsunami**: If you are near the coast and you feel an earth tremor or see the sea level rise or fall unexpectedly rapidly, hurry to high ground or to a safe location away from the coast and stay there until the all-clear has been given, though for at least an hour.
- **Epidemic**: Act in accordance with the recommendations of the local authorities, the Swiss Federal Office of Public Health (www.bag.admin.ch) and the World Health Organization (www.who.int).
- Help others if you do not put yourself in danger as a result.
- Be sure to notify the Embassy, if you intend to leave (or have left) your place of residence or the country.

5. Evacuation

- As a rule, an evacuation is made from a designated assembly area (cf. situation plan of nearest and alternative assembly area).
- The Embassy will inform you about any planned evacuation and, in the event of sustained danger, will try to give you instructions on the best way to reach the assembly area.
- **If you should lose contact with the Embassy or its designated contact, stay where you are for as long as possible if the situation is precarious.** You should not proceed to the assembly area unless you are instructed to do so.
- The Embassy will repeatedly try to contact you. The possibility cannot be ruled out that attempts are being made to locate you at your last-known address.
- When you proceed to the assembly area, you should take your passport and other important documents, plus cash, water and provisions for several days, a portable first-aid kit, sleeping bag or blankets, spare clothes and hygiene articles. As a rule, heavy luggage cannot be transported.
- Other than in cases of urgent need, you will be required to bear all risks and costs associated with an evacuation (flight costs, etc.).

6. Itineris: www.itineris.eda.admin.ch

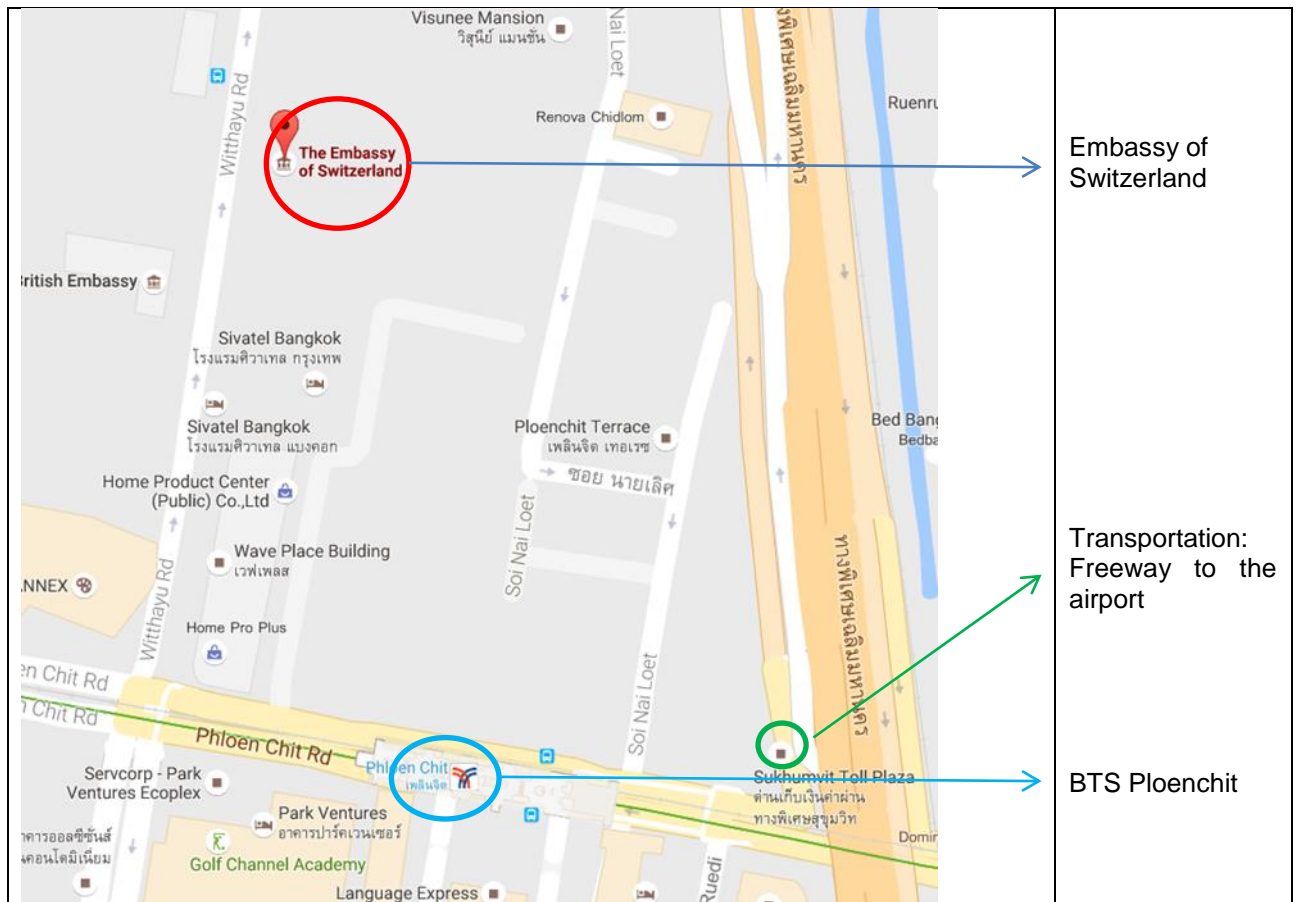
You and your family members have the possibility to enter the dates of your holiday and business trips abroad (short stay) on this portal. This information will help the Federal Department of Foreign Affairs locate and contact you more rapidly in a crisis situation.

