



Panaga School Staff Handbook





Panaga School Staff Information

2017-2018

Section 1- General Information on Brunei

Section 2 - School Information (available on appointment)

Section 3 - Panaga School Teachers Package (PSTP available on appointment)



Section 1- General Information on Brunei

A

Airport/airlines

The Brunei International Airport (located approximately 110km from Panaga School) is fully air-conditioned. It can handle about 1.5 million passengers and a total of 50,000 tons of cargo a year.

The national airline, Royal Brunei Airlines (RBA), was founded in 1974 and employs nearly 1,000 people, most of whom are Bruneian. Civil aviation in Brunei Darussalam has been encouraged by His Majesty, the Sultan, who is himself an enthusiastic pilot. The Government owns RBA and although it's board consists of several key public service figures, the company is run on strict commercial principles.

The airlines that operate from Brunei International Airport are Singapore Airlines, Malaysia Airlines, MAS Wings, Air Asia, Cebu Pacific and Thai Airways. Each airline has their own loyalty programme which are worth signing up to prior to departure for Brunei.

Weekend destinations for travel from Brunei Airport include: Singapore, Kuala Lumpur, Kota Kinabalu and Kuching. Other destinations include: Hong Kong, Bali, Bangkok, Shanghai, Dubai, London (via Dubai), Manila, Jakarta and Melbourne.

The Brunei Airport is currently under major construction works. Flights schedules though are largely unaffected.

Miri Airport (located approximately 50 km south of Panaga in Sarawak, Malaysia) also has daily flights to Kuala Lumpur, occasional flights to Singapore and several destinations across Borneo.

ALCOHOL:

As it is an Islamic country, alcohol consumption in public is prohibited and there are no alcohol retail outlets in Brunei. Non-Muslims are permitted to purchase a limited amount of alcohol from their point of embarkation overseas for their own private consumption (up to two bottles of wine or spirits and twelve cans of beer each.) There is also an alcohol shop just past the Brunei/Miri border where aforementioned quantities of purchases may be made. BSP non-Muslims may also access the Special Import Service (SIS).

Special Import Services

As mentioned, alcohol sale and purchase is illegal in Brunei, except where specifically exempted. Exemptions are currently limited to the British Garrison, the diplomatic corps and Brunei Shell. The government has granted BSP a special exemption for the sale of a limited quantity of alcohol to directly employed non-Muslim expatriate staff, for consumption in their own homes. A monthly quota per employee applies, with clear rules on private consumption and an absolute ban on resale. The administration and sale is undertaken by a unit called 'Special Import Services', which is entirely separate from the Panaga Club and has been operational since mid-December 1992. More information on



accessing the 'Special Import Services' is available from the BSP head office, after arrival in Brunei. Buy the things you like(whole quota) as soon as the quota comes through as it runs out sometimes.

B

Banks

The development of a well-regulated financial services sector within Brunei Darussalam is one of the Government's primary objectives. Traditionally, the banking system in Brunei Darussalam has been characterised by overseas banks that maintain branch offices. The most significant banks, in terms of the scale of their operations, are the Hong Kong and Shanghai Banking Corporation (HSBC), The Standard Chartered Bank and now a few more local banks: Brunei Islamic Development Bank, Baiduri Bank and TAIB.

Automated cash machines are readily available in various locations in the country. The BSP Head Office also has ATMs for HSBC, Standard Chartered Bank and local banks. HSBC's and Baiduri Bank's ATMs are also located at the local supermarket, *Supa Save*.

Most employees decide to bank with HSBC who offer credit cards, accounts in different currencies and low interest personal loans. Their online "Global View" service allows you to transfer money between local and home country accounts easy, for a small monthly fee.

Beaches (*Malay: pantai*)

Whilst the local beaches in Panaga and surrounding areas are brown-tinged at times, they are nevertheless great to use for a sunset stroll. The sand is firm making it ideal for running or cycling on. In the rainy season the surf is regularly 4-5 ft - not quite enough for adults stand up surfing but great for kayaks etc. In the drier season the sea is smooth and the water becomes much clearer. the sea temperature is always very pleasant at around 30C. On all of Brunei's beaches you will need to take precautions against sand fly bites unless it is a windy day. There are also plenty of other nicer beaches across the country. The following are some of the more appealing ones.

Muara Beach: Less than 27km from Bandar Seri Begawan's town centre, Muara Beach's long, quiet esplanade invites leisurely strolls and is an ideal destination for a family outing. Amenities here include a well-equipped picnic area, a children's playground, changing and toilet facilities, as well as weekend food and drink stalls.

Meragang Beach: Near the Jalan Meragang junction off the highway to Muara lies Meragang Beach — sometimes called Crocodile Beach. Despite the name, you'll encounter no such creature along this peaceful, unspoilt stretch of sand — only a warm sea breeze, a brilliant sunset or a double rainbow.

Serasa Beach; A mere 10-minute drive from Muara, lively Serasa Beach is a haven for water sports enthusiasts. The Serasa Watersports Complex provides comprehensive facilities for sporting and recreational activities that are up to international competition level standards, including jet skiing, kayaking, windsurfing, regatta sailing, power boat racing, aqua sports training and water skiing.

Pantai Seri Kenangan: Literally the unforgettable beach, this scenic locale is a popular recreation spot located at Kuala Tutong. Here, the beauty of the beach is enhanced by a narrow strip of land with the South China Sea on one side and the Tutong River on the other. The beach is a five minute drive from Tutong town and is a lovely spot for picnics, fishing and swimming.

Bicycles

Whilst a range of bicycles are available in Brunei, you may wish to consider bringing a bicycle with you as many people use these as a mode of transport around Panaga Camp. At the top end of the range, there



are a number of shops that sell specialist bikes, such as carbon road and mountain bikes by *Specialized* and *Giant* for approx B\$2700. They also stock good quality imported mountain bikes for between \$500 and \$1000. Cheaper bikes (B\$100 - 600) for everyday use are available in both Bandar and Kuala Belait, although are generally more expensive than similar models purchased overseas. Dutch style bikes are difficult to come by. Bikes can also be imported tax free directly from the UK although this usually comes with a delivery cost of approx. 125GBP from companies such as Wiggle or Evans Cycles. Many online cycling parts, clothing and accessories can be shipped free of cost for a minimum order of approx 200GBP. Cycling is a growing sport in Brunei and there are regular group rides for sports cyclists of different abilities, charity rides and races.

BORDER

The Brunei/Malaysia border is open daily from 6am to 10pm only. It is not possible to cross in/out of Malaysia/Brunei outside these times. There are two mainland border crossings in Brunei; one in the northeast at Kuala Lurah/Limbang and the other in the south at Kuala Belait/Miri (only 20 minutes drive from Panaga School.) The border can sometimes become busy with waits of up to 2-3 hours during peak times/seasons. International flights arrive and depart outside the above times.

BRUNEI SHELL COMPANIES

Brunei Shell is synonymous with the economic development of the country, and has close links with the modernisation of Brunei Darussalam since commercial production of oil began in Seria in 1929.

Today, it is still the country's sole exporter of oil and gas, which form 99 per cent of Negara Brunei Darussalam's exports, and 60 per cent of the Gross Domestic Product. Four companies make up the Brunei Shell Company in Negara Brunei Darussalam, all of which have a 50 per cent Government shareholding.

BRUNEI SHELL PETROLEUM COMPANY SENDIRIAN BERHAD (BSP) explores for and produces oil and natural gas in Negara Brunei Darussalam. It is also involved in oil refining and crude oil trading. The Brunei Refinery in Seria, which has a 10,000 barrels per day capacity, keeps the country self-sufficient in motor gasoline, diesel, aviation fuel and kerosene. Early 1993, the refinery produced unleaded petrol in support of the country's environmental drive and in line with the world-wide trend. The Government and the Royal Dutch/Shell Group of Companies are equal shareholders of BSP.

BRUNEI LNG SENDIRIAN BERHAD (BLNG) liquefies natural gas, which it buys from BSP, for sale to customers in Japan and Korea. The Government has a 50 per cent shareholding. The other equal shareholders are a company in the Royal Dutch/Shell Group of Companies and the Mitsubishi Corporation of Japan with 25 per cent each.

BRUNEI SHELL TANKERS SENDIRIAN BERHAD (BST) owns seven LNG tankers which are chartered by Brunei LNG Sdn Bhd. The Government and a company in the Royal Dutch/Shell Group of Companies are equal shareholders in this company.

BRUNEI SHELL MARKETING SENDIRIAN BERHAD (BSM) is involved in the marketing of petroleum products, which are obtained mostly from the Brunei Refinery, within Negara Brunei Darussalam. The shareholding is similar to that of BSP.

Brunei Shell plays a significant role in Negara Brunei Darussalam, both through its direct expenditure in the economy and its employment opportunities, as well as its contribution to national revenue. It has a well-developed welfare system for its staff, including housing, hospital services and educational and recreational facilities.

Brunei Shell Petroleum has come a long way in being an active and strategic partner in various development projects especially in the field of education, youth development and the environment. Some



of its community landmark programmes include the Oil and Gas Discovery Centre in Seria, LiveWIRE - a business startup programme and many more.

C

Cars

See **Transport**.

