



**EU- ASIA LINK WORKSHOP**

**ON**

**DEVELOPMENT OF A CURRICULUM**  
**“STANDARDIZATION IN COMPANIES AND MARKETS”**

**DEFINITION OF THE CURRICULUM PROFILE**

**APRIL 5-9, 2004**

**NATIONAL ECONOMICS UNIVERSITY**

**HANOI, VIETNAM**

**1<sup>st</sup> Announcement**



## **Welcome Message**

We would like to warmly welcome all distinguished participants to the EU-ASIA LINK Workshop on Definition of the Curriculum Profile, "Standardization in Companies and Markets".

We are looking forward to seeing you in Hanoi and wish the Workshop going to be a complete success.

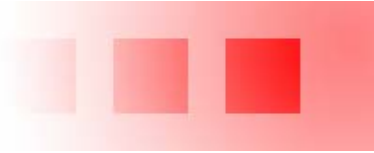
We shall do our best to provide you with comfortable surroundings for both work and leisure, and we are prepared to make the Workshop a success and to make you feel much at home.

We hope you will enjoy your stay in Vietnam.

**Wilfried Hesser & Wenke Siedersleben  
Helmut Schmidt Universität Hamburg,**

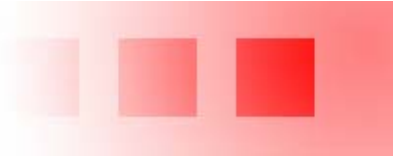
**H.J. de Vries & Albert J. Feilzer  
Erasmus University, Rotterdam**

**Bui Anh Tuan, Anh Vu & Su Dang  
National Economics University, Hanoi**



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## **Development of a Curriculum for Standardization in Companies and Markets**

### PROJECT FACT SHEET

#### **Project Management**

Helmut - Schmidt - Universität, Universität der Bundeswehr Hamburg

#### **Partners**

China Institute of Metrology - China  
Institute of Technology Bandung - Indonesia  
University of Moratuwa - Sri Lanka  
Erasmus University Rotterdam- Netherlands  
National Economics University - Vietnam

#### **Project Abstract**

The aim of the project is to promote the European Standardisation System by developing a curriculum for "Standardisation in companies and markets" at the Asian partner institutions. The programme targets students of various existing Masters' programmes, and takes into account the special requirements of Asian countries.

#### **Main Objectives:**

- Qualification of Asian academics from various scientific disciplines in the field of European standardisation. These academics will be enabled to offer high-quality and up-to-date courses on various aspects of the European Standardisation System to their students.
- Qualification of students in the field of European standardisation who will then implement their knowledge during their working lives.
- Development of a comprehensive and coherent, modular-structured curriculum in European standardisation in close co-operation with the Asian partners in the project.
- Promotion of awareness of the significance of standards and standardisation activities as such, with regard to their socio-economic impact on modern society, regional integration and globalisation.
- Transfer of knowledge and information to reduce technical barriers to trade unintentionally

imposed on Asian exporters by the specifics of the European standardisation system.

- Online provision of the curriculum using the e-learning platform 'Ilias Open Source', which has already been successfully implemented at the Universität der Bundeswehr Hamburg.

### **Main Activities:**

<b>Activity 1:</b>	Workshop 1- Definition of the curriculum profile April 2004
<b>Activity 2:</b>	Preparation of promotion material
<b>Activity 3:</b>	Promotion tours
<b>Activity 4:</b>	Qualification of the Asian partners – mentoring concept September 2004
<b>Activity 5:</b>	Workshop 2 - structuring of the curriculum September 2004
<b>Activity 6:</b>	Preparation of teaching units
<b>Activity 7:</b>	Preparation of the curriculum, teaching materials and online curriculum
<b>Activity 8:</b>	Workshop 3 - Presentation and implementation of the Curriculum
<b>Start Date</b>	1 January 2004
<b>Duration</b>	33 months

### **Project Contact Details**

Helmut Schmidt Universität  
Universität der Bundeswehr Hamburg  
Department of Standardization and Technical Drawing  
Holstenhofweg 85  
22043 Hamburg  
Germany  
Tel: +49 (0)40 6541 – 2861  
Fax: +49 (0)40 6541 – 2092

