

# Doing Business in **Indonesia**

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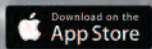
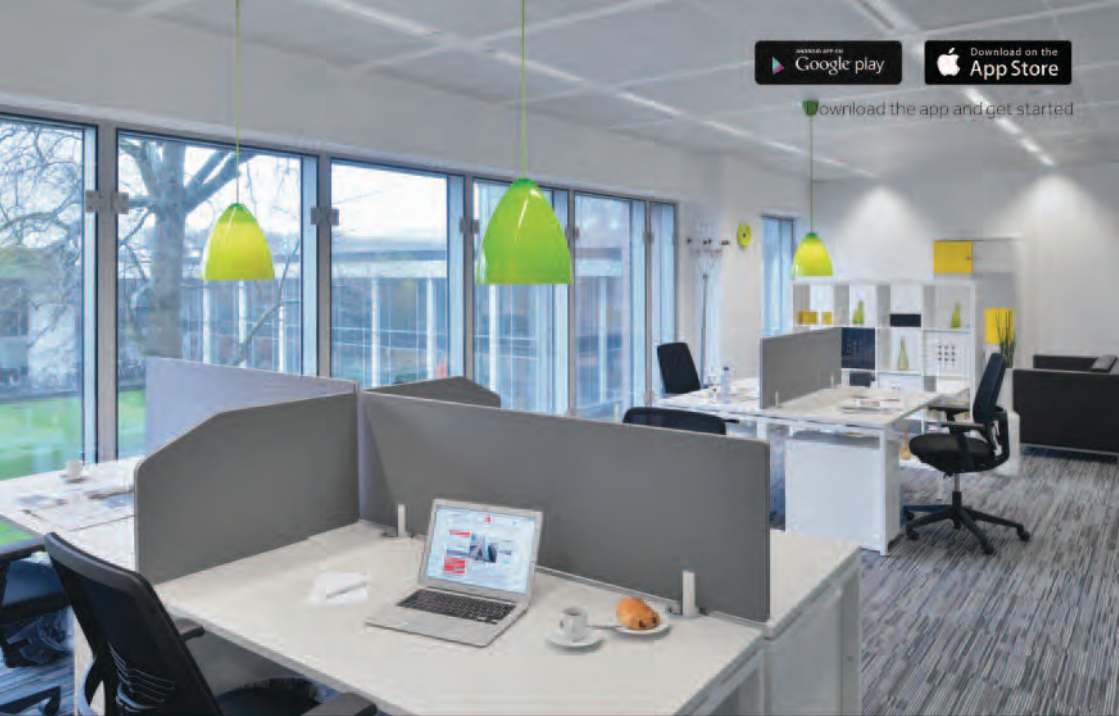
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## Indonesia overview

Indonesia is a large and geographically diverse country that has abundant resources such as nickel, gold, coffee and other forest and marine resources. As part of the Association of Southeast Asian Nations (ASEAN) free trade zone, Indonesia's strategic geographic position allows easy onward access to other Southeast Asian countries plus China, Japan and Australia for UK companies looking to expand in the region.

The UK is the seventh biggest investor in Indonesia, after Singapore, Japan, US, South Korea, Netherlands, and British Virgin Islands. The UK's main exports to Indonesia are machinery and transport equipment, chemical and related products, manufactured goods and crude materials. Major British investors include BP, Jardine Matheson, Unilever, Shell, Standard Chartered Bank, HSBC, Premier Oil, BAT, Prudential, Rolls Royce, GlaxoSmithKline and Astra Zeneca.

International surveys show that Indonesians are trusting consumers, highly receptive to advertising and keen to try new things. Indonesia has over 100 million internet users. It is the world's third-largest Facebook market and fifth-largest Twitter market. Demand from the new middle class is increasing for modern retail and consumer goods, healthcare, education and professional qualifications, information and communications technology (ICT), transport, construction, and manufacturing.

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## **Welcome from Lesley Batchelor OBE, FIEEx (Grad) – Director General, Institute of Export & International Trade**

Indonesia is the world's fourth most populous country and the largest in South East Asia. Extending over 18,307 islands with more than 742 different languages, Indonesia is currently the world's 16<sup>th</sup> largest economy. This Doing Business in Indonesia Guide will help prepare UK businesses who are looking to trade with this important market.

With a population of 253 million, Indonesia can be a highly attractive export market for UK businesses. The country's burgeoning middle class, which is larger than the population of Malaysia or Australia, are hungry for international brands and opportunities exist across the consumer and retail sectors. Other areas where British companies might tap into Indonesia's rapid growth are the creative industries, engineering, education, renewable energy, finance, infrastructure and transport. Indonesia is also an important gateway to other emerging Asian Markets and is a member of ASEAN which means that British companies producing and shipping goods within the region can also benefit from intra-ASEAN tariff reductions.

Indonesia is not without its challenges however, the infrastructure has not been developed or maintained to keep pace with the booming consumer-led economy and whilst deregulation has successfully reduced some barriers, non-tariff barriers remain widespread and the bureaucracy can still be cumbersome. Although significant anti-corruption measures have been undertaken by the Indonesian Government, corruption remains a concern for many businesses and you would be well-served to ensure that you have robust due diligence processes in place before you attempt to enter the market.

There are several ways to operate a business in Indonesia including setting up a joint venture company, establishing a representative office and appointing an agent or distributor. One of the most important issues when doing business in Indonesia is building a good relationship with your partners. This process is time consuming and requires that you present yourself more as a person rather than a businessman or businesswoman. For Indonesians it is very important to have a good and solid friendship with somebody before doing business, so expect to have to answer a lot of private questions about your life, family, network, hobbies, and so on whilst you get to know your Indonesian hosts.

Whatever approach you decide to take in your business dealings in Indonesia, the Institute of Export & International Trade is always ready to help guide you through the ins and outs of doing business in this increasingly important country. Why not contact us and find out how you can join? Good Luck!

**Lesley Batchelor OBE, FIEEx (Grad)**

**Director General – Institute of Export & International Trade**

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British Embassy  
Jakarta

## Foreword from Moazzam Malik, British Ambassador to Indonesia, ASEAN and Timor-Leste

The Indonesian market is huge. This is a country of 250 million people, with a fast growing middle class of 45 million; larger than the population of Australia, or Malaysia and Singapore combined; and is expected to grow to 135 million by 2030.

Indonesia is a country that has many things going for it: demography, natural resources and a geo-strategic location that will drive its progress from being the 16<sup>th</sup> largest economy in the world to potentially a top five by 2030.

The numbers show that, alongside India and China, Indonesia will be one of the main drivers of the Asian economy through the 21<sup>st</sup> century. As an open trading nation, the UK's future will depend on relationships with these big Asian engines of growth.

I'm delighted therefore that the Institute of Export & International Trade has created this new guide to highlight to friends across the business world that #IndonesiaMatters.

I'm keen for more medium-sized British companies to take a serious look at the Indonesian market and visit – it is the only way to get a sense of the potential of this Asian giant.

My team and I are ready to do all we can to help.

**Moazzam Malik**

**British Ambassador to Indonesia, ASEAN and Timor-Leste**

<https://www.gov.uk/world/organisations/british-embassy-jakarta>





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## **Welcome from Mr Richard Graham MP, Prime Minister's Trade Envoy to Indonesia, Malaysia, the Philippines and the ASEAN Economic Community**

This country is a dynamic mix of strong economic growth, belief in relationship driven business partnerships and a constant search for quality and innovation.

British business in Indonesia is growing, and will go on doing so as more businesses see the huge opportunities of working with the world's fourth most populous country. The GREAT campaign is well recognised, the Union Jack a strong brand and London the best showcase for Indonesia's international aspirations.

Whether education, new sources of energy, modern aerospace, health insurance or creative media, Indonesia is finding the UK a rich source of reliable high tech solutions.

I hope many British investors and exporters will come to Indonesia. In an era where we all face similar challenges like cyber-crime, terrorism and economic volatility, we have much to benefit from sharing solutions and ideas and pursuing opportunities together. It's a market where little is straightforward, but almost anything is possible – and our role (Government and Chamber of Commerce) is to help make it happen for you.

**Mr Richard Graham MP**

**Prime Minister's Trade Envoy to Indonesia, Malaysia, the Philippines and the ASEAN Economic Community**



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## **Introduction from Joel Derbyshire, Director of International Trade and Investment at the British Embassy Jakarta, Department for International Trade**

My team at the Embassy and the British Chamber of Commerce Indonesia work in partnership to help UK companies export their goods and services to Indonesia.

Our teams identify Indonesian buyers, including Ministries, local government, state owned enterprises, aid donors and private firms. We then introduce these Indonesian buyers to UK firms.

We focus most the majority of our efforts on sectors where we think there is the strongest demand for UK goods and services. In Indonesia, these sectors include aerospace, defence, education, energy, ship building, sports and transport infrastructure.

Our support comes in many ways, including market research, organising trade missions, promoting UK companies at industry events, making introductions and advising UK companies on regulations and exporting best practice.

UK firms that succeed in Indonesia have an on the ground presence and demonstrate persistence, perseverance, and (a gentle) pushiness in their approach. They also recognise that Indonesia is a relationship based market and see my team, and our extensive network, as an extension of their own. I hope we can be part of your firm's Indonesian success story too.

### **Joel Derbyshire**

**Director of International Trade and Investment at the British Embassy Jakarta,  
Department for International Trade**

<https://www.gov.uk/world/organisations/british-embassy-jakarta>





## Foreword from Chris Wren, CEO, BritCham Indonesia

INDONESIA – Desk research won't suffice. You must visit this market to appreciate the extent of the opportunity.

Indonesia has been through a fascinating evolution over the last two decades. Five Presidents and five peaceful national elections since the departure of the New Order dictatorship has established Indonesia as the most peaceful transition to democracy in modern times, and this is an important fact as business engages in various risk analysis ahead of new investments and new partnerships.

So, is the ease of doing business transitioning in the same way? There are certainly tangible improvements and signs of further easing. For example, entire sectors have been removed from the list limiting foreign direct investment. In the last four years Indonesia has climbed from number 128 to number 72 in the Ease of Doing Business rankings. There is plenty of recognition for the need for more and the resolve at the top of government and within BKPM is evident. The mantra is that a top 40 ranking is a government key performance indicator.

Should we therefore be surprised that BritCham Indonesia has received an unprecedented number of inquiries about market access – post-Brexit referendum? Certainly not! Indonesia is the fourth largest country in the world by population at 255 million. The middle class is set to number 90 million in the next decade. Just over 50% of the population is under 30, with a median age of 28 years. Strong and consistent domestic consumption makes the economy more resilient than most to global downturns. Indonesia represents 40% of the GDP of the 10-nation ASEAN trading block and it is the only ASEAN member that sits at the G20 table of nations.





Perhaps the only surprise is that it has taken Brexit uncertainty for corporate UK to notice that Indonesia represents a huge opportunity. For decades, some of our top blue-chip brands in energy, FMCG, retail, F & B, banking and insurance, legal, accounting and other services have flourished. In spite of so many success stories, Indonesia remains relatively unknown, but through Overseas Partner Delivery grants, two major UK roadshows a year, regular webinars, GREAT campaign-funded exhibitions across a range of sectors, it is fast becoming known as the jewel in the ASEAN crown.

Before you consult your diary to book a business trip, it is important to remember that Indonesia is a developing nation. The regulatory environment can appear complicated and burdensome. A deeply embedded business and social culture values relationships highly. There is also the challenge of scale – Indonesia spans from London to Istanbul – where to begin? These factors and others require that the opportunities are approached with caution and patience, that proven professional advice is sought and a strategic journey of discovery is carefully planned.

BritCham Indonesia has the vast resource of its diverse membership, the professional leadership of its Board and the experience and track record of converting interest into successful market access. Your corporate peers recommend BritCham as your trusted partner at the earliest stages of your journey.

Please contact me personally: [chriswren@britcham.or.id](mailto:chriswren@britcham.or.id)

**Chris Wren**  
**CEO, BritCham Indonesia**  
[www.britcham.or.id](http://www.britcham.or.id)



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## **Introduction from Ross Hunter, Executive Director, UK-ASEAN Business Council**

The UK has always been at the forefront of innovation by adapting to the ever-changing world. These attributes will see it thrive in the post-Brexit, 'Asian Century'. By 2050 Asia will account for an incredible 50 percent of the world's trade, compared with 20 percent today. As ASEAN's powerhouse economy, Indonesia will be a key driver of this growth.

Indonesia is Southeast Asia's largest economy and on course to be a global top ten economy by 2030. Half of the 261 million Indonesians are under 30, and the middle class is expected to almost double from 74 million to 141 million by 2020. It has climbed nearly forty places in the past two years for the 2018 Ease of Doing Business rankings, making it an increasingly attractive export destination for UK businesses.

Although there are always risks, the opportunities in Indonesia are good if businesses go about it the right way. There are opportunities for niche technologies and various infrastructure projects, such as coal transportation systems, mass transit, and power generating schemes. There is a massive requirement for infrastructure development in Indonesia and opportunities rival those of Brazil, Russia, India, and China. The largest economic sector in Indonesia is manufacturing and processing, which contributes around 24 percent of the GDP.

Winning international business is challenging and a quote often used about Indonesia is "nothing is easy, but everything is possible". British businesses currently operating in Indonesia stress the importance of locating and screening good partners, agents, or distributors. Taking care in selecting the right partners is crucial and can help you navigate bureaucracy and regulations to help you successfully establish yourself.

The UK-ASEAN Business Council (UKABC) sits at the heart of the UK-Southeast Asia economic relationship. It aims to raise UK companies' awareness of the region's potential and to encourage them to trade with and invest in this dynamic market. The Union flag remains the most reproduced emblem in Indonesia and can be found almost everywhere, especially on public transport and clothing. We work closely with the British Chamber of Commerce in Indonesia who, as your in-market partner, is vital to helping you understand and then navigate the business environment.

The UKABC, BritCham, and other key partners such as the Institute of Export, are all here to help more UK companies consider, explore, and invest in Indonesia's amazing economic potential.

**Ross Hunter**

**Executive Director, UK-ASEAN Business Council**





HM Government



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## Department for International Trade (DIT)

(formerly UK Trade & Investment - UKTI)

DIT is the British Government department that helps UK-based companies succeed in an increasingly global economy. DIT also helps overseas companies bring their high quality investment to the UK's economy. DIT's range of expert services are tailored to the needs of individual businesses to maximise their international success. DIT provides companies with knowledge, advice and practical support.

Through a range of unique services, including participation at selected tradeshows, outward trade missions and providing bespoke market intelligence, DIT can help you crack foreign markets and get to grips quickly with overseas regulations and business practice.

With headquarters in London, DIT have professional advisers around the UK and staff across more than 100 countries.

### Contact DIT

Contact your local International Trade Team or Scottish Development International (SDI), Welsh Government (WG) or Invest Northern Ireland (INI) offices to find out more about the range of services available to you.

You can find your nearest International Trade Team at:

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- Essential contact details
- Listings with links to up-and-coming trade shows
- Links to the Department for International Trade (DIT) support services.

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## About International Market Advisor (IMA)

International Market Advisor (IMA) works with British and foreign government departments, Embassies, High Commissions and international Chambers of Commerce throughout the world. Our work helps to identify the most efficient ways for British companies to trade with and invest in opportunity-rich overseas markets.

During the last ten years IMA has worked with the British Government's overseas trade and investment department, the Department for International Trade (DIT) [formerly UK Trade & Investment (UKTI)], and has written, designed, produced, launched and distributed over one million copies of more than 100 country-specific print and multi-media based reports, guides and publications, including the internationally-recognised 'Doing Business Guide' series of trade publications. These are composed of market and industry sector-specific, multi-format print and digital trade reports, together with some of the internet's most visited international trade websites - all of which are designed to advise and assist UK companies looking to trade with and invest in overseas markets. These reports and guides are then distributed free-of-charge through the IMA and DIT global networks - over 500 distribution outlets in total. Further distribution takes place at global exhibitions, roadshows, conferences and trade missions, and IMA receives daily requests for additional copies of the guides from these networks and from businesses considering exporting.

Each of IMA's 'Doing Business Guides' is produced in three formats: a full colour, glossy, paper-based brochure; a supporting fully-interactive and updatable multi-media based website; and the website contents available as a free-of-charge downloadable smartphone/tablet app.

The guides' contents focus on the market in question, how to approach that market and the help and support available, and include informative market overviews, plus details of business opportunities, listings with website links to British and Foreign Government support services and essential private sector service-provider profiles.

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*General Manager*



## ABOUT THIS GUIDE

This guide aims to provide a route map of the way ahead, together with signposts to other sources of help.

The main objective of this **Doing Business in Indonesia Guide** is to provide you with basic knowledge about Indonesia; an overview of its economy, business culture, potential opportunities and to identify the main issues associated with initial research, market entry, risk management and cultural and language issues.

We do not pretend to provide all the answers in the guide, but novice exporters in particular will find it a useful starting point. Further assistance is available from the Department for International Trade (DIT) team in Indonesia. Full contact details are available in this guide.

To help your business succeed in Indonesia we have carefully selected a variety of essential service providers as 'Market Experts'.

The guide is available in 4 formats:

- website: [www.Indonesia.DoingBusinessGuide.co.uk](http://www.Indonesia.DoingBusinessGuide.co.uk)
- a 'free' downloadable 'mobile device-friendly' app
- this full colour hard-copy brochure
- PDF download/e-flipbook (available on the guide website)

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## INDONESIA

Indonesia is the largest island and archipelago country in the world, with more than 18,000 islands, about 6,000 of which are inhabited.





WHY INDONESIA?



## Why Indonesia?

### Summary

**Area:**

1,904,569 km<sup>2</sup> (735,358 mi<sup>2</sup>)

**Population:**

261.1 million *[Source: World Bank, 2016]*

**Urban population:**

54.5%

**Population density (people per km<sup>2</sup>):**

144.1

**Population growth rate (change):**

1.3%

**Capital city:**

Jakarta

**Official language:**

Indonesian

**Currency:**

Indonesia Rupiah or IDR (symbol Rp)

**Nominal GDP:**

\$932.4 billion

**Real annual GDP growth:**

5.0%

**GDP per capita:**

\$3,604.3

**Annual inflation rate:**

3.5%

**Unemployment rate:**

5.6%

**General government gross debt:**

27.9% of GDP

**Fiscal balance:**

- 2.5% of GDP

**Current account balance:**

-1.8% of GDP / US \$-16.8 billion

**Exports of goods to UK:**

£1,283 million

**Imports of goods from UK:**

£559 million

*[Source – mostly FCO Economics Unit, Dec 2017]*



## Geography

Situated in Southeast Asia and Oceania, between the Indian and Pacific Oceans and latitudes 11°S and 6°N, and longitudes 95°E and 141°E. Indonesia is the largest island and archipelago country in the world, with more than 18,000 islands, about 6,000 of which are inhabited.

The country extends 5,120 km (3,181 mi) from east to west and 1,760 km (1,094 mi) from north to south, and straddles the equator. It shares a land border with Malaysia (on the island of Borneo), Papua New Guinea (on the island of New Guinea) and East Timor (on the island of Timor), plus maritime borders with Singapore, Malaysia, Vietnam, Palau and the Philippines to the north, and Australia to the south.

Java is the most densely-populated island, with a population density of 940 per km<sup>2</sup>, nearly three times the world average. The country's four largest cities are all situated on Java, including the capital, Jakarta, with a population of 10 million.

