

CRS Timor-Leste

Country info





WELCOME TO TIMOR LESTE!

This document provides you with information we think you'll find useful to get settled in Timor-Leste safely and with minimum hassle. The target audience is short-term visitors and new expatriate staff. Below, you'll find information on Timor-Leste's history, facts about the country, travel details, health issues, places to go and things to do, the current security situation, safety and security guidelines and, finally, emergency contact information.

Since information about services, prices and basic statistics are constantly changing, we would appreciate your feedback with new information (a great dish you have eaten at a restaurant perhaps), and about other topics that you feel would be useful to include.

Timor Leste is a country in Southeast Asia, officially known as **Democratic Republic of Timor-Leste**. The country comprises the eastern half of the island of Timor and the nearby islands of Atauro and Jaco. The first inhabitants are thought to be descendant of Australoid and Melanesian peoples. The Portuguese began to trade with Timor by the early 16th century and colonized it throughout the mid-century. Skirmishing with the Dutch in the region eventually resulted in an 1859 treaty for which Portugal ceded the western half of the island. Imperial Japan occupied East Timor during World War II, but Portugal resumed colonial authority after the Japanese surrender.

East Timor declared itself independent from Portugal on 28 November 1975, but was invaded by neighboring Indonesia nine days later. The country was later incorporated as the province of Indonesia

after wards. During the subsequent two-decade occupation, a campaign of pacification ensued. Although Indonesia did make substantial investment in infrastructures during its occupation in East Timor, dissatisfaction remained widespread. Between 1975 and 1999, there were an estimated about 102,800 conflict-related deaths (approximately 18,600 killings and 84,200 'excess' deaths from hunger and illness), the majority of which occurred during the Indonesian occupation.

On 30 August 1999, in an UN-sponsored referendum, an overwhelming majority of East Timorese voted for independence from Indonesia. Immediately following the referendum, anti-independence Timorese militias — organized and supported by the Indonesian military — commenced a punitive scorched-earth campaign. The militias killed approximately 1,400 Timorese and forcibly pushed 300,000 people into West Timor as refugees. The majority of the country's infrastructure was destroyed during this punitive attack. On 20 September 1999, the International Force for East Timor (INTERFET) was deployed to the country and brought the violence to an end. Following a United Nations-administered transition period, East Timor was internationally recognized as an independent nation on 20 May 2002.

FAST FACTS ABOUT THE COUNTRY

Full name: Democratic Republic of Timor-Leste

Capital: Dili

Population: 1,066,409 (Census 2010)

Area: 15,007 km² (about the size of Maryland)

Major languages: Tetum and Portuguese (official), Indonesian and English (working languages). Tetum is spoken by at least 60% of the population.

Religion: Roman Catholic (over 90%). Religious minorities include Muslims, Protestants, Hindu, Buddhist and traditional animist minorities.

Independence: From Portugal, 1975. From Indonesia, 1999. From UN, 2002.

Independence Day: 20 May 2002 (UN), 28 November 1975 (Portugal).

Government system: Democratic Republic

President: Taur Matan Ruak (TMR)

Prime Minister: Rui Maria De Araujo

Currency: US Dollar (with national coins in denominations of one, five, 25 and 50 cents)

Education: *Literacy--50%.]*

Life expectancy (2010): 62 years

Child mortality rate (2010; under 5): 64 per 1,000 population.

Annual per capita income: USD366

Main exports: Coffee, marble, potential for oil exports

International dialing code: +670

Time zone: GMT + 9 (no daylight savings)



Coat of arms:



Districts: Timor-Leste is divided into thirteen administrative Districts. Districts are comprised of sub-Districts, Sucos and Aldeias.

Public holidays: Timor-Leste has public holidays that commemorate historic events in the liberation struggle, as well as those associated with Catholicism:

January	1	New Year's Day
April	3	Good Friday
May	1	International Labor Day
May	20	Restoration of Independence Day
June	4	Corpus Christi
September	23	Idul adha
November	2	All Saints Day
November	3	All Soul's Day
November	12	National Youth Day
December	7	National Heroes Day
December	8	Immaculate Conception Day
December	25	Christmas Day

Date varies: Idul Fitri, Idul Adha

Please note the above is for 2015 for dates but all holidays above are recognized.

Electricity: Electricity is 240 Volts. Since the public electricity supply is unreliable, you'll hear lots of generators chugging away. The CRS office and most hotels and restaurants have generators; other accommodation options may not.

Electrical plugs: There are a wide variety of power outlets – you can regularly find two-round-pin European power points, Australian three-pronged (angled) power points or British three-large-square power points. A multi-fittings travel adaptor is a good idea.

Internet: The CRS office has broadband internet, which can be slow. Some hotels and various internet cafes offer internet services.

Money: ANZ, an Australian Bank, operates a number of cash machines in Dili from where you can withdraw money (USD). A cash machine is situated at the ANZ bank in the middle of town near the Government buildings at Av. Presidente Nicolau Lobato. There are machines at Tiger Fuel and Timor Plaza as well. The ANZ branch will cash checks and exchange traveler's checks. Credit cards are not commonly accepted in Timor-Leste, although you can use them to withdraw money at the ATMs. Please note if you are traveling outside Dili you need to bring cash with you, because it is rare to find an ATM.

Media: Public radio is said to reach some 90% of the population; public TV has a smaller coverage. Timor-Leste has two daily newspapers and a number of weekly titles. BBC World Service programs in English and Portuguese are available in Dili via BBC 95.3 FM.

TRANSIT IN BALI/ARRIVAL IN DILI AIRPORT

There are no special restrictions on entry to Timor-Leste due to nationality. Visitors do not need to apply in advance and should ask for a Tourist & Business visa. Visitors are encouraged to check out the Immigration Service of Timor-Leste website (<http://migracao.gov.tl/>) and consult with CRS/TL before departure in the event there is any change to the regulations.

The local currency is the USD Dollar, and please note that some notes are not accepted before 2009.

Below you will find some step-by-step instructions that should help facilitate your movement through Indonesia and Timor immigration lines:

Arriving in and departing from Bali:

Please see the most updated [Visa information here](#). Please note that if you are transiting and staying in Bali less than two days you may need to buy a transit visa.

Once the immigration officer has stamped your passport, proceed straight ahead toward **baggage claim**.