Car seats

Car seats can be bought in Bandar Seri Begawan from stores such as Mothercare (Kiulap) opposite Saffron Restaurant, a small shop next to HSBC Bank and the Hua Ho Department Store in the main mall complex of Bandar. They can also be bought from the Soon Lee supermarkets in Kuala Belait.

Cinema

A 3-screen cinema, including 3D, and 24-lane ten-pin bowling alley complex opened in November 2011 in nearby Seria, much to the delight of many Panaga residents. More recently a new shopping complex has opened in Kuala Belait- Jaya Centrepoint which also boasts a cinema complex. There are also a few cinemas near the capital, Bandar Seri Begawan, in the shopping precincts of Kuilup and Gadong. Plus, there are also screens and a bowling alley at the Empire Hotel and Country Club.

Clothing

There are no seasons in Brunei Darussalam other than the 'rainy' or 'monsoon' seasons that usually occur in the months from October to January. Consequently, similar weight and type of clothing is worn throughout the year. Care should be taken to avoid over-exposure to the sun because of the risks of skin cancer. Strong sun creams (quite expensive in Brunei Darussalam) are essential, as are hats, particularly for children, as it is compulsory for them to be worn at school break times.

Shopping for clothes, especially larger sizes, in Brunei is quite limited. A number of small boutiques have opened up recently in Bandar with a wider selection of women's clothing. The sizes in these shops tend to be mainly smaller ones here too though. Miri has more western clothes retailers such as Quicksilver, Esprit, Mango and Zara.

Large shoe sizes are also hard to find. However, the *B Foot* stores in Seria and Kuala Belait have recently begun stocking shoes up to size UK13.

Nevertheless, it is recommended new staff bring a good supply of clothing and shoes from their base country.

Communications

Brunei Darussalam's rapid economic development is dependent on the communications network, particularly telecommunications. Since the early 1980s the number of telephones in Brunei Darussalam has been growing by around 25 per cent a year and direct local and international dialling is available. Two earth stations, connected to satellites, are in operation. Further developments in expanding telecommunications include the construction of an underwater cable link with Singapore and the Philippines. The usage of the cellular mobile phone system is widely used throughout the country. The main cellular providers DST and B-Mobile offer prepaid and postpaid plans. Since the DST Group



introduced GPRS and EDGE on the GSM network in 2004, data usage by customers has increased. TelBru is the sole provider of fixed-line services.

Staff can register with Telbru for home line and internet use. For the TelBru office location on Jalan McKerron, Kuala Belait, see **MAPS**.

Brunei's internet service is provided by a recently corporated company, TelBru, under their "Brunet" department. Formed in October 2000, DST Multimedia Sdn Bhd is the first private licensed Internet Service Provider in Brunei Darussalam. DST Multimedia offers postpaid accounts (Pay As You Surf), prepaid cards (Surfkad), mobile broadband and lease line (e-access) internet access services. DST Multimedia is also responsible for web-based customer service management for The DST Group of companies. In September 2005, B-Mobile Communications Sdn Bhd became Brunei's first 3G mobile service provider. It is a joint venture between Telekom Brunei Berhad (TelBru) and QAF Comserve. B-Mobile offers a comprehensive portfolio of services to individual customers as well as business customers.

In March 2008, B-Mobile was the first in Brunei to commercially launch 3.5G technologies, highlighting the premium technology of mobile broadband. Better known as ZOOM! Broadband, the 3.5G service was introduced with packages that included free laptops and modems so that everyone can afford and enjoy a broadband-speed internet connection on the move. Consequently, B-Mobile introduced the Zoom Lite and Zoom Unlimited plans so that customers have even more choices to customize to their needs. More and more users in Brunei are subscribing to 3G Mobile services. Broadband coverage has spanned the whole of Brun

All teaching staff are required to have a mobile phone (in silent mode) on them at all times in case of an emergency.

Currency

Brunei's currency is the Brunei Dollar (BND). It is divided into 100 cents and is at par with the Singapore Dollar. Notes are in denominations of 1, 5, 10, 50, 100, 500, 1,000 and 10,000 Brunei Dollars. Coins of 1, 5, 10, 20 and 50 cents are in circulation. Brunei's and Singapore's currency is mutually acceptable in both countries, except Singapore does not accept Brunei coins. The currency *interchangeability* arrangement has provided a cheaper means of financing trade between Brunei Darussalam and Singapore than having bank transfers. Other currencies may be transferred in and out of the country without restrictions or permits. However, many smaller currency exchange outlets overseas do not handle Brunei dollars. On arriving in Brunei you will need access to money until your first salary payment. It is recommended to exchange currencies prior to leaving Brunei or simply use your ATM card when you arrive elsewhere to withdraw local monies.

D

Domestic Help

For married couples and families only, foreign domestic workers, 'amahs', can be hired on a full-time or part-time basis. You must be in possession of a Labour Quota (Licence) to employ an amah. Wages depend on experience and duties. Most houses have separate living quarters for amahs. Single staff may employ Bruneian-only part-time amahs. When entertaining, bar staff can be hired from the Panaga Club to help with the event.



Drugs, Alcohol and Substance Abuse

BSP conducts its business with high standards of safety and environmental concern, and are committed to maintaining a healthy and productive workplace. All employees and trainees are expected to share in these objectives and to take due care for the health and safety of themselves and of other persons who may be affected by their work. The abuse of drugs, alcohol or other substances can impair performance at work, and can be a serious threat to safety and environment, health and productivity. The companies wish to ensure that all employees recognise this threat and aim to minimise the risks involved.

E

Electricity

The electricity network is growing and existing consumers demand more power because of the expanding use of air-conditioning and the proliferation of electrical household equipment and appliances. There is also an increase in demand for industrial use. A mammoth co-generation project, a joint venture between the Brunei Darussalam Government, the Brunei Shell Petroleum Company Sendirian Berhad and the Brunei LNG Sendirian Berhad was completed in early 1987. Power cuts are rare, and the supply of electricity is constant. The electricity supply is AC 50 cycles, 230 volts, 50HZ single phase. Maximum allowable load for any single appliance is 3 KW. Please ensure that any appliance sent to Brunei Darussalam does not exceed this figure. Check particularly your laundry equipment. For safety reason, all electrical equipment must be fitted with three core wire unless it is double insulated. Plugs and sockets are identical to the British three square pin system.

EMAIL BUDDY

Each new member of staff is assigned an "Email Buddy" (a current Panaga School staff member) to assist with further enquiries before arrival in Panaga. If you have not heard from your "Email Buddy", please contact the school principal.

ENTERTAINMENT

As a result of the ban on alcohol, there is an absence of bars, pubs and clubs in Brunei and therefore the nightlife attached to these environments is limited to ticketed events that happen a small number of times a year in the Panaga Camp. These events are not open to muslims. 'Nightlife' in Brunei consists of visiting friends' houses for parties, shopping, and dining. Bandar has recently seen an increase in the number of 'western' style coffee shops and restaurants, an example being the addition of three new Starbucks. There is also the odd cultural show, cinemas, a ten-pin bowling alley and plenty of sporting events. For children there is a theme park in the capital with some recently refurbished rides.

F

FISHING

The fishing industry in Brunei is one of the largest contributors of the country's revenue. Fish is a major source of protein in the diets of the Brunei people. The coastal location on the island of Borneo makes it an ideal location for commercial and subsistence fishing. Most of the fishing grounds in Brunei are in proximity to the mangrove swamps of Brunei estuaries where there are abundant nutrients for fish to



reproduce. Some rare marine species have been captured locally, like the recent blackish green toman caught by local fish enthusiasts by using modern fishing technology. Many Bruneians live in *Kampung Ayer* or Water Village, an area of Brunei's capital city, Bandar Seri Begawan, where houses built on stilts above the Brunei River grant easy access to the open water.

Food and Drink

Most Western and Chinese foods, as well as traditional Malay foods, can be obtained easily. Imported food is expensive (sometimes approximately double European prices). However, reasonably priced fruit and vegetables can be obtained at local markets and shops.

Pork and alcohol are forbidden to Muslims by the laws of Islam so be very careful not to offer either of these to Muslim guests. Pork however is available for purchase for non-Muslims from allocated sections of *Supasave*, the British Garrison's *NAAFI* store and is served at various Chinese restaurants across the country.

Fresh 'halal' meat is available from all supermarkets and approved suppliers who display certificates. If frozen and tinned supplies are 'halal', this is clearly marked on the packaging. 'Halal' food can also be supplied by reliable caterers. If you are serving food which is not 'halal' it should be kept on a separate table from food which is 'halal'. Cutlery and crockery used to cater for Muslims should also be 'halal', i.e., should not have been used for anything but cooking and serving of 'halal' food. If you have Muslim guests you should avoid holding parties and such gatherings on Thursday evening as Friday is the Muslims' holiest day. It is also considerate to Muslim neighbours not to make too much noise immediately after sunset each day as this again is a time of prayer for Muslims.

Licences to process, sell and serve alcohol have been revoked in Brunei since December 1990, and consuming alcoholic beverages in public is prohibited by law. Restaurants do not serve alcoholic drinks. Smoking is not uncommon in Brunei Darussalam, but is prohibited by law in public places, including restaurants, cafes and government buildings. During the Islamic fasting month of Ramadan, which is called *Puasa*, Muslims fast between sunrise and sundown and it is inconsiderate to eat or drink or smoke in their presence during this time.