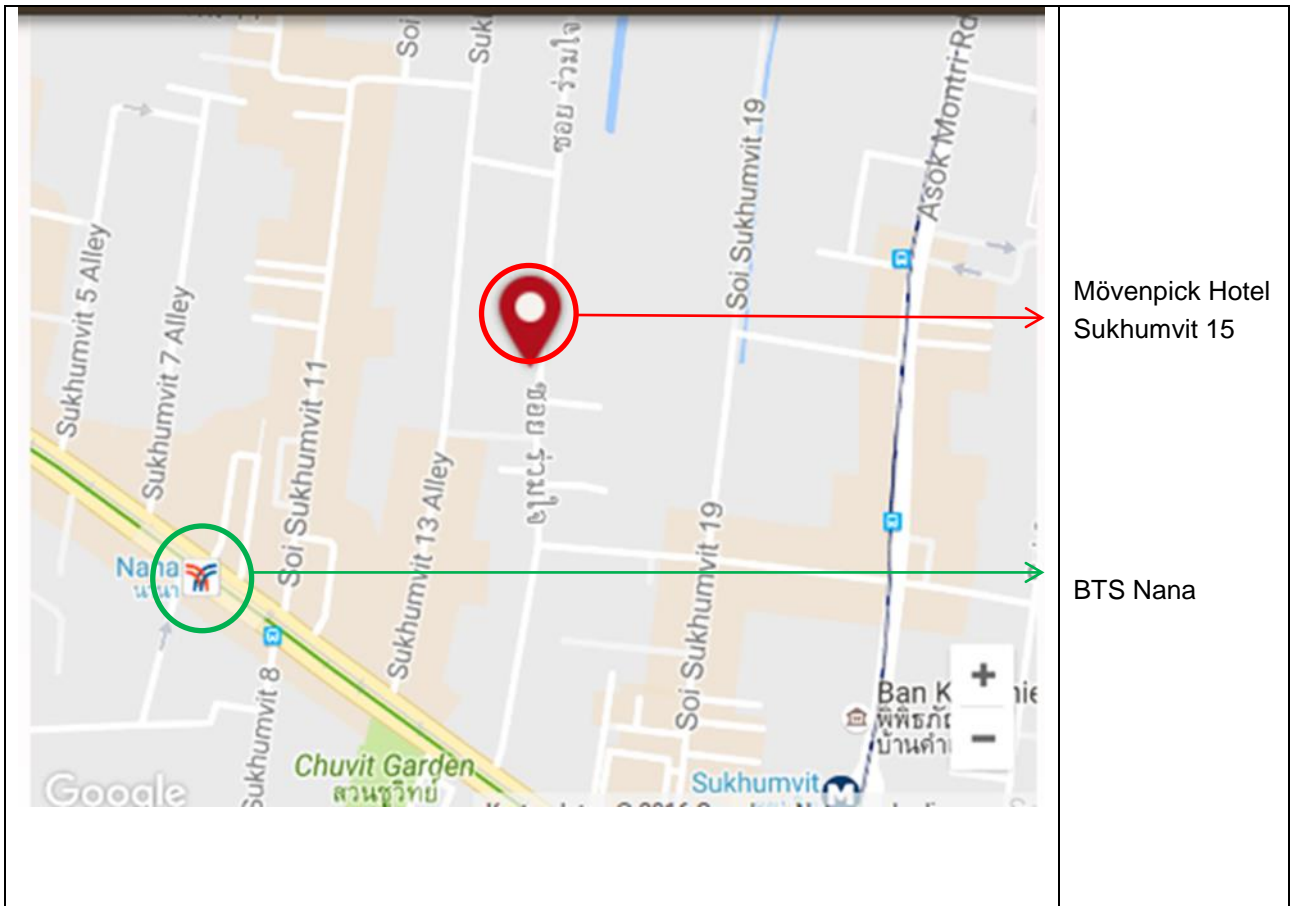
Preparing your trip well is still essential even with this online registration. Read the FDFA's travel advice (available in German, French or Italian only) and the relevant sections, including the tips before and during your trip. It is worthwhile taking out full travel insurance. In certain cases it will cover the costs of cancelling or rebooking your trip and will support you if your money or passport is stolen, or if you have an accident during your trip abroad, as well as in other difficult situations that cannot be foreseen. The services provided are set out in the individual contracts.