**Contact Person** Univ. Prof. Dr.-Ing. W. Hesser

E-mail: [Wilfried.Hesser@unibw-hamburg.de](mailto:Wilfried.Hesser@unibw-hamburg.de)

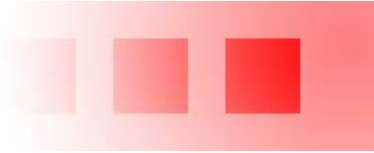


## Timetable EU-Asia Link Workshop 1

**Sunday, 04 April 2004    Arrival in Hanoi**

**Monday, 05 April 2004**

- 09.45 am    **Tea and coffee/ biscuits**
- 10.00 am    **Opening Speech and Welcome Note by the hosts**  
Bui Anh Tuan & Anh Vu, Hanoi National Economics University
- 10.15 am    **Opening Speech by the head EU-Asia Link Project Management, Hamburg**  
Wilfried Hesser, Helmut Schmidt Universität Hamburg
- 10.30 am    **Participant's Introduction and presentation of workshop programme**  
Alex Inklaar, Alex Inklaar Management Consultant
- 11.15 am    **Session I**  
Presentation: EU-Asia Link project goals, schedule and objectives  
Wilfried Hesser, Helmut Schmidt Universität Hamburg
- 12.15 pm    **Lunch**
- 01.15 pm    **Session II**  
Presentation: The Vietnamese standardization system  
Nguyen Minh Bang, Standards and Quality, Vietnam, VSC, Vietnam Standards Centre
- 02.15 pm    **Session III**  
Presentation: Introduction to the European Standardisation system  
H. J. de Vries, Erasmus University Rotterdam
- 03.15 pm    **Coffee, tea / biscuits**
- 03.30 pm    **Session IV**  
Pin Board: Next Steps in the upcoming days  
Wilfried Hesser, Helmut Schmidt Universität Hamburg & Alex Inklaar, Alex Inklaar Management Consultant
- 04.30 pm    **Welcome drinks and get together**



## Timetable EU-Asia Link Workshop 1

### Tuesday, 06 April 2004

- 08.45 am     **Tea and coffee/ biscuits**
- 09.00 am     **Session I**  
Pin Board: Discussion of the goals pursued with the curriculum  
Alex Inklaar, Alex Inklaar Management Consultant
- 10.00 pm     **Session II**  
3 working groups with the coaches: Mr.Feilzer, Mr.de Vries, Mr. Hesser  
Discussion of the goals pursued with the curriculum:  
First concepts of the cross-functional teaching modules
- 11.30 am     Pin Board: Collection of workshop outcomes  
Alex Inklaar, Alex Inklaar Management Consultant
- 12.00 pm     **Lunch**
- 01.00 pm     **Session III**  
Presentations: Country reports by each team from the Asian countries  
Identification of sectors/industries where standardisation issues are especially relevant defining therefore teaching & qualification goals  
4 Asian teams from China, Indonesia, VR Vietnam and Sri Lanka
- 02.45 pm     **Coffee, tea / biscuits**
- 03.00 pm     **Session IV**  
Pin Board: Implications of country reports for curriculum development on European Standardisation  
Alex Inklaar, Alex Inklaar Management Consultant
- 04.00 pm     **Farewell**



## Timetable EU-Asia Link Workshop 1

### Wednesday, 07 April 2004

- 08.45 am     **Tea and coffee/ biscuits**
- 09.00 am     **Session I**  
Pin Board: Review of the progress made so far  
Alex Inklaar, Alex Inklaar Management Consultant
- 10.00 pm     **Session II**  
2 working groups: Possibilities creating a standardisation  
curriculum for the teaching modules  
H. J. de Vries & Albert J. Feilzer, Erasmus University Rotterdam
- 12.00 pm     **Lunch**
- 01.00 pm     **Session III**  
Presentation: New media in education- educational design and  
methodological concept of e-learning teaching and learning  
Wenke Siedersleben, Helmut Schmidt Universität Hamburg
- 02.00 pm     **Tea and coffee/ biscuits**
- 02.15 pm     **Session IV**  
Presentation: Discussion about possible teaching modules content  
"Standardisation in companies and markets"  
H. J. de Vries, Erasmus University Rotterdam
- 03.15 pm     **Pin Board: "Cluster"- Ideas for the EU-Asia Link curriculum**  
Alex Inklaar, Alex Inklaar Management Consultant
- 04.00 pm     **Farewell**