FURNITURE

Shell provide basic furniture once your permanent housing is granted for a short period of time prior to your shipping arriving. It is a good idea to stock up on some furniture (eg. a more comfortable lounge, bed, dining table) and fittings (eg. fridge/freezer) before your arrival. There are some (limited) furniture stores in nearby Kuala Belait and some in Bandar and Miri. Home delivery is generally free or a minimal cost. There is also active sales of secondhand items via Facebook and local notice boards. Duvets, pillows and towels are recommended items for your excess baggage when you first fly to Brunei.

G

Geography and Climate

Brunei Darussalam is located on the north-west coast of Borneo, roughly 4 degrees and some 443 km north of the Equator. The country covers a total area of 5,765 square kilometres and lies between the two states of East Malaysia: Sabah to the east and Sarawak, which divides Brunei Darussalam into two parts,



to the west. The remainder of the island of Borneo - the large southern area - is Kalimantan, part of Indonesia.

Brunei Darussalam comprises four districts; Brunei/Muara, Tutong, Belait and Temburong. The Temburong district forms the eastern part of the state and is the least densely populated, consisting predominantly of rugged mountainous terrain rising to more than 1,800 metres. Near the coast is a wide tidal and swampy plain and narrow alluvial valleys extended up to the main rivers.

The western part of Brunei Darussalam, comprising the Tutong and Belait districts, consists predominantly of hilly lowland below 100 metres, but rising to more than 300 metres in places on the Sarawak border. Panaga School is located in the Belait district, with the towns of Seria and Kuala Belait forming a centre for the oil and gas industry.

Some 100 km away from Panaga is Bandar Seri Begawan, the capital of Brunei Darussalam, built on the banks of the Brunei River in the Brunei/Muara district. Until 1970, the capital was called Brunei Town. It was renamed in honour of the reigning Sultan's late father.

The country has a tropical climate characterised by constant high temperature and humidity and by high rainfall that normally ranges from about 280cm annually in lowland areas to more than 380 cm in many parts of the interior. There are no well-defined seasons, but rainfall tends to be heaviest from October to mid-January during the north-east monsoon. Temperatures are high throughout the year and the annual extreme range of between 23 degrees Celsius to 32 degrees Celsius has very little monthly variation. The average humidity lies between 66-89 per cent. However, the heat is usually tempered by a breeze, especially in the coastal towns of Panaga, Seria and Kuala Belait.

The jungle of Brunei Darussalam covers 75 per cent of the total area of the state. Mangrove forests are found at sea level and heath forests on sandy alluvial soils, usually below 30 metres above sea level, but occasionally also on high altitude sandstone ridges in Temburong. Peat swamp forests are found along the lower reaches the main rivers separated by mangrove and heath forests from the South China Sea; mixed dipterocarp forests are immediately above the peat swamp forests and extend up to about 1,300 metres above sea level. Mountain forests over 1,300 metres are found only in the south-east of Temburong.

Government

His Majesty the Sultan:

Negara Brunei Darussalam is a Malay Muslim Monarchy ruled by His Majesty, Sultan Haji Hassanal Bolkiah Mu'izzadin Waddaulah, the Sultan and Yang Di-Pertuan Brunei Darussalam; the 29th ascendant of one of the world's oldest continuous royal lines.

The Sultan of Brunei was born on 15 July 1946, at the Istana Darussalam and was installed as Crown Prince on 14 August 1961. He was succeeded to the throne on 4th October 1967 following the voluntary abdication of his father, the late Sultan Haji Sir Omar Ali Saifuddien Sa'adul Khairi Waddien, who died in September 1986. His Majesty was privately educated at the Istana School before entering the Sultan Muhammad Jamalul 'Alam Malay School in Brunei Darussalam. He later went to Kuala Lumpur, the capital of Malaysia, attending the Gurney Road School to continue his studies and qualify for entrance to a secondary school. In January 1961, His Majesty entered the Victoria Institution, the premier secondary school in Kuala Lumpur. He returned to Brunei Darussalam in 1963 to join the state's own premier secondary school, the Sultan Omar Ali Saifuddien College. His Majesty then went to Britain to continue



his studies. He qualified for admission as an officer cadet at the Sandhurst Royal Military College on 4 January 1966, leaving in October 1967, to succeed his father. His Majesty is married to Her Majesty the Duli Raja Isteri Pengiran Anak Hajah Saleha and Her Royal Highness Pengiran Isteri Azrinaz Mazhar. His Majesty has five princes and seven princesses. His Majesty, The Sultan and Yang Di-Pertuan is the supreme executive authority in Brunei Darussalam and has occupied the position of Prime Minister since resumption of Independence in 1984.

Brunei Darussalam's administrative system is centred on the Prime Minister's Office that has provided the thrust behind His Majesty's aim to introduce greater efficiency in Government Departments. His Majesty has followed a combination of traditional and reforming policies, moving away from the structure of a Chief Minister and officials to a full ministerial system with specified portfolios.

As Prime Minister, His Majesty is concerned with the day-to-day administration of the Government in addition to being responsible for several departments within his portfolio:

- Royal Brunei Police
- Adat Istiadat (Malay Custom)
- Public Service Commission
- Audit
- Councils of State
- Establishment
- Detention Centres
- Anti-Corruption Bureau
- Petroleum Unit
- Broadcasting and Information
- Narcotics Control Bureau

Several Councils also advise and assist His Majesty:

I. The Privy Council is presided over by His Majesty The Sultan and Yang Di-Pertuan. Its main functions are to advise His Majesty on matters relating to prerogatives of the royal pardon, and on constitutional matters, and to bestow Malay traditional ranks, titles, awards and honours.

II. The Council of Succession determines, subject to the constitution and the Succession and Regency Proclamation, 1959, the succession to the throne.

III. The Religious Council advises His Majesty, as head of religion, on matters relating to the Islamic faith.

IV. Since 1 January 1984, the Council of Ministers has been known as the Council of Cabinet Ministers. Its functions are to consider all matters pertaining to the Government and matters to be tabled in the Legislative Council. The Council is presided over by His Majesty, who is also the Prime Minister and Minister of Defence.

V. The Legislative Council was dissolved by His Majesty on 13th February 1984. At the moment, legislation is enacted through Royal Proclamations under the 1959 Constitution.

H

History



Brunei Darussalam rose to prominence as a sultanate in the 15th and 16th centuries when the country extended throughout Borneo and as far north as the Philippines. This golden age, when territorial and religious influence of the country was at its peak, centred on two remarkable rulers, Sultan Bolkiah and Sultan Hassan. Under their rule the Royal Court developed a splendour and ritual equal to anywhere in the world. The thrust of European influence within the region in the 17th and 18th centuries saw a marked decline in the power and territory of Brunei Darussalam, a process hastened in the 19th century.

British influence was predominant and Brunei Darussalam lost much of its remaining territory to Sarawak under its White Raja, James Brooke.

In 1847, the close relationship between Britain and Brunei Darussalam was first formalised with a treaty for the improvement of trade relations and for cooperation in the suppression of piracy. In 1888, North Borneo became a British protectorate and Brunei Darussalam became a British protected state. In 1906, Brunei Darussalam accepted a further measure of British control with executive power going to a British Resident whose duty was to advise the ruler on all matters, except those concerning local customs and religion. Brunei Darussalam was to remain under this Residency agreement until 1959, when a larger measure of domestic internal rule was ceded by a constitutional agreement of that year. In 1971, full internal sovereignty was resumed and in 1984 the country resumed full political sovereignty, with responsibility for its own external affairs and defence.

Three key points need to be highlighted about this stage in Brunei's history.

- Brunei Darussalam was never a colony and, unlike its neighbours in Southeast Asia, it did not experience a complete loss of sovereignty. In any event, the British rule in Malaya was through the local sultans and consequently differed from the British colonial administration elsewhere.
- During the whole period there was continuity within the ruling family. It is one of the world's oldest dynasties and loyalty to HM the Sultan remained the cornerstone of Bruneian politics during the protectorate period.
- The involvement with Britain saw close links develop between the two countries. The Brunei of the 1990s, with its mixture of Islamic culture, economic development and English Common Law framework, continues to feel the influence of this period.

In 1929, commercial production of oil in Seria started and this event was to prove critical in the development of modern Brunei Darussalam. Oil production was interrupted by the Second World War when the country was occupied by the Japanese for three and a half years. In the post-war period, both oil and liquefied natural gas production have been the foundations of the nation's prosperity. Modern Brunei Darussalam's political history dates from the constitutional changes seen in 1959, 1971 and 1984. Brunei Darussalam has evolved into a full sovereign state playing an active role both in world politics and in international economic affairs.

Two men have dominated modern day Brunei Darussalam, the 29th Sultan, His Majesty The Sultan and Yang Di-Pertuan, Sultan Haji Hassanali Bolkiah Mu'izzaddin Waddaulah, who has ruled since 1967; and His Majesty's father, the 28th ruler Sultan Haji Sir Omar Ali Saifuddin, who was Sultan from 1950 to 1967. Between them they have led Brunei Darussalam into full sovereignty, improving social conditions dramatically, while maintaining tradition and stability.

The post-war period saw a rapid and sustained expansion of Brunei's gas and oil industries, accompanied by sound monetary and fiscal policies. The only crisis in post-war years was an armed rebellion in December 1962, organised from outside the state. This did not enjoy popular support and was soon



quelled by loyal forces. Since that time the country has known internal peace, though formally the state of emergency has not been lifted. The possession of arms is strictly forbidden and, officially, larger gatherings are forbidden.