Assembly Points: BANGKOK

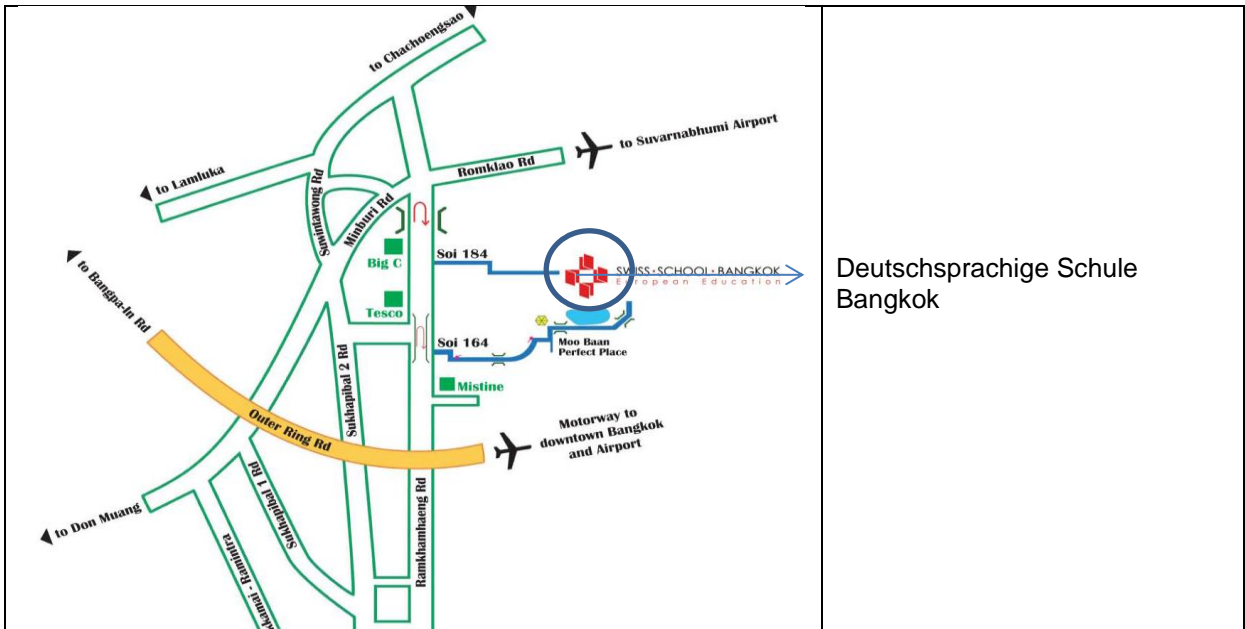
- **The Embassy of Switzerland in Bangkok**
35, North Wireless Road (Thanon Witthayu Nuea), Pathum Wan, Bangkok 10330
Tel. +66 (0)2 674 6900
- **Mövenpick Hotel Sukhumvit 15 Bangkok**
47 Sukhumvit 15, Sukhumvit Road, Klong Toei Nuea, Wattana, 10110 Bangkok
Tel. +66 2 119 3100
- **RIS Deutschsprachige Schule Bangkok**
6/1, Ramkhamhaeng 184 Road, Min Buri, Bangkok 10510
Tel. +66 (0)2 518 0340