- Once you cleared customs, there will be a **set of ATMs immediately on your right** – it will be good to have some Indonesia Rupiah for the night and also your return transit through Bali, perhaps around IDR 500,000 should be good enough for food and drinks, and to pay departure tax of 150,000 IDR twice (US\$1 is around IDR9,000), unless you want to buy stuff.
- Some of the uniformed men are porters, which you probably won't need - - if you decide to use their service for IDR5,000/bag
- Clear customs (pretty easy), just give them your custom card filled in.
- It is a good idea to book a taxi from your hotel in advance, as many times the taxis at the airport will charge more or try to take advantage of you. If you do this someone should be waiting at the exit with a name and your sign. If you do not see your name then go to the information desk behind where everyone is standing and ask them to call your name over the speaker
- Note that most airlines include the departure tax as part of the ticket now.

Arrival in Dili:

- After the plane lands you'll walk down the portable staircase and across the tarmac toward the airport arrivals hall
- Before you enter the arrivals hall and before you proceed toward immigration you will have to get a **Visa-on-Arrival** from the window just before you enter the doorway to the arrivals hall – Visa-on-Arrival is **\$30** – keep receipt

- Once you get **Visa-on-Arrival** enter the building and enter one of the immigration lines. You will need to have filled out an Immigration form.
- Once you clear immigration baggage claim is immediately on your right and usually chaotic – there are not enough baggage trolleys, so grab one if you can (unless you don't need). Keep your luggage claim ticket at hand as you are often requested to present it before clearing customs.
- Clear customs and proceed outside (you will need to give the customs form to people waiting near the exit)
- A CRS driver will be there waiting
- Remember that you'll need **\$10 as departure tax when you leave TL**

GETTING HERE

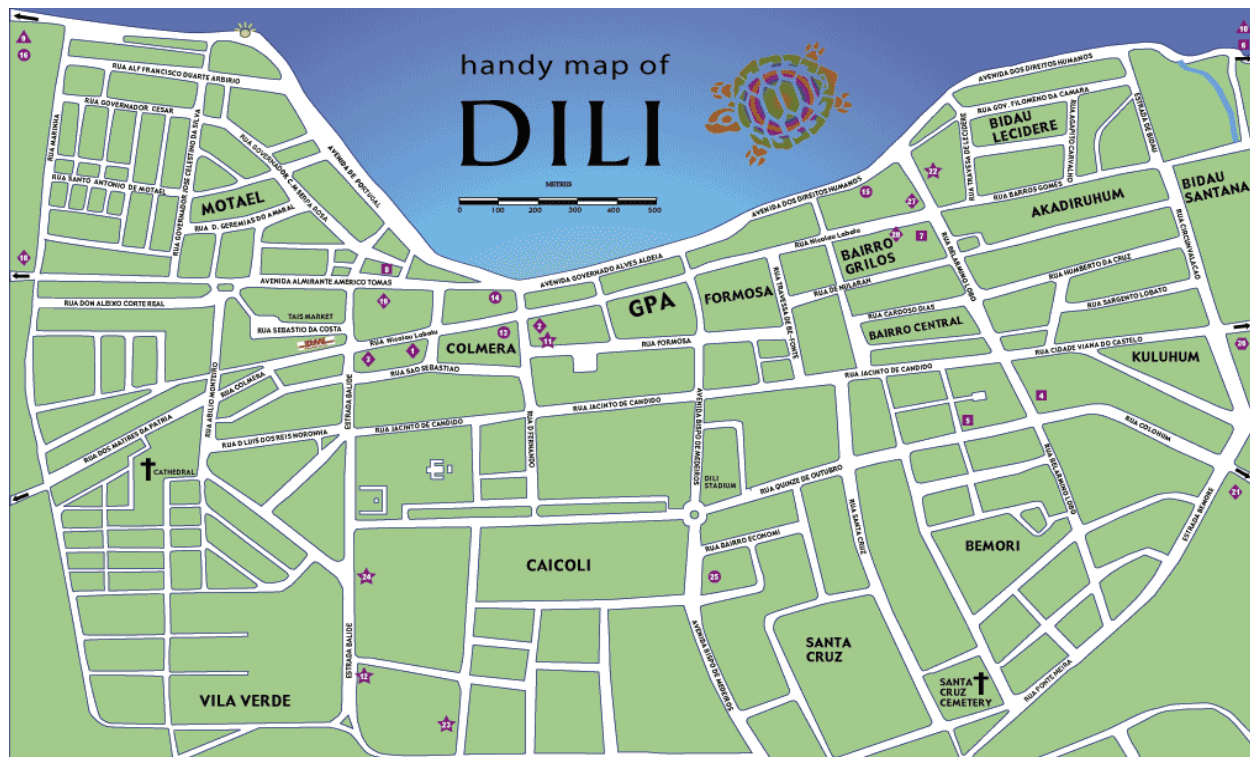
Flights: Flights to Dili come from either Indonesia (Denpasar), Singapore or Australia (Darwin). Depending on when you arrive in Denpasar or Singapore, you may need to stay at least one night.

Arrival: When you arrive, you'll be met at the airport by a representative from CRS. If, for some unforeseen reason, there is no-one to meet you, call the Country Manager, the Operation Manager or the Baucau Office Manager (see Constant Companion for contact information). Do not leave the airport. Unless you have a Timor-Leste SIM card for your mobile phone, you will need to borrow someone's phone. Some Asian SIM cards may have roaming in TL.

Every visitor will receive a security briefing within a day upon arrival. As part of this orientation – depending on whether you are a visitor or incoming staff – you will receive a mobile phone, emergency contact card, and other assorted support items.

You will be lodged in one of the CRS pre-approved hotels or CRS guesthouse. If you are arriving on a long-term contract, it may take some time to find suitable housing.

First-time visitors should understand that while Dili is a small 'city', it takes a while to get oriented due to the lack of street signs and addresses, and the resulting usage of landmarks and neighborhood names for reference. There are also many one-way streets so often you will be taking a circuitous route to get from place to place.



GENERAL COUNTRY CONTEXT

I. Country Description: Timor-Leste - Past & Present

Introduction – Colonization and Independence

The Portuguese first landed in Timor in 1512. The Dutch, who claimed many of the surrounding islands, took control of the western portion of the island in 1613. Portugal and the Netherlands fought over the island until an 1860 treaty divided Timor, granting Portugal the eastern half of the island as well as the western enclave of Oecussi (the first Portuguese settlement on the island). Australia and Japan fought each other on the island during World War II; nearly 50,000 Timorese died during the subsequent Japanese occupation.