In 1984, Brunei Darussalam resumed full sovereign status and took over responsibility for its own defence and foreign affairs from Britain. The country joined the United Nations, the Association of South East Asian Nations, the Organisation of the Islamic Conference and the Non Aligned Movement. Today, Brunei Darussalam is part of the community of nations, conscious of its long history and the need to adapt.

Hotels

The variety of hotel accommodation available in Brunei ranges from the 5-star Empire Hotel and Country Club and internationally recognised 5-star establishments such as the Radisson, near the city centre, to hostels such as Capital Hotel. However, most of the hotels in the country qualify for 3 or 4 star standards. The Riviera Hotel, Seaview Hotel, Sutera Biru and Sentosa Hotel/ Apartment can be found in Kuala Belait. The recently opened Roomz Hotel is located in nearby Seria. The oil town of Miri, just across the border in Sarawak, Malaysia, is also a frequented weekend destination. Hotels such as the Miri Marriott, Miri Pullman and Grand Palace are popular among staff.

Housing Policy

The Company provides appropriate housing for all expatriate staff and their families. Upon arrival, staff and families are housed in temporary, company-owned, furnished accommodation – this may be for some months, or local hotel accommodation, until permanent company housing is available. More information will be provided upon arrival by BSP housing staff.

The company-owned houses and flats are located around the Seria and Kuala Belait areas. Commuting is easy; many locations are accessible within a 10 minute drive, and many staff cycle to and from work, a journey of no more than 10 minutes.

Housing Safety

Structures and fittings of a company house should not be changed without company approval, since changes could pose a safety risk. Employees are not allowed to do any structural alterations or additions to houses and/or surrounds, nor erect fences, garages, sheds, etc. without approval from the Company. Approval is only given if the design and construction is in accordance with the standards laid down. Applications to make alterations or additions should be sent to Domestic Welfare and Industrial Building Maintenance/Projects (PPA/3). Any structures erected without prior approval may have to be removed by the occupant at his/her own expense. Any additional construction which has been approved by the companies must be erected, maintained at all times, and dismantled by the staff member concerned in line with approved company standards and at his/her own expense.

For safety reasons, staff should also not change, make extensions or additions to the electrical system, water lines or gas lines. The erection of any temporary structures, including lighting, for parties, etc. should be cleared in advance with Camp Services. All cases of damage or defective house fittings should immediately be reported to Domestic Welfare and Industrial Building Maintenance/Projects (PPA/3), who will arrange for repairs. Forms to report such deflections are available from the Panaga School administration offices.



Identity cards:

After being granted a work permit, all staff are required to obtain a government-issued *Smart Identity Card* (Green). To apply, you are required to attend the National Registration section of the Brunei government. The office is located on the outskirts of the Kuala Belait town centre. (See **MAPS** section for location.) You will need to bring the original and a photocopy of your passport. You will also need to bring a letter from BSP stating you will be an employee. The processing time is usually 21 working days and the cost is B\$20.00.

A temporary card is issued at the first instance as it can be used to help with opening bank accounts, mobile phone registration, etc. The office is often very crowded; however, there are sometimes lulls in the queues in the mid-afternoons or either side of lunch, mid-week.

Industry and Primary Resources

The ministry responsible for the sector is the Ministry of Industry and Primary Resources (MIPR), which has a number of economic plans already under way, which are set to manage Brunei Darussalam's development for decades to come. His Majesty's Government has geared its development policies towards food self-sufficiency and economic diversification to lessen dependency on oil. The private sector is being encouraged to take a more active role in business and industry. Foreign investment is being promoted. The nation is already self-sufficient in poultry and eggs and, while only five per cent of beef consumption is produced locally, the rest is imported from the Sultanate's 579,000 hectares cattle ranch in Willeroo, Australia. Local rice production is also being raised, while investors are being sought for fisheries. To conserve its forests, which cover about 75 per cent of the nation's total land area, timber production has been limited to just 100,000 cubic metres annually. The promotion and development of local businesses is an important dimension of Brunei Shell's commercial activities.

The Brunei Economic Development Board (BEDB) was established in 2001 to supervise economic development throughout the Sultanate which identified clusters that would play to the country's strengths and which would benefit from greater government support. All of these clusters have some development since then, with petrochemicals, halal products and aquaculture perhaps the most advanced.

Insurance

There are a large number of insurance companies operating in Brunei Darussalam. Some are locally incorporated but the majority are branches of international insurance groups. The operations of insurance companies are monitored by the Economic Development Board. Insurance of all personal property is your own responsibility and is for your personal account. BSP is not responsible for any loss or damage caused to personal property in company-owned or company-rented houses. You are responsible for insurance cover at all times and this can be done through local agents or you may be able to arrange this with insurance companies in base countries on a world-wide risks policy. Compensation for injury or loss of life will only be paid for an employee working or flying by chartered or company aircraft on company business, and not for family members. If you wish your family to be insured, personal life insurance policies should be taken out. Insurance can be expensive in Brunei Darussalam. Car insurance premiums are quite reasonable compared to Europe.



J

Jerudong Park Playground / Waterpark

Jerudong Park is the only amusement park in Brunei. It was built as the largest and most expensive amusement park in South East Asia; funded by the Bruneian government for \$1 billion. It has recently reopened after a period of decline and renovation. While it no longer resembles its initial grandeur, the addition of a small waterpark makes it an entertaining day out for younger children. Entry is inexpensive and the playground located in beautiful surrounds. Saturday mornings are a great day to visit as most local children are at school. Opening times are limited through the week so it is better to check before you leave. The rides/waterpark close for lunchtime prayer, most families us this time for lunch in the play area. For more info: www.jungle-drum.com/tourist/jpplayground.htm

K

Kuala Belait

Kuala Belait is located in the south-west of Brunei, 15km from Panaga School. It is the second largest town in the country, after the capital, Bandar Seri Begawan and functions as the administrative city for the Belait District. "Kuala Belait" literally means: "The mouth of the Belait River". Many department stores, banks, restaurants, specialty shops, gas stations, to name a few, are located in and around the Kuala Belait town centre.

L

Language

The official language of Brunei is Malay (Bahasa Melayu), which is used and promoted in Government offices and on state television and radio. Business is generally conducted in English, but it is appreciated when an expatriate tries to learn to speak Malay. Malay is compulsory in Government (or public) schools and the Jawi script, in which the Koran was originally written (Arabic derivation), is being promoted increasingly in schools.

In addressing Malay people, it is polite to use 'Awang' and the first name, if known, for men, and 'Dayang' and the first name, if known, for ladies. 'Awang' is the equivalent of Mister and 'Dayang' is the equivalent of Miss, while 'Puan' is the equivalent of Mrs. Titled people such as Pehins, Datos, Datins (for the wives) and Pengirans may be addressed by their titles alone. Pehins and Datos are titles conferred by His Majesty the Sultan and Yang Di Pertuan Brunei Darussalam. People who have been on the Haj, the pilgrimage to Mecca, are addressed as 'Haji' for men and 'Hajah' for women. There are no perpetual surnames in Muslim families. Ali bin Yusof means Ali is the son of Yusof. If Ali bin Yusof had a son, Ahmad, he would be called Ahmad bin Ali and his sister Rosnah would be Rosnah binti Ali. 'Bin' means son of and 'binti' means daughter of. Muslim women generally do not take their husbands' names when



they marry. From time to time, free Malay language courses are offered in the evenings at the school. Check upon arrival the schedule of the next course.

Laundry and Dry Cleaning

The British Garrison compound has laundry and dry cleaning facilities, open to the general public. Automatic washing machines are not supplied in permanent housing, but can be bought locally. Prices for automatic machines start at around BN\$400.

LICENCE

Local drivers' licences are needed and can be obtained through the Brunei Government's Land Transport department. The department are in the process of implementing a new online application. Staff and spouses from non-English speaking countries may need an official translation of their driving licence from their home country. More details can be found at: www.land-transport.gov.bn.

Life Saving Rules

Shell's *12 Life Saving Rules* are key to the company's *Goal Zero* journey. The Life Saving Rules set out clear and simple "dos" and "don'ts" covering activities with the highest potential safety risk. They help to make sure that the rules are followed and people are protected. LSR requires mandatory compliance for work-related activities across Shell Group. It is applicable to all operations under Shell's operation and/or governance control. Failure to comply will result in disciplinary action.

These rules (not all of course applicable for teachers) have been enforced from 1st July 2009. They are as follows:

1. Work with a valid work permit when required
2. Conduct gas tests when required
3. Verify isolation before work begins and use the specified life protecting equipment
4. Obtain authorisation before entering a confined space
5. Obtain authorisation before overriding or disabling safety critical equipment
6. Protect yourself against a fall when working at height
7. Do not walk under a suspended load
8. Do not smoke outside designated areas
9. No alcohol or drugs while working or driving
10. Wear your seat belt
11. While driving, do not use your phone and do not exceed speed limits
12. Follow prescribed Journey Management Plan

Local Staffing

A key element of the companies' manpower policies is the recruitment, training and development of Brunei citizen staff and a large amount of time and resources have been allocated to this objective over the last years. All Learning Support Assistants (LSAs) at Panaga School are Bruneian. Expatriate staff are expected to support this localisation drive by demonstrating themselves as role models.