Assembly Point Swiss Embassy and Mövenpick Hotel Sukhumvit 15





Assembly point RIS Deutschsprachige Schule Bangkok

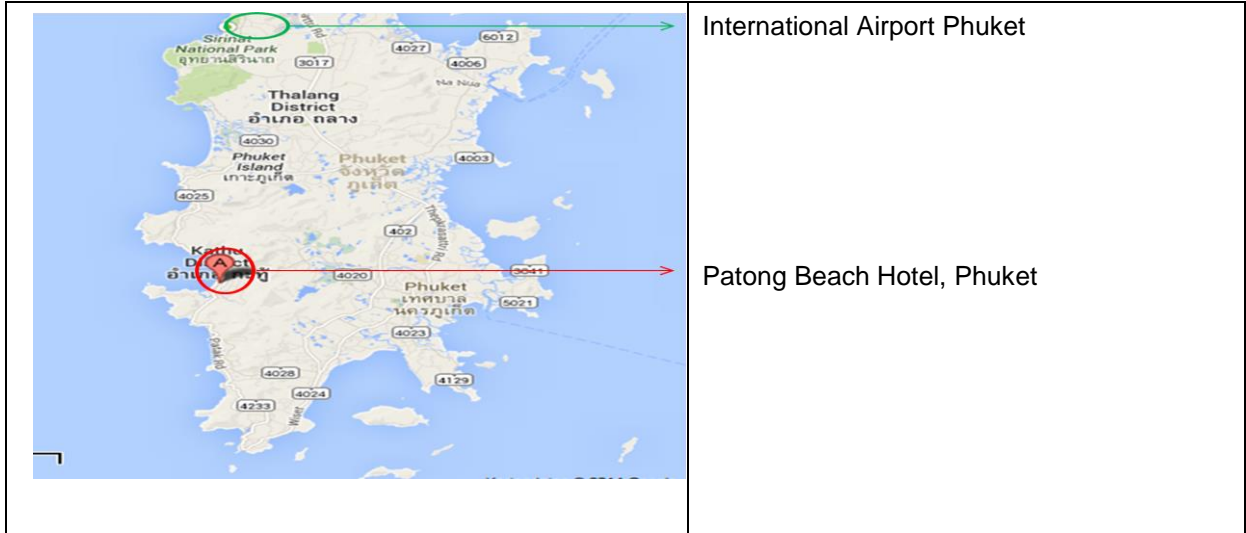


Deutschsprachige Schule Bangkok

Assembly Point: PHUKET (Southern Thailand)

- **Patong Beach Hotel,**
124, Taweewongse Road, Patong Beach, Pa Tong
Mueang Phuket, PHUKET 83150
Tel. +66 (0)76 295 455