In 1949, the Netherlands gave up its colonies in the Dutch West Indies, including West Timor, and the nation of Indonesia was born. Timor Leste remained under Portuguese control until 1975, when the Portuguese abruptly pulled out after 463 years of colonization. The sudden Portuguese withdrawal left the island vulnerable. On 16 July 1976, nine days after the Democratic Republic of Timor declared itself an independent nation, Indonesia invaded and annexed it. Although no country except Australia officially recognized the annexation, the

United States and other western countries, who had cultivated Indonesia as a trading partner and cold-war ally, sanctioned Indonesia's invasion.

Indonesia's invasion and its brutal occupation of Timor Leste—small, remote, and desperately poor—largely escaped international attention. Timor Leste's resistance movement was violently suppressed by Indonesian military forces, and more than 200,000 Timorese were reported to have died from famine, disease, and fighting since the Indonesian annexation. Indonesia's human rights abuses finally began receiving international notice in the 1990s, and in 1996, two Timorese activists, Bishop Carlos Filipe Ximenes Belo and José Ramos-Horta received the Nobel Peace Prize for their efforts to gain freedom peacefully.

After Indonesia's hard-liner president Suharto left office in 1998, his successor, B. J. Habibie, unexpectedly announced his willingness to hold a referendum on Timorese independence, reversing 25 years of Indonesian intransigence. As the referendum on self-rule drew closer, fighting between separatist guerrillas and pro-Indonesian paramilitary forces in Timor Leste intensified. The UN-sponsored referendum had to reschedule twice because of violence. On 30 August 1999, 78.5% of the population voted to secede from Indonesia. However, in the days following the referendum, pro-Indonesian militias and Indonesian soldiers retaliated by razing towns, slaughtering civilians, and forcing a third of the population out of the territory. After enormous international pressure, Indonesia finally agreed to allow UN forces into Timor Leste on 12 September. Led by Australia, an international peacekeeping force (INTERFET) began restoring order to the ravaged nation.

The UN Transitional Authority in Timor Leste (UNTAET) then governed the territory for nearly three years. On May 20, 2002, nationhood had been declared. Charismatic rebel leader José Alexandre (Xanana Gumao), who had been imprisoned by Indonesia from 1992 to 1999, was overwhelmingly elected the nation's first president on April 14, 2002. The president has a largely symbolic role; real power rests with the parliament and the Prime Minister Mari Alkatiri.

The first new country of this new millennium, Timor Leste is also one of the world's poorest. The Indonesian militias destroyed its meager infrastructure in 1999 and the economy, primarily made up of subsistence farming and fishing was in shambles. With no prior experience of democracy or independence, governance and civil society remain at the early stages of development. East Timorese are still developing an understanding of the role of government, how to access government, and constructive mechanisms for influencing decision makers. Government is still largely viewed as a benefactor with limited understanding by the public of their roles and responsibilities in nation building and economic growth.

Not only does engagement with and access to the newly formed government remain a challenge for civil society but the structures themselves are still in formation and exposure to democratic values is new. The values, concepts and representational structures needed to support a politically active civil society have only begun to take root. There have been civic

education programs implemented throughout the country, but clearly more is needed. Rapid change at a pace hard to fully appreciate has replaced the isolation experienced for so long. The trauma of the post-referendum violence (not to mention the violence that preceded those tragic events through the decades of Indonesian occupation) is still fresh as people try to gather their lives and families back together.

Citizens of Timor Leste are anxious for tangible changes independence should bring to their lives, yet they still lack skills of targeting their influence for change through proper channels. Democratic values need to be in place for a robust, vibrant, and effective society to grow. These include values of cooperation, tolerance, constructive engagement and constituent representation; a deep understanding of the role of government and how to influence decision makers; institutions of local and national government empowered to engage in dialogue with citizens and citizens groups; and a receptive governmental attitude that considers civil society a partner rather than a threat. Without these values and understandings in place, few advances can be made in directing civic engagement into constructive channels. Instead, the only options available are either passivity or protest and violence.

Compounding the challenges of building a democracy is widespread poverty. The government is facing the challenges of unacceptably high rates of illiteracy, infant mortality, and post-conflict trauma. Most people in rural Timor-Leste do not have access to running water or electricity in their homes. Timor-Leste does not have any significant production of non-food items requiring most items to be imported from elsewhere in the region. Low levels of education and poor quality education mean rebuilding the country and its institutions with limited human resources and skills. Although the government is now able to fund its budget from the Petroleum Fund, the low capacity of staff in the ministries and inexperience of the government has resulted difficulties in the execution of the budget. Consequently, Timor-Leste is still reconstructing a nation in which most homes, government buildings and essential infrastructure were destroyed by exiting Indonesian militia in 1999 after an overwhelming vote for independence, and the population outside of Dili has seen few direct benefits or improvements in their communities.

The Crisis of 2006 and 2007

On 8 February 2006, around 300 members of the armed forces (F-FDTL) demanded a response to a 15 January petition about alleged discrimination in promotion policies and ill-treatment, particularly of members from the western areas of the country. In mid-March, 594 soldiers, (approximately 30% of the National Defense Force) left their posts in protest. After refusing to return to their barracks, they were dismissed from the F-FDTL. A statement by the President in March opposing the decision resulted in low levels of unrest which was contained by the local police. In April, the 594 soldiers, now called the 'petitioners,' received permission to hold demonstrations for three days in front of the government palace. The final day of the demonstrations ended in violence, with a military operation in Tasi Tolu in western Dili. Rumors of further violence led to a mass exodus from the capital the first week of May. In late May,

another breakaway group attacked an F-FDTL post, sparking fighting between the armed forces and the police. The resultant collapse of the PNTL in Dili led to widespread arson, looting, and communal violence. A second wave of residents flooded into refuge centers located throughout the capital. Of the 167,000 Dili residents, reports indicate that about 72,000 were sheltered in 60 makeshift camps in churches, convents, schools, parks, and empty buildings in Dili and the surroundings at the end of June, while up to 80,000 people fled to the countryside where they were sheltered by host families or in a very small number of camps.

With Dili as the center of commerce for the entire country, the closure of shops and disruption to the markets had an impact on all thirteen districts. Schools were closed, with several sustaining significant damage, interrupting education and exams for thousands of students. An estimated 300 houses were burned, with many more seriously damaged and looted. Most importantly, confidence of residents in local leaders and in their neighbors has been seriously weakened.