Indonesia is prone to frequent earthquakes and has over 150 active volcanoes, including Krakatoa and Tambora. However, volcanic ash combined with the tropical climate provides fertile soil, and vast areas of tropical rainforest cover 60% of the islands, supporting the world's third-highest level of biodiversity after Brazil and Colombia.

## General overview

With 260 million inhabitants, Indonesia is the world's fourth most populous country and the largest in Southeast Asia. Indonesia has 18,307 islands, over 742 different languages and a middle class larger than the population of Malaysia or Australia.

Currently the 16<sup>th</sup> largest economy in the world, it is projected to be the seventh largest economy in the world by 2030.

Doing business in Indonesia takes patience and perseverance. Companies should be prepared to invest time and resources in regular visits over a period of months, sometimes years, before seeing returns.

Contact a Department for International Trade (DIT) export adviser at: <https://www.contactus.trade.gov.uk/enquiry/topic> for a free consultation if you are interested in exporting to Indonesia.

Contact UK Export Finance (UKEF) about trade finance and insurance cover for UK companies, see: <https://www.gov.uk/government/organisations/uk-export-finance>. You can also check the current UKEF cover position for Indonesia at: <https://www.gov.uk/guidance/country-cover-policy-and-indicators#indonesia>.

[Source – DIT/ UKEF/gov.uk]



## Government overview

### Political situation

Indonesia is the world's third largest democracy, the largest economy in Southeast Asia, and a member of the G20. It is a role model for a successful political transition. Indonesia is stable politically and has a Presidential system of democracy. A comprehensive push for decentralisation has seen much power transferred to the regions.

President Joko Widodo took up office on 20<sup>th</sup> October 2014. He is the first leader of Indonesia to come from outside the political and military elite. The next Presidential election is due in 2019.

Parliament is constituted by the House of Representatives and the Regional Representational Council. The House of Representatives contains members from ten different political groupings. The Regional Representational Council includes representatives from each of Indonesia's 34 provinces.

Laws are passed by Parliament or by Presidential decree. A Presidential decree must be confirmed by Parliament for it to take effect.

*[Source – FCO Overseas Business Risk/gov.uk]*

### Human rights and business

Indonesia was the first Asian country and the fifth country in the world to ratify all core International Labour Organisation (ILO) Conventions. Since becoming a member in 1950, Indonesia has ratified a total of 18 ILO conventions. Domestically, laws have been passed which have specific provisions referring to human rights and business including the 2007

Corporate Law which imposes mandatory duties on every limited liability corporation working directly or indirectly with natural resources to limit the environment and social impact of its activities.

There are a number of institutions responsible for human rights issues related to business. These include, but are not limited to, the National Human Rights Commission (KOMNAS HAM); Ombudsman and the Corruption Eradication Commission (KPK). KOMNAS HAM has stated that the main human right issues related to business are ownership of property and land, indigenous people's rights, environment, health, water and labour rights. In 2016 KOMNAS HAM received 1009 complaints involving corporations, a slight increase from previous years.

Trade unions are legal and active in Indonesia, but only represent a small proportion of the total workforce. Strikes and demonstrations do occur, for example on Labour Day and often over pay and working conditions. There is a statutory minimum wage but there are issues with compliance and enforcement of this.

Child rights are protected according to the constitution and several national laws. For example, the Manpower Act sets the minimum age for work at 15 and the minimum age for hazardous work at 18. The Act also permits light work for children between ages 13 and 15, as long as the work does not disrupt their physical, mental and social development.

The Indonesian Government has also stated that ratification of the Optional Protocol to the Convention on the Rights of the Child is a priority. However, child



labour is prevalent in Indonesia, particularly in informal employment and in the agricultural and domestic service sectors. Girls under 15 are often employed as domestic workers, sometimes with long hours and no holiday.

Women make up approximately 40% of the employed population in Indonesia; however, they are disproportionately represented in certain occupations, for example in the informal economy, and as unpaid family workers. Women are significantly under-represented in senior professional positions but there has been some recent progress demonstrated by an increase in women's participation in politics and management. This gap is largely because of cultural and social barriers, education attainment and lack of work experience. The National Commission on Violence against Women states that there are 389 local bylaws which intentionally or in practice discriminate against women.

*[Source – FCO Overseas Business Risk/gov.uk]*

## Economic overview

Indonesia, with a GDP of US \$941 billion in 2016, is the largest economy in Southeast Asia. Indonesia's GDP is ranked 16<sup>th</sup> globally and is larger than that of most EU countries. Average annual economic growth of 5.5% over the last six years has reduced unemployment (from 7.1% in 2010 to 5.5% in 2016) and the poverty rate (from 13.3% in 2010 to 10.9% in 2016).

Indonesia is facing two major challenges: widening income and regional disparity, and gradual economic slowdown. Its Gini coefficient rose from 0.35 in 2006 to 0.40

in 2016 and almost 60% of GDP is generated on Java Island. Although the economy expanded by 5.02% in 2016, the economy slowed in the fourth quarter and compared poorly to previous years. This is due in part to the state's budget cuts policy, which aims to lower the country's deficit.

Exports are expected to stay weak due to unfavourable external conditions, especially given China's economic slowdown. From this standpoint, positive improvement in infrastructure disbursement, business-friendly regulations and stable food prices were essential to achieve its growth target in 2017 of 5.1%.

Fuel subsidy reform has improved public spending capacity to boost growth, but it is uncertain whether this reform can be sustained when oil prices go back up. Stagnant tax collection remains a challenge to achieve fiscal sustainability. Improvement in tax administration and reducing informality in the economy are key factors to collect more tax revenue.

Indonesia remains an open economy but in recent years there has been an increase in legislation and government regulations that place limits on foreign investment and imports, many of the latter being non-tariff barriers. The Parliament has also become increasingly nationalistic and looks set to stay this way. The recent decision to increase foreign ownership in several sectors and to open up sectors previously closed to foreign investors, however, has sent a positive signal for greater openness in the future.



Indonesia's open economy and high dependence of foreign portfolio inflows (foreign investors account for nearly 40% of Indonesian Government bond ownership and 40% of trading value on the stock exchange), and reliance on commodity exports makes it vulnerable to global economic developments, notably normalisation of US monetary policy and the declining demand from China.

The government's priority is to increase Indonesian exports and increase the share of manufacturing exports and processed commodities rather than the raw commodities that dominate exports at present. Improving the business environment, particularly improved regulatory and licensing processes, is another top priority that will benefit foreign and Indonesian businesses alike, but there are hints that the focus on developing and supporting Indonesian business may mean continuing restrictions on imports and foreign investment. Despite these challenges Indonesia offers good opportunities for foreign businesses and those that are present generally achieve good returns.

Indonesia's economy has high rates of informality particularly in the labour market. The International Labour Organization (ILO) estimates that 60% of non-agricultural jobs in Indonesia are informal. Rigid labour market regulation (stringent hiring and firing rules) has encouraged Indonesian firms, micro enterprises in particular, to run unregistered business to avoid compliance with local labour law.

A complex and dynamic legal and regulatory environment can present challenges for business. However, the economic reform programme has slowly

given positive results. Key reforms are in place to improve the business environment, access to electricity, registering property, acquiring finance, paying taxes, cross-border trade and establishing contracts. Structural reforms and solid macroeconomic fundamentals will see Indonesia continue its positive growth trajectory in 2017.

Indonesia is a large and geographically diverse country that relies heavily on the export of natural resources. Geographical and infrastructure constraints can cause logistical challenges. Companies should research the market and prospective partners thoroughly and seek professional advice before entering into contracts.

*[Source – FCO Overseas Business Risk/gov.uk]*

### **Industries importing into Indonesia**

The top ten industries importing into Indonesia are:

- oil
- machines, engines, pumps
- electronic equipment
- plastics
- iron and steel
- organic chemicals
- vehicles
- iron or steel products
- cereals
- food waste, animal fodder



You can read more about what Indonesia imports at World's Top Exports: <http://www.worldstopexports.com/indonesias-top-10-imports/>.

### **Free Trade Agreements (FTAs)**

Indonesia is a member of the Association of Southeast Asian Nations (ASEAN).

The ASEAN Free Trade Area (FTA) is part of the Asian Economic Community (AEC) agreement among ten ASEAN countries which allows free movement of goods and services with 0% tax. The country of origin must be one of the ASEAN countries.

The AEC will benefit British companies operating in the region. The AEC agenda helps promote reform and raise economic growth in the region. See: <http://asean.org/> for more information.

Improved trade facilitation, regulatory reform and financial development will benefit all domestic and foreign firms. British firms producing and shipping goods within the region can also benefit from intra-ASEAN tariff reduction. There will be some areas where the AEC gives other ASEAN countries better market access than UK firms have, but these are likely to be fairly limited.

Through ASEAN, Indonesia has trade agreements with a number of countries, including negotiations with the EU on an ASEAN-EU free trade agreement.

### **Benefits of the Indonesian market**

Domestic consumption makes up 55.8% of Indonesia's GDP. This helped to protect Indonesia from the global economic crisis. Indonesia is the:

- world's largest producer and exporter of crude palm oil
- second largest exporter of coal
- second largest producer of cocoa and tin
- fourth largest exporter of natural gas

Indonesia also has abundant resources such as nickel, gold, coffee and other forest and marine resources.

Benefits for UK businesses exporting to Indonesia include:

- growing middle class
- strong domestic consumption
- largest economy in Southeast Asia
- population increasing by 4.5 million a year
- high proportion of working-age people
- political stability following transition to democracy in 1998

Indonesia's economic growth is driven by a middle class of 75 million – more than twice the entire population of Canada. This has been projected to double by 2020.



### Indonesian consumers

Indonesian consumers are:

- young, with 60% under the age of 30
- IT-savvy
- interested in new international brands

International surveys show that Indonesians are trusting consumers, highly receptive to advertising and keen to try new things. Indonesia has over 100 million internet users. It is the world's third-largest Facebook market and fifth-largest Twitter market.

Demand from the new middle class is increasing for:

- modern retail and consumer goods
- healthcare
- education and professional qualifications
- information and communications technology (ICT)
- transport
- construction
- manufacturing

As part of the Association of Southeast Asian Nations (ASEAN) (<http://asean.org/>) free trade zone, Indonesia's strategic geographic position allows easy onward access to other Southeast Asian countries plus China, Japan and Australia for UK companies looking to expand in the region.

### UK and Indonesia trade

The UK's main exports to Indonesia are:

- machinery and transport equipment
- chemical and related products
- manufactured goods
- crude materials

An unknown amount of the UK's exports to Indonesia go via Singapore. The UK is the seventh biggest investor in Indonesia, after Singapore, Japan, US, South Korea, Netherlands, and British Virgin Islands.

Major British investors include BP, Jardine Matheson, Unilever, Shell, Standard Chartered Bank, HSBC, Premier Oil, BAT, Prudential, Rolls Royce, GlaxoSmithKline and Astra Zeneca.

There is also a strong and growing UK retail presence including Marks & Spencer, Next, Debenhams, Topshop, Ted Baker and Mothercare.

[Source – DIT/gov.uk]

In addition:

- In 2016 Indonesia was ranked 90<sup>th</sup> out of 176 countries in Transparency International's latest Corruption Perceptions Index (the UK ranked 10<sup>th</sup>): [http://www.transparency.org/news/feature/corruption\\_perceptions\\_index\\_2016](http://www.transparency.org/news/feature/corruption_perceptions_index_2016)
- Indonesia is ranked 72<sup>nd</sup> out of 190 countries in the World Bank's 2018 Ease of Doing Business index (the UK ranks 7<sup>th</sup>): <http://www.doingbusiness.org/data/exploreeconomies/indonesia>



- The World Economic Forum's Global Competitiveness report 2017-18 ranks Indonesia 36<sup>th</sup> out of 137, (the UK is ranked 8<sup>th</sup>): <https://www.weforum.org/reports/the-global-competitiveness-report-2017-2018>

Contact a DIT export adviser at:  
<https://www.contactus.trade.gov.uk/enquiry/topic> for a free consultation if you are interested in exporting to Indonesia.

Contact UK Export Finance (UKEF) about trade finance and insurance cover for UK companies. You can also check the current UKEF cover position for Indonesia. See: <https://www.gov.uk/guidance/country-cover-policy-and-indicators#indonesia>.

*[Source – DIT/UKEF/gov.uk]*





# British School Jakarta

British School Jakarta (BSJ) is an international school with British heritage, for children aged three to 18. The School was founded in 1974 with support from the British Embassy, and was originally intended to educate the children of British and Commonwealth nationals.

Today, about 1,400 children study at BSJ; 40% come from the United Kingdom and its Commonwealth, 30% are Indonesian, and around 40 nationalities comprise the rest of the School. There are over 130 members of academic staff and around 230 employees in other supporting roles.

BSJ employs more British-trained teachers than any other school in Indonesia. A British education is globally reputed to offer a broad and balanced curriculum, and teaching that enables students to exceed their highest goals. British schools also provide exceptional extra-curricular opportunities and prioritise the welfare of their students.

The international pianist, Mr Sam Haywood, gives a masterclass to a BSJ student.





## The Campus

Established initially in the city centre, BSJ moved to a green, 18-hectare estate in Bintaro, south-west of the capital, in 1994. The campus was opened in part by their Royal Britannic Highnesses Prince Edward and Prince Andrew, and it includes an Olympic-sized swimming pool and theatre complex.

BSJ's new sports centre and all-weather pitches, which opened in 2017, make the School one of the best-resourced for sport in South-East Asia. The new facilities include two floodlit football fields with the latest surface technology, three basketball courts that convert into six volleyball or 12 badminton spaces, a gym and weights room, a rock-climbing wall and a dance studio.

## The Curriculum

### Age 3 to 5: Foundation Stage

Foundation Stage prepares young children for success later in life by promoting their early development. There are seven inter-connected aspects of the Foundation Stage curriculum.

Three prime areas ignite children's curiosity and enthusiasm for learning, and build their capacity to learn, form relationships and thrive. These are communication and language; physical development; and personal, social and emotional development.

These areas are strengthened and applied through a concurrent focus on four specific areas: literacy; mathematics; understanding the world; and expressive arts and design.

### Age 5 to 11: Years One to Six

In Years One to Six, BSJ teaches a blend of the National Curriculum in England and the International Primary Curriculum (IPC).

The National Curriculum introduces children to the essential knowledge that they need to be educated citizens, and helps engender an appreciation of human creativity and achievement. With the IPC, their learning takes a global approach; helping them to connect to where they live, as well as looking at the perspective of other people in other countries.

Together, these curricula teach children core knowledge (facts and information), skills (practical and transferable abilities) and understanding (deeper awareness of concepts that develops over time).

### Age 11 to 14: Years Seven to Nine

Students aged 11 to 14 follow a broad and balanced programme, based on the National Curriculum of England and Wales and adapted to an international context.

All students study the following subjects: English; Mathematics; Science; Design Technology; History; Geography; Modern Foreign Languages (a wide choice of European and Asian Languages); Art; Drama; Music; Information and Communication Technology; Physical Education; Personal, Social and Health Education; and Indonesian Studies.

These three years of study provide the foundation for the IGCSE programme that follows.





### Age 14 to 16: Years Ten and 11

The curriculum in Years Ten and 11 is a two-year course of study culminating in external IGCSE examinations. These are set by the Cambridge International and London (EDEXCEL) examinations boards.

The core programme comprises Mathematics; English Literature; English Language; Sciences; Physical Education; and Personal, Social and Health Education. Students then select five options from Art; Business Studies; Drama; Food Technology; Design Technology; Economics; French; Geography; German; Global Perspectives; Graphics; History; Indonesian Language (native and non-native); Indonesian Studies; Information and Communications Technology; Japanese; Mandarin; Music; Resistant Materials; Spanish; and Textiles.

In 2016, the School's rate of A\*/A awards (the highest grades) remained on the upward trajectory of the previous three years, peaking at 56%, while 78% of students' grades were A\* to B. 10 students achieved 100% A/A\* and 17 subjects achieved more than 60% A\* grades.

### Age 16 to 18: Years 12 and 13

Students in Years 12 and 13 study for the International Baccalaureate (IB) diploma, through an academically-challenging programme designed in Geneva, Switzerland.

The balanced and broad curriculum is made up of six subject groups (language and literature language acquisition; individuals and societies;

sciences; mathematics; and the arts). These are complemented by the 'core', which comprises theory of knowledge; creativity, activity, community service; and the independently-researched extended essay.

Through the IB, BSJ develops students who:

- have excellent breadth and depth of knowledge;
- flourish physically, intellectually, emotionally and ethically;
- study at least two languages;
- excel in traditional academic subjects;
- explore the nature of knowledge.

### The Results

#### International Baccalaureate

In 2017, the School's Year 13 leavers achieved an average score of 35 in their International Baccalaureate - nearly one point greater than the previous year. 80% of BSJ students exceeded the IB Organisation's most recently published world average (30 points). Two in the 80-strong cohort gained 43 points out of a possible 45, while 13 scored 40 points or higher.

Over 50% of BSJ's students' entries were awarded a 6 or a 7 (the top grade at IB), with particular highlights in Business and Management, Economics, Geography, Environmental Systems and Societies, Computer Science, Higher Level Mathematics, Visual Art, Theatre and several Modern Foreign Languages. In another increase on last year, the average point score per subject was 5.5.





### **Leavers' University Destinations**

The IB Diploma is respected by leading universities across the globe, and BSJ students go on to attend universities all over the world.

The offers received by the 2017 cohort were the best on record, with highlights including an offer to read Philosophy, Politics and Economics (PPE) at Oxford University and another for Computer Science at Stanford University. Several students applying to North America received significant scholarships alongside their place.

#### ***Notable Offering Institutions (UK)***

University of Bath  
University of Bristol  
Durham University  
Edinburgh University  
University of Exeter  
Goldsmiths, University of London  
Imperial College London  
King's College London  
Lancaster University  
Loughborough University  
University of Leeds  
University of Oxford  
The University of Nottingham  
Queen Mary, University of London  
Royal Holloway, University of London  
SOAS, University of London  
University College London (UCL)  
The University of Warwick

#### ***Notable Offering Institutions (North America)***

Babson College  
Bentley University  
Boston College  
Boston University  
Brandeis University

The University of British Columbia  
California College of the Arts  
UCLA (University of California, Los Angeles)

University of California Davis  
University of California San Diego  
Claremont McKenna College  
Emerson College  
Fordham University  
LMU (Loyola Marymount University)  
Maryland Institute College of Art  
University of Michigan  
Northeastern University  
Northwestern University  
OTIS College of Art & Design  
Pratt Institute  
Purdue College of Engineering  
USC (University of Southern California)  
School of the Art Institute Chicago  
Stanford University  
Suffolk University  
Vanderbilt University

#### ***Notable Offering Institutions (Asia)***

Yale-NUS (National University of Singapore)  
HKU (Hong Kong University)  
HKUST (Hong Kong University of Science and Technology)  
SCAD (Savannah College of Art and Design, Hong Kong)

Notable degree subjects popular with BSJ students this year include Biological and Biomedical Sciences; Computing and Computer Science; Economics, Business and Management; International Relations and Politics; Philosophy, Politics and Economics; Sport and Exercise Science; and Veterinary Medicine.



## INDONESIA

Taking part in overseas exhibitions is an effective way for you to test markets, attract customers, appoint agents or distributors and make sales.