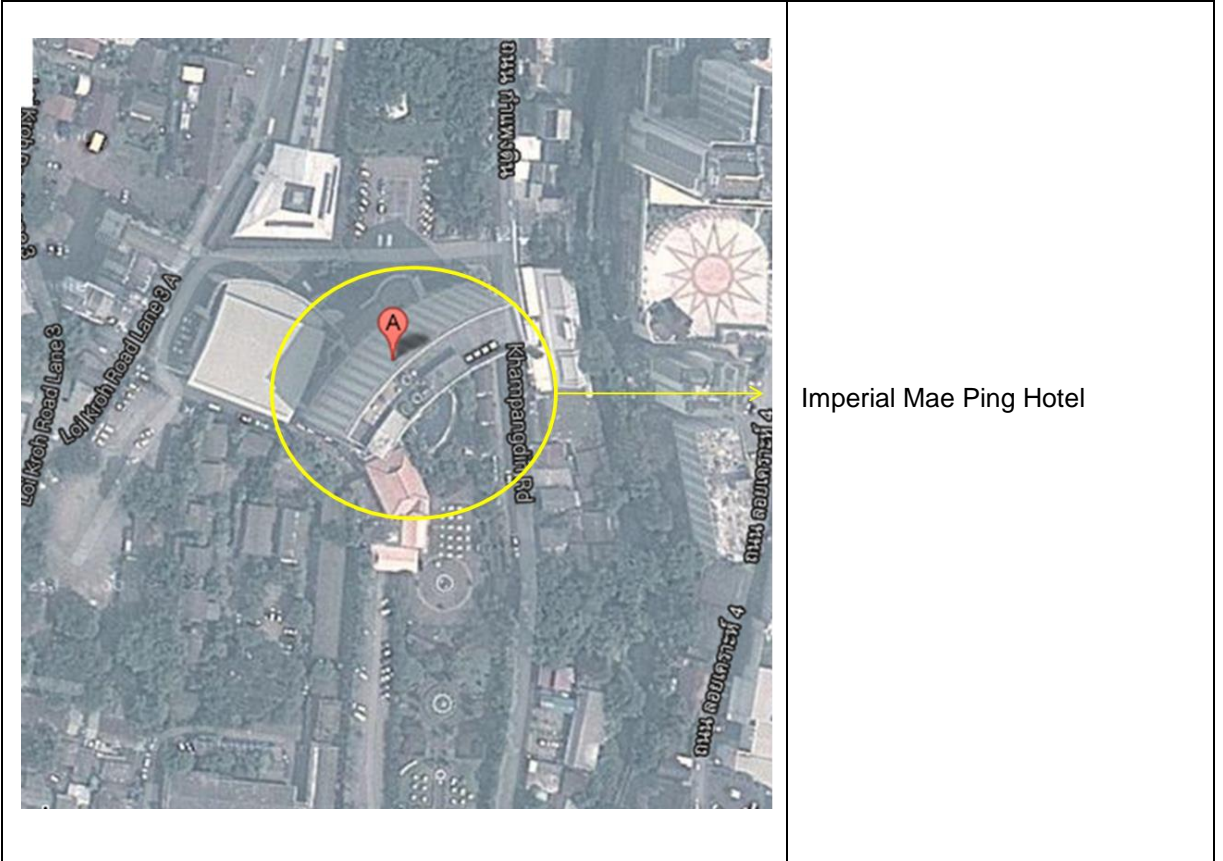
Assembly point Patong Beach Hotel, Phuket



Assembly Point: CHIANG MAI (Northern Thailand)

- **Imperial Mae Ping Hotel**
153, Sridonchai Road, Chang Khlan
Mueang Chiang Mai, CHIANG MAI 50100
Tel. +66 (0)53 283 900

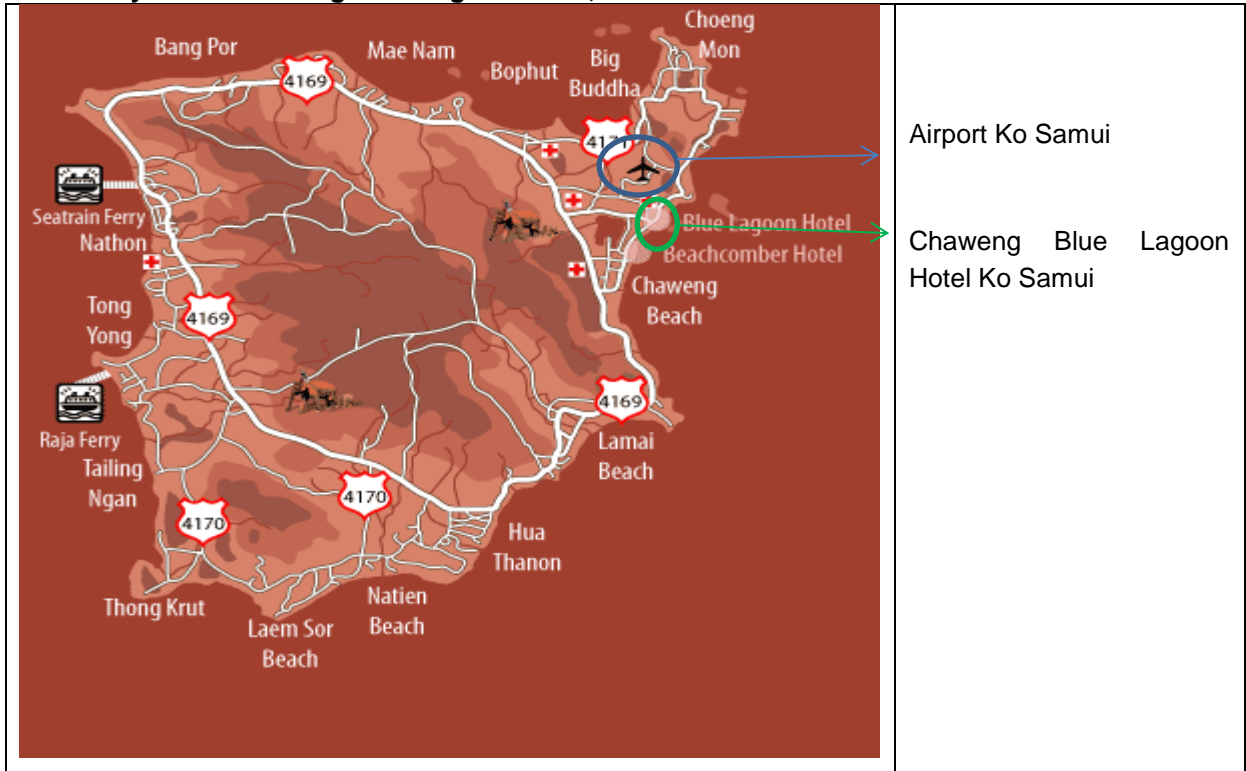
Assembly point Imperial Mae Ping Hotel, Chiang Mai