In the wake of a major political, humanitarian and security crisis, United Nations Integrated Mission in Timor-Leste (UNMIT) was established by Security Council. Among other things, UNMIT has been mandated to support the Government in “consolidating stability, enhancing a culture of democratic governance, and facilitating political dialogue among Timorese stakeholders, in their efforts to bring about a process of national reconciliation and to foster social cohesion”. UNMIT has replaced the UN Office in Timor-Leste (UNOTIL) which in turn was the latest in a series of successive United Nations operations or missions deployed in this country beginning in 1999.

Present

Today, there are few visible remnants that can be seen from the 2006-2007 crisis but the memories are still fresh and any return to conflict would be a serious setback for the new nation. Two critical events happened in 2012: the Presidential and Parliamentary elections and the exit of the UNMIT. The relatively peaceful Presidential and Parliamentary elections were critical to cementing the recent gains in stability and development. UNMIT last personnel left in December 2012. Since that time there has not been any major security incidents and a slight spike in petty crimes.

II. Overview of Dili and Baucau

CRS/TL main office is in Dili and has a field office in Baucau.

- *Dili Office:*
Address: Rua Dom Aleixo Corte Real, Mandarin
Office Phone #: +670-332-4641,

Dili is the capital, largest city, chief port and commercial center of Timor-Leste. The 2010 census recorded a population of 193,563 in the areas of Dili district classified as urban. The city is divided into the subdistricts of Nain Feto, Vera Cruz, Dom Aleixo and Cristo Rei and is divided into several

sucos, which are headed by an elected chefe de suco. 18 of the 26 sucos of the four subdistricts are categorized as urban.

- **Baucau Field Office:**

Address: Rua: Samadigar, Buibau- Baucau district

Phone Number: Cecilia Fraga, Baucau Office Manager, (+670) 7723-08865

Baucau is the second-largest city in Timor-Leste, after Dili, the capital, which lies 122 km east of Dili. Baucau has about 16,000 inhabitants, and is the capital of Baucau, located in the eastern part of the country.

SAFETY AND SECURITY

Timor-Leste is a relatively safe place to live and work – as long as you are aware of the potential threats, exercise caution and avoid the “no go” areas as directed by the Country Manager.

Critical Few and Personal Responsibility: In CRS Timor Leste, we put great emphasis in all staff members making good decisions. To make this happen, we are emphasizing the “critical few” of personal responsibility. Along with this, all staff must understand that if you are ever in a situation where they do not feel secure, you must move to a safer location. As noted in the “critical few”, the immediate reporting of the situation you are facing and keeping your supervisor apprised of your movements is critical. Each Staff Member is responsible for the “**Critical Few**” specified below:

1. **Reporting** – If there have been any incidents, threats, or changes in the CRS security status? Is so, the staff must communicate to your supervisor within 15 minutes. This information must quickly reach the CR.
2. **Communication Equipment** – Am I going to the field with the ability to communicate at all times? Does your cell phone have critical phone numbers programmed in it? All staff should keep the cellular phone switched “on” 24/7 in case we need to communicate critical safety and security information.
3. **Staff Movements and Tracking** – Has your trip been approved? Do you know who to communicate your movements to (at departure and arrival)? If you do not know, do not travel. All staff must use the Staff Locator when travelling outside of Timor Leste.
4. **Curfews** – Will your movement (between cities/towns) violate the curfew policy? You need to be travelling between sunrise (varies from 6:10-6:50) and sunset (varies from 18:30 -19:00)? If you have to drive to outside of curfew hours, did you contact the CR for approval to travel? If you’re staying in a location beyond curfew is not safe, immediately contact CR.
5. **Road Safety** – Is the vehicle you are driving in a safe condition? If not, do not continue. Is your vehicle operator driving in a safe manner? If not, let them know and discontinue the trip if driving does not immediately change.
6. **Medical Treatment** – Each staff is responsible to quickly seek medical attention when they are not feeling well.

7. **Acceptance** – Our acceptance by the local government, communities, Church is critical to our security. Is there anything you have observed that may jeopardize our acceptance? If so, please report to your security focal point. CRS is a Humanitarian Organization that works on the basis of impartiality. We cannot take any action at work or outside of work that would appear otherwise.

Personal security is an individual responsibility. It requires a dose of common sense, situational awareness, and following a few basic guidelines. Pay attention to the security briefing you receive upon arrival, as this will flesh out the details contained herein and provide a more comprehensive and timely appraisal of the security situation. If you have any questions, please do not hesitate to contact the Admin & Security Officer at any time, day or night.

- a. **Crime:** Crime appears to be on the rise. There have been a number of incidents of bag snatchings, vehicle break-ins and home invasions. Common sense applies: don't display or carry expensive jewelry and other valuables, keep your documents (passport, air tickets) in a safe place, don't walk by yourself at night, check taxis before leaving and secure your vehicle and house. If someone does try to take your belongings or vehicle, do not resist. Calmly comply with all instructions and hand over whatever the person wants.
- b. **Harassment:** There has been a number of cases of harassment reported for females out early getting exercise or out late. This is not recommended to do either by yourself.
- c. **Health/Medical:** Please only drink bottled water/drinks. Your host can help you understand the risk of locally prepared foods. Let your host know immediately if you are not feeling well.
- d. **Crowds and Demonstrations:** Please avoid areas where people are assembling as these can become unpredictable.
- e. **Road Accidents:** If you are involved in a road accident, it may be best to drive away and go to the police station. There has recently been violence at traffic sites. Please give CRS driver immediate feedback on their driving if you have any concerns.
- f. **Road Hazards:** People tend to drive very slowly, mostly to conserve fuel, although the relaxed island mentality may also have something to do with it. In theory, people drive on the left; in actuality, defensive driving is a lifesaver. Vehicles tend to swerve wildly to avoid potholes and motorbikes weave erratically in all directions. Taxis travel at around 10km an hour. In general, road rules are observed on a whimsical basis. Overtaking is done on the left or right, usually by heading straight into oncoming traffic and hoping for a sudden swerve from whatever is approaching. Microlets add to the randomness as they meander around the road and suddenly stop wherever anyone wants to get on or off.
- g. **Driving at night:** In the past, it was common for idle youths to throw the odd, angry stone at passing vehicles. This practice seems to have largely tapered off, however. Nevertheless, it is good practice to drive with your windows up and, if you see trouble ahead, turn around and take another route.
- h. **Natural Disasters:** Timor-Leste sits within the so-called 'Pacific Ring of Fire', bringing the possibility of earthquakes and Tsunamis. Earthquakes are a fairly common occurrence, although no damage has resulted from recent seismic events. If an earthquake occurs, consider the following actions:
 - In bed: remain in bed, covering your head with a pillow.