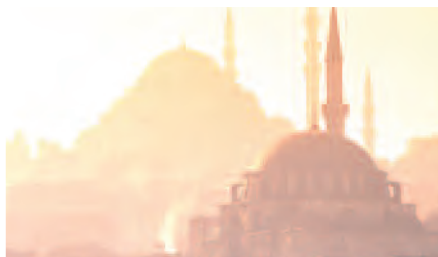
HELP AVAILABLE FOR YOU





We can help develop new ideas and find ways to drive down costs and produce sustainable improvements in your export business.

- Membership supports all aspects of your international trade
- Leading UK authority on trading globally
- Tailored training to support your business needs
- Expert solutions for international trade





## Help available for you

### Overview

The UK Department for International Trade (DIT) provides tailored support packages for companies who are:

- first time exporters (FTEs)
- small- and medium-sized enterprises (SMEs)
- medium-sized businesses (MSBs)

See: <https://www.gov.uk/government/organisations/department-for-international-trade/about-our-services> for further information.

In addition, the British Chamber of Commerce in Indonesia (BritCham Indonesia) promotes trade and investment opportunities and co-operation between the UK and Indonesia. See: <http://www.britcham.or.id/page/4/who-we-are> for further information.

Also the UK-ASEAN Business Council (UKABC) works closely with the UK and ASEAN Governments, key partner organisations including the British Chambers of Commerce in ASEAN, influential corporates, experienced SMEs, market experts, and professional services providers to create an extensive UK-ASEAN business network that allows them to provide unique market insights, and links UK innovation and expertise with ASEAN's vast commercial developments.

Whether you are a UK company brand new to exporting, or newly-considering ASEAN as an export destination, they can provide practical advice and guidance on how to do business in ASEAN markets such as Indonesia. See: <http://www.ukabc.org.uk/> for further information.

The World Bank has a guide: "Doing Business 2017, Equal Opportunity for All, Economy Profile 2017 Indonesia" available from: [http://www.doingbusiness.org/reports/global-reports/~/\\_media/WBG/DoingBusiness/documents/profiles/country/IDN.pdf](http://www.doingbusiness.org/reports/global-reports/~/_media/WBG/DoingBusiness/documents/profiles/country/IDN.pdf).

**The following details are a selection of support services for you:**

### Support from the Department for International Trade (DIT)

#### Business opportunities

If you are a UK-registered company you can benefit from a unique new five-year programme 'Exporting is GREAT', presenting real-time export opportunities that you can apply for online.

'Exporting is GREAT' is part of the UK Government's GREAT campaign, and presents live export opportunities to UK businesses across a range of media outlets and digital channels. Hundreds of these export opportunities, with a potential total value of more than £300 million, are hosted on: <https://www.great.gov.uk/>.



‘Exporting is GREAT’ provides business advice and expertise to support you at every step on your exporting journey, from initial interest to selling in-market and using the latest technology to connect these businesses with live export opportunities.

### **Selling online overseas**

Use this service to help choose a suitable online marketplace to sell your products overseas.

You can:

- find major online marketplaces in other countries
- see whether these online marketplaces are suitable to sell your products
- discover how to list your products on an online marketplace
- get information about costs of listing on the marketplace and how logistics are fulfilled
- access special terms negotiated by the UK Government

### **E-Exporting Programme**

DIT’s E-Exporting Programme aims to help you get your brand to millions of global consumers and grow your business through online exports. DIT’s E-Exporting Programme helps you if you are a UK company:

- new to selling online
- already selling online, but need help with specific issues

- experienced in online sales, but are looking to sell on multiple platforms globally

The programme enables you to:

- arrange a free meeting through your local DIT office to get expert international trade advice and support, and access to DIT’s global network of contacts. See: <https://www.contactus.trade.gov.uk/office-finder>
- meet a Digital Trade Adviser where relevant, to help you develop and implement an international online strategy
- set up on e-marketplaces quickly and also identify new e-marketplaces around the world
- access better-than-commercial rates to list on some e-marketplaces, including lower commission fees and ‘try for free’ periods. See: <https://www.gov.uk/guidance/e-exporting#preferentialrates>
- access the ‘E-Expertise Bank’, a community of over 175 B2B/B2C service providers offering free advice. See: <https://www.gov.uk/guidance/e-exporting#eexpertise>
- join DIT’s mailing list for opportunities to hear from industry experts, network with like-minded individuals and find out about e-commerce trends



### **Find a Buyer service**

This is the place to let international buyers know all about your business – highlight the vital facts about your company to give buyers confidence to get in touch; show off your company's experience and outstanding projects to give potential buyers more insight; get emails from international buyers straight to your sales or business development teams; see relevant government-supported export development events where overseas buyers will be attending.

### **Events and missions**

Taking part in overseas exhibitions is an effective way for you to test markets, attract customers, appoint agents or distributors and make sales. DIT's Tradeshow Access Programme (TAP) provides grant support for eligible SMEs to attend trade shows overseas.

Participation is usually as part of a group – a great advantage for inexperienced businesses – and is usually led by one of DIT's Accredited Trade Associations (ATOs). ATOs work with DIT to raise the profile of UK groups and sectors at key exhibitions.

The DIT calendar of events has some 400 core events and missions, and 1,000 opportunities across the Trade Access Programme and the English national regions.

### **DIT Events Portal**

The DIT Events Portal provides a single calendar view of all DIT events and missions, and has been developed to provide you with more-detailed information on each event in order to help you decide on the most appropriate event to attend.

The calendar can be filtered and searched by sector and/or market.

There are also detailed events websites which include more information about each event, and also allow you to register for an event.

The DIT Events Portal is your central hub for business and networking opportunities. Search for future events and missions, register online and network with fellow delegates. See: <https://www.events.trade.gov.uk/>.

### **DIT webinars**

The DIT webinar service runs hundreds of free hour-long internet events covering topics, sectors and countries around the world, helping you shape your export plan. These events allow you to interact with the experts in specific sectors and countries and allow you to ask questions to enhance your knowledge.

To see upcoming DIT webinars, please visit: <https://www.events.trade.gov.uk/> and search for webinars.





### Other DIT services

DIT assists new and experienced exporters with information, help and advice on entering overseas markets such as Indonesia. These services include:

- an Export Health Check to assess your company's readiness for exporting and help develop a plan of action
- training in the requirements for trading overseas
- access to an experienced local International Trade Adviser
- help to grow your business through online exports
- specialist help with tackling cultural issues when communicating with Indonesian customers and partners
- advice on how to go about market research and the possibility of a grant towards approved market-research projects
- ongoing support to help you continue to develop overseas trade, and look at dealing with more-sophisticated activities or markets
- information, contacts, advice, mentoring and support from DIT staff in the UK and their network of staff in Indonesia
- support to participate in trade fairs in Indonesia
- opportunities to participate in sector-based trade missions and seminars

- access to major buyers, local government and supply chains in Indonesia
- advice on forming international joint ventures and partnerships
- exploratory visits to Indonesia
- alerts to the latest and best business opportunities

To find out more about commissioning any of these services, contact a DIT Export Adviser at: <https://www.contactus.trade.gov.uk/enquiry/topic> for a free consultation, or see further details at: <https://www.gov.uk/government/organisations/department-for-international-trade/about-our-services>.

### In-market support

If you already export, and have decided Indonesia is part of your business strategy, you are advised to contact the DIT team at the British Embassy Jakarta prior to your visit, to discuss your objectives and what help you may need. See: <https://www.gov.uk/world/organisations/department-for-international-tradeindonesia#contact-us>.

They can provide a range of Indonesia-specific services for you, including the provision of market information, validated lists of agents/potential partners, key market players or potential customers; establishing interest from such contacts; and arranging in-market appointments for you. In addition, they can also organise events for you to meet contacts in Indonesia, or to promote your company and your products/services.

[Source – DIT/gov.uk]



### Support from the Institute of Export & International Trade

Raising the profile of international trade qualifications and experienced members is only part of how IOE&IT membership is essential for any individual or business involved with global trade.

Importantly, the IOE&IT also offer access to a unique range of benefits and services specific to international trade:

- Help with any export issues you come across. Our team of experts can help with questions on documentation, export controls, the UK Bribery Act, customs & VAT procedures, regulatory and compliance issues, insurance issues, payment terms, transport and logistics. Members get free access to our experts via a Technical Helpline. See: [https://www.export.org.uk/page/Export\\_Helpline](https://www.export.org.uk/page/Export_Helpline).
- A voice for your ideas and concerns. We represent your point of view and feed back to government, HMRC and other influencing bodies on issues that impact you, plus participate in Institute responses to central government with regard to proposed legislative changes.
- A complete range of international trade qualifications – for those that have no experience, up to those who wish to qualify themselves to take a business degree. The Institute's qualifications are widely recognised as providing both employers and employees with the necessary international business practice linked to satisfying career planning and development.

See: <https://www.export.org.uk/page/qualifications>.

- A range of short courses giving you the skills and expertise you need to gain a competitive advantage in the challenging and complex world of export, import and international trade. See: <https://www.export.org.uk/page/TrainingCourses>.
- An extensive events programme to help you share information and connect at every level in the international trade community, whether it is sector-specific or regional. See: [https://www.export.org.uk/events/event\\_list.asp](https://www.export.org.uk/events/event_list.asp).
- Inclusion in surveys to research the attitudes and changes to world trade.

For more information on how the IOE&IT can help you, or on becoming a member, contact the IOE&IT at: <https://www.export.org.uk/page/about>.

### Open to Export

Open to Export is the IOE&IT's free, online advice service for UK companies looking to grow internationally. It offers free information and support on anything to do with exporting and hosts online discussions via its forum, webinars and social media, where businesses can ask any export question, and learn from each other. Open to Export can be accessed at: <http://opentoexport.com/>.

[Source – Institute of Export & International Trade]



*The UK-ASEAN: New Opportunities*

11<sup>th</sup> October 2017, London

Department for  
International Trade

**UK-ASEAN**  
BUSINESS COUNCIL

 Foreign  
Commonwealth  
Office



# UK-ASEAN BUSINESS COUNCIL

The UK-ASEAN Business Council (UKABC) is the leading UK-based organisation promoting trade and investment between the UK and ASEAN's dynamic markets.

We are passionate about helping UK companies, of all sizes build new contacts across the region, providing market insights and raising awareness of the vast commercial developments in what is undoubtedly one of the most exciting, vibrant, and fastest growing markets in the world.

We bring Southeast Asia to the UK through a sustained calendar of country briefings across the UK, targeted meetings with ASEAN decision-makers, and promotional events. Our ASEAN Export Specialists provide practical advice and guidance to UK companies on how to do business in the region. Whether you are new to exporting, or newly considering ASEAN as an export destination, we are here to help.

Working closely with the UK and ASEAN governments, key partner organisations including the British Chambers of Commerce across ASEAN, influential corporates, experienced SMEs, market experts, and professional services providers, we have created an extensive UK-ASEAN business network that links



UK innovation and expertise with ASEAN's commercial developments.

The UKABC's exclusive corporate partnership programme offers priority access to exclusive events, business intelligence and access to senior figures in the UK-ASEAN Business Network.

Through the UKABC's signposting of in-depth information, relevant events, visits to the markets, and connections to local delivery partners, UK companies are in a better position to make informed choices about their investment and export strategies in ASEAN.

We look forward to hearing from you and helping you start doing business with this fantastic region.

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[www.ukabc.org.uk](http://www.ukabc.org.uk) | Email: [info@ukabc.org.uk](mailto:info@ukabc.org.uk) | Tel: +44 (0)20 7828 3431





## INDONESIA

All visitors must have a valid passport and visa. Your passport should be valid for a minimum period of six months from the date of your departure from Indonesia. You do not need a visa to enter Indonesia for visits of up to 30 days. Visa-free visits cannot be extended or transferred to another type of visa.





[illegible]



## Getting here and advice about your stay

### Entry requirements for Indonesia

All visitors must have a valid passport and visa.

#### Passport validity

Your passport should be valid for a minimum period of six months from the date of your departure from Indonesia.

#### Visas

You do not need a visa to enter Indonesia for visits of up to 30 days. Visa-free visits cannot be extended or transferred to another type of visa. For a list of airports, seaports and land border crossings for entering/exiting Indonesia under this visa waiver scheme, and more information about entry requirements, visit the website of the Indonesian Embassy in London at: <http://indonesianembassy.org.uk/en/> or your nearest Indonesian Embassy.

If you are travelling to Indonesia for more than 30 days, you should apply for a visa before you travel, or get a visa on arrival at a cost of US \$35, or the equivalent in Indonesian Rupiah. This type of visa is valid for 30 days, and can be extended once (for a maximum of 30 days) by applying to an immigration office within Indonesia.

The visa waiver scheme and visas on arrival are not available if you are a British Overseas Citizen, British Subject, or British Overseas Territory citizen, or if you are travelling to Indonesia for journalistic purposes. Instead, you must apply for a visa before you travel, and should make

sure that you have the correct permits for local travel within Indonesia, as some areas may require special permits in addition to your visa. You should check with the Indonesian Embassy in London at: <http://indonesianembassy.org.uk/en/>.

#### UK Emergency Travel Documents

UK Emergency Travel Documents (ETDs) are accepted for entry, airside transit and exit from Indonesia. If you are entering Indonesia using an ETD you must apply for a visit visa before travelling. You will not be able to get a visa on arrival. The processing time for an Indonesian visa can vary depending on where you apply. Some Indonesian Embassies do not issue Indonesian visas in ETDs. Contact your nearest Indonesian Embassy to check before you apply.

Entry requirements may differ if you live in Indonesia. Contact your nearest Indonesian Embassy to confirm whether you need to apply for a visit visa before you travel to Indonesia using an ETD.

#### Proof of onward travel

Immigration officials in Indonesia may ask you for proof of onward travel (e.g. a return or onward air ticket). You should make all reservations before leaving for Indonesia. Some airlines have refused to board passengers without evidence of onward travel.

#### Departure and airport tax

Airport tax is included in the cost your ticket for all domestic flights within Indonesia. For some international flights departing Indonesia, airport tax may not be included in the price of the ticket. Please check with your airline or travel agent before you travel.



### Overstaying your visa

Overstaying without the proper authority is a serious matter and visitors can be held in detention or refused permission to leave the country until a fine of Rp 300,000 per day is paid. After overstaying for 60 days, you will be detained and possibly imprisoned.

### Registering

If you stay in private accommodation in Indonesia (not a hotel) you must register your presence with the local police or you could face a fine of Rp 5 million. If you stay in a hotel you will be registered automatically.

### Yellow fever certificate requirements

Check whether you need a yellow fever certificate by visiting the National Travel Health Network and Centre's TravelHealth-Pro website at: [https://travelhealthpro.org.uk/country/106/indonesia-including-bali#Vaccine\\_recommendations](https://travelhealthpro.org.uk/country/106/indonesia-including-bali#Vaccine_recommendations).

*[Source – DIT/gov.uk]*

### Travel advice

Around 330,000 British nationals visit Indonesia every year. Most visits are trouble free. However, if you are travelling to Indonesia for business, check the Foreign and Commonwealth Office (FCO) travel advice page first, for up-to-the-minute travel information, at: <https://www.gov.uk/foreign-travel-advice/indonesia>.

The following information was current at the time of October/November 2017, but may change at short notice.

### Local laws

Do not get involved with illegal drugs. Possession, trafficking and manufacture of any illegal drugs are serious offences in Indonesia. The Indonesian authorities have a zero-tolerance policy and those caught face lengthy prison sentences or the death penalty, usually after a protracted and expensive legal process. British nationals have been caught and jailed for drug offences in Indonesia.

Police often raid venues (particularly in Bali) known to be frequented by foreigners. You may have to take a urine or blood test if there is a reasonable suspicion that drugs have been used. Criminal gangs in the UK and elsewhere are known to coerce people into carrying drugs across borders. Do not allow yourself to be persuaded.

It is illegal to buy, sell, kill or capture any protected wild animal or trade its parts without a licence. Indonesia is a signatory to the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES), which includes bans on trade in ivory and tiger parts. If you are caught purchasing or trafficking illegal goods you will be prosecuted and could receive a prison sentence and fine.

Gambling is illegal in Indonesia. There have been cases where tourists have lost large amounts of money to organised gambling gangs.



You must be able to show your valid travel document (passport) or stay permit (e.g. KITAS or KITAP) at any time when required to do so by an active immigration officer.

*[Source – FCO Travel Advice/gov.uk, Sept 2017]*

## Safety and security

### Crime

Be aware of the risk of street crime and pick-pocketing, particularly in busy tourist areas in Bali, where there have been reports of bag-snatching. Take sensible measures to protect yourself and your belongings. Avoid having bags obviously on show and carry only essential items. Take particular care of your passport and bank cards and avoid travelling around alone.

Credit card fraud is common. Do not lose sight of your card during transactions. Criminals sometimes place a fake telephone number on ATMs advising customers to report problems. Customers dialling the number are asked for their PIN and their card is then retained within the machine.

Beware of thieves on public transport. If you are travelling by car keep doors locked at all times. Only book taxis with a reputable firm. You can ask your hotel to book one for you, or use taxis from Bluebird, Silverbird or Express groups.

These are widely available at hotels and shopping malls in central Jakarta and at Soekarno-Hatta International Airport.

Take care to distinguish Bluebird and

Silverbird vehicles from 'lookalike' competitors. Do not use unlicensed taxi drivers at the airport or anywhere else. Their vehicles are usually in poor condition, unmetered and do not have a dashboard identity licence. They have been known to charge extortionate fares and to rob passengers.

### Alcohol and drugs

Drinks served in bars can be stronger than those in the UK. In some cases, over-drinking and taking drugs has resulted in accidents, injuries, robbery, assaults and lost travel documents and some British nationals have suffered psychiatric problems caused by alcohol, drugs and a lack of sleep. You should drink responsibly and be aware of your limits.

### Drink spiking

There have been reports of sexual assaults and drink spiking in Bali, Lombok and the Gili Islands. Make sure drinks are prepared in your sight and be careful about accepting drinks from strangers at clubs and parties, or leaving drinks unattended. Tourists have also been robbed after taking visitors to their hotel rooms, and in some cases have found that their drinks were drugged.

### Methanol poisoning

There have been a number of deaths and cases of serious illness of locals and foreigners in Indonesia caused by drinking alcoholic drinks contaminated with methanol. These cases have occurred in bars, shops and hotels in popular tourist areas like Bali, Lombok, the Gili Islands and Sumatra. Criminal gangs have been reported to manufacture counterfeit replicas of well-known brands of alcohol containing high amounts of methanol.



Take extreme care when buying spirit-based drinks, as bottles may appear to be genuine when they are not.

There have also been cases of methanol poisoning from drinking adulterated arak/arrack, a local rice or palm liquor.

If you or someone you are travelling with show signs of alcohol-induced methanol poisoning or drink-spiking, seek immediate medical attention.

### **Terrorism threat**

Terrorists are very likely to try to carry out attacks in Indonesia. Terrorist groups have the capacity and intent to carry out attacks at anytime and anywhere in the country. Types of attacks have included suicide bombings and small-arms fire, targeting public and crowded places.

The threat from Islamist extremism remains high, although the Indonesian authorities continue to disrupt attack planning, including arresting alleged terrorists reportedly in the advanced stages of preparation.

On 24<sup>th</sup> May 2017 there were bomb explosions at the Kampung Melayu bus station in east Jakarta. Three police officers were killed.

On 14<sup>th</sup> January 2016 a terrorist attack took place near the Sari Pan Pacific Hotel and Sarinah Plaza on Jalan M.H. Thamrin in central Jakarta. The attack included a number of explosions and gun battles. Eight people died and a number were injured, including foreigners. The last major attack before this was on 17<sup>th</sup> July 2009 when the JW Marriot and Ritz-Carlton hotels in Jakarta were bombed. One British national was killed. Small-scale attacks occur on a regular basis and further attacks are likely.