Local Time

Brunei Darussalam time is 8 hours ahead of GMT/UTC in winter and 7 hours ahead in summer.



M

MECHANICS

Most mechanics are inexpensive and reliable, however like anywhere, there have been a few cases of some operators who have been untrustworthy. There are several mechanics located in and around neighbouring Kuala Belait and Seria. Please check with a work colleague as to their preferred workshop.

MEDICAL SERVICES

Health Care

Brunei Shell has its own medical practice, the Panaga Health Centre. It is strategically situated close to the residential area and its main focus is on primary (ie G.P.) care, and occupational health. The Panaga Health Centre has laboratory, X-ray, physiotherapy, dental and ultrasound facilities.

The medical team consists of a Clinical Division Head, a specialist physician, and four GPs. The doctors all have high level competencies in a range of disciplines, including obstetrics, primary care, dermatology and occupational health.

Patients requiring specialist or in-patient care are referred to one of the hospitals mentioned below:

- SSB Hospital (Suri Seri Begawan Hospital) – located in Kuala Belait, 20 minutes by ambulance from Panaga. This government-funded hospital covers general surgery, internal medicine, obstetrics & gynaecology and paediatrics.
- JPMC (Jerudong Park Medical Centre) – located 1.25 hours by ambulance from Panaga. This private hospital provides services in obstetrics & gynaecology, paediatrics, internal medicine and orthopaedics. It has recently introduced limited services in a range of other specialties, including surgery and dermatology. This hospital is able to provide services in Computerised Tomography (CT) scanning and Magnetic resonance imaging (MRI). In the same complex is situated Gleneagles-JPMC, a private hospital which specialises in cardiology and cardiac surgery.

RIPAS Hospital (Raja Isteri Pengiran Anak Saleha Hospital) located in Bandar Seri Begawan, 1.5 hours by ambulance from Panaga. This Government Hospital is the largest hospital in Brunei, and has specialist units for general surgery, orthopaedic surgery, neurosurgery, internal medicine, coronary care, oncology, neurology, endocrinology and adult and paediatric ICU.

Seriously ill cases, which require complex and urgent medical treatment not available in Brunei, may be evacuated overseas, either by air ambulance or on a commercial flight with a medical escort. Most medevac cases are referred to specialist centres in Singapore, the nearest centre of medical excellence. Non-urgent referrals may also be made during leave periods overseas, as per GEMS guidelines. These should be discussed with a Panaga Health Centre doctor beforehand.

Dental Service



There are three dental surgeons and 1 dental hygienist on staff at Panaga Health Centre. General dental services (e.g. examination, scaling & polishing, fillings & extractions) are provided free of charge. Dental treatment over and above this will be charged and fees depending on the work required. These fees are in line with the lower end of private health care in Britain and they are cheaper than the typical cost of such treatment in the Netherlands. Charges are on staff own account.

Insects

A regular pest control programme is carried out by the Health Department, particularly against mosquitoes and sandflies. The services of the Health Department are freely available on request to all employees living in the Panaga Housing area.

Immunisation Requirements

The company recommend that you and your family should have protection against typhoid, diphtheria, tetanus, poliomyelitis, hepatitis A, hepatitis B and Tuberculosis (BCG), if under the age of 12. Advice should be sought from the Medical Departments in your base location. You are also able to follow up with any of the doctors at Panaga Health Centre soon after arrival. A few years ago it was recommended that children and adults were vaccinated against Japanese Encephalitis after a number of cases. The nation is Malaria-free, and it is not necessary to take prophylactic anti-malarial drugs while living in Brunei. Cases of dengue fever have been known across the area.

Medical Insurance

Expatriate staff are insured with BUPA, from the date they join the payroll of Brunei Shell, until they leave or transfer to a payroll not included in this insurance. It also covers dependent unmarried children up to their 21st birthday whether they live with the parents in the host country or remain in base country for schooling (except USA and Canada).

Please telephone: +44 (0) 1273 718383

Or Fax: +44 (0) 1273 866577

Or Email: shell@bupa-intl.com for more information.

Visitors

Friends or relatives who visit you in Brunei Darussalam are strongly advised to take out medical insurance cover prior to arrival since they will be charged at third party rates for any medical attention they require from the Panaga Health Centre and any other hospitals or clinics in Brunei. The insurance should also provide cover for any medevacs to either Singapore or base country. Elderly visitors are strongly advised to seek the advice of the family doctor, prior to travelling, in view of the long flights and tropical climate.

N

Newspapers and Magazines

There are two local daily newspapers written in English, the Borneo Bulletin and the Brunei Times, in addition to the company's' monthly newspaper 'Salam'. Singapore daily newspapers can be ordered and are usually delivered late on the day of publication. Airmail editions of European newspapers take three to six days to arrive. It is best to order what you require before you leave your base country. The International Herald Tribune, as well as international monthlies such as Time magazine, are available locally. A selection of books and magazines is available locally. Imported newspapers and magazines are



occasionally subject to censorship. The British Garrison's NAAFI shop (open to the public for purchases other than alcohol) also stocks newspapers from the UK, usually available a few days after their date of circulation.



OIL AND GAS IN BRUNEI DARUSSALAM

Two consortia explore and produce hydrocarbons in Brunei. Brunei Shell Petroleum being the largest one with total oil production at more than 24,000 cubic metres (157,000 barrels) 200,000 barrels per day, while gas production is some 26 million cubic metres per day. The other operator is Total, which operates the Maharaja Lela oil and gas field on behalf of its partners - Shell Deepwater Borneo, a local Brunei Company and Total – Block B Joint Venture (BBJV). This field produces some 10% of the Brunei's gas sales and approximately 3000 barrels per day of oil. Present day reserves are expected to last more than 20 years at the current rate of production but the picture is constantly being altered by a vigorous exploration programme, helped by improving exploration technology. In recent years, the Sultanate has been keen to move forward from its heavy reliance on oil and gas, and diversify its economic activities while also maximising returns from its hydrocarbons. Almost 90 per cent of the country's oil and all its commercial gas come from seven producing fields offshore - Champion, South West Ampa, Fairley, Fairley-Baram (which it shares with Malaysia), Magpie, Gannet and Iron Duke, BSP's newest field, which came on stream in 1992. In view of recovery challenges, BSP is actively involved in Enhanced Oil Recovery, Waterflood and Deep Water projects. There are also four designated areas owned by Petroleum BRUNEI, namely the offshore Blocks J and K and onshore Blocks L and M. The most prolific field is the Champion Field, which is located in 30 metres of water about 70 kilometres Northeast of Seria. It holds 40 per cent of the country's known reserves and produces around 100,000 barrels a day (b/d). The oldest field offshore is Southwest Ampa, 13 kilometres off Kuala Belait. Its reservoirs hold more than half of Brunei Darussalam's total gas reserves and gas production from the field accounts for 60 per cent of the company's total production. Close to Ampa are the Fairley and the Gannet fields, which produce both oil and gas. The other major offshore field is Magpie, 60 kilometres northeast of Seria, which has been producing since 1977. The Seria field onshore, where the country's first oil well was drilled in 1929, still produces some 161,000 barrels per day from a coastal corridor 13 kilometres long by 2.5 kilometres wide. Many wells are pumped with the familiar "Nodding Donkeys" that is a feature of the Seria town area. This field produced its billionth barrel in 1991 and the occasion was commemorated with a monument on Sungai Seria close to the site of the first well. The monument was declared opened by His Majesty the Sultan and Yang Di-Pertuan Negara Brunei Darussalam and in 2009, BSP celebrated its 80th Anniversary. Across the Belait River, near the Brunei-Malaysian border, the Rasau field came on stream in 1983. At the Seria Crude Oil Terminal, oil is separated from water and stored in huge tanks before being exported to tankers waiting 8 kilometres offshore at two Single Buoy Moorings. The country is the world's fourth largest producer of liquefied natural gas (LNG) and exports account for half the nation's income. The BLNG Plant in Lumut, which came on stream in 1972, was extensively modernised in a major rejuvenation programme in the early 1990s to ensure its fitness for the next two decades of operations. Since 1996, BLNG commenced LNG sales to Korea in addition to its long-term customers in Japan. Modern technology is continuously employed by Brunei Shell in a variety of areas including drilling difficult high pressure, horizontal or deepwater wells. It is also used in exploration where new 3-D seismic techniques are the core of renewed exploration efforts, which have led to discoveries of prospects, previously hidden by traditional 2-D techniques. At the beginning of 1992, BSP's concessions covered



7,392 square kilometres offshore and a further 2,715 square kilometres onshore. Several competitors also hold concessions, and one of them - Jasra Elf - has drilled nine offshore wells to date. The main markets for Brunei Darussalam's crude oil exports are ASEAN (the Association of Southeast Asian Nations), Japan, South Korea, Taiwan and the United States, while Japan is the sole importer of LNG.