- Inside: seek refuge in the doorway of a load bearing wall, underneath or next to a piece of sturdy furniture. If it is a bad earthquake, get out of the structure as soon as the tremors have subsided, as there will likely be after-shocks.
- Outside: Avoid coconut trees or other potential hazards. Crouch on the ground and wait for the earthquake to end. Do not run unless absolutely necessary.
- In a vehicle: Stop as soon as it is safe, away from potential hazards. Stay in the vehicle.
- At the beach: Leave as soon as it is safe – earthquakes may cause Tsunamis, which can strike without warning. .

Accidents: In the event of an accident it is up to you to decide whether it is safe to remain at the scene or drive on to a safer location. Depending on what has happened, a crowd may form (very quickly) and, if someone has been badly injured or killed, it is possible they will become violent.

Each CRS office will have a Security Focal Point. In Dili, the Operations Manager is the Security Focal Point. In Baucau, the Security Focal Point is the Office Manager. The Security Focal Point is responsible for gathering security information from various sources, providing information on changes in the security environment, and providing advice to the Country Manager or delegate, including for trips outside cities.

All staff and visitors are expected to report security incidents, concerns, and observations to the Country Manager or Security Focal Point.

In case of Accident in Dili:

1. Accident Response:
 - a. Call Emergency Number 112 and report the accident
 - b. If there are injuries, please inform them to send ambulance.
 - c. Call Dedy da Costa from CRS at 7723 3242. If not available,
 - i. Call Yane Pinto at 7723 0862. Ask Dedy da Costa or Yane to assist as required. Dedy da Costa or Yane Pinto will inform the CR.
 - d. If possible, do not move vehicles until police arrive.
2. Accident Response if CRS driver feel threatened (angry mobs assembling around accident site):
 - a. Driver to closest Police Station
 - b. Call Emergency Number 112 and report the accident
 - c. If there are injuries, please inform them to send ambulance.
 - d. Call Dedy da Costa from CRS at 7723 3242. If not available,
 - i. Call Yane Pinto at 7723 0862. Ask Dedy da Costa or Yane to assist as required. Dedy da Costa or Yane Pinto will inform the CR.
3. Hitting Animal with Vehicle:
 - a. Call Dedy da Costa from CRS at 7723 3242. If not available,
 - i. Call Yane Pinto at 7723 0862. Ask Dedy da Costa or Yane to assist as required. Dedy da Costa or Yane will inform the CR.
 - b. Attempt to identify owner of animal to negotiate.

In case of Accident in Baucau:

1. Accident Response:
 - a. Call Emergency Number 112 and report the accident
 - b. If there are injuries, please inform them to send ambulance.
 - c. Call Cecilia Ana X. Fraga from CRS at 7723 0865. If not available,
 - i. Call Torrey Peace at 7723 0866. Ask Cecilia Ana X. Fraga or Torrey Peace to assist as required.

- ii. Cecilia Ana X. Fraga or Torrey Peace.
- d. If possible, do not move vehicles until police arrive.
- 2. Accident Response if CRS driver feel threatened (angry mobs assembling around accident site):
 - a. Driver to closest Police Station
 - b. Call Emergency Number 112 and report the accident
 - c. If there are injuries, please inform them to send ambulance.
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Cultural Acceptance: One of the single greatest determinants of CRS' acceptance in the communities where it operates, and the subsequent security of staff, is respect for local cultural norms and values. The following are general guidelines for the behavior expected of CRS staff in Timor-Leste:

DOs:

- 1. Always show respect to religious, community, and government leaders/ representatives and behave politely with others, both CRS and non-CRS.
- 2. Show respect to religious sites, rituals, traditions, etc.
- 3. Dress modestly and in a fashion appropriate to local custom
- 4. In rural areas, visitors must offer to remove their shoes before entering a home. In many cases, the host will decline the offer, but it is always best to ask.
- 5. In villages and rural areas, the playing of loud music, talking loudly on mobile phones, and overly informal conversation and behavior, even with CRS colleagues, must be avoided.
- 6. Homes in rural areas must only be visited with the express permission of the homeowner and while accompanied by a member of the local community.

DON'Ts:

- 1. Staff must avoid discussions of Timor-Leste's political, religious, and military situation in public places, on the phone, or in the presence of strangers.
- 2. Staff must not lose their temper or raise their voice in public.
- 3. Staff must avoid public movement or visible work activity during strikes or demonstrations.

Evacuation

In this document we distinguish between hard and soft evacuations has to be carried out in a highly insecure context and requires the assistance of the UN, embassies and/or military forces. Advice on hard evacuation generally comes from the respective embassies of international staff.

A soft evacuation is one undertaken by CRS using its own resources and/or commercial flights. Any decision on evacuation is taken by the CR in consultation with the RD. Once a decision has been taken to evacuate an individual or group of staff, it is non-negotiable. Options for assistance in organized evacuation will include the UN system and foreign embassies. The evacuation point is the Country Manager residence at Palm Spring Estates.

HEALTH

Infrastructure: The infrastructure in Timor-Leste is poorly developed, particularly in the districts. Roads and bridges are often in poor repair. There is little oversight with building standards and the water is not potable.

Food and drink: Avoid ice (although in most restaurants it's usually OK), and drink only bottled water. Although the food is generally good and there are many places to eat in Dili, common sense should prevail. Do not eat food that is not served hot and avoid salads if you think they might be washed with tap water. Fruit should be peeled. That being said, you will probably experience 'Dili belly' to some degree after you have arrived. If this occurs, the best you can do is let your system clean itself out, while replenishing the fluids you have lost.

Vaccinations and Precautions: Visit a travel health clinic for the necessary vaccinations and health advice at least a month before departure and ensure you take out comprehensive travel insurance which covers emergency medical evacuation. The WHO recommends the following vaccinations: tetanus and diphtheria; Hepatitis A and B; measles, mumps and rubella; polio; typhoid; varicella (chickenpox). For those staying more than one month, the following are also recommended: Japanese encephalitis; meningitis; and tuberculosis. There is no rabies in Timor-Leste, but if you are bitten or scratched by an animal, seek medical attention.