Indonesian Government, law enforcement interests and places of worship are regularly targeted by extremists. Western interests are also at risk.

Attacks could be indiscriminate, including in places frequented by foreigners. Beach resorts, bars and restaurants, hotels, markets, shopping malls hosting major international brand outlets, tourist attractions, places of worship, foreign embassies, ferry terminals and airports are all potential targets.

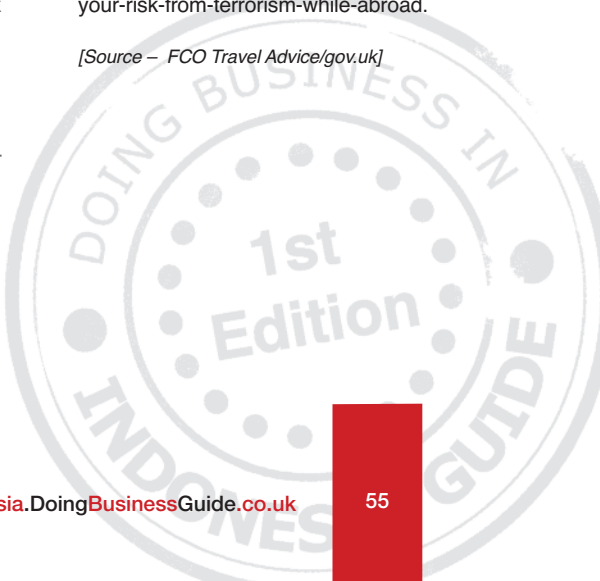
Be vigilant and take care at all times. You should regularly review your security arrangements and be particularly vigilant during holiday periods including the Christmas and New Year period, Chinese New Year, Nyepi (Balinese New Year), Easter and Independence Day (17<sup>th</sup> August), which can be a time of heightened tension and increased risk.

There is a risk of kidnapping at sea in and around the waters of Indonesia. This risk is higher in the Sulu and Celebes seas.

There is considered to be a heightened threat of terrorist attack globally against UK interests and British nationals, from groups or individuals motivated by the conflict in Iraq and Syria. You should be vigilant at this time.

Find out more about the global threat from terrorism, how to minimise your risk and what to do in the event of a terrorist attack, at: <https://www.gov.uk/guidance/reduce-your-risk-from-terrorism-while-abroad>.

[Source – FCO Travel Advice/gov.uk]





### Local travel

Use a reliable and reputable guide for any adventure trips, otherwise you may have difficulties with local authorities if you need their help. For longer journeys, notify friends of your travel plans, contact them on arrival and where possible travel in convoy/with others. Always carry a reliable means of communication with you.

#### Central Sulawesi Province

The political situation in Central Sulawesi Province is unsettled. Take particular care in Palu, Poso and Tentena and be alert to the potential for politically-motivated violence.

#### Maluku Province

Maluku Province has experienced unrest and violence between different religious and tribal groups. Take particular care in Ambon, including Haruku Island (Pulau Haruku).

#### Aceh

Aceh has emerged from a long period of internal conflict. Although violence against foreigners is rare, a British national was abducted in June 2013 and there were three separate incidents in November 2009 targeting foreigners. There have been reports of Sharia (religious) police harassing foreigners.

Be alert to the risk of politically-motivated violence and take particular care in remote areas. Sharia law is in force, visitors should be particularly careful not to offend local religious sensitivities (e.g. not drinking alcohol, not gambling, avoid wearing tight fitting or revealing clothing).

Keep up to date with local developments and avoid large crowds, especially political rallies.

#### Papua and West Papua

Political tensions in Papua province have given rise to occasional violence and armed attacks between Free Papua Movement (OPM) and the Indonesian authorities, particularly in the Central Highlands area around Puncak Jaya (including Wamena), but also including in Jayapura, Abepura, and Sentani on the north coast, and Timika town on the south coast.

Clashes in previous years have at times resulted in civilian deaths. If you are travelling in the region, you should exercise extreme caution. Papuan separatists have kidnapped foreigners in the past. There is a heavy security presence in some areas, especially along the border with Papua New Guinea. Political tensions have also given rise to occasional mass demonstrations in cities in Papua.

Should you need medical attention, there are limited hospital facilities in Papua and West Papua provinces and the likely destination for a medical emergency is Darwin, Australia.

The situation in West Papua province is calmer although there remains the possibility of unrest. Monitor the situation and be alert to changing circumstances.

#### Road travel

You cannot drive in Indonesia using a UK driving licence. You can drive using an



International Driving Permit issued in Indonesia. International Driving Permits issued in the UK may need to be endorsed by the Indonesian licensing office in Jakarta. Before driving, riding or hiring any type of vehicle, ensure that you have the appropriate licence to do so, and check with your travel insurance company to confirm that you are covered.

Traffic discipline is very poor. Foreigners involved in even minor traffic violations or accidents may be vulnerable to exploitation. Consider employing a private driver or hiring a car with a driver. Some multinational companies do not allow their expatriate staff to drive in Indonesia. Make sure you wear a helmet if you are riding a motorbike or moped.

If you are involved in an accident or breakdown, make sure someone remains with your vehicle. If you have any concerns for your security, move to another location safely. You should make yourself available for questioning by the police if requested to do so.

### **Air travel**

A list of recent incidents and accidents can be found on the website of the Aviation Safety network at: <https://aviation-safety.net/database/country/country.php?id=PK>.

With the exception of Garuda Indonesia, Mandala Airlines (not currently operating), Airfast Indonesia, Ekspres Transportasi Antarbenua (operating as PremiAir), Indonesia Air Asia, Batik Air, Citilink and Lion Air, all other Indonesian passenger airlines are refused permission to operate services to the EU due to safety concerns.

British Government employees are advised to use carriers which are not subject to an operating ban or restrictions within the EU unless this is unavoidable. See: [https://ec.europa.eu/transport/modes/air/safety/air-ban\\_en](https://ec.europa.eu/transport/modes/air/safety/air-ban_en) for further information.

### **Sea travel**

Inter-island travel by boat or ferry can be dangerous as storms can appear quickly, vessels can be crowded and safety standards vary between providers.

In 2015, the Indonesian Search and Rescue Agency recorded 633 boat accidents (of which 24 were in Bali and Lombok), resulting in injuries and deaths.

Make sure you are satisfied with safety standards before travelling, including safety equipment and life-jackets. Life-jackets suitable for children are not always available and you should consider bringing your own.

There have been attacks against ships in and around the waters of Indonesia. Mariners should be vigilant, reduce opportunities for theft, establish secure areas on board and report all incidents to the coastal and flag state authorities.

### **Political situation**

The overall political situation is stable, but external as well as internal developments, including the Middle East, can trigger public protests or unrest. You should avoid all protests, demonstrations and political rallies as they could turn violent with little notice.

*[Source – FCO Travel Advice/gov.uk]*





## Natural disasters

Indonesia sits along a volatile seismic strip called the 'Ring of Fire' in the Pacific. Volcanic eruptions and earthquakes occur regularly, which can present a potential threat of tsunamis. The capacity of the Indonesian emergency and rescue services to deal with large natural disasters is limited.

### Earthquakes

The US Federal Emergency has advice about what to do before, during and after an earthquake. See: <https://www.ready.gov/earthquakes> for details.

If a major earthquake or landslide occurs close to shore, you should follow the instructions of local authorities, bearing in mind that a tsunami could arrive within minutes. The Indonesia Tsunami Early Warning Centre at: <http://rtsp.bmkg.go.id/publicbull.php> issues tsunami warnings when a potential tsunami with significant impact is imminent or expected.

### Floods

Large areas of the country, including parts of West Sumatra, Central, East and West Java and Jakarta have been severely affected by heavy rains and subsequent landslides and flooding in recent years. Throughout Indonesia flash floods and more widespread flooding occur regularly. Cities – especially Jakarta – often suffer severe localised flooding which can result in major traffic congestion, and occasionally deaths. The main toll road to Soekarno-Hatta International Airport can be affected by flooding. Slips and landslides occur in mountainous and remote areas, but also in urban areas.

Monitor local reporting and take care when driving and walking. Keep a stock of food and bottled water and make sure your phone is charged.

### Volcanoes

There are many active volcanoes in Indonesia any of which can erupt without warning resulting in the evacuation of villages within a 3 to 7 kilometre radius. In the past, repeated eruptions have caused destruction and fatalities.

Ash clouds can affect flight schedules and the operation of regional airports. Check with your airline or travel company for the latest information.

Check media reports and follow the advice of the local authorities before travelling to areas that are prone to volcanic activity and take extra care.

On 22<sup>nd</sup> September 2017, the National Disaster Management Authority for Indonesia raised the volcanic alert level for the Mount Agung volcano in Northeast Bali to level 4, the highest level possible. This level remains in place and indicates that an eruption is possible within 24 hours.

You should monitor local media reports, follow the advice of the local authorities and stay outside the exclusion zone which extends between 9 and 12 km from the crater. If there is an eruption, volcanic ash clouds could result in airport closures and flight disruption in the region. In the event of volcanic ash clouds you should confirm your travel arrangements directly with your airline or travel agent before travelling to the airport.

If you are in the vicinity of a volcanic eruption and affected by subsequent ash



fall, you can find further information in digital pamphlets issued by the International Volcanic Health Hazard Network (IVHHN) at: <http://www.ivhnn.org/pamphlets.html>, which cover the potential health hazards of volcanic ash and offer advice on how to prepare and cope with ash fall.

[Source – FCO Travel Advice/gov.uk]

## Health

Visit your health professional at least four-to-six weeks before your trip to check whether you need any vaccinations or other preventive measures.

Country-specific information and advice is published by the National Travel Health Network and Centre on the TravelHealthPro website: <https://travelhealthpro.org.uk/countries> and by NHS (Scotland) on the FitForTravel website: <http://www.fitfortravel.nhs.uk/destinations.aspx>.

Useful information and advice about healthcare abroad is also available on the NHS Choices website: <http://www.nhs.uk/NHSEngland/Healthcareabroad/Pages/Healthcareabroad.aspx>.

The standard of local medical care in Indonesia can be poor and some medical tests cannot be done reliably. Good medical care can be very expensive and in remote areas attention for serious injuries or illness is likely to be unavailable. You may require expensive medical evacuation costing up to tens of thousands of pounds.

Make sure you have adequate travel health insurance and accessible funds to cover the cost of any medical treatment abroad and repatriation.

There is a risk of dengue fever in Bali and elsewhere, which is heightened during the rainy season (usually from around October to April). See: <https://travelhealthpro.org.uk/factsheet/13/dengue>.

UK health authorities have classified Indonesia as having a risk of Zika virus transmission. For more information and advice visit the National Travel Health Network and Centre websites for travel to Indonesia – including Bali at: [https://travelhealthpro.org.uk/country/106/indonesia-including-bali#Other\\_risks](https://travelhealthpro.org.uk/country/106/indonesia-including-bali#Other_risks) and for travel to Indonesia – including Borneo at: [https://travelhealthpro.org.uk/country/31/indonesia-borneo#Other\\_risks](https://travelhealthpro.org.uk/country/31/indonesia-borneo#Other_risks).

Rabies exists in domestic and wild animals in Indonesia. There are many street dogs in Bali and elsewhere. You should avoid direct contact with all dogs and cats (including pets), monkeys and other animals and seek immediate help if you are bitten or scratched.

During the dry season (May-November), widespread forest fires can cause smoke haze resulting in poor air quality across parts of Indonesia, particularly Riau Islands, central Sumatra and Kalimantan. The haze can cause disruption to local and regional air travel, and the air pollution may have an impact on public health. Keep up to date with local information and seek medical advice on appropriate precautions. A regional haze map is available from the Singapore Meteorological Service at: <http://www.weather.gov.sg/warning-haze-information/>.



If you need emergency medical assistance during your trip, dial 118 and ask for an ambulance. You should contact your insurance/medical assistance company promptly if you are referred to a medical facility for treatment.

**Avian Influenza (bird flu)**

Avian flu has led to over 150 confirmed human fatalities in Indonesia since 2003, although the annual rate appears to be declining. All cases so far have been linked to close contact with poultry.

Although the risk to humans from Avian Influenza is low, you should avoid visiting live animal markets, poultry farms and other places where you may come into close contact with domestic, caged or wild birds, and make sure poultry and egg dishes are thoroughly cooked.

Make sure you have adequate travel health insurance and accessible funds to cover the cost of any medical treatment abroad and repatriation.

*[Source – FCO Travel Advice/gov.uk]*

**FCO travel advice**

If you are travelling to Indonesia for business, the Foreign & Commonwealth Office (FCO) website has travel advice to help you prepare for your visits overseas and to stay safe and secure while you are there.

For advice please visit the FCO Travel section pages on the gov.uk website: <https://www.gov.uk/foreign-travel-advice/indonesia>.

**Travel insurance**

Take out comprehensive travel and medical insurance before you travel. See the FCO Foreign Travel Insurance guidance at: <https://www.gov.uk/guidance/foreign-travel-insurance>.





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## INDONESIA

Indonesia has 40% of the world's known geothermal resources. The government has set a target to increase use of renewable energy from 6% at present to at least 23% in 2025. There are Feed-In Tariff (FIT) schemes to encourage the growth of renewable energy projects, which are available for biomass, biogas and municipal waste.







## Sector-specific opportunities

### Research

You should carry out as much market research and planning as possible before exporting to Indonesia, using both desk research and visits to the market. You need to determine if there is a market for your product or service and whether your pricing is competitive.

DIT's trade specialists can help you identify local representatives for your products in Indonesia. See: <https://www.gov.uk/overseas-customers-export-opportunities>.

DIT provides free international export sales leads from its worldwide network. Find export opportunities in Indonesia at: <https://opportunities.export.great.gov.uk/>.

### Government tenders in Indonesia

It is recommended a local agent or distributor is used for most government procurement, as successful bids are often based on long-established relationships, and participants not well-known in the market may be excluded.

The Indonesian National Planning Agency (BAPPENAS) at: <https://www.bappenas.go.id/id/> (site not in English) provides official lists of major projects identified by the government which are open to foreign bidders.

## Advanced engineering and marine

Significant investment is needed in education and vocational training, as well as industrial equipment due to:

- capacity and capability constraints of Indonesian manufacturing sector
- growth in number of foreign companies setting up manufacturing and assembly operations under the Java Integrated Industrial and Port Estate initiative. See: <http://www.jiipe.com/profile>

Indonesia aims to become a global maritime axis taking advantage of its location along some of the world's busiest sea lanes. The Batam-Bintan-Karimun Free Trade Zone (FTZ) is being developed into a shipbuilding centre. See: <http://www.bpbatam.go.id/eng/index.jsp>.

Opportunities include:

- shipyards and shipbuilding
- maritime, aerospace, automotive
- manufacture of machinery, components and parts
- assembly of components and parts
- industrial and packaging machinery
- health and safety equipment

Contact Deputy Director of Trade and Investment: [phil.wyithe2@fco.gov.uk](mailto:phil.wyithe2@fco.gov.uk) for more information on advanced engineering and marine opportunities.

[Source – DIT/gov.uk]



## Consumer and retail

The Indonesian retail sector is huge and continues to grow faster than the overall economy as a result of:

- rising incomes
- increasing population
- changes in middle-class lifestyles

Increasing numbers of global brands are entering the market for the first time or expanding by adding retail stores or brand portfolios. There are promising opportunities for UK brands to establish a presence in the market. Opportunities exist in:

- fashion for clothing, footwear, accessories, sportswear
- baby products
- personal care including personal hygiene and cosmetics

Contact Trade and Investment Manager: [Debby.Tobing@mobile.trade.gov.uk](mailto:Debby.Tobing@mobile.trade.gov.uk) for more information on consumer and retail opportunities.

[Source – DIT/gov.uk]

## Defence and security

Indonesia intends to increase its defence budget from the current 0.8% of GDP to 1.5% of GDP by 2019. Militarily, the plan is to achieve its goal of a Minimum Essential Force by 2024. This involves substantial increases in capability for all three services of the Tentara Nasional Indonesia (TNI) including:

- fighter jets and surveillance aircraft
- main and medium battle tanks
- offshore patrol vessels and submarines

The Indonesian Government is focused on building a self-sufficient local defence industry. Regulations and offset policy are aimed at ensuring:

- local purchase where possible
- foreign companies partner with Indonesian companies (especially the major State Owned Enterprises: PT PAL, PT Pindad and PT Dirgantara Indonesia) if local purchase not possible
- technology transfer is included for non-local purchase

Current local capability means that sophisticated equipment is still bought overseas and this is where opportunities lie for UK companies.

Disaster response is one of TNI's roles. Humanitarian operations are planned in concert with other agencies such as BASARNAS (<http://basarnas.go.id/>) and the National Disaster Management Authority, BNPB (<https://www.bnpb.go.id/>). Indonesia's maritime vision for the Navy and newly-formed coastguard (Bakamia) involves maritime surveillance and security to prevent incursions on sovereignty such as illegal fishing. See: <https://www.bakamia.go.id/home/english>.



The Indonesian Police have a particular focus on cyber security and counter-terrorism.

Contact the UK Government's Export Control Joint Unit (ECJU) at: <https://www.gov.uk/government/organisations/export-control-organisation> to check your goods you are meeting legal requirements for export.

Contact Trade and Investment Manager: [tom.o'flaherty@fco.gov.uk](mailto:tom.o'flaherty@fco.gov.uk) for more information on defence and security opportunities.

*[Source – DIT/gov.uk]*

## Education

With a population of 260 million, the Indonesian school system is the third-largest education system in the Asia region and the fourth largest in the world. It comprises over 50 million students and 2.6 million teachers in more than 250,000 schools, 92 Public Higher Education Institutes and over 3,000 private universities.

Indonesia also hosts over 8,000 international students and sends over 84,000 Indonesians abroad for study each year.

Education is central to the Indonesian Government's development agenda and spending has increased significantly in the years since the economic crisis, now accounting for over 20% of total government spending.

Two ministries are responsible for managing the education system. 84% of schools are under the Ministry of Education and Culture (<https://kemdikbud.go.id/>) and the rest under the Ministry of Religious Affairs (<https://www.kemenag.go.id/>). The system is large and highly decentralised, with more than 500 district governments playing a strong role in its management.

Indonesia has a 100% enrolment rate for primary level education, whilst enrolment for secondary and tertiary levels are 62% and 16% respectively.

Private schools play an important role too, making up:

- 7% of primary schools
- 56% of junior secondary
- 67% of senior secondary

The sector is developing due to:

- government reform programme designed to lift educational standards
- growing middle class with more money to spend on education

There are opportunities for UK institutions to establish a presence in the market and also in:

- vocational training
- private English language training
- corporate training
- teacher recruitment
- teacher training



Contact Senior Trade and Investment Manager: [deasy.wang@fco.gov.uk](mailto:deasy.wang@fco.gov.uk) for more information on education opportunities.

*[Source – DIT/gov.uk/Britcham]*

### Financial services

Indonesia is home to 120 commercial banks. Less than 50% of the population has access to finance and the banking industry is only growing at 10% annually.

IT spending in the finance sector is expected to grow and focus on adoption of financial technology (fintech).

Indonesia has the world's largest Muslim population making up 12.9% of the world's total. Sharia finance was only 4.9% of Indonesia's £278 billion total banking assets in 2014 despite nearly 90% of the 250 million population adhering to Islam. This is low compared to Malaysia where Islamic banks held 21% of total market share of £398 billion assets in 2014 despite only 61% of the 61 million Malaysian population being Muslim.