Outpost Brunei

Outpost Brunei is for many a first contact upon arrival in Panaga; to help with settling in. According to their website, *“Outpost Brunei, formerly Brun-inc, was established in May 1997 by a group of 10 spouses who recognised the need for support and better distribution of information to families arriving in Brunei. With this principle in mind, and in collaboration with Outpost in The Hague and Brunei Shell’s HR Department, Outpost Brunei was set up for the benefit of all newcomers arriving in the country and those employees, local and expatriate and their families, leaving Brunei for an assignment elsewhere. We have established contacts with over 70 Outpost offices in other countries and regions around the world, from Australia and New Zealand, to Africa, China, North and South America and Europe. Our network is truly global and our commitment to provide customers with quality service is shared and supported through the links we have made.”*

For more information, visit: <http://www.globaloutpostservices.com/simple.asp?path=ib78zlx bqg>

P

Parking

In the local business areas of Kuala Belait and Seria, pre-purchased parking scratch cards are required for display. These are available from the small parking ticket huts, located in central locations. Alternatively, Metro Parking provides private car spaces. Both parking services charge only 50c per half hour.

PETS

Import regulations of cats and dogs

The following regulations are presently in force under the Quarantine and Prevention of Disease Enactment (Cap. 47 of the Laws of Brunei Darussalam).

- i) All dogs, cats and related species imported should be accompanied by a veterinary health certificate. Furthermore, a certificate should be submitted from the veterinary authority of the exporting country stating that the exporting country has been free from rabies for the period of six months prior to date of export of the animal(s). The certificate should also state that the animal(s) have been in the exporting country for the previous six months or from birth, or state that the animal(s) have been in quarantine during the six months period prior to export.
- ii) Dogs and cats and related species vaccinated against rabies may be permitted entry provided that such vaccination has taken place not less than 60 days before export.
- iii) All dogs and cats and related species shall be subject to veterinary inspection at the port of entry.
- iv) The captain of the carrier or carriers involved in the shipment of the animals shall certify that the animal(s) were carried separately from other animals on board and if landed in transit the captain of the carrier shall also certify that the animals(s) were kept in isolation in approved quarantine during transshipment, which shall be by the first available carrier from any intermediate port.
- v) All dogs, cats and related species, except those from countries scheduled below shall be kept in quarantine in an approved station for a period of six months from the time of arrival. Such quarantine shall also apply to dogs, cats and related species from those countries scheduled below if they have not fully



observed the regulations as to certification and transshipment. AUSTRALIA, NEW ZEALAND, UNITED KINGDOM, IRELAND, SABAH, SARAWAK.

For other countries: only at the discretion of the Veterinary Authority in Brunei Darussalam who will consider each application on its own merits.

vi) Intending importers are required to obtain a written import permit specifying the precise regulations which will apply to each particular importation. This permit should be obtained before export commences from:

**The Director of Agriculture
Department of Agriculture (Permit Section)
Ministry of Industry and Primary Resources
Bandar Seri Begawan BB3510
Brunei Darussalam**

Before applying formally, you might wish to check direct with the Brunei Darussalam Veterinary Offices, in case of changed regulations/conditions.

The address is as follows:

**The Veterinary Officer
Department of Agriculture
Ministry of Industry and Primary Resources
Bandar Seri Begawan BB3510
Brunei Darussalam.
Telephone: 2380144 Ext. 310/332
Fax : 2382226**

They will also be able to provide information on kennels etc. It should be noted though that the facilities available at Bandar Seri Begawan are not comparable to European standards. Pet owners will basically have to feed and take care of their pets on a regular basis while they are held in quarantine. Importation and transport costs are for personal account. Shell Singapore and Brunei Shell do not assist with arrangements whether in transit or upon arrival in Brunei Darussalam and do not accept any costs connected with the importation of pets. All arrangements must be made personally.

Control of Pets and Poultry

Staff who own pets must keep them under control and ensure that they are not causing any nuisance to neighbours. Recently, stricter public controls of dogs have been enforced. Dogs should be registered and tagged, and if found frequently straying owners can be fined and imprisoned. Employees are therefore responsible for ensuring that their pets are cared for when absent from the area. Neither staff nor their amahs may keep poultry in housing areas, as this can lead to public health problems and create a nuisance to nearby residents.

Population

Brunei's current population has reached nearly 400,000 people. Two-thirds of the population are Malay, one-sixth Chinese, one-twentieth non-Malay indigenous and the remainder, other races. Most people live in the two main urban areas of Bandar Seri Begawan and Kuala Belait/Seria. 65 percent live in the Brunei-Muara District, which includes Bandar Seri Begawan. The remainder of the population lives along the coast or up the main rivers. The Malays are concentrated along this coastal strip and in the first few miles of the river, especially in and around the town of Tutong near the mouth of the Tutong River. The distribution of the other races up the river follows a fairly common pattern. First Dusuns, then Muruts and



finally Ibans (Dayaks). In the depths of the jungle of the Belait District are a small groups of Punans. This formerly nomadic tribe has now settled down in longhouses built for them by the Government.

Ports

The main port of Brunei Darussalam is at Muara, 28 kilometres north-east of Bandar Seri Begawan. Muara Port was opened in 1973 with a wharf length of 428 metres, and it was extended by a further 183 metres in 1985. Improvements to the wharf and dredging of the harbour have reduced waiting time for ships to an average of three hours. Some 12,542 square metres of warehousing are available for commercial use. The port caters for regular freight shipments from all Asean countries as well as from Hong Kong, Japan, Taiwan, Australia and the United States. Cargo tonnage at Muara for 1987 was 827,000 freight tonnes and 683 ships called at the port during the year. The oil fields in the South-West of Brunei Darussalam are served by Kuala Belait, a much smaller port with a length of 91 metres, situated on the Belait River. There are also smaller jetties in Bandar Seri Begawan and in the Temburong district.

Post

There is a post office (*Bruneipost*) located in both major townships either side of Panaga, in Seria and Kuala Belait. Their opening hours are: 8.00am ~ 4.30pm (Mon -Thu & Sat), 8.00am ~ 11.30am and then 2.00pm ~ 4.00pm (Friday). (Closed Sundays.) See www.post.gov.bn for more details. The BSP Headquarters also offer a postage service using BT Forwarding who are partners with TNT. For more information about express and courier services in Brunei, see: www.dhl.com.bn/en and http://btfwdg.com/about_us.php. Express courier services can take as little as a few days to send items. Post can take up to a month to arrive from you home country. Printed material only can be sent via the Shell HQ in London and The Hague. This generally arrives in less time and is a free service. Discuss this provision with staff for the preferred location and address.

BSP offer a mail service for paper and books only through the UK who forward mail at no additional cost. Items need to be addressed to your name and reference indicator (eg. HRF/41). Address: BRUNEI SHELL PETROLEUM EXPAT MAIL BAG, SHELL CENTRE YORK ROAD, LONDON, UK SE17NA United Kingdom.

It is recommended that all of your mail and any parcels are addressed to you at Panaga School. Mail sent to private residences, particularly if residents are on holidays, can get damaged through the weather or monkeys. Also when you leave Panaga School, the administration offices are able to forward your mail to you. Address: Panaga School HRF/4, Jalan Utara, Seria, Brunei, KB3534.

Public Holidays

Public holidays that fall on a non-working day are normally brought forward or backward to a working day.

- New Year's Day
- Isra' Meraj
- Chinese New Year
- National Day - Brunei Darussalam
- First Day of the Ramadan
- Anniversary of the Revelation of the Quran
- Hari Raya Aidilfitri (Puasa) and the following day
- Anniversary of the Royal Armed Forces
- Hari Raya Aidiladha (Haji)
- First Day of Hijrah



- His Majesty the Sultan's Birthday
- Maulud - Prophet Mohammad's Birthday
- Christmas Day

*As holiday dates differ from year to year, contact the HR Admin and Services Officer for more information.

Q

Quran

Recitals of the Al-Quran can be heard on local FM radio 99.7 MHz.

R

RECREATIONAL FACILITIES

Panaga Club

The Panaga Club is an open recreational and sports club, in the camp area. All Brunei Shell Companies staff can apply for membership of the Panaga Club. Other memberships include contractor staff of comparable level, local residents, businessmen and government senior civil servants. The membership subscriptions are at present \$72 per month. Other sections may impose nominal monthly subscriptions if a member wishes to become a member of any of the available sections of the club. To be a member of the Golf Section a member has to pay an additional \$40 per month. All Panaga Club members are automatic members of the Boat Club, which is catering for all water sports activities and has a riverside clubhouse in Kuala Belait. The club has a restaurant and a poolside snack bar, a swimming pool and toddler's pool, football, rugby, hockey, and cricket fields. The club also provides indoor courts for badminton and fitness room. The club also provides six outdoor tennis courts. Furthermore, there are sections for power boating, sailing, water skiing, diving, rowing, bowls, amateur dramatics, computer activities photographic activities, bridge, library, aerobics, keep fit class and arts and crafts.

Chits are signed for all purchases. Club bills and subscriptions are deducted from salaries at the end of each month. A programme of club activities is available via the club website (www.panagaclub.com) or via the club weekly circulars.

Brunei Shell Recreation Club (BSRC)

The Brunei Shell Recreation is opened for membership to all Brunei Shell Companies staff. Like Panaga Club, BSRC is also opened to the local residents, contractors staff, businessmen and Government Senior Civil servants. Activities provided by the club include tennis, squash, badminton, karate, silat, swimming, billiards and pools, darts, library, cultural sections, football, volleyball tennis, squash, etc. The subscription fee at present is \$25. Club bills and subscription fees are deducted from salary in the same way as the Panaga Club.