Malaria and dengue are prevalent. Both are transmitted by mosquitoes, as is Japanese encephalitis (which is rarer). It is up to you whether you take prophylaxis for malaria, however, you should protect against bites by applying insect repellent and wearing long-sleeved shirts, long trousers/skirts and covered shoes, and sleeping under a mosquito net (unless you have a well-sealed room, with insect screens if relevant). There is no prophylaxis for dengue, unfortunately. WHO recommends Malarone, doxycycline or Lariam for malaria prophylaxis?

Medical Facilities: In general, medical services are still basic and medications should be purchased outside of Timor-Leste. Visitors are encouraged to bring their own medical insurance coverage in the event that a medical evacuation is required.

Dili: There are currently two private clinics that can provide medical services in Dili.

- **Stamford Medical:** Stamford Medical Lda, Rua Mártires da Pátria, Mandarim, Dili, Timor-Leste (near CRS Office). Telephone: +670-3310141, +670 3311209. Emergency Number: + (670) 77721111. Email: info@stamfordmedical.com

- **Aspen Medical Private Clinic:** Building E, Palm Business and Trade Centre off Banana Rd (Ai Mutin Rd – Hudi Laran), Bairo Pite, Dili. Phone: +670 3311517. Email: aspenmedicaltimor@gmail.com.

Baucau: In Baucau one should go Referral Hospital of Baucau. There are medical air links to Baucau and other parts of Timor-Leste via Mission Aviation Services (MAF).

Climate: Timor-Leste can be hot and humid throughout the year, so remember to drink lots of water and avoid direct exposure to sunlight for extended periods of time. Loose, comfortable cotton clothing and a wide-brimmed hat is recommended to prevent sunburn and sunstroke. Use a high factor protection sunscreen if you are spending time outdoors. Prevent dehydration by drinking a lot of water. In the highlands it gets quite cool at night and if you intend to travel into the interior, it is a good idea to bring something to keep you warm.

Wet Season: Wet season (Nov – April) brings with it extra mosquitoes, so be vigilant (see Health, above) and makes already bad roads to become more dangerous. There is a risk of landslides and flooding, meaning you could face immediate danger or become stuck somewhere and not be able to reach your destination. Prepare for this by taking extra food and water in your vehicles and checking with the Admin & Security Officer before and during your trip, especially if road conditions and weather are worsening.

Environment: Visitors should understand that their behavior can have a significant impact in this fragile environment. Formal protection for areas and species is relatively new, low profile and under-resourced, therefore you need to consciously keep environmental impact as a priority as you travel through the country:

CRS TIMOR-LESTE

CRS first began operating in Timor-Leste providing food and emergency relief from 1979-1986. In 2000, CRS re-established its country program which today has offices in Dili and Baucau, and which helps people as they transition their country from emergency recovery to long-term development and from violence to nation-building. It is a momentous undertaking given that, as of its independence, citizens had no history of self-rule, no participatory democracy, and little experience of capitalism.

CRS Timor-Leste's primary focus is long-term sustainable development projects in the areas of agro-business development; civil society; community-based disaster risk reduction; HIV/AIDS prevention; health; peacebuilding and emergency response; and capacity building for local partners and government. CRS has been engaged in two major emergency responses – following the Referendum for Independence in 1999 when violence erupted in Dili in April 2006, since which time CRS has been responding to the needs of people who fled their homes, many of whom remain displaced. While CRS' long-term programming was disrupted by the 2006 crisis it was resumed as soon as possible, and continues alongside supporting the needs of displaced people. However, CRS has since moved away from emergency programming and plans to focus on its health (i.e. HIV/AIDS, TB, and nutrition), agricultural livelihoods (i.e. production, agro-enterprise, and post-harvest storage), disaster risk reduction (especially climate change) and domestic violence.

CRS works in four of the 13 districts of Timor-Leste and is one of the largest international NGOs working in the country, currently employing some 31 Timorese and 2 expatriate staff, with two office locations (Dili and Baucau).

GETTING AROUND

CRS Vehicles: If you are a short-term visitor you will have a CRS driver to pick you up and take you places. If you have any doubt whether one has been arranged (or whether it has been remembered that one has been arranged), speak to the Operation Manager.

All field travel will be undertaken with a CRS driver. Seatbelts are always to be worn and driving while under the influence of alcohol or other similar substances is prohibited.

Travel away from Dili for any reason requires prior authorization by supervisor.

Taxis: During the day, you will have no problem finding a taxi. They are well marked and will announce their availability with a honk. The fare around Dili is usually USD1-2. If you're here for a while it's worth finding a reliable, trustworthy taxi driver (see the Admin and Security Officer for a list of taxis). Please note that taxis do not often operate at night and females are strongly advised not to travel alone after dark.

Microlets: These minibuses are prohibited as a mode of transport

AROUND TOWN

Supermarkets: There are four main Western supermarkets: one on the waterfront near Hotel Turismo (Lita), two on Comoro Road between town and the airport (Landmark and Leader) and one in Timor-Plaza. You can get many things at these supermarkets, although these are occasional shortages. Prices are quite high.

Malls: There is only one small air-conditioned shopping center in Dili. It has a small food court (including on Gloria Jean's coffee shop), several basic electronic shops, and a small toy shop.

Markets: Roadside markets sell fresh vegetables at prices much lower than what you find in the 'Malae' supermarkets. Each market seems to have certain specialties but in general you can choose from a variety of seasonal fruits and vegetables. Produce is sold in groups for a dollar or 50 cents. It's best to examine a pile of fruit or vegetables carefully as sometimes the ones at the bottom are not as good as the ones at the top – most vendors will be happy to replace the damaged/overripe item with another if you politely point this out.

RESTAURANTS

There is a variety of places to eat in Dili. Find below a few reviews from the staff: (Disclaimer: CRS is responsible for the content of staff reviews.)

Thai Herb: A standby option for lunch as it is near the office. Pad thai is good. Pay at the counter you do not have to wait.

Queen Tandoori: Pakistani restaurant that is an office favorite for lunch.

The Kebab Club (Turkish food); Got to try the mixed plate...and if available the Turkish pizza... The owner Antonio is very creative and is always creating new dishes. The special (with chicken, feta cheese and spinach) and the dips are very good.