## Timetable EU-Asia Link Workshop 1

### **Thursday, 08 April 2004**

Visit to a company in the host country, which has managed to comply with European Standards successfully and exported its products to the Single European Market

### **Friday, 09 April 2004**

08.45 am **Tea and coffee/ biscuits**

09.00 am **Session I**

Pin board: Review of the progress made so far  
Alex Inklaar, Wilfried Hesser, H. J. de Vries & Albert J. Feilzer

12.00 pm **Lunch**

01.00 pm **Session II**

Pin Board: Discussing proactively the next steps necessary for the next stage of the project (Factors for success, Contribution by all participants, Obstacles)  
Alex Inklaar, Alex Inklaar Management Consultant

02.00 am **Tea and coffee/ biscuits**

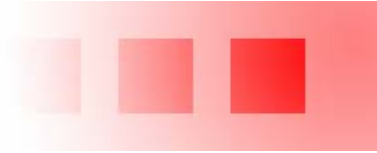
02.15 pm **Session III**

Pin Board: Discussing proactively the next steps necessary for the next stage of the project  
Coaching for every Asian Professor by Mr. De Vries, Mr. Hesser, Mr. Feilzer  
Flipcharts: Defining the next steps for the workshop September 2004 in Hamburg/ Germany

03.15 pm **Farewell**

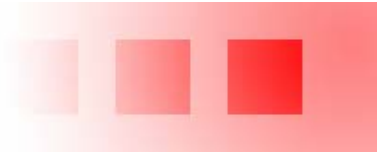
Bui Anh Tuan & Anh Vu, Hanoi National Economics University  
Wilfried Hesser, Helmut Schmidt Universität Hamburg

### **Saturday, 10 April 2004 Departure from Hanoi**



## List of confirmed participants

<b>Alex Inklaar</b>	Alex Inklaar Management Consultant
<b>Wilfried Hesser</b>	Helmut Schmidt Universität, Hamburg
<b>Nicole Riemer</b>	Helmut Schmidt Universität, Hamburg
<b>Wenke Siedersleben</b>	Helmut Schmidt Universität, Hamburg
<b>H. J. de Vries</b>	Erasmus University, Rotterdam
<b>Albert J. Feilzer</b>	Erasmus University, Rotterdam
<b>R. S. Gautama</b>	Institut Teknologi Bandung, Bandung
<b>E. Sukirno</b>	Institut Teknologi Bandung, Bandung
<b>Niranjan Gunawardena</b>	University of Moratuwa, Moratuwa
<b>Chandana Perera</b>	University of Moratuwa, Moratuwa
<b>Mingshun Song</b>	China JiLiang University (former China Institute of Metrology), Hangzhou
<b>Bui Anh Tuan</b>	National Economic University, Hanoi
<b>Anh Vu</b>	National Economic University, Hanoi
<b>Su Dang</b>	National Economic University, Hanoi
<b>Nguyen Minh Bang</b>	Directorate for Standards and Quality, VSC- Vietnam Standards Centre, Hanoi
<b>Lucia Prieto</b>	Delegation of the European Commisions to Vietnam, Hanoi



## Travel Schedule to Hanoi, Vietnam

**<From Germany>** 2 transfers from Hamburg to Hanoi (and vice versa)

### **To Hanoi**

1. Flight: LH13 (Lufthansa) \*Check-in by 10:30
  - 03APR 11:10 Hamburg De Fuhlsbüttel (Terminal 4)
  - 03APR 12:15 Frankfurt De Intl (Terminal 1)
2. Flight: CX288 (Cathay Pacific) \*Flight Time: 11:05
  - 03APR 14:00 Frankfurt De Intl (Terminal 2)
  - 04APR 07:05 Hong Kong HK (International Terminal)
3. Flight: CX793 (Vietnam Airlines VN VN0793) \*Flight Time: 2:00
  - 04APR 09:00 Hong Kong HK (International Terminal)
  - 04APR 10:00 Hanoi VN Noibai