Club Memberships

Double deductions will be made from your first month's salary for the subscriptions—one for the current month and the other for the following month. Parents are directly responsible for the good behaviours and safety of their children and all members are expected to abide to the Club rules. Children under the age of 14 are not allowed to sign in the clubs without a parent or guardian (age at least 18), nor are they permitted to sign club chits without the written consent from their parents. Membership cards for children over the age of 12 must be obtained from the clubs secretaries; the child must carry this membership card



when visiting the clubs. Members and their dependents are advised only to sunbathe at the clubs' swimming pool areas or at the beach immediately in front of the Panaga Club. Your attention is drawn to the fact that Brunei Darussalam is a Muslim country and as such, care should be taken not to cause offence by dressing improperly in public.

Apartment Lapanpuluh

The rooms in Apartment Lapanpuluh (located 5 minutes drive from Panaga School) are primarily for new arrivals and final departures and Shell Group visitors subject to room availability at time of arrival. Newly arrived staff or families, for whom company accommodation is not immediately available, may therefore temporarily stay in the Apartment on Company account.

Religion and Customs

Islam is the official religion of the country and there is a Government ministry to look after Islamic affairs with its own courts to check and prosecute breaches of Islamic conduct. Muslims take their religious Syariah and duties very seriously and expect non-Muslims to respect this. Brunei Darussalam is proud of its strong Islamic tradition. Modern historians date the coming of Islam to Brunei Darussalam around the 13th century. The Shafeite form of Islam is followed. In the state capital, Bandar Seri Begawan, the most outstanding piece of architecture is the Omar Ali Saifuddien Mosque, reputed to be one of the finest in the region. The mosque is named after the late Sultan Haji Sir Omar Ali Saifuddien Sa'adul Khairi Waddien, the father of the present ruler. When visiting a mosque, you should dress appropriately, always remove your shoes before entering and you should not pass in front of a person at prayer or touch copies of the Koran. Other religions are practised, and there are churches and temples. Anglicans and Roman Catholics also congregate. There are churches offering weekend services in Seria and Kuala Belait.

M.I.B.

Brunei Darussalam has been a country of M.I.B. – “Melayu Islam Beraja” (Malay Islamic Monarchy) since the sixteenth century until the present day. It is an ideology on which track Brunei Darussalam pursue its goal to remain forever a prosperous, peaceful and friendly Malay Islamic Monarchy nation. MIB is a way of life in Brunei Darussalam, a philosophy encompassing the social, cultural, political and economic realms of the country. MIB is significantly a set of values incorporating Brunei pristine Malay culture and tradition, Islamic teaching and values, and monarchical system of government to characterise Brunei and its people from other Malay or Islamic nations in Southeast Asia.

Local Customs

Below lists some basic local customs you need to be aware of:

Shorts and low-cut shirts, especially for ladies, are considered immodest and should be worn only in sports, on the beach and in one's own home and not when out shopping or visiting. Muslims are forbidden by religious law (“haram”) to eat any pig product and drink alcohol. All meat eaten by Muslims should come from animals slaughtered according to religious rules (*Halal*). This rule does not apply to fish. They also should touch neither pigs nor dogs, both of which are classed as 'unclean'. So if you have Muslim visitors to your house, you should keep your dogs in a separate room/location from your guests. Cats and other pets are not objected to. It is impolite to point at a person with a finger or left hand. Use your right thumb. It is customary to remove your shoes before entering a local person's home (of any race). Do not pat anyone on the top of his head as it is considered a sacred personal spot. This does not apply to children. If you do not wish to take offered drinks, food, cigarettes, etc., it is polite to refuse and at the same time lightly touch the proffered dish or packet with fingers of the right hand. Hari Raya is the time after the fasting month of Ramadan when Muslims visit each other to ask forgiveness for past offences and to pass good wishes to friends and neighbours. It is much appreciated if you visit your Muslim



colleagues and staff. Wish the family 'Selamat Hari Raya' on entering the house. You will be offered cakes, coffee or orange juice of which you are expected to take at least a small amount. Sometimes more elaborate refreshment such as curry is provided and if you are visiting several houses, it is wise not to eat too much at the first! Chinese appreciate visitors for Chinese New Year. If visiting a Chinese family you should follow Chinese customs if you wish, though it is not essential, by giving each child an 'ang pow' a small red envelope, available in the shops at New Year time in which you place an even number of new unused banknotes, eg. two \$1 notes. The red colour and even number are a sign of good luck. It is not expected of bachelors to give these 'ang pow' as they should be at the receiving end, not having reached full maturity! On entering the house wish the family 'Gong Xi Fa Xai' which means Good Fortune for the New Year. You will be offered drinks (no alcoholic restriction here if no Muslims present) and tasty Chinese food. Again it is wise not to eat too much at the first house.

Restaurants

Restaurants are numerous and of varying quality. Within the Seria and Kuala Belait areas, restaurants include: the Teratai at the Panaga Club, the Seaview Hotel Charcoal Grill restaurant and the Coffee Bean and Tea Leaf cafe, the Buccaneer Steakhouse and Thai, Orchid Room and Red Wing; all serving European food. Good Malay and Chinese dishes are served at the Brunei Shell Recreation Club, the Golden Bar, New China, Tasty and Cheng Wah Restaurants in Seria. Kuala Belait and Seria both also have a selection of Japanese, Indian and other Thai restaurants. While you will not find any 'western' fine dining within the district, many staff have discovered good local eateries where a satisfying meal will cost around \$10 a head.

Sushi at Kaizen in Seria is always busy and it is recommended to book ahead.

Roads

There are nearly 1,100 kilometres of surfaced roads, which are supplemented with 650 kilometres of district tracks or 'Bridle Paths', most of which are motorable by light vehicles in dry weather. The two existing main highways connect Muara, Bandar Seri Begawan, Tutong and Kuala Belait. There is an ever-increasing demand for additional roads and for the improvement of existing ones. Millions of dollars have been provided for the construction of link roads and flyovers and the upgrading of existing roads. In July of 2009, The BEDB (Brunei Economic Development Board) that His Majesty The Sultan and Yang Di-Pertuan has consented to the construction of a major dual carriage highway that will greatly ease traffic flows between the capital BSB and the Belait district as well as ease congestion in the Sungai Liang area, which houses several industrial companies such as BLNG and BMC (Brunei Methanol Company). The quality of roads is good and 4WD vehicles are only needed for leisure drives into the jungle.

Road Safety

Roads in Brunei Darussalam are normally two ways and footpaths are limited. The speed limits are enforced by the police with speed traps and compliance with road safety regulations such as use of seat belt, none-usage of phones while driving, etc are expected, which is also under Shell's 12 Life-Saving Rules (LSR). Drivers are urged to show consideration for other road users by not driving at excessive speed or overtaking in dangerous circumstances. Drivers should drive defensively under all circumstances. To minimise injury in the case of an accident, the driver and all passengers must wear seat belts, in both the front and rear seats, when on company business. When not on company business, personnel are strongly encouraged to wear seat belts at all times. Seat belts have to be worn by law.

Bicycles

On some of the housing areas there are cycle paths. Cyclist must observe the regulations laid down by law. These are:



- Helmet wearing is compulsory.
- It is forbidden to carry another person on a bicycle.
- Cyclists must ride in single file.
- A bicycle must have two independent and efficient brakes.
- Cyclists must observe all traffic signals and signs.
- Any bicycle on the road between sunset and sunrise must have a single white light on the front, and an efficient and clear red light at the rear.

In addition to this, the lower twelve inches of the rear mudguard must be covered with a fluorescent material. Parents are responsible for their children's safety and should ensure that small children on bicycles or tricycles do not use main roads, including Jalan Utara - the main road running parallel with the beach. Bicycle helmets are available for purchase in Brunei, but the selection is quite limited and expensive. It is better to purchase helmets prior to departing one's base country.

Reporting on Traffic Accidents

The law demands that a driver must report to the nearest Police Station, or a Police Officer, as soon as possible and always within 24 hours, if he has had any accident that causes injury or damage to any person, property or animal. The vehicle involved must not be moved or driven away until the Police or the Safety Inspector so has given permission to do. If you are driving your own car while on business and are involved in an accident, you must report immediately to the HSE Department (Ext 2567), or Duty Safety Adviser (Ext 2550) after working hours. If you are driving a company vehicle, you must also notify the Transport Department, STL/22, on extensions 3628/3621/3622 (24 hours a day). In both cases, you should submit to HSE a written incident report within 24 hours. If you are involved in an accident that does not classify under the above, but where the police is involved, you should contact the Security Department – HSE/6 (ext 2102/2277, 24 hours per day).

S

SECURITY

Brunei is far less affected by crime and other types of antisocial behaviour than many other countries worldwide. Nevertheless, incidents, such as house break-ins, do occur from time to time. It is not possible for the Company to make the camp entirely crime-free. All staff can, however, take the simple and sensible precaution of ensuring that all doors and windows are locked both at night and when a house is left unoccupied during day. Similarly, car doors should be locked when a vehicle is left unattended and other items, such as children's bicycles and toys, should be secured when not in use. Thefts do result because these simple precautions are overlooked. By ensuring that these actions become a matter of routine for each family, staff help not only themselves but also the police and the Company's security staff.

BSP Security

The role of BSP Security (HSE/1) is mainly to run the Watchmen Services in various locations to safeguard company assets from theft and damage. However, in addition to this, HSE/6 acts as liaison with the police in reporting thefts and other incidents involving the security of staff members and families. Formal investigation into an incident remains the responsibility of the police.