Opportunities for UK firms include:

- sukuk bond issuance
- Islamic finance legal advice
- Islamic finance best practice and capacity building through training courses and degrees
- core banking system upgrades
- credit risk management solutions

- deposit/loan and microfinance software and hardware
- training for the human resources

Contact Senior Trade and Investment Manager: [hana.meylina@fco.gov.uk](mailto:hana.meylina@fco.gov.uk) for more information on financial services opportunities.

*[Source – DIT/gov.uk]*

### ICT and creative industries

Indonesia is emerging as a major market for ICT. Indonesia is the fourth-largest mobile market in the world and in the world's top ten 3G markets.

Indonesia has established a creative economy agency to support its creative industries and strengthen economic development. There are opportunities in:

- e-commerce
- digital content for gaming and mobile applications
- media content for film and animation
- digitisation of television broadcasting
- advertising technology and content

Contact Trade and Investment Manager: [Debby.Tobing@mobile.trade.gov.uk](mailto:Debby.Tobing@mobile.trade.gov.uk) for more information on ICT and creative industries opportunities.

*[Source – DIT/gov.uk]*



## Infrastructure and transportation

The Indonesian Government plans to spend £276 billion to deliver major infrastructure plans in the transportation sector. £84.6 billion of this will be through Public Private Partnerships (PPP).

Opportunities for the UK are in:

- pre-feasibility studies
- technical advisory
- architectural design
- financial and legal advisory
- project management
- operation and maintenance

The major infrastructure projects in Indonesia are:

- Soekarno-Hatta International Airport Rail Link (SHIARL)
- Soekarno-Hatta International Airport terminal expansion
- Jakarta Mass Rapid Transit
- Bandung Light Rail Transit
- Surabaya Mass Rapid Transit
- Kertajati (West Java) Airport
- Kulonprogo (Jogjakarta) Airport

Contact Senior Trade and Investment Manager: [hana.meylina@fco.gov.uk](mailto:hana.meylina@fco.gov.uk) for more information on infrastructure opportunities.

*[Source: DIT/gov.uk]*

## Oil and gas

The oil and gas industry remains strategic to the economic development of Indonesia. The country has abundant energy resources with available reserves amounting to:

- 3.6 billion barrels of oil
- 104.4 trillion cubic feet (tcf) of proven natural gas reserves

It is estimated that around US \$1.7 billion will be spent on the development of deepwater exploration and production in Indonesia in coming years. There will be significant opportunities for:

- drilling and completion
- equipment
- pipelines
- control lines

Other opportunities exist in:

- Enhanced Oil Recovery (EOR) technology to increase oil production
- supply of subsea equipment and services
- Liquefied Natural Gas (LNG) receiving terminals and re-gas facilities



- education and training
- coalbed methane (CBM) and potentially shale gas

Contact Senior Trade and Investment Manager: [margareth.pohan@fco.gov.uk](mailto:margareth.pohan@fco.gov.uk) for more information on oil and gas opportunities.

[Source – [DIT.gov.uk](http://DIT.gov.uk)]

## Power generation

New power plants and electricity infrastructure development is urgently needed due to:

- government aim to provide electricity access to 91% of Indonesia's population by 2019; only 75% currently have access
- 6-7% economic growth projection expected to increase demand
- electricity demand growing at around 7% to 9% per annum

As a result Indonesia has a plan to increase power generation by 35,000 MW within the five years 2015 to 2019. PLN, a state-owned power utility company, which currently provides 85% of electricity capacity, will build power plants to produce an extra 10,000 MW, see: <http://www.pln.co.id/>. The rest will come from Independent Power Producers (IPPs).

The government allows foreign investors to have 95% ownership of power plant projects, built under PPP, during the project concession period.

Opportunities in the power sector include the need for:

- construction of new power plants (mostly coal-fired plants)
- development of transmission and distribution network

- substation equipment
- refurbishment and upgrade of state-owned generating plants
- asset management

Contact Senior Trade and Investment Manager: [margareth.pohan@fco.gov.uk](mailto:margareth.pohan@fco.gov.uk) for more information on power generation opportunities.

[Source – [DIT.gov.uk](http://DIT.gov.uk)]

## Renewable energy

The government has set a target to increase use of renewable energy from 6% at present to at least 23% in 2025. There are Feed-In Tariff (FIT) schemes to encourage the growth of renewable energy projects. They are available for biomass, biogas and municipal waste.

Indonesia has 40% of the world's known geothermal resources.

There are opportunities for projects in:

- biomass
- hydropower
- solar
- wind
- geothermal

The government is also funding multi-million dollar water and waste management projects, mainly through PPP.

Contact Senior Trade and Investment Manager: [margareth.pohan@fco.gov.uk](mailto:margareth.pohan@fco.gov.uk) for more information on renewable energy, waste and water opportunities.

[Source – [DIT.gov.uk](http://DIT.gov.uk)]



## INDONESIA

Indonesia is a large and diverse country. Different regions are likely to have different industry clusters. Good local research is needed and you should consider regional plans and market-entry requirements using both desk research and market visits.











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## Preparing to export

### Consultation and bespoke research

Visit: [www.great.gov.uk](http://www.great.gov.uk) for guidance on how to research overseas markets as well as a range of other important issues for exporters.

### Researching the Indonesian market

Indonesia is a large and diverse country. Different regions are likely to have different industry clusters. Good local research is needed and you should consider regional plans and market-entry requirements using both desk research and market visits.

You need to determine whether:

- there is a market for your product or service
- your pricing is competitive
- to adapt your business model

The questions listed below should help you to focus your thoughts. Your answers to them will highlight areas for further research and also suggest a way forward that is right for your company. You may then want to use this as a basis for developing a formal Indonesia strategy, although this may not be necessary or appropriate for all companies:

#### Your aims:

- Do you wish to buy from Indonesia, sell to Indonesia or both?
- Do you wish to establish your own company presence in Indonesia (for example through a corporate or non-corporate entity, direct sales,

appointing a local agent, online selling, licensing or franchising)?

- Do you need to be involved in Indonesia at all?
- Do you see Indonesia as part of a wider plan including e.g. other Southeast Asian markets now or in the future?

#### Your company:

- Can you carry out a detailed SWOT analysis of your company?
- What are the unique selling points for your product or service?
- Do you know if there is a market for your product or service in Indonesia?
- Do you know if you can be competitive in Indonesia?
- Are your competitors already in Indonesia? If so, what are they doing?
- Do you have the time and resources to handle e.g. the demands of communication, travel, product delivery and after-sales service?

#### Your knowledge:

- Do you know how to secure payment for your products or service?
- Do you know how to locate and screen potential partners, agents or distributors?
- Do you know how to locate and screen



- Have you carried out any Indonesia-specific customer segmentation, and do you know how to best reach potential customers in-market?

It is unlikely that you will have the answers to all these questions at the outset and these 'knowledge gaps' could form the basis for further research and investigation. Some of these questions will require quantitative research in your sector, while others involve more contextual and cultural considerations.

Talking to other people in your industry and regularly visiting Indonesia will give you access to the most current advice, and such experience can often lead to new insights and form the basis for further research.

There is also some useful guidance on developing a marketing strategy, customer segmentation, competitor and SWOT analysis etc. on the <https://www.great.gov.uk/> site – and the IOE&IT and British Chamber can help too.

There may be trade shows held in Indonesia each year, which could be useful to test product viability in the market. The Department for International Trade (DIT) Tradeshow Access Programme at: <https://www.gov.uk/guidance/tradeshow-access-programme> provides funding in the form of grants for eligible businesses to attend overseas trade shows.

The funding helps your business gain:

- market knowledge

- experience in attending and getting the most from overseas trade shows
- advice and support from trade experts

Visit the DIT events portal at: <https://events.trade.gov.uk/> to find upcoming events and missions. Find out more about marketing your goods and services for Indonesia at: <https://www.great.gov.uk/>

Contact the DIT team in Indonesia at: <https://www.gov.uk/world/organisations/departement-for-international-trade-indonesia#contact-us> for events and company launches at British Embassy locations.

### Start-up considerations

Visit: <https://www.great.gov.uk/> for guidance on how to research overseas markets as well as a range of other important issues for exporters.

Consult a local lawyer to avoid costly mistakes and ensure you start out in the way that is best suited to your sector of activity. See: <https://www.gov.uk/government/publications/indonesia-list-of-lawyers>.

### Getting started in the Indonesian market

There are various ways to operate a business in Indonesia including:

- setting up a joint venture company
- establishing a representative office
- appointing an agent, distributor or importer



You should conduct due diligence checks once you have chosen your method of entry into the market.

However, if you want to establish a business relationship that goes beyond exporting, you will need to carry out further research.

Taxation and legal obligations differ depending on which business structure you choose. You should therefore consult legal professionals to avoid costly mistakes and ensure you start out in the way that is best suited to your sector of activity. See: <https://www.gov.uk/government/publications/indonesia-list-of-lawyers>.

Consult local lawyers at: <https://www.gov.uk/government/publications/indonesia-list-of-lawyers> to avoid costly mistakes and ensure you start out in the way that is best suited to your sector of activity.

### Direct exports and sales in Indonesia

Direct exports means you supply your products direct to the customer. You handle all the logistics of marketing, selling, sending overseas and getting paid.

You may wish to use local representation. Options include using an agent, distributor or wholesaler.

The DIT's trade specialists at: <https://www.gov.uk/overseas-customers-export-opportunities> can help you identify local representatives for your products in Indonesia.

### Setting up a business entity in Indonesia

#### Joint venture

The 'Penanaman Modal Asing' (PMA) is the corporate entity required for foreign investors under the terms of the foreign investment law. It takes the form of 'Perseroan Terbatas' (PT), a limited liability company, with the joint ventures as shareholders. PMA companies:

- may be either publicly listed on the stock exchange or privately owned
- must have two parties holding shares, either a legal entity or an individual

The foreign investor's shareholding percentage must meet requirements under the Indonesia Investment Coordinating Board's Negative Investment List (DNI). See: <http://www3.bkpm.go.id/en/investment-procedures/negative-investment-list>.

#### Representative office

Foreign companies may open and maintain a representative office and the representative may be foreign or local. Such offices:

- are not permitted to carry out any profit making business activities
- can undertake sales promotion, market research and assistance to local agents and distributors



You should appoint third-party advisers to assist with documentation, as dealing with government ministries can be challenging. Lack of transparency can make the process last longer than expected.

A thorough evaluation of your potential partner may be time consuming and expensive, but doing so will greatly reduce the risk of serious problems in the future. The third-party adviser needs to be reliable, experienced and most importantly have close connections with the relevant authorities.

Contact the DIT team in Indonesia at: <https://www.gov.uk/world/organisations/department-for-international-trade-indonesia#contact-us> for information about third-party advisers.

### **Appointing an agent, distributor or importer**

A foreign company will usually appoint one or more agents or distributors. They can keep track of market regulations, which can change at short notice.

You should spend time taking local advice and assessing a range of potential agents before making a choice. Beware of agents promoting similar or identical products. The DIT team at the British Embassy Jakarta can help you identify and meet potential agents and distributors. See: <https://www.gov.uk/world/organisations/department-for-international-trade-indonesia#contact-us>.

### **Online selling to Indonesia**

Indonesia is one of the biggest online markets worldwide, with over 100 million online users, and e-commerce has grown significantly. About 50% of the population

is under 30, and it is forecast that the number of e-commerce users will reach around 40 million by 2020.

However, e-commerce in Indonesia remains governed by a complex set of laws and regulations, and there are challenges with inadequate infrastructure, poor payment systems and logistics. Find out about DIT's E-Exporting programme at: <https://www.gov.uk/guidance/e-exporting>, which can help you export your products to Indonesia.

Check out online marketplaces in Indonesia at: <https://selling-online-overseas.export.great.gov.uk/>, where DIT has negotiated listings at better-than-commercial rates.

### **Licensing or franchising in Indonesia**

To obtain a Franchise Registration Licence (Surat Tanda Pendaftaran Waralaba or STPW), a franchisor in Indonesia must submit a copy of their draft master franchise agreement and register a franchise prospectus with the Indonesian Ministry of Trade. See: <http://www.kemendag.go.id/en>.

Franchisors and franchisees can only engage in business activities as specified in their business licences, and must use local components for at least 80% of their raw materials, business equipment and merchandise.

Regulations limit the number of company-owned outlets operated by franchisors to 150 stores such as minimarkets, supermarkets, department stores, hypermarkets and wholesalers, and 250 outlets for restaurants and cafés.



The Indonesian Ministry of Trade has details about franchising regulations in Indonesia. See: <http://www.kemendag.go.id/en>.

Visit the international section of the British Franchise Association at: <http://www.thebfa.org/international> for more information on franchising.

*[Source – DIT/ gov.uk]*

### **Getting finance to fulfil an export contract to Indonesia**

Globally, Indonesia ranks 72<sup>nd</sup> out of 190 economies in the World Bank's "Doing Business – Ease of Getting Credit" report 2018. See: <http://www.doingbusiness.org/rankings>.

To make it easier to fulfil an export contract and grow your business, schemes are available to UK companies selling products and services to Indonesia. Contact your bank or specialist financial organisation for assistance.

UK Export Finance (UKEF) has significant risk capacity to support exports to Indonesia. See: <https://www.gov.uk/guidance/country-cover-policy-and-indicators#indonesia>. You can contact one of UKEF's export finance advisers at: <https://www.gov.uk/government/publications/find-an-export-finance-manager> for free and impartial advice on your finance options.

### **Getting paid in Indonesia**

Only authorised banks may carry out foreign trade-related exchange operations. All domestic financial transactions must be conducted in Rupiah, although there are some exemptions.

You may wish to talk to a specialist about finance, including how to get paid in Indonesia. This could be a bank, an accountant or you can contact the DIT team in Indonesia at: <https://www.gov.uk/world/organisations/departments-for-international-trade-indonesia#contact-us> for help to find a financial adviser in Indonesia.

Your contract will specify the terms for payment. However, if there is any dispute you will need to go through the Indonesian legal system for resolution.

### **Transferring money from Indonesia**

Carrying more than Rp100 million in or out of Indonesia requires prior approval from the Bank of Indonesia (BI): <http://www.bi.go.id/en/Default.aspx>, and must be reported to the Director General of Customs and Excise (DGCE): <http://www.beacukai.go.id/websitenew/index.html>.

There is a 10% fine (up to a maximum of Rp300 million) for failure to report.



## INDONESIA

If you are not knowledgeable about international shipping procedures you can use a freight forwarder to move your goods. A forwarder will have extensive knowledge of documentation requirements, regulations, transportation costs and banking practices in Indonesia.







## How to do business in Indonesia

### Legal considerations

The regulatory environment is complex and subject to change. You should consult the DIT team in Indonesia at: <https://www.gov.uk/world/organisations/departement-for-international-trade-indonesia#contact-us> for assistance.

Foreign and domestic investment is administered by the Indonesian Investment Coordinating Board (BKPM): <http://www3.bkpm.go.id/>. BKPM regulates the Company Law and the Foreign Investment Law.

Investors must apply for approval from BKPM. Licences for investments in banking, financial institutions, insurance, and oil and gas are issued by industry-specific regulating bodies.

Import licences and permits to employ non-Indonesian workers are issued by the Indonesian Ministry of Manpower and Transmigration (MoMT): <http://naker.go.id/> (site not in English). You should take advice on your legal obligations which can vary depending on your business.

Contact the DIT team in Indonesia at: <https://www.gov.uk/world/organisations/departement-for-international-trade-indonesia#contact-us> to help find tax and legal advisers before entering into agreements in Indonesia.

### Export licences for Indonesia

You must have a licence to supply anything on the UK strategic export control lists to Indonesia.

You can find out more about getting a licence to export military or dual use goods, services or technology to Indonesia at: <https://www.gov.uk/guidance/beginners-guide-to-export-controls>.

To find out which products will need certification or licensing before they can be exported to Indonesia see: <https://www.gov.uk/starting-to-export/licences>.

### Law on marketing and selling in Indonesia

If you are selling to consumers you must be aware of and comply with Indonesia's Consumer Protection Law. See: <http://www.aseanconsumer.org/accp/download/Indonesia/Consumer%20Protection%20Law%20-%20English.pdf>.

The Indonesian National Consumer Protection (BPKN) at: <http://bpkn.go.id/> develops consumer protection in Indonesia. The Indonesian Consumer Dispute Settlement Agency (BPSK): <http://bpsk.denpasarkota.go.id/> (site not in English) handles and settles consumer disputes through mediation, conciliation or arbitration.

An Advertising Code of Ethics and Practice has been developed by the Association of Indonesian Advertisers (APPINA). For more information, see: <http://appina.or.id/> (site not in English).

### Standards and technical regulations in Indonesia

According to the Government Regulation on National Standardization, the Indonesian Product Quality Assurance mark is the national standard of Indonesia (SNI).



The Indonesian National Standards Authority (Badan Standardisasi Nasional, BSN): <http://www.bsn.go.id/> is responsible for the formulation of SNIs, and accreditation is by the National Accreditation Committee (Komite Akreditasi Nasional, KAN): <http://www.kan.or.id/>. SNIs are normally aligned with similar regional or international standards wherever possible. See BSN for details of published technical regulations, at: <http://lib.bsn.go.id/>. You should consider taking out product liability insurance if you manufacture or supply a physical product that is sold or given away for free. See: <https://www.abi.org.uk/products-and-issues/choosing-the-right-insurance/business-insurance/liability-insurance/product-liability-insurance/>.

### **Labelling your products for Indonesia**

All imported consumer goods must identify the importing agents. The information on product labels should be clear, and written or printed in the Indonesian language, Arabic numbers, and Latin letters.

Labelling should not contain claims on the effects of the product on health, incorrect or misleading information, comparisons to other products or any additional information that has not yet been approved.

Where appropriate, it is recommended the Indonesian Product Quality Assurance mark (SNI) is used.

### **Protecting your intellectual property (IP) in Indonesia**

Trademarks, designs, patents and copyright are the principal forms of intellectual property protection available under common law. They are all governed

by legislation. The common law also provides protection against a person passing off goods or services as those of another, as well as protection for confidential information or trade secrets.

Globally Indonesia is ranked 68<sup>th</sup> out of 128 for Intellectual Property Rights (IPR) in the 2017 International Property Rights Index Report: <https://internationalpropertyrightsindex.org/country/indonesia>.

The Directorate General of Intellectual Property Rights of the Indonesian Ministry of Law and Human Rights is responsible for administering IPR in Indonesia. See: <http://www.kemenkumham.go.id/> (site not in English).

Indonesia is a World Trade Organization (WTO) member and has comprehensive intellectual property protection regulation. However, enforcement can be extremely difficult.

Registration of your intellectual property: <https://e-hakcipta.dgip.go.id/> (site not in English) can take two to three years. The EU ASEAN IPR helpdesk at: <http://www.ipr-hub.eu/> offers tools and advice to help you manage your intellectual property in Indonesia.

The UK Intellectual Property Office has an IP attachée based in Singapore: [christabel.koh@fco.gsi.gov.uk](mailto:christabel.koh@fco.gsi.gov.uk) with specific focus on providing support and advice to UK companies in Indonesia and Southeast Asia.



## Taxation in Indonesia

Indonesia is a member of the Association of Southeast Asian Nations (ASEAN). Visit: <http://asean.org/>.

The ASEAN Free Trade Area (FTA) is part of the Asian Economic Community (AEC) agreement among the ten ASEAN countries, which allows free movement of goods and services with 0% tax.