One More Bar: The pizzas are good, as well as the fried rice and the prawn thermidor, pumpkin soup and the salads.

Nautilus: Nice ambiance, a bit more expensive than the other international restaurants.

Little Pataya: Thai/Lebanese restaurant on the way towards Christ Rei. Great ambiance, good margaritas. The food is decent but there's not much to choose from.

Caz Bar: Great brunch, smoothies, passion fruit-lime crush, hotdogs (best in Dili). Nice place to relax on the beach.

Dili Beach Café (Note, this is not the hotel.): Great pad Thai, chicken schnitzel and fruit smoothies. Good green papaya salad and green chicken curry.

Dili Beach Hotel .Service can be a bit slow. Trivia nights are held here every second Tuesday.

Café Brazil: Not bad for steaks (pepper steak is true to its name). Nice ambiance.

Castaway: The food is basic pub fare but the location is hard to beat. Pizzas aren't bad.

Diya (Discovery Hotel Restaurant): The closest you'll get to fine dining in Dili. Good menu, well-prepared food, and what amounts to a wine service. Lots of colorful people to be seen. Also has some amazing deserts!

Ocean View: The fish fillet is good and the environment great. Decent but limited menu. Great calamari, good steaks. The view is beautiful.

Hotel Esplanada: The quality of food and service varies from day to day. Nice view, though.

Dili Club: Bar style ambiance. Burgers and fries, plus a great Thai menu. The green curry is excellent.

Wasabie (Japanese & Indonesian food): Located closely with CRS Dili office about 200m to get into. Inside of the compound where the Antika travel Agent operating its daily ticket arrangements. The contact number of the Wasabie restaurant is +670-7371099

INTERNATIONAL SCHOOLS

Quality International School of Dili (QISD) opened in September 2005 for preschool through high school. This school uses an American school calendar and US accredited curriculum and teachers. There is also Dili International School for primary and secondary education, though the school has had some difficulties attracting quality teachers. It uses an Australian school calendar and curriculum. For Portuguese speakers, there is Portuguese Language School in Dili that offers a full locally approved curriculum for Timorese and International children.

RECREATION

Underwater: Timor-Leste's scuba diving and snorkelling is some of the best in the world. The best time of the year for diving would be between February to June and September to December. There are two dive companies:

- **Dive Timor Lorosae**, Kampung Alor, Dili (under Castaway), dive@divetimor.com, +670 7237092
- **Freeflow**, Pantai Kelapa, Dili, dive@freeflowdiving.com, +670 7234614

On land: There are many nice beaches in Timor-Leste. It is advised not to swim on the southern beaches due to the salt water crocodiles. On the north side, there are great beaches from the west (Liquica District) to the east (Baucau and Lautem). Near Dili, the best beaches are at Tasi Tolu (west) and Christo Rei (west and east of the statue). Be careful of the current and bring your reef sandals and sunscreen.

SIGHT SEEING

Cape Fatucama and Christo Rei: A massive statue of Christ stretches its arms out to the sea at the top of the hill at Cape Fatucama, about a kilometer past Areia Branca beach. The statue was built by the Indonesians in 1988. As you walk up the path (including many steps), you'll pass the Stations of the Cross. It takes about 15 minutes to walk up. The view from the top is brilliant and it's a peaceful place to recover from the climb.

Arte Moris Cultural Centre: This non-profit art school is set in a beautiful sculpture garden. Arte Moris (Living Art) is the first ever fine-art school and associated community of artists in Timor-Leste. It was founded in 2003. It's easy to find – simply look for the big red dome on your left after you leave the Airport before the main Comoro Bridge. The Gallery is open from 9 till 18.00 Monday through Saturday, or by special appointment.

Xanana Reading Room: This public library was established in 2000 to provide library and reference services to the Dili community. It is a pleasant place to spend some time looking at the historical information and photo displays. There are some video tapes that you can play there are several newspapers in Tetum, Portuguese and English. There's a book shop that sells books about Timor-Leste as well as local handicrafts. Some computers with internet access are also available.

The Dili Waterfront: Here you'll see fruit sellers, fishmongers, kids playing in the sea, locals gambling by the beach, and you can even buy fresh coconuts, complete with a straw for your drinking pleasure.

Tais Market: Tais are traditional East Timorese weavings and the best place to see and shop for them is the Tais Market in Colmera. You can buy anything from a sash for a couple of dollars to large traditional pieces (\$20-\$60) or have your name woven into a small piece. Tais are also made into cushion covers, table napkins, bags, blankets and water bottle containers.

ENTERTAINMENT

DVDs: DVD stores are located in Colmera, across from the ANZ Bank, above Landmark and next to Leader supermarkets.

Running: Best places are along the road to Cristo Rei or the waterfront. Do not run at night.

Cycling: Many people get around by bicycle but bear in mind you will most likely need a shower when you arrive anywhere. There are a few bike shops in town, and Leader supermarket sells bikes.

Pumping iron: There are a couple of public gyms in town.

Hash House Harriers: The Hashers do their runs every Saturday afternoon for \$5 (for the after-run drinks). If you like running, it is a good way to meet people.

Cineplex: There is a 2 screen movie theatre at Timor Plaza. Most of the films are 3D and prices vary between \$3 - \$10.

CULTURAL CONSIDERATIONS

Appropriate standards of dress

- Shorts and sleeveless tops are unacceptable in a formal setting.
- Going around topless in Timor is considered offensive (unless male and on the beach/carrying out manual labor).

Greetings

- If you do not know the person, shaking hands is considered polite.
- If you know the person well, you may embrace and kiss both cheeks.
- People often ask "Where are you going?" ("Ba nebe?") As a form of greeting.

Social interaction

- It is considered rude not to accept an offer of drinks or food.
- Do not touch members of the opposite sex as this will be found offensive.
- Public outbursts are considered offensive.

Eating

- When food is put in front of you, you should wait to be invited to eat.
- Tipping is acceptable but not expected.

Gestures

- When gesturing to someone to approach, always gesture with palm facing down.
- Pointing with your finger is considered rude.