Reporting of Crime



If you wish to report an incident, theft or suspicious behaviour, ring HSE/6 whom will contact the police. One of the Security staff who speaks both Malay and English, will come to the scene and give help and advice. The HSE/6 telephone is manned 24 hours a day: ext. 2102/2277. Please report incidents immediately - it will certainly help the police investigating any crimes and is more likely to lead to arrests, recovery of property, etc. You can find all relevant phone numbers at the front page of the BSP telephone directory.

Shopping

Department stores are found in major towns of Bandar Seri Begawan, Tutong, Kuala Belait and Seria. Large supermarkets are usually open from 10 in the morning to 10 in the evening. The peak hours are 7.00 to 9.30 in the evening. All shops and complexes are crowded during the weekends and especially festive seasons. The most popular supermarket with expats, is Supasave, open 7 days from 0800 to 2200. It stocks a large variety of western and Asian foods and produce. Generally though, prices can be quite expensive. There are weekend fresh produce markets operating in Seria and Kuala Belait offering cheap and fresh fruit and vegetables. Kuala Belait also has a fish and meat market with a seasonally good selection of local seafood and imported meats from Australia and New Zealand. The NAAFI store in the nearby British Garrison compound stocks British brand foods and British newspapers and magazines. There is also shopping at the Seria Plaza at Jalan Sultan Omar Ali, Seria and Sea View Department Store and Soon Lee Supermarket, located at Jalan Maulana/Pandan 7, Kuala Belait and many more. Small shops and grocery stores can also be found in housing complexes and residential areas.

Business Opening Hours

The following generally applies:

Government offices:

0745-1215 and 1330-1630

Monday to Thursday and Saturdays

Banks:

0900-1600 *Monday to Friday*

0900-1100 *Saturday*

Commercial businesses:

0800-1200 and 1315-1600, (although some may close at 1900) *Monday to Friday*

Shops:

0730-1900 (some shops are open until 2200) *Monday to Sunday*

During the month of Puasa (fasting) Government offices are open between 0800 and 1400; most commercial businesses adapt their opening hours then as well.

Smoking

Brunei has strict laws on the sale and importation of tobacco products and smoking is banned in most public places. The companies recognise the hazards of active and passive smoking. Smoking is prohibited in all areas of Panaga School. At the Head Office, smoking corners have been established, and smoking is restricted to these locations. During the holy month of Puasa, smoking is further restricted. Smoking in restricted areas on company premises are a major violation of one of the 12 Life Saving Rules in BSP. Failure to comply to these rules can lead up to and include termination.

Social Visitors

In principle, all visitors to Brunei Darussalam need an entry-visa which should be obtained from a Brunei High Commission (eg. London) and, if not, it is available at the British Embassy or Consulate (eg. Amsterdam). One should apply for such a visa well in advance, as it may take considerable time to



process. On arrival at the Brunei International Airport, a two-week stay permit will normally be issued, and you should apply to the Immigration Department in Kuala Belait for the appropriate extension. However, visitors with certain nationalities are exempted from visa requirements, and are allowed to stay up to a certain number of days. For British and Dutch nationals the visa exempted period is 30 days. In general, it is advisable to check immigration formalities before inviting relatives, and it is considered your own responsibility to ensure that visas are obtained prior to arrival.

Sports

Most sports equipment can be bought in the country. There is a wide range of sports activities available via the Company's two clubs: Panaga Club and Brunei Shell Recreation Club (BSRC). These include golf, tennis, squash, cricket, badminton and swimming. Golf equipment is readily available in shops and from the golf club section of the Panaga Club. However, the larger sizes of golf shoes are not in good supply. All racquets (tennis, squash, badminton) are cheaper in Singapore or Brunei Darussalam than in Europe and are suitably strung for the humidity. Men's and women's sports clothing, i.e. tennis shorts, shirts, skirts, dresses, shoes, should all be brought with you as the larger sizes are not stocked locally. Soccer is the most popular sport in the country but local games, such as silat, the Malay martial art, and sepak takraw, a game using one's feet or head to propel a rattan ball to opponents on the other side of a net, are also popular. Badminton, sailing, windsurfing, cycling, motorsports and golf all have large followings. The nation's main facility is the 35,000 seater Hassanal Bolkiah Stadium at the centre of a new multi-purpose sports complex in the capital.

T

Television and Radio

The Malaysian television subscriber service, Kristal-Astro (DST) is available in Brunei. The service comprises over 80 DTH television and radio stations. Channels include: Australia Network, ESPN, Star Sports, Star Movies, HBO, AXN, Disney Channel, CNN, NatGeo, CI, Discovery Channel and many others. There are also other pay-per-view channels showing otherwise not broadcasted sporting events on regular subscription under the Astro Box Office. New subscribers to Kristal-Astro are now required to join the HD service, which covers the movie and sports channels. Registration for services can be made with a passport and/or IC.

Local television and radio services are broadcast in English, Malay and Chinese. Malaysia television, channels 1 and 2, can also be received without extra antennae.

Radio Television Brunei (Radio Televisyen Brunei or RTB) is the state broadcaster of Brunei.

RTB broadcasts four television channels:

RTB 1 - News, live sports, nature shows

RTB 2 - Serials and variety shows

RTB 3 - HD - High definition television

RTB 4 - International - International broadcasting

RTB 5 - Islamic shows

An FM stereo broadcast has also been commissioned and the British Forces Broadcasting Service based in Seria broadcasts on 92 Mz FM. A wide variety of TVs, radios and DVD players can be bought locally.

Tipping

Tipping is optional in Brunei Darussalam and not expected.

Transport



On arrival and departure, BSP offer free car hire which is often shared among new staff for a period of time. More information will be given by BSP head office on arrival of this (time length) provision.

Most Bruneians and expats own cars and as a result, public transport and taxis are not in great demand, although buses run regularly between the main routes. Cars driven in Brunei range from top end luxury models to old sedans. Most expats purchase four wheel drive vehicles; however on most roads they are not necessary. Cars can be purchased new from company dealerships – Nissan, Toyota, Hyundai, Mazda in Kuala Belait (nearby) or the in the capital, Bandar Seri Begawan (just over 100 km away from Panaga). There are a few second hand dealerships along the main road between Panaga and Kuala Belait (Jalan Mulana). Also, check the notice boards at the Panaga Club and *Supasave*, among other locations. Second hand cars however generally are not too cheap as there seems to be a culture amongst departing expat staff in particular to attempt to sell their car without losing too much in depreciation. Gasoline and diesel are extremely cheap (B\$0.53 for Premium Unleaded and B\$0.32 per litre for diesel). Driving in Brunei is on the left hand side of the road. Taxis are generally metered. The fare from the airport to the capital, Bandar Seri Begawan, is normally between B\$15 and B\$20 and the fare from the Brunei Airport to Panaga can run up to \$150. Water taxis are the most common form of transport in Kampong Ayer, the city's water village, and are also used for sightseeing. Regular water taxis and boat services ply the routes between Bandar Seri Begawan and Bangar, Limbang (in Sarawak), Labuan and some towns in the Malaysian state of Sabah.

U

University

The Universiti Brunei Darussalam, located in Gadong near the nation's capital, Bandar Seri Begawan (approximately 100km from Panaga School), is Brunei's oldest university. It is the largest university in the country in terms of student enrolment and curriculum offered. For more information on courses, see: www.ubd.edu.bn.

V

Volunteer Work

There are many opportunities to work on a voluntary basis. Most of the sections at the Panaga Club are run by volunteers (see: www.panagaclub.com). The horse riding section of the BSRC (Brunei Shell Recreation Club) is also run by volunteers. There is always a demand for English lessons, either with the Gurkha Regiment or with expatriate spouses. Some people take on charity work with local and regional charities.

W

Water Supply

The water supply in Brunei Darussalam is constant and only during lengthy periods of drought, may water be cut off for some hours per day in certain areas. Quality is constantly monitored and is satisfactory. One should boil water first or to use bottled water for drinking. Some people prefer to use a water filter, which can be bought locally. In the area where Brunei Shell is located, the main water supply is from the



Government. However, in company housing areas the water is provided by Brunei Shell from its own water factory.

WEBSITE

Up-to-date Panaga School contact details, information and event listings, as well as newsletters and parent letters, are available on the school's website: www.panagaschool.com.

Work for Spouses

All foreigners require a valid work permit in order to work. Your family will receive dependent passes, and are not allowed to work unless they can secure a work permit for themselves.

X

X-RAYS

There is a local private x-ray centre located in the suburban shopping area of Kula Belait (Jalan Pandan 5). The Jerudong Park Medical Centre also has its own Radiology Department. Chest X-rays and blood tests for pre-employment are conducted at the Shell Centre, London, United Kingdom, Tel: +44-844-6600-942 (admin) and Shell, The Hague, The Netherlands, Tel. +31 70 377 9111 (admin).

Y

YELLOW PAGES

Brunei's business directory service, Yellow Pages, is available in hardcopy from the Telbru office in Kuala Belait and online at: <http://yp.com.bn>

Z

ZEBRA CROSSING

The school sites are accessible to one another via a zebra crossing and traffic lights. During school hours, children also cross the road accompanied by a security guard.

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...And all Panaga School staff for their updates on the best restaurants, tyre shops and stationery suppliers, etc.