However, the tax regulatory environment in Indonesia is complex and subject to change. You should consult the DIT team in Indonesia for assistance, at: <https://www.gov.uk/world/organisations/departement-for-international-trade-indonesia#contact-us>.

The UK and Indonesia have signed a double taxation agreement ensuring the same income is not taxed in more than one country: [www.gov.uk/government/publications/indonesia-tax-treaties](http://www.gov.uk/government/publications/indonesia-tax-treaties).

### VAT and Goods and Services Tax (GST)

Value Added Tax (VAT) and Goods and Services Tax (GST) are applied to most goods and services in Indonesia. Imports are subject to VAT and GST. VAT and GST taxes are called Pertambahan Pajak Nilai (PPN). PPN is a 10% point-of-sale tax.

PPnBM (Pajak Pertambahan Nilai dan Pajak Penjualan atas Barang Mewah) is a sales tax on luxury goods. It is levied in addition to PPN and is imposed on luxury goods which are both manufactured in and imported into Indonesia. Rates range from 10 to 50%. Some items can be taxed at 75%.

You can zero-rate the sale of your goods to Indonesia, provided you get and keep evidence of your export, and comply with all other laws. You must also make sure the goods are exported, and you must get the evidence, within three months from the time of sale.

More information on GST in non-EU markets can be found at: <https://www.gov.uk/guidance/vat-exports-dispatches-and-supplying-goods-abroad>.

### Excise duty in Indonesia

You should check you have paid excise duty on any alcohol, alcoholic drinks, energy products, electricity or tobacco products you send to Indonesia.

### Company and corporate tax in Indonesia

A foreign company with a permanent establishment in Indonesia will have the same tax obligations as a resident taxpayer.

Foreign companies without a permanent establishment will settle tax liabilities through withholding of the tax by the Indonesian party paying the income.

Corporate income is taxed at 25%.

You can read more about taxes in Indonesia at the Indonesian Directorate General of Taxes: <http://www.pajak.go.id/> (site not in English), and at the Indonesian Ministry of Finance: <http://www.kemenkeu.go.id/en>.

[Source – DIT/ gov.uk]



## Customs and documentation in Indonesia

### Complying with HMRC regulations to export to Indonesia

You must make export declarations to HMRC through the National Export System (NES) to export your goods to Indonesia. See: <https://www.gov.uk/guidance/export-declarations-and-the-national-export-system-export-procedures>.

You can find out how to declare your exports to Indonesia through the NES at: <https://www.gov.uk/guidance/export-declarations-and-the-national-export-system-export-procedures>. You must classify your goods as part of the declaration, including a commodity code and a Customs Procedure Code (CPC).

Commodity codes and other measures applying to exports in the UK Trade Tariff can be found at: <https://www.gov.uk/trade-tariff>.

Contact the HMRC Tariff Classification Service at: <https://www.gov.uk/government/publications/notice-600-classifying-your-imports-or-exports/notice-600-classifying-your-imports-or-exports#list-of-useful-contacts> for more help.

You must declare any goods that you take with you in your luggage to sell outside the EU. See: <https://www.gov.uk/take-goods-sell-abroad> for further information.

### Temporary export of goods to Indonesia

You can use an ATA (Admission Temporaire/Temporary Admission) Carnet to simplify the customs procedures needed to temporarily take goods into Indonesia: <https://www.gov.uk/taking-goods-out-uk-temporarily>.

Use the SPIRE system at: <https://www.spire.trade.gov.uk/spire/fox/espire/LOGIN/login> to apply for a temporary export licence.

## Customs in Indonesia

Import duty is payable at the rates from 0% to 150% on the customs value of imported goods.

Customs value is calculated on the CIF (Cost, Insurance and Freight) level. It is possible to apply for an exemption, deferment or restitution of import duties where the import meets criteria such as:

- imports used in the production of exports
- capital goods, spares and raw materials by manufacturers and certain other sectors
- equipment and materials imported for use in a foreign-aid-funded project

You can find out more about customs requirements at the Indonesian Customs and Excises, Ministry of Finance at: <http://www.beacukai.go.id/websitenew/index.html>.

### Tariffs

In accordance with the World Trade Organization (WTO) Agreement on Agriculture, Indonesia agreed to eliminate non-tariff barriers on agricultural products and replace them with tariffs. However, a very large number of barriers still remain. In addition, local governments in Indonesia may also impose additional tax or non-tax barriers on inter-regional trade.

### Non-tariff barriers

Barriers are numerous and varied, and requirements change at short notice, often without explanation.

The Indonesian Government requires pre-approval of every exporter's halal processes in their own country prior to exporting to Indonesia. Indonesia's halal approval process is slow, burdensome and lacking in transparency.



The Indonesian Customs Service uses a schedule of arbitrary price checks rather than actual transaction prices on importation documents for assessing duties on food imports. However, these lists and the methods used to calculate the prices are not published. Consequently although most food product import tariffs remain at 5%, the effective level of duty can be much higher. In addition, requests for unofficial payments to Customs Officers are not unknown.

Given the complexity of requirements, and the fact that they can change at any time, you are strongly advised to use the services of a local agent who can advise on the latest regulations. You can consult the DIT team in Indonesia for assistance, at: <https://www.gov.uk/world/organisations/departement-for-international-trade-indonesia#contact-us>.

You can find more about import tariffs in the Market Access Database at: <http://madb.europa.eu/madb/indexPubli.htm>.

### **Documentation in Indonesia**

Indonesian Customs requires extensive documentation prior to allowing the importation of goods.

Correct paperwork is crucial. Check with your importer or agent about the documentation required when exporting products to Indonesia. Different products will require different documents due to rules set by the government authority.

You will need a commercial invoice which must be signed by the manufacturer and contain the following:

- name and address of the shipper
- place and date of the shipment
- name and address of the consignee
- number and kind of packages
- content and weight of each package
- tariff number, marks and numbers

In addition you will likely need a certificate of origin, bill of lading, packing list, and insurance certificate, plus further certificates detailing content and conformance of the imported product such as food, pharmaceutical, seeds, or chemicals. A pro-forma invoice is not compulsory, but will be needed by importers for quoting prices.

You should notify the Customs Office prior to the arrival of goods, and submit import documents electronically through the electronic data interchange (EDI). An import fee applies to all incoming goods, based on their classification from the Indonesian Customs Tariff Book or the Harmonized System (HS) Code.

The Indonesian Customs and Excises, Ministry of Finance at: <http://www.beacukai.go.id/websitenew/index.html> has further information about documentation and processes required for importing to Indonesia.

*[Source – DIT/ gov.uk]*



### Shipping your goods to Indonesia

If you are not knowledgeable about international shipping procedures you can use a freight forwarder to move your goods. A forwarder will have extensive knowledge of documentation requirements, regulations, transportation costs and banking practices in Indonesia.

You can find freight forwarding companies to help you transport your goods to Indonesia via the British International Freight Association (BIFA) at: <http://www.bifa.org/home> or the Freight Transport Association (FTA) at: <http://www.fta.co.uk/>.

### Posting goods to Indonesia

You can find out about sending goods by post to Indonesia at: <http://www.royalmail.com/indonesia>.

### Shipping restricted, banned and dangerous goods to Indonesia

Indonesian importers have to comply with numerous overlapping and sometimes contradictory import licensing requirements for a very large and ever-changing range of products that impede access to Indonesia's market.

You should work with a local agent who can advise on the latest import licensing requirements for items such as agricultural, horticultural, industrial, electronics, food and beverage products, household appliances, textiles, footwear, toys, cosmetics, animals, animal products, poultry, poultry products, handheld computers and tablets, mobile phones and alcoholic goods.

Special rules apply if you are shipping dangerous goods to Indonesia. See: <https://www.gov.uk/shipping-dangerous-goods/what-are-dangerous-goods> for more information.

Contact the DIT team in Indonesia at: <https://www.gov.uk/world/organisations/departement-for-international-trade-indonesia#contact-us> for assistance and information about third-party advisers.

### Terms of delivery to Indonesia

Your contract should include agreement on terms of delivery using incoterms: <https://www.gov.uk/guidance/country-trade-paperwork-the-basics#international-trade-contracts-and-incoterms>.

### UK Export Finance

The government can provide finance or credit insurance specifically to support UK exports through UK Export Finance (UKEF) – the UK's export credit agency. See: <https://www.gov.uk/government/organisations/uk-export-finance>.

For up-to-date country-specific information on the support available see UKEF's cover policy and indicators for Indonesia at: <https://www.gov.uk/guidance/country-cover-policy-and-indicators#indonesia>.

[Source – DIT/UKEF/gov.uk]





## INDONESIA

The official language is Bahasa Indonesia. English is widely spoken by young people, but interpretation may be required for business meetings, particularly outside Jakarta and other major cities.







## Business etiquette, language & culture

### Overview

Indonesia is a Muslim country. You should respect and be aware of local traditions and sensitivities and always behave and dress modestly, particularly when visiting religious sites.

The official language is Bahasa Indonesia. English is widely spoken by young people, but interpretation may be required for business meetings, particularly outside Jakarta and other major cities.

During meetings you should:

- exchange business cards immediately after introductions, presenting with both hands or with the right
- not offer anything with your left hand, nor receive anything with your left hand
- keep cards on the table, do not put them away immediately
- not start drinking when offered a drink until formally invited to do so by the host
- not cross your legs when sitting as showing the soles of your feet is considered highly discourteous in Indonesia
- not stand with your hands on your hips or with your arms folded as this is regarded as aggressive and rude

Email is treated as an optional form of communication and rarely gets responses.

After a meeting, send a formal letter setting out what you discussed – company literature will be well-received, particularly if translated into Indonesian. Then follow-up with a phone call to confirm the letter has been received. However, do not expect progress until your next face-to-face meeting.

### Local culture

You should respect local traditions, customs, laws and religions at all times and be aware of your actions to ensure that they do not offend, especially during the holy month of Ramadan or if you intend to visit religious areas.

In 2018, the holy month of Ramadan is expected to start on 15<sup>th</sup> May and finish on 14<sup>th</sup> June. See the UK Government's "Travelling during Ramadan" guidance at: <https://www.gov.uk/guidance/travelling-during-ramadan>.

During Balinese New Year, known as Nyepi, local custom requires that all people in Bali observe a day of silence by staying indoors, turning off lights, and making no noise. Ngurah Rai International Airport is closed for the entire day. However, emergency services and hospitals are allowed to operate.



## Indonesian public holidays

2018

Date: Holiday:	
Monday 1 <sup>st</sup> January	New Year's Day
Friday 16 <sup>th</sup> February	Chinese New Year
Saturday 17 <sup>th</sup> March	Balinese New Year
Friday 30 <sup>th</sup> March	Good Friday
Friday 13 <sup>th</sup> April	Ascension of the Prophet Mohammed
Tuesday 1 <sup>st</sup> May	International Labour Day
Thursday 10 <sup>th</sup> May	Ascension Day of Christ
Tuesday 15 <sup>th</sup> May	Start of Ramadan
Tuesday 29 <sup>th</sup> May	Birth of Buddha
Friday 1 <sup>st</sup> June	Pancasila Day
Thursday 14 <sup>th</sup> June	End of Ramadan
Saturday 16 <sup>th</sup> June	Eid Al-Fitr
Friday 17 <sup>th</sup> August	Independence Day
Wednesday 22 <sup>nd</sup> August	Idul Adha
Tuesday 11 <sup>th</sup> September	Islamic New Year
Tuesday 20 <sup>th</sup> November	Birth of Mohammed
Tuesday 25 <sup>th</sup> December	Christmas Day



> Clear, consistent content is vital to making your business understood overseas. **So don't leave it to chance.**

- > Well-known companies we already work with include: Serco, Experian, Intertek, IKEA and Caterpillar
- > For a structured approach to translation, please read the article that follows



Protecting your Reputation  
Worldwide™



If you're reading this guide, the chances are you're either a seasoned exporter, or you're committed to investigating new export opportunities for your business. Whichever category you fall into, you'll have a good idea of the huge investment in time, effort and resources which is required for export success.

Your priority will be to get your product or service to market, and it's a fact of life that procurement of peripheral resources such as translation is often left to the last minute. In this article we'd like to demonstrate to you how building translation into the early planning stages of your export campaigns can pay dividends.

The internet, mobile connectivity and social media mean that now more than ever before customers, be they B2B or B2C, are buying goods and services within the context of a connected world of instant communication.

Buying decisions carried out in isolation of wider and constantly changing sector, economic or social contexts are a thing of the past. This means that increasingly any product or service has to be supported with professional technical, marketing or other contextual content.

As examples of this, exporters need their technical documentation to be easily assimilated, their marketing content to be compelling, and their website to be informative and memorable. Human resources departments on the other hand need sensitive localisation of policies & procedures in line with local legislation, corporate guidelines and house style. After all an international expansion strategy or company restructuring could easily be undermined by insensitive internal communication.

In non English-speaking markets, all of the above can be achieved by working with a reliable and professional translation partner.

So how can really good translation help build your export success:

- clear and accurate foreign-language branding and content will motivate foreign customers to buy from you
- consistent and harmonised messaging helps to convey and reinforce your company's values and ethos
- corporate and operational risk through poor quality communication and misunderstanding is eliminated
- overall brand integrity and reputation are enhanced





language services

**Protecting your Reputation**  
Worldwide™

The following components are key to a successful translation project, and show how AST can make the process of internationalising outward-facing and internal communications simpler, more professional and more cost-effective:

### **Rigorous selection of translators**

AST's ISO9001 certified and ISO17100 compliant processes mean that the company has approved sector-specialist translators whatever the language and deadline requirements, with experienced proofreaders to give the text precision and professionalism to really focus the reader's attention.

### **Translation memory technology**

Client-facing documents produced periodically often contain sections which stay the same and sections which need updating. Similarly company websites and technical data or manuals can contain identical paragraphs and sections. Translation Memory technology is used in this situation to identify duplicate and legacy text. The duplicates are logged and reused – leading to reduced turnaround times and resulting

cost savings – with company wordings for products, processes, titles and descriptions translated consistently.

### **Terminology management**

The key words used to describe your company's products, services and processes support your brand and identity. This is equally true in your foreign language communications. Unfortunately, once translated it is often easy to lose control of key terms, leading to uncertainty as to whether the translations are having the desired impact. AST's terminology management prevents this. Glossaries are maintained in multiple languages and client terminology is checked in each language by industry sector experts. As the glossary grows it can be reused with each new project, so client content is always on-message and brand integrity consistent.

So there's really no need for you to leave the "softer" aspects of your export campaign to chance. Using a professional translation company like AST provides a guarantee that your international content will be clear, consistent and effective. Whatever the language.



# > YOU NEED YOUR SALES, TECHNICAL AND WEBSITE CONTENT TO BE **TRANSLATED BY EXPERTS!**

- > We're recognised as a UK leader for translating high profile, client-facing documents
- > All our translators are rigorously selected so your text will be translated by the best people in the business
- > We ensure you get premium quality translations every time, on time and within budget

**No matter how urgent your assignment we can translate it.**





## INDONESIA

The rewards of doing business in Indonesia can be considerable and Indonesia offers a lot of opportunities for British companies in a wide range of sectors.







WHAT ARE THE CHALLENGES?



# International business can be difficult

For 50 years we've helped  
British companies succeed  
in global markets.

Let us help you.

**Join us.**



Visit [www.britishexpertise.org](http://www.britishexpertise.org)

Email [mail@britishexpertise.org](mailto:mail@britishexpertise.org)

Telephone +44 (0) 20 7824 1920



## What are the challenges?

### Challenges when doing business in Indonesia

Foreign companies must be prepared to encounter challenges when doing business in Indonesia. It ranks 72<sup>nd</sup> out of 190 global economies in the World Bank's Ease of Doing Business report 2018: <http://www.doingbusiness.org/data/exploreeconomies/indonesia>.

Businesses should be prepared for:

- complex bureaucracy
- uncertain and unpredictable legal and regulatory environment
- lack of transparency
- high logistics costs
- poor infrastructure
- business culture where companies will rarely respond to emails
- strong business case less important than being a trusted partner

The rewards of doing business in Indonesia can be considerable and Indonesia offers a lot of opportunities for British companies in a wide range of sectors. However, companies looking for a 'quick win' would be advised to look elsewhere – it can take time to develop the necessary relationships before any financial returns materialise. Companies should recognise this and plan their business entry strategy accordingly.

[Source – DIT/FCO/gov.uk]

### Bribery and corruption

Bribery is illegal. It is an offence for British nationals or someone who is ordinarily resident in the UK, a body incorporated in the UK or a Scottish partnership, to bribe anywhere in the world. In addition, a commercial organisation carrying on a business in the UK can be liable for the conduct of a person who is neither a UK national or resident in the UK or a body incorporated or formed in the UK. In this case it does not matter whether the acts or omissions which form part of the offence take place in the UK or elsewhere.

Corruption remains a challenge for Indonesia and acts as a major deterrent to business and investment. Bribery and bribing public officials is against the law in Indonesia and the Indonesian Government is publicly committed to tackling all forms of corruption. The Corruption Eradication Commission (KPK) monitor interactions between companies and their staff and government officials related to the delivery of public services, such as the issuing of business permits or provision of other business documentation. However, corruption remains a regular feature of business life.



Indonesia is ranked 90<sup>th</sup> in Transparency International's Corruption Perceptions Index (CPI) for 2016 with a CPI score of 37, a significant improvement from 2014 (107<sup>th</sup>), although a slight drop from 2015 (88<sup>th</sup>), see: [http://www.transparency.org/news/feature/corruption\\_perceptions\\_index\\_2016](http://www.transparency.org/news/feature/corruption_perceptions_index_2016). The large-scale decentralisation of government since 2000 is thought to have increased corruption despite a Presidential push to reduce it. President Widodo has also promised to make tackling corruption a priority and he has a proven track record on this in his previous roles as Governor of Jakarta and Mayor of Solo.

Indonesia is ranked 72<sup>nd</sup> out of 190 in the latest 2018 World Bank Ease of Doing Business report, see: <http://www.doingbusiness.org/reports/global-reports/~media/WBG/DoingBusiness/documents/profiles/country/IDN.pdf>. Indonesia's business environment was one of the most improved economies in 2015-16 and is middling among ASEAN neighbours (ahead of Cambodia, Laos, Myanmar, and the Philippines).

Foreign businesses should be aware that the risks of encountering bribery or attempted bribery are relatively high in Indonesia. Visit the Business Anti-Corruption portal at: <http://www.business-anti-corruption.com/country-profiles/indonesia> for advice and guidance about corruption in Indonesia and some basic but effective procedures you can establish to protect your company from the corruption risks. Read the information provided on the UK Government's website on bribery and corruption at: <https://www.gov.uk/anti-bribery-policy>.

## Intellectual property

Intellectual Property Rights (IPR), as intangible assets, are a key factor in the competitiveness of your business in the global economy. IPR can protect your innovation from competitors and can also be an important source of cash flow through licensing deals or selling intellectual property (IP). IPR infringement can lead to loss of business, revenue, reputation and competitive advantage unless you take steps to protect your IP both in the UK and abroad.

When exporting to Indonesia, it is essential to register your rights in Indonesia as soon as possible in order to be able to defend and enforce them. IP rights are territorial in nature which means that registrations in the UK or another country's jurisdiction are not automatically enforceable in others.