Assembly Point: Ko Samui

- **Chaweng Blue Lagoon Hotel**
99, M. 2, Chaweng Beach, Bo Phut,
Ko Samui, SURAT THANI 84320
Tel. +66 (0)77 300 223-6

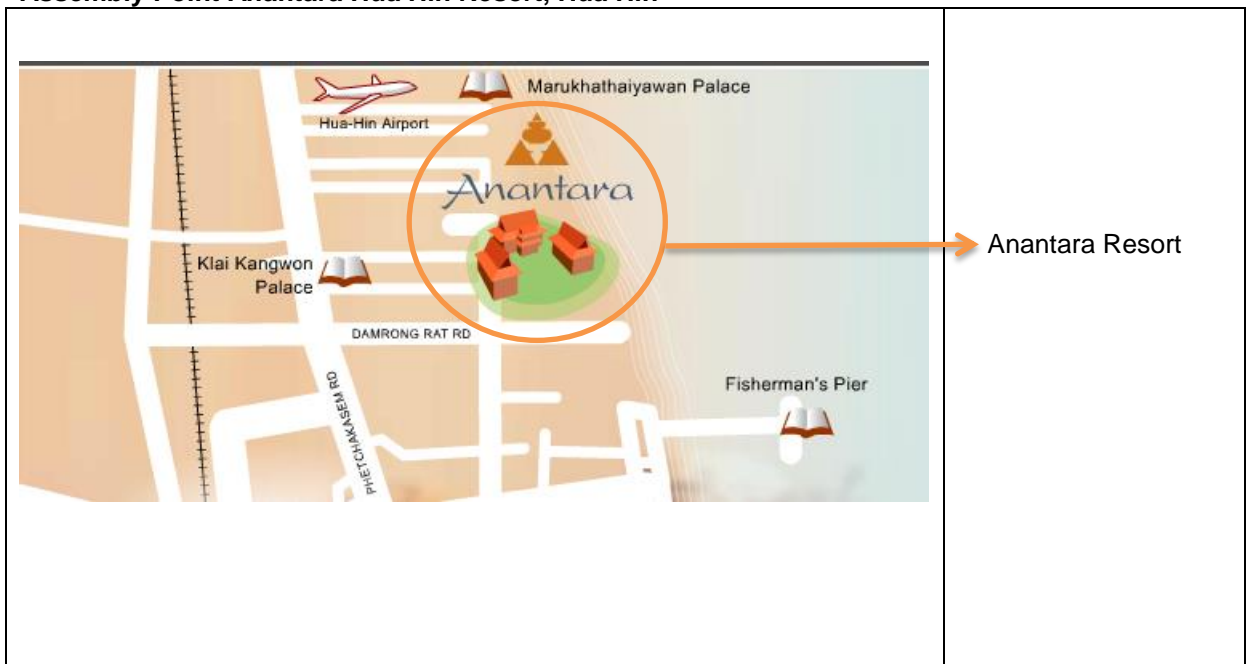
Assembly Point Chaweng Blue Lagoon Hotel, Ko Samui



Assembly Point: Hua Hin

- **Anantara Hua Hin Resort**
43/1 Phetkasem Road,
Hua Hin, PRACHUAP KHIRI KHAN 77110
Tel +66 (0)32 520 250