Religion

CRS Timor-Leste Information Pack for Visitors, TDYs and New Staff

- No jokes are to be made about religion or religious figures/leaders.
- It is common to pray before formal meals and important events.
- If you meet a funeral procession, slow down or stop your car and keep silent

Common Tetum Phrases

- Good morning – *Bondia*
- Good afternoon – *Botardi*
- Good evening – *Bonoiti*
- How are you? – *Diak ka lae?*
- Thank you – *Obrigadu* (male); *Obrigada* (female)
- Goodbye – *Adeus*; *Atelogu*

KEY CONTACT INFORMATION

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EMERGENCY CONTACT NUMBERS

UN Security Officer + (670) 7723-0635, 331-2210
US Embassy Security + (670) 332-4684, X 2056
National Police in Baucau (PNTL) + (670) 4130016
Emergency Line + (670) 7723-0365 or 112

Emergency Medical facilities (Names, location, phone numbers)

Australian Mission Doctor + (670) 331-1555

<u>Portuguese Mission Doctor</u>	<u>+(670) 7723-4761</u>
<u>UN Duty Doctor</u>	<u>+(670) 7723-0651</u>
<u>Dili National Hospital</u>	<u>+(670) 331-1000</u>
<u>Stamford Medical</u>	<u>+(670) 77721111</u>

INTERNATIONAL SOS: **www.internationalsos.com**

International SOS provides Emergency Medical Insurance for CRS International staff and dependents. Even if ISOS is not required (or able) for medical evacuation purposes it **MUST BE CONTACTED IMMEDIATELY** if expenditure that is expected to be claimed later is going to be made (such as UN or other charges for aircraft, local or regional hospitalisation, etc.).

CRS Membership Number: 1MMS1062

Call collect: USA: (+1)215 2454707; London: (+44) 2087628008; Singapore :(+65) 63387800

Annex A: Catholic Church & Catholic Partner Network in Timor-Leste

Overview

Catholicism arrived in Timor with the Portuguese during the 16th century. Today, Timor-Leste has three dioceses but does not have an Episcopal Conference. We have learned that this be established in the near future and once the Episcopal Conference is established, a Papal Nuncio will be assigned. The current Nuncio is Archbishop Leopoldo Girelli and he is based in Singapore. Plans are already underway to establish a residence for the Nuncio in Dili. Timor-Leste has three dioceses with the latest diocese established in Maliana in 2010.

The Catholic Church in East Timor played an important role in society throughout the Indonesian occupation. In 1975, just 20% of East Timorese called themselves Catholics while the number surged to reach over 95% of those who are Catholics today. During the occupation period, Bishop Carlos Ximenes Belo became one of the most prominent advocates for human rights in East Timor and for East Timorese independence. Many priests and nuns risked their lives in defending citizens from ongoing military abuses. In 1989, Pope John Paul II's visit to East Timor highlighted the situation in here.

In 1996, Bishop Carlos Filipe Ximenes Belo and José Ramos-Horta, received the Nobel Peace Prize for ""their work towards a just and peaceful solution to the conflict in East Timor".

Leadership of the Catholic Church in Timor-Leste:

Dioceses	Est.	Current Bishops	Percent Catholic	No. of Catholics
Diocese of Dili	1940	Bishop Basílio do Nascimento is filling the role until another is appointed	>94%	464,649 (2010 estimate)
Diocese of Baucau	1995	Bishop Basílio do Nascimento	>95%	253,120 (2007 estimate)
Diocese of Maliana	2010	Bishop <u>Norberto do Amaral</u>	>98%	206,597 (2010 estimate)

Major Congregations in Timor-Leste:

Timor-Leste is blessed to have a number of active number of Orders/Congregations. Amongst the largest of the Orders/Congregations are the Filhas de Caridade Canossiana (Canossians) and the Salesians of Don Bosco (SDB). Others working in Timor-Leste are:

- Maryknoll Sisters
- Filhas de Maria Auxiliadora - FMA/Salesians Sisters

- HermTorrey Peaces Carmelitas / HermTorrey Peaces de la Virgen Maria del Monte Carmelo
- Missionarias Servas do Espirito Santo – SSpS
- Congregatio Imitationis Jesu / CIJ;
- Sisters of Charity (St Theresa of Calcuta)
- Dominican Sisters: Missionary Dominican Sisters of the Rosary (OP)
- ALMA Lemba Missionaris Awam
- Suster-suster Cinta Kasih St Carolus Borromeus (CB)
- Irmãs Conceptionistas ao Serviço dos Pobres – CSP
- Discepoli Di Gesù Eucaristico – DGE
- Daughters of St. Francis of Assisi - FrancisTorrey Peaces DSFA
- Escravas do Sagrado Coração de Jesus – ESCJ
- Congregation of the Franciscan Hospitaller Sisters of the Immaculate Conception – FHIC
- Franciscane Cordis Jesu et Marie – FCJM
- FrancisTorrey Peaces de S. Jorge Martir – FSJM
- FrancisTorrey Peaces de Nossa Senhora da Victoria – VictoriTorrey Peaces
- Franciscan Sisters of the Sacred Hearts
- Ordo Carmelitarum Discalceatorum – OCD
- Ursulin Uni Roma – OSU
- Madres Domin Jesus no Maria – KYM
- Putri Reinhá Rosario – PRR
- Religiosas da Virgem Maria – RVM
- HermTorrey Peaces de la Caridad de Maria Madre Misericordiosa – SCMM
- Congregation of the Sisters of St Paul of Chartres, SPC
- Sisters of The Visitation of Japan (Madre Visitasun)
- Ordo Santus Franciskus – OSF
- DominicTorrey Peaces Sta. Catarina de Sena – DSCS
- Amalkasih Darah Mulia – ADM
- Society of Jesus / SJ
- Society of Divine Word / SVD
- Order of the Brothers of the Blessed Virgin Mary of Mount Carmel (Carmelite Order / O. Carm)
- Missionarios Filhos do Imaculado Coração de Maria – CMF
- Congregatio Fratrum Beatae Mariae Virginis, Matris Misericordiae – CMM
- Irmãos Maristas
- Ordem dos Frades Menores – OFM
- Capuchinhos – OFM
- Ordem Hospitaleira de S. João de Deus – OH
- Christian Brothers

CRS Church Partnership

At CRS Timor-Leste, we have a long history of working with the Church. These include traditional development partnerships with Caritas Dili and Baucau and peacebuilding

partnerships with Justice and Peace Commission of Dili. We have also had a number of emergency partnerships with Orders/Congregations. Moving forward, we will look at partnerships with all elements of the Catholic Church as they are well placed to support in new areas like nutrition, domestic violence, and youth.