Indonesia has been a member of the World Trade Organization (WTO) since 1995. Indonesia is also a signatory to a number of international intellectual property (IP) treaties administered by the World Intellectual Property Organization (WIPO):

- signatory to the Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS) – sets the international standards for various aspects of IP
- the Paris Convention – protection of industrial property
- the Berne Convention – relating to the protection of copyright
- the Patent Cooperation Treaty (PCT) – provides for a common patent filing system



Indonesia has accordingly enacted laws covering patents, copyright, trademarks, and industrial designs to implement its obligations under the international treaties.

Generally speaking Indonesia's IP legislation is comprehensive and in accordance with international standards. However, some aspects – including enforcement mechanisms – still need to be strengthened.

### **IP top tips for businesses**

Be aware of 'bad faith' registration of trade marks (intentionally registering someone else's pre-existing IP). Cancellation of bad-faith registration can be expensive. Be aware of corruption. The Indonesian Government is taking steps to address this. However, it is worth discussing potential corruption risks with your attorney when enforcing your rights through the authorities.

Indonesia works under a first-to-file system, meaning the first person to file an IP right there will own that right when granted. This means an earlier user may find they are infringing a later-filed registration.

Indonesia is part of the ASEAN Patent Examination Co-operation (ASPEC), a regional patent work-sharing programme among nine participating ASEAN Member States (AMS). The purpose of this programme is to share search-and-examination results between the participating offices to allow applicants in participating countries to obtain corresponding patents faster and more efficiently. ASPEC is free of charge and operates in English.

Businesses are generally encouraged to learn more about IP issues relevant to their specific industry sector and to consider defensive measures early in their plans to enter the Indonesian market.

Useful information on protecting your IP in Indonesia can be found at:

- The Intellectual Property Office – the UK Government agency providing free and impartial advice on protecting and registering your IP in the UK and abroad. See: <https://www.gov.uk/government/organisations/intellectual-property-office>
- The ASEAN IPR SME Helpdesk – a project funded by DG Enterprise and Industry of the European Commission to provide free information and training for European SMEs in the ASEAN region. See: <http://www.ipr-hub.eu/>
- The Directorate General of Intellectual Property Rights in Indonesia. See: <http://www.dgip.go.id/>

*[Source – FCO Overseas Business Risk/gov.uk ]*

### **Payment risks in Indonesia**

UKEF helps UK companies get paid by insuring against buyer default.

Be confident you will get paid for your export contract. Speak to one of UKEF's export finance advisers at: <https://www.gov.uk/government/publications/find-an-export-finance-manager> for free and impartial advice on your insurance options, or contact one of UKEF's approved export insurance brokers at: <https://www.gov.uk/government/publications/uk-export-finance-insurance-list-of-approved-brokers/export-insurance-approved-brokers>

### **Currency risks when exporting to Indonesia**

If you have not fixed your exchange rate you have not fixed your price.

You should consider whether the best option for you is to agree terms in Sterling or Indonesian Rupiah (Rp) in any contract. You should also consider getting expert financial advice on exchange rates (sometimes called FX).



## INDONESIA

Doing business in Indonesia takes patience and perseverance. Companies should be prepared to invest time and resources in regular visits over a period of months, sometimes years, before seeing returns.









# INSTITUTE OF EXPORT

& INTERNATIONAL TRADE

## What does membership of the Institute of Export & International Trade mean?

To most the Institute of Export & International Trade simply plods away providing much needed qualifications to professionalise the industry however, did you realise that our helpline is one of the busiest and best in the industry? It's all part of membership and, if you need more than a phone call, we can put together a project to fulfil your needs. 2015 saw the launch of our Technical Help for Exporters that recognises the volume of legislation and regulation that covers our industry and gives you the comfort of knowing that if you don't know, you know someone who does!



Innovation is key to the success of the Institute and new ideas include our New Exporter package. This allows a business to enter a new market secure in the knowledge that they have an understanding of how they will operate and comply with any specific regulations and standards. Practical help and assistance is always available from the Institute so any additional training can be tailored to the business and the team that needs the knowledge.

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The work of the IOE&IT also extends to representing membership views. Knowledge gained from our members' feedback, those who get involved with

the forums and Special Interest Groups, and those who attend our training courses or study with us, enables us to represent the industry at government levels in both the process and delivery of policy for international trade. These views also help us to ensure that the training programmes are effective and pertinent to the industry needs. Our Diploma in World Customs Compliance and Regulation is testament to the way we listen to our members' needs. This was driven by Nissan, Adidas, John Lewis and many others and will neatly dovetail into any AEO work ensuring that quality standards are met at manager and junior staffing levels.



Starting in 1935, the Institute committed itself to building competence and growing confidence for businesses trading in goods and services, which at the time, was a far reaching remit. Over the years this remit has seen us develop from simply providing training in short course format over a day, or perhaps two, into a fully-fledged Ofqual Awarding Organisation that operates specifically to deliver international trade education.



This status allows our individual members and corporates alike to be sure that they are part of a quality organisation with plans for growth integrated with a sustainable future for the global prosperity of UKPIc.

Part of our work includes mapping existing qualifications to roles and producing training needs analyses to ensure staffing progression and continuity. The need to upskill our workforce to match those of our competitors is a key element vital for growth. Our focus is on recognising that International trade needs specific knowledge, coupled with a strong belief that we must start to talk to

our young people at an earlier stage. We need to engage the next generation in thinking about how world trade works and how it will be great for British businesses. They need to know how items arrive in the shops which, in turn, will begin to spark ideas. As these young people join companies they will bring a fresh outlook that all things are possible especially if you operate globally.



#### Why not call us and get involved?

It has never been more important that we act as an industry to help – we need experts and commitment to professionalising international trade from businesses large and small – help your institute to stay ahead of the curve.

#### **Institute of Export & International Trade**

Export House  
Minerva Business Park, Lynch Wood,  
Peterborough, Cambridgeshire,  
PE2 6FT, UK  
Telephone: +44(0)1733 - 404400  
Fax: +44(0)1733 - 404444





Lesley Batchelor OBE, FIEEx (Grad) –  
Director General, Institute of Export & International Trade

## Focusing on qualifications.

A focus on qualifications - but why do we need them?

I'd like to tell you about my story, it's ok it won't take too long but I think it's similar to a lot of people that work in international trade.

I left school with no ambition to do anything other than help my mum make ends meet. I wanted to be a seamstress but we couldn't afford the material for the interview so I went into an accounts department at a large pharmaceutical company. Luckily for me they recognised a hard worker and asked me to work in various departments. After a year they asked me which one I like the best and without even thinking I said "international", and that was my career set out for me.

Working in international trade I found that I needed to understand so many different things - from how trade agreements impacted a sale to the legal aspects of trade and how different systems worked in terms of contract and disputes. Getting paid brought about a whole new set of issues and this really made me learn and think about the implications of offering credit and how it can be used to your advantage.

Things I learnt about logistics and the paperwork that was needed to support a trade were empirical and slowly I became sure of my knowledge. The problem was, that when I wanted to move on to the next company, I had nothing to show I had that knowledge. It was frustrating to find that the knowledge that I had accumulated over 11 years wasn't evidenced in any way and that no-one knew exactly what I knew. I was lucky enough to get my next job with a well-known Japanese computer company but it made me realise that if I wanted a career, I needed to get qualified.

So I spent the next two years, two nights a week at night school honing my skills and building a knowledge and understanding of all aspects of the trade I had entered "by the back door". Finally, exhausted but with a full understanding of how planning and control worked, I passed and became a Graduate Member of the Institute of Export & International Trade, suffix MIEEx (Grad) in 1991.

Well, many things have changed since then, as after many years of working in international trade, I took over at the helm, steering the qualifications and the Institute towards a better place. We have now gained Ofqual Awarding Organisation status for the qualifications and have worked hard on ensuring we are ready for the next 80 years of representing the industry and standing as guardian of professional standards in international trade.

OFQUAL\* awarding status is hard earned and we are proud to be the only professional body operating in this international trade environment.



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## IOE&IT Qualifications in brief

[www.export.org.uk/page/qualifications](http://www.export.org.uk/page/qualifications)

- Level 1 Young International Trader  
(Available electronically)
- Level 2 International Trade Logistic Operations \*\*
- Level 3 Certificate of International Trade  
Certified International Trade Adviser
- Level 4 Advanced Certificate in International Trade
- Level 5 Diploma in International Trade  
Diploma in World Customs Compliance and Regulations
- Level 6 Foundation Degree jointly delivered with \*\*\* Anglia Ruskin University  
**Higher Apprenticeship in International Trade - the first so far.**

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Our courses at level 3 onwards are delivered online using a blended learning technique which involves the support of an expert tutor for each topic. The IOE&IT online campus offers a range of learning tools, from power-point presentations and videos to online chats and forums for the students. The Institute has a success rate of 95% in helping our students through these academic programmes.

**The Advanced Certificate in International Trade** - Elective modules have been added to the level 4 Advanced Certificate syllabus. In addition to the three core modules of Business Environment, Market Research & Marketing and Finance of International Trade, students can now choose a fourth elective module from:

- a. International Physical Distribution
- b. Selling Services, Skills and Software Overseas
- c. Or one of:
  - i. Doing business & communicating in Arabic speaking markets
  - ii. Doing business & communicating in Spanish speaking markets
  - iii. Doing business & communicating in German markets
  - iv. Doing business & communicating in Chinese markets
  - v. Doing business & communicating in Russian markets

The series of modules above carry language skills training, the focus being on basic business language needed and business culture

Finally, eBusiness internationally will be launched summer 2016.

**The Diploma in International Trade** - level 5 is equivalent to the second year of a degree and is accepted as entry level for:-

**BSc (Hons) in Management Practice** - International Trade with Plymouth University  
-Online 24 months

**MSc International Trade, Strategy and Operations** with Warwick University - 36 months part residential

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[www.export.org.uk/page/qualifications](http://www.export.org.uk/page/qualifications) will give you more detail and a contact who will talk you through your options.

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\*The OFQUAL Register of Regulated Qualifications contains details of Recognised Awarding Organisations and Regulated Qualifications in England (Ofqual), Wales (Welsh Government) and Northern Ireland (Ofqual for vocational qualifications and CCEA Accreditation for all other qualifications).

\*\* International Trade Logistic Operations is delivered through our approved centres

\*\*\* Anglia Ruskin University is Entrepreneurial University of the Year





# British Embassy Jakarta

## The British Embassy Jakarta maintains and develops relations between the UK and Indonesia.

The UK and Indonesia enjoy a close relationship, with many common interests and values. They are partners in challenges like terrorism and global warming, and work together closely within the G20. They develop and maintain relations between the UK and Indonesia. Their work covers a range of issues including building and improving trade and investment between the UK and Indonesia, and working with Indonesia on global challenges such as climate change, countering violent extremism, human rights and democracy, regional security and prosperity.

### Urgent assistance

If you are in Indonesia and you need urgent help (for example, you have been attacked, arrested or someone has died), call (+62) (21) 2356 5200. If you are in the UK and worried about a British national in Indonesia, call 020 7008 1500.

### Get an emergency travel document

You can apply for an emergency travel document if you are abroad and your passport has been lost or stolen, damaged or expired, and you cannot get a new or replacement passport in time to travel, here: <https://www.gov.uk/emergency-travel-document>

If the person needing the emergency travel document is under 16, a parent or guardian should apply on their behalf.

If you are due to travel in the next 24 hours, contact the British Embassy Jakarta as soon as possible, see: <https://www.gov.uk/world/organisations/british-embassy-jakarta#contact-us>

If you are travelling in more than 3 weeks, check if you can get a new or replacement passport in time to travel, here: <https://www.gov.uk/renew-adult-passport>

### If you are not a British citizen or have not had a British passport before

If you are not sure, check if you are a British citizen, here: <https://www.gov.uk/check-british-citizen>

If you are not a British citizen but think you may be eligible, contact the British Embassy Jakarta to apply for an emergency travel document, here: <https://www.gov.uk/world/organisations/british-embassy-jakarta#contact-us>

Once you have contacted the British Embassy Jakarta, you will be advised to make an appointment to apply for an emergency travel document at your nearest Embassy or Consulate.

Book an appointment for an emergency travel document in Jakarta, here: [https://www.consularappointments.service.gov.uk/fco/#!/british-embassy-jakarta/issuing-an-emergency-travel-document/slot\\_picker](https://www.consularappointments.service.gov.uk/fco/#!/british-embassy-jakarta/issuing-an-emergency-travel-document/slot_picker)

Book an appointment for an emergency travel document in Bali, here: [https://www.consularappointments.service.gov.uk/fco/#!/british-consulate-bali/issuing-an-emergency-travel-document/slot\\_picker](https://www.consularappointments.service.gov.uk/fco/#!/british-consulate-bali/issuing-an-emergency-travel-document/slot_picker)



## Other consular services

### Notarial and documentary services

See the full list of notarial and documentary services they provide in Indonesia, here: <https://www.gov.uk/guidance/notarial-and-documentary-services-guide-for-indonesia>

### Legalisation services

The British Embassy Jakarta provides legalisation services. Read the notarial and documentary services page for more information on legalisation in Indonesia,

here: <https://www.gov.uk/guidance/notarial-and-documentary-services-guide-for-indonesia>

### Consular fees

They charge fees for some of their services. See the full list of consular fees in Indonesia, here: <https://www.gov.uk/government/publications/indonesia-consular-fees>

They also provide services in Bali, see: <https://www.gov.uk/world/organisations/british-consulate-bali>

## Contact us

### British Embassy Jakarta

British Embassy Jakarta  
Jl. Patra Kuningan Raya Blok L5-6  
Jakarta  
12950  
Indonesia

**Email:** [Jakarta.mcs@fco.gov.uk](mailto:Jakarta.mcs@fco.gov.uk)

**Telephone:** (+62) (21) 2356 5200

#### Opening hours (local time):

Monday to Thursday: 07:30 - 16:00  
Friday: 07:30 - 13:00

#### Opening hours (GMT):

Monday to Thursday: 01:30 - 10:00  
Friday: 01:30 - 07:00

### Consular services (Jakarta)

The British Embassy Jakarta  
Jl Patra Kuningan Raya Blok L5-6  
Jakarta  
12950  
Indonesia

**Email:** [Consulate.Jakarta@fco.gov.uk](mailto:Consulate.Jakarta@fco.gov.uk)

**Telephone:** (+62) (21) 2356 5200

#### Opening hours (local time):

Monday, Tuesday, Thursday and Friday:  
08:30 - 12:00

Access by appointment only.

### Consular services (Bali)

British Consulate Bali  
Jl. Tirta Nadi 2 No. 20  
Sanur  
Bali  
Indonesia

**Email:** [Consulate.Bali@fco.gov.uk](mailto:Consulate.Bali@fco.gov.uk)

**Telephone:** (+62) (21) 2356 5200

#### Opening hours (local time):

Monday, Wednesday and Friday:  
08:30 - 12:00





### The Institute of Export & International Trade

Export House  
Minerva Business Park  
Lynch Wood  
Peterborough  
PE2 6FT, UK

Tel: +44 (0) 1733 404400

Website: [www.export.org.uk](http://www.export.org.uk)



## UK Export Finance

UK Export Finance is the UK's export credit agency, serving UK companies of all sizes. We help by providing insurance to exporters and guarantees to banks to share the risks of providing export finance. In addition, we can make loans to overseas buyers of goods and services from the UK.

In the past five years, we have provided:

- £14 billion worth of support for UK exports;

- direct support for more than 300 customers supported directly, with many thousands more benefiting through export supply chains;
- nearly 2000 individual guarantees, loans or insurance policies.

UK Export Finance is the operating name of the Export Credits Guarantee Department (ECGD).

For more information and to arrange a free consultation with an Export Finance Adviser, visit: <https://www.gov.uk/government/organisations/uk-export-finance>

### New business enquiries:

Telephone: +44 (0)20 7271 8010

Email: [customer.service@ukef.gsi.gov.uk](mailto:customer.service@ukef.gsi.gov.uk)



### International Market Advisor

1 Clough Street, Buxton SK17 6LJ  
United Kingdom

Email: [info@ima.uk.com](mailto:info@ima.uk.com)  
General enquiries switchboard  
+44 (0) 1298 79562  
[www.DoingBusinessGuides.com](http://www.DoingBusinessGuides.com)

### Media enquiries

Newsdesk & out of hours  
+44 (0) 1298 79562





### British Expertise

23 Grafton Street, London W1S 4EY

Tel: +44 (0)20 7824 1920

Fax: +44 (0)20 7824 1929

<http://www.britishexpertise.org/bx/pages/bx.php>



### Department for International Trade (DIT):

If you have a specific enquiry about the Indonesian market which is not addressed by the information in this guide, you may contact:

Email: [enquiries@trade.gsi.gov.uk](mailto:enquiries@trade.gsi.gov.uk)

Tel: +44 (0)20 7215 8000

Fax: +44 (0)141 228 3693

### Website:

[www.gov.uk/government/organisations/department-for-international-trade](http://www.gov.uk/government/organisations/department-for-international-trade)

Otherwise contact the DIT team at the British Embassy Jakarta directly, for more information and advice on opportunities for doing business in Indonesia:

### UK Department for International Trade Indonesia

#### British Embassy

Jl. Patra Kuningan Raya Blok L 5-6  
Jakarta  
12950  
Indonesia

Email: [ditjakarta.enquiries@fco.gov.uk](mailto:ditjakarta.enquiries@fco.gov.uk)

Tel: +62 (0)21 2356 5200



### BritCham Indonesia

Wisma Metropolitan I F/15,  
Jln. Jend. Sudirman Kav. 29 - 31,  
Jakarta - 12920

Tel: +62 21 5229453

Fax: +62 21 5279135

Email: [busdev@britcham.or.id](mailto:busdev@britcham.or.id)

Website: [www.britcham.or.id](http://www.britcham.or.id)





**UK-ASEAN Business Council (UKABC)**

[www.ukabc.org.uk](http://www.ukabc.org.uk)

Email: [info@ukabc.org.uk](mailto:info@ukabc.org.uk)

Tel: +44 (0)20 7828 3431

**Translation / Language Services**



**AST Language Services Ltd**

Unit 8, Ayr Street,  
Nottingham NG7 4FX  
United Kingdom

Tel: +44 (0)115 970 5633

Fax: +44 (0)845 051 8780

Email: [office@astls.co.uk](mailto:office@astls.co.uk)

[www.astlanguage.com](http://www.astlanguage.com)

**Education / School Services**



**British School Jakarta**

Bintaro Jaya Sektor 9  
Jl. Raya Jombang Ciledug  
Pondok Aren  
Tangerang  
15227

Tel: (+62) (0) 21 745 1670

Email: [admissions@bsj.sch.id](mailto:admissions@bsj.sch.id)

Website: [www.bsj.sch.id](http://www.bsj.sch.id)

Contact name:

Mr Patrick Moore, Head of Admissions.