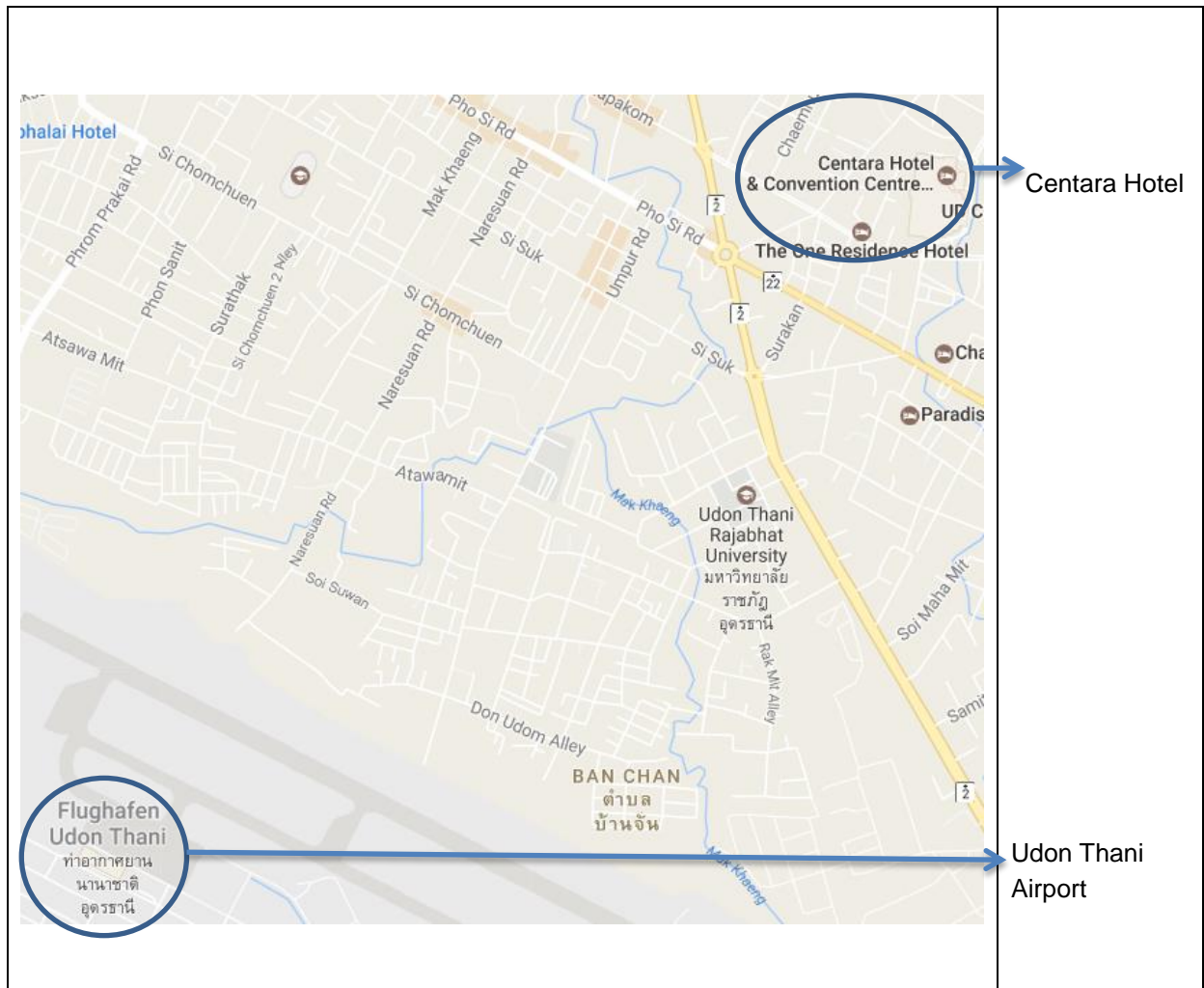
Assembly Point Anantara Hua Hin Resort, Hua Hin



Assembly Point: Udon Thani (Northeastern Thailand)

- **Centara Hotel and Convention Centre Udon Thani**
277/1 Prajaksillapakhom Road, Muang,
UDON THANI 41000
Tel +66 (0)42 343 555

Assembly Point Centara Hotel and Convention Center Udon thani



Assembly Point: Pattaya

- **Jomtien Thani Hotel**
75/261 Moo 12, Jomtien Beach Road, Pattaya City
CHON BURI 20150
Tel +66 (0) 38 232 990-4

Assembly Point Jomtien Thani Hotel, Pattaya