### **From Hanoi**

1. Flight: CX792 (Vietnam Airlines VN VN0792) \*Flight Time: 1:50
  - 10APR 19:10 Hanoi VN Noibai
  - 10APR 22:00 Hong Kong HK (International Terminal)
2. Flight: CX289 (Cathay Pacific) \*Flight Time: 12:15
  - 10APR 23:45 Hong Kong HK (International Terminal)
  - 11APR 06:00 Frankfurt De Intl (Terminal 2)
3. Flight: LH8 (Lufthansa) \*Check-in by 07:25
  - 11APR 08:05 Frankfurt De Intl (Terminal 1)
  - 11APR 09:05 Hamburg De Fuhlsbüttel (Terminal 4)

**<From Netherlands>** 1 transfer from Amsterdam to Hanoi (and vice versa)

**Please pick up your tickets departure day at the ATP desk !**

### **To Hanoi**

1. Flight: MH017 (Malaysian Airline)
  - 03APR 12:00 Amsterdam (AMS)
  - 04APR 06:25 Kuala Lumpur (KUL)
2. Flight: MH752 (Malaysian Airline)
  - 04APR 10:00 Kuala Lumpur (KUL)
  - 04APR 12:25 Hanoi (HAN)

### **From Hanoi**

1. Flight: MH753 (Malaysian Airline)
  - 10APR 14:50 Hanoi (HAN)
  - 10APR 19:10 Kuala Lumpur (KUL)
2. Flight: MH016 (Malaysian Airline)
  - 10APR 23:45 Kuala Lumpur (KUL)
  - 11APR 06:35 Amsterdam (AMS)

**<From China>** 1 transfer from Hangzhou to Hanoi (and vice versa)  
**Please pick up the tickets at the DragonAir Desk !**

**To Hanoi**

1. Flight: KA623 (DragonAir) \*Flight Time: 2:15
  - 04APR 08:30 Hangzhou (CN)
  - 04APR 10:45 Hong Kong HK (International Terminal)
2. Flight: CX791 (Vietnam Airlines VN VN0791) \*Flight Time: 2:00
  - 04APR 14:55 Hong Kong HK (International Terminal)
  - 04APR 15:55 Hanoi VN Noibai

**From Hanoi**

1. Flight: CX790 (Vietnam Airlines VN VN0790) \*Flight Time: 1:45
  - 10APR 11:05 Hanoi VN Noibai
  - 10APR 13:55 Hong Kong HK (International Terminal)
2. Flight: KA622 (DragonAir) \*Flight Time: 2:00
  - 10APR 18:35 Hong Kong HK (International Terminal)
  - 10APR 20:35 Hangzhou (CN)

**<From Indonesia>** 1 transfer from Jakarta to Hanoi (and vice versa)  
**Please pick up your tickets at the Singapore Airlines Desk !**

**To Hanoi**

1. Flight: SQ169 (Singapore Airlines) \*Flight Time: 1:35
  - 04APR 10:10 Jakarta ID Soekarno Hatta Intl (Terminal 2)
  - 04APR 12:45 Singapore SG Changi (Terminal 2)
2. Flight: VN740 (Vietnam Airlines) \*Flight Time: 5:40
  - 04APR 14:30 Singapore SG Changi (Terminal 1)
  - 04APR 19:10 Hanoi VN Noibai

**From Hanoi**

1. Flight: SQ175 (Singapore Airlines) \*Flight Time: 3:20
  - 10APR 14:10 Hanoi VN Noibai
  - 10APR 18:30 Singapore SG Changi (Terminal 2)
2. Flight: SQ166 (Singapore Airlines) \*Flight Time: 1:35
  - 10APR 21:15 Singapore SG Changi (Terminal 2)
  - 10APR 21:50 Jakarta ID Soekarno Hatta Intl (Terminal 2)

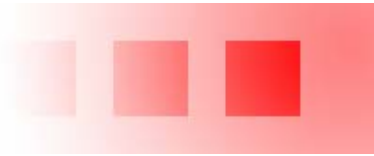
**<From Sri Lanka>** 1 transfer from Colombo to Hanoi (and vice versa)  
**Please pick up your tickets at the Cathay Pacific Desk !**