**PT Kellys Express**

Infinia Park A27, Jl. Dr. Saharjo No. 45,  
Jakarta 12850, Indonesia

Tel: +62 21 8370 7866

Fax: +62 21 8370 7561

Email: [rajah@kellys-express.com](mailto:rajah@kellys-express.com)

[ani@kellys-express.com](mailto:ani@kellys-express.com)

[eramono@kellys-express.com](mailto:eramono@kellys-express.com)

[sales@kellys-express.com](mailto:sales@kellys-express.com)

[mobility@kellys-express.com](mailto:mobility@kellys-express.com)

Web Site: [www.kellys-express.com](http://www.kellys-express.com)

Contacts: M T Rajah (General Manager)

– [rajah@kellys-express.com](mailto:rajah@kellys-express.com)

Eugene (Sales & Business Development)

– [eramono@kellys-express.com](mailto:eramono@kellys-express.com)

## Case Study

**M. P. Evans Group PLC**

Gedung Graha Aktiva,  
Jl HR Rasuna Said Blok X-1 Kav 03,  
Jakarta 12950

Email: [enquiries@mpevans.co.uk](mailto:enquiries@mpevans.co.uk)

Call: +44 (0)1892 516333

[www.mpevans.co.uk](http://www.mpevans.co.uk)

## Office Services / Office Solutions

**Regus Indonesia**

PT. Regus Business Centre Indonesia  
30/F Menara KADIN Indonesia  
Jl. HR. Rasuna Said Block X-5 Kav.2-3  
Jakarta  
12950

Telephone: +62 21 2555 5700

Website: [www.regus.co.id](http://www.regus.co.id)





## *SHIPMENT FROM JAKARTA TO LOS BANOS, PHILIPPINES*

"Just wanted to inform you that my personal effects have been delivered yesterday (22 January 2017) to my residence in Los Banos, Laguna. Thank you so much for your help on this matter. I also wish to inform you that I am very (if not extremely) satisfied with the services provided by Kelly's express. They consistently provided updates on the status of my cargo shipment.

ASEC made a good and intelligent choice in selecting Kelly's Express. Hopefully other openly recruited ASEC staff [when they decide to leave ASEC] can also experience the kind of excellent service they provide."

*Head, Science and Technology Division, AEC  
Department, ASEAN Secretariat*





## Useful links

### Country information:

#### BBC Website:

[http://news.bbc.co.uk/1/hi/country\\_profiles/default.stm](http://news.bbc.co.uk/1/hi/country_profiles/default.stm)

#### FCO Country Profile:

<https://www.gov.uk/foreign-travel-advice/indonesia>

### Culture and communications:

#### ICC – The international language association:

[www.icc-languages.eu/links/156-the-national-centre-for-languages-cilt](http://www.icc-languages.eu/links/156-the-national-centre-for-languages-cilt)

### Customs and regulations:

#### HM Revenue & Customs:

<https://www.gov.uk/government/organisations/hm-revenue-customs>

### Economic information:

#### The Economist:

<http://www.economist.com/topics>

#### Trading Economics:

[www.tradingeconomics.com](http://www.tradingeconomics.com)

### Export control:

#### Export Control Organisation:

<https://www.gov.uk/guidance/beginners-guide-to-export-controls>

### Export finance and insurance:

#### British Insurance Brokers Association (BIBA):

[www.biba.org.uk](http://www.biba.org.uk)

#### UK Export Finance (formerly ECGD):

[www.gov.uk/government/organisations/uk-export-finance](http://www.gov.uk/government/organisations/uk-export-finance)

### Intellectual Property:

#### Intellectual Property Office:

<https://www.gov.uk/government/organisations/intellectual-property-office>

#### World Intellectual Property Organization (WIPO):

[http://www.wipo.int/treaties/en/text.jsp?file\\_id=288514](http://www.wipo.int/treaties/en/text.jsp?file_id=288514)

### Standards and technical regulations:

#### British Standards Institution (BSI):

<https://www.bsigroup.com/en-GB/>

#### Export Control Joint Unit (ECJU):

<https://www.gov.uk/government/organisations/export-control-organisation>

#### Intellectual Property Office:

<https://www.gov.uk/government/organisations/intellectual-property-office>

#### National Physical Laboratory:

<http://www.npl.co.uk/>

### Trade statistics:

#### HM Revenue and Customs (HMRC):

<https://www.uktradeinfo.com/statistics/buildyourowntables/pages/table.aspx>

#### National Statistics Information:

<https://www.gov.uk/government/statistics/announcements>

#### Office for National Statistics:

<http://www.ons.gov.uk/>

### Trade shows:

#### British Expertise Events:

<http://www.britishexpertise.org/bx/pages/bx.php>

#### EventsEye.com online database:

[www.eventseye.com](http://www.eventseye.com)

#### DIT Events Portal:

<https://www.events.trade.gov.uk/>





Getting UK businesses ready to sell overseas

# What is Open to Export?

Open to Export is the online community helping UK businesses get ready to sell overseas. Backed by Government and business, we are a not for profit social enterprise dedicated to helping UK companies grow through export.



**Getting started >**



**Selecting a market >**



**Reaching customers >**



**Pricing and getting paid >**



**Delivery and documentation >**

For more information visit [opentoexport.com](https://opentoexport.com)



**Travel advice:**

**FCO Travel:**

[www.gov.uk/browse/abroad](http://www.gov.uk/browse/abroad)

**FCO Foreign Travel Insurance:**

<https://www.gov.uk/guidance/foreign-travel-insurance>

**Healthcare abroad:**

**Travel health:**

[www.travelhealth.co.uk](http://www.travelhealth.co.uk)

**TravelHealthPro:**

<https://travelhealthpro.org.uk/countries>

**NHS (Scotland):**

<http://www.fitfortravel.nhs.uk/destinations.aspx>

**NHS Choices:**

<http://www.nhs.uk/NHSEngland/Healthcareabroad/Pages/Healthcareabroad.aspx>

**International trade:**

**British Chambers of Commerce (BCC):**

[www.britishchambers.org.uk](http://www.britishchambers.org.uk)

**British Council:**

[www.britishcouncil.org](http://www.britishcouncil.org)

**British Expertise:**

<http://www.britishexpertise.org/bx/pages/bx.php>

**British Franchise Association:**

<http://www.thebfa.org/international>

**Centre for the Protection of National Infrastructure (CPNI):**

<http://www.cpni.gov.uk/>

**Confederation of British Industry (CBI):**

[www.cbi.org.uk](http://www.cbi.org.uk)

**Department for Business, Energy & Industrial Strategy (BEIS):**

<https://www.gov.uk/government/organisations/department-for-business-energy-and-industrial-strategy>

**Department for International Trade (DIT):**

<https://www.gov.uk/government/organisations/department-for-international-trade>

**DIT e-exporting programme:**

<https://www.gov.uk/guidance/e-exporting>

**Export Britain:**

<http://exportbritain.org.uk/>

**Exporting is GREAT:**

<https://www.great.gov.uk/>

**Foreign & Commonwealth Office (FCO):**

[www.gov.uk/government/organisations/foreign-commonwealth-office](http://www.gov.uk/government/organisations/foreign-commonwealth-office)

**Institute of Directors (IoD):**

[www.iod.com](http://www.iod.com)

**Institute of Export & International Trade (IOE&IT):**

[www.export.org.uk](http://www.export.org.uk)

**International Monetary Fund (IMF):**

<http://www.imf.org/external/index.htm>

**Market Access database:**

<http://madb.europa.eu/madb/indexPubli.htm>

**Open to Export:**

<http://opentoexport.com/>

**Organisation for Economic Co-operation and Development (OECD):**

<http://www.oecd.org/>



**Overseas business risk:**

<https://www.gov.uk/government/collections/overseas-business-risk>

**Transparency International:**

<http://www.transparency.org/>

**UK-ASEAN Business Council (UKABC):**

<http://www.ukabc.org.uk/>

**UK Trade Tariff:**

<https://www.gov.uk/trade-tariff>

**UK Visas:**

<https://www.gov.uk/government/organisations/uk-visas-and-immigration>

**World Bank Group economy rankings:**

<http://www.doingbusiness.org/rankings>

**World Economic Forum Global Competitiveness Report:**

<https://www.weforum.org/reports/the-global-competitiveness-report-2017-2018>

**Indonesian websites:****Association of Indonesian Advertisers (APPINA):**

<http://appina.or.id/>

**Bank of Indonesia (BI):**

<http://www.bi.go.id/en/Default.aspx>

**Batam-Bintan-Karimun Free Trade Zone (FTZ):**

<http://www.bpbatam.go.id/eng/index.jsp>

**Indonesian Coastguard (Bakamia):**

<https://www.bakamla.go.id/home/english>

**Indonesian Consumer Dispute Settlement Agency (BPSK):**

<http://bpsk.denpasarkota.go.id/>

**Indonesian Consumer Protection Law:**

<http://www.aseanconsumer.org/accp/download/Indonesia/Consumer%20Protection%20Law%20-%20English.pdf>

**Indonesian Customs and Excises:**

<http://www.beacukai.go.id/websitenew/index.html>

**Indonesian Directorate General of Customs and Excise (DGCE):**

<https://www.kemenkeu.go.id/>

**Indonesian Directorate General of Taxes:**

<http://www.pajak.go.id/>

**Indonesian Embassy in London:**

<http://indonesianembassy.org.uk/>

**Indonesian Investment Coordinating Board:**

<http://www3.bkpm.go.id/en>

**Indonesian Ministry of Agriculture:**

<http://www.pertanian.go.id/>

**Indonesian Ministry of Defence:**

<http://www.kemhan.go.id/>

**Indonesian Ministry of Education and Culture:**

<https://kemdikbud.go.id/>

**Indonesian Ministry of Energy and Mineral Resources:**

<http://www.esdm.go.id/>

**Indonesian Ministry of Environment and Forestry:**

<http://www.menlhk.go.id/>



Indonesian Ministry of Finance:  
<http://www.kemenkeu.go.id/en>

Indonesian Ministry of Foreign Affairs:  
<http://www.kemlu.go.id/>

Indonesian Ministry of Health:  
<http://www.kemkes.go.id/>

Indonesian Ministry of Home Affairs:  
<http://www.kemendagri.go.id/>

Indonesian Ministry of Industry:  
<http://www.kemenperin.go.id/>

Indonesian Ministry of Law and Human Rights:  
<http://www.kemenkumham.go.id/>

Indonesian Ministry of Manpower and Transmigration (MoMT):  
<http://naker.go.id/>

Indonesian Ministry of Maritime Affairs and Fisheries:  
<http://kkp.go.id/>

Indonesian Ministry of Religious Affairs:  
<https://www.kemenag.go.id/>

Indonesian Ministry of Research, Technology and Higher Education:  
<http://ristekdikti.go.id/>

Indonesian Ministry of State-Owned Enterprises:  
<http://bumn.go.id/>

Indonesian Ministry of Tourism:  
<http://www.kemenpar.go.id/>

Indonesian Ministry of Trade:  
<http://www.kemendag.go.id/en>

Indonesian Ministry of Transportation:  
<http://www.dephub.go.id/>

Indonesian National Accreditation Committee (KAN):  
<http://www.kan.or.id/>

Indonesian National Consumer Protection (BPKN):  
<http://bpkn.go.id/>

Indonesian National Planning Agency (BAPPENAS):  
<http://www.bappenas.go.id/id/>

Indonesian National Standards Authority (BSN):  
<http://www.bsn.go.id/>

Indonesian Tsunami Early Warning Centre:  
<http://rtsp.bmkg.go.id/publicbull.php>

Java Integrated Industrial and Port Estate initiative:  
<http://www.jiipe.com/profile>

National Disaster Management Authority (BNPB):  
<https://www.bnpb.go.id/>

Recording Information System Of Creation And Related Rights Related Products Online:  
<https://e-hakcipta.dgip.go.id/login>

Tourism Indonesia:  
<http://www.tourismindonesia.com/>



## ABOUT US

Launched in 2007, Start Up Overseas has become the definitive online resource for companies who are looking to expand internationally, export products or set up overseas operations.

We have all the information you will need to trade in 60 countries.

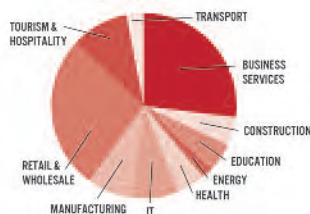
## LOOKING FOR HELP DOING BUSINESS IN INDONESIA?

You are not alone. In January 2017, 29,064 companies used Start Up Overseas to find up to date information – and to find service providers who could help.

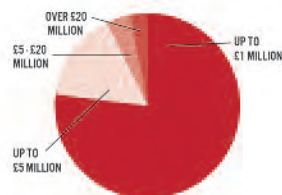
## WHY DO COMPANIES USE START UP OVERSEAS?

- **Country Guides** – the essential information you will need to trade on foreign soil.
- **Business Directory** – A helpful directory giving you the tools and contacts to run your business overseas.
- **Ask the Expert** – Experts are waiting to answer your questions
- **Start Up Overseas Forum** – Join our virtual community. Share knowledge & advice with people facing similar issues to you.
- **Editors News** – Subscribe to our free newsletter, and keep completely up to date with all the developments in international trade.

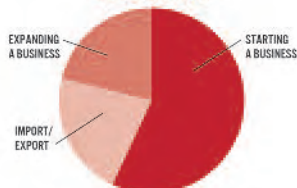
**INDUSTRY SECTORS**



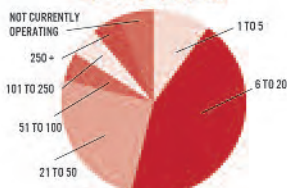
**TURNOVER**



**BUSINESS STATUS**



**NUMBER OF EMPLOYEES**



## WHAT OUR ADVERTISERS SAY:

*Accounting Advantage experience with Startupoverseas has been positive, since we have been able to help people to see Portugal as a potential market, and develop their business.*

*Startupoverseas provides us with the opportunity we need to reach other markets. Thank you for that.*

Claudia de Oliveira  
Azevedo Accounting Advantage

*The startupoverseas website is a great platform to interact directly with entrepreneurs and SME's and has generated a number of good leads from the UK and Asia for us.*

Nadia Rinawi RAK Free Trade Zone





## ADVERTISE WITH US

Launched in 2007, StartupOverseas is the first port of call for companies looking to trade internationally for the first time.

Over 25,000 unique visitors a month use our website to source information, and to find suppliers who can help them achieve their aims.

If your company provides a service to organisations entering new markets, then advertising on [www.startupoverseas.co.uk](http://www.startupoverseas.co.uk) can introduce you to new customers.

We offer a range of packages to suit all ambitions and budgets, so to find out more, email [admin@startupoverseas.co.uk](mailto:admin@startupoverseas.co.uk) or give us a call on +44 (0)117 907 3520



## CONTACTUS

To contact the sales team: [simon@startupoverseas.co.uk](mailto:simon@startupoverseas.co.uk)

To contact the editorial team: [caroline@startupoverseas.co.uk](mailto:caroline@startupoverseas.co.uk)

If you have any general questions email using the above details or call us on:  
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[www.goinggloballive.co.uk](http://www.goinggloballive.co.uk)

Going Global runs every May at the ExCeL in London and every November at the Olympia in London. For the dates of the next event, please visit [www.goinggloballive.co.uk](http://www.goinggloballive.co.uk)



## Trade shows

A trade show is a method of promoting a business through the exhibition of goods and services, an organised exhibition of products, based on a central theme, where manufacturers meet to show their products to potential buyers.

Taking part in overseas exhibitions is an effective way for you to test markets, attract customers, appoint agents or distributors and make sales. DIT's Tradeshows Access Programme (TAP) provides grant support for eligible SME firms to attend trade shows overseas.

Participation is usually as part of a group, a great advantage for inexperienced businesses, and is usually led by one of DIT's Accredited Trade Associations (ATOs). ATOs work with DIT to raise the profile of UK groups and sectors at key exhibitions. For more information visit: <https://www.gov.uk/tradeshows-access-programme>.

IOE&IT's events:  
[www.export.org.uk/events/event\\_list.asp](http://www.export.org.uk/events/event_list.asp)

10 Times (formerly  
BizTradeShows.com):  
[www.10times.com/indonesia](http://www.10times.com/indonesia)

British Expertise Events:  
[www.britishexpertise.org/bx/pages/bx\\_events.php](http://www.britishexpertise.org/bx/pages/bx_events.php)

EventsEye.com online database:  
[www.eventseye.com](http://www.eventseye.com)

DIT online events search facility:  
[www.events.trade.gov.uk](http://www.events.trade.gov.uk)







## **Simon Chicken – Event Director of Going Global Live: Europe's leading event for expanding your business overseas**

### **Hi Simon, can you tell us about how Going Global Live started?**

The Prysm Group had been running The Business Show for 10 years. The Business Show is Europe's largest event helping UK based companies grow domestically. It became apparent that many of our 20,000+ visitors were looking to expand internationally. There was a need, and there was a gap in the market, so we launched Going Global Live at ExCeL in November 2014, and we've done 2 events each year ever since. Going Global Live takes place twice a year, in May and November. For more information including event dates, visit the website at: [www.goinggloballive.co.uk](http://www.goinggloballive.co.uk)

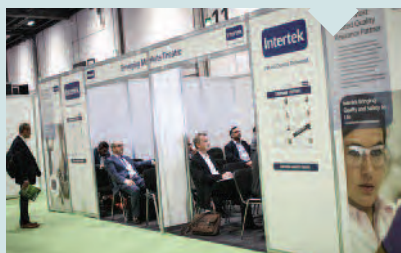
### **What can people expect to find at Going Global Live?**

Think of it as a trade show and conference. Visitors who come to the event will get up to date advice from world leading experts on the most attractive markets and overseas opportunities, and be able to speak to suppliers & service providers who can help with the challenging project of international expansion.



### **Why is it important for SMEs to attend the event?**

Research has shown businesses are 11% more likely to survive if they export their products, Great Britain is currently in a fantastic position where we have good trade deals in place and British products are in high demand. At Going Global Live we put all the suppliers and services companies will need to meet in order for them to achieve international expansion, all under one roof. Trying to meet with all of these people would take years to arrange and do, at the event you can do it in 2 days! If you are serious about taking your business to the next level, the event is a must attend.





**If you were to start trading in a new market, which country would that be and why?**

Iran. This is a massive market which is just opening up, and I would want to get there before my competitors. More importantly, I need an excuse to put a trip to Shiraz on business expenses. A city that is famous for poetry, roses and wine needs to be visited. I'm guessing the food is unbelievable too.



**Finally, what are your aims going forward?**

We've reached a point where the event has firmly established itself. Visitors leave our events with advice and knowledge they need to grow their company's further, however we still feel the event can reach a whole new height. So we're expanding the team and increasing the size of the exhibition. The show has the potential to be four times the size it is now, in terms number of exhibitors, seminars, and visitors at the event.













## Disclaimer

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# Doing Business in Indonesia Guide **Quick Facts**

Location: Southeastern Asia, archipelago between the Indian Ocean and the Pacific Ocean

Population: 261.1 million *[Source: World Bank, 2016]*

Urban population: 54.5%

Capital city: Jakarta

GDP per capita: US \$3,604.3

Languages: Bahasa Indonesia (official, modified form of Malay), English, Dutch, local dialects (of which the most widely spoken is Javanese); more than 700 languages are used in Indonesia

Religion: Muslim 87.2%, Christian 7%, Roman Catholic 2.9%, Hindu 1.7%, other 0.9% (includes Buddhist and Confucian), unspecified 0.4% (2010 est.)

Government: presidential republic

Legal system: civil law system based on the Roman-Dutch model and influenced by customary law

Currency: Indonesian Rupiah

Climate: tropical; hot, humid; more moderate in highlands

Natural resources: petroleum, tin, natural gas, nickel, timber, bauxite, copper, fertile soils, coal, gold, silver

Natural hazards: occasional floods; severe droughts; tsunamis; earthquakes; volcanoes; forest fires; volcanism: Indonesia contains the most volcanoes of any country in the world – some 76 are historically active

Time difference: UTC+7

Internet country code: .id

National holiday: Independence Day, 17<sup>th</sup> August (1945)

National symbols: garuda (mythical bird); national colours: red, white

*[Source: FCO Economics Unit, CIA World Factbook (December 2017)]*



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