**To Hanoi**

1. Flight: CX700 (Cathay Pacific) \*Flight Time: 3:25
  - 04APR 02:45 Colombo LK Bandaranayike Int
  - 04APR 07:10 Bangkok TH Bangkok Intl (Terminal 2)
2. Flight: TG682 (Thai Airways Intl) \*Flight Time: 1:50
  - 04APR 08:25 Bangkok TH Bangkok Intl (Terminal 1)
  - 04APR 10:15 Hanoi VN Noibai (International Terminal)

**From Hanoi**

1. Flight: VN833 (Vietnam Airlines) \*Flight Time: 1:50
  - 10APR 14:30 Hanoi VN Noibai
  - 10APR 16:20 Bangkok TH Bangkok Intl (Terminal 1)
2. Flight: CX703 (Cathay Pacific) \*Flight Time: 3:15
  - 10APR 21:30 Bangkok TH Bangkok Intl (Terminal 2)
  - 10APR 23:45 Colombo LK Bandaranayike Int



## ★ Further Information of Vietnam ★

### 1. Introduction:

#### 1.1 Vietnam

is a country with rich natural resources and a well educated (literacy rate is over 90%), diligent population of 81.6 million. The population is almost 70% rural and is concentrated in the two main rice-growing deltas: the Red River in the north and the Mekong in the south. Vietnam has a young and dynamic population with 32% under the age of fourteen and only 5.5% over the age of 65. Since 1986 the ruling Communist Party of Vietnam has committed itself to economic reform, or "Doi Moi" (New Changes) a move from a centrally planned economy to a multi-sectoral one based on open market principles. The pace of reforms has been slow, but must be looked at in context that Vietnam has only been open to the west for less than 20 years. Its growth has therefore been remarkable. GDP growth was 7.0% in 2002.

Vietnam is also endowed with plentiful natural resources including phosphates, coal, manganese, bauxite, chromate, offshore oil and gas deposits, forests and hydropower.

#### 1.2 Hanoi

is the capital of Vietnam with a population of 3.5 million. Government ministries, aid, agencies and embassies are located here. It is also the political and cultural capital but is second to Ho Chi Minh City in terms of commerce. Hanoi has shaken off its hostile attitude to travellers and has become one of the most beguiling cities in Asia. It is slow-paced and pleasant, with a lovely landscape of lakes, shaded boulevards, verdant public parks, colonial French houses and astounding modern skyscrapers. Hanoi personifies the spirit of historic Vietnam in the temples, monuments and pockets of ancient culture along the narrow streets of the Old Quarter, yet perfectly reflects the rapid changes sweeping the country as Hanoiian yuppies sip cappuccinos in roadside cafes and compare cell phones. Hanoi sprawls along the Red River (*Song Hong*), which is spanned by three bridges. The oldest is the 1682m (5500ft) **Long Bien Bridge**, built in 1902. Though bombed repeatedly by the US, the bridge supported rail and other traffic continuously throughout the war; today it serves pedestrians and non-motorized vehicles only. A few meters south is the newer **Chuong Duong Bridge**, and north of the city, servicing the airport, is the **Thang Long Bridge**. Most of Hanoi's streets are prefixed with *pho*, while larger roads and boulevards are called *duong*. The city is divided into seven central districts (*quan*), surrounded by outlying neighborhoods called *huyen*. Can't-miss quan include the **Hoan Kiem district**, Hanoi's attractive city center, and the elegant **Ba Dinh** district, also known as the French Quarter, which is home to Ho Chi Minh's mausoleum.

## **2. Health advice / risks:**

Vietnam is not a country for the unhealthy. Medical facilities are poor, and the climate in the north aggravates respiratory problems and rheumatism. Water should not be drunk unless it has been boiled and filtered. Drinking water in carafes supplied in major hotel bedrooms is generally safe but advisable to use bottled water sometimes supplied free of charge. A small first aid kit is advisable, together with a few syringes and needles. There is no malaria in larger cities, but AIDS is steadily becoming more of a problem and other blood transmitted diseases, such as hepatitis, are endemic.

### **2.1 Medical care**

Dr. Rafi Kot / HCMC Hanoi Family Practice  
(recommended doctor by the German Embassy)  
34 Le Duan Road, Diamond Plaze, District. 1,  
P. - 822 7848  
F. - 822 7859  
M. - 0913-234 911

SOS International  
(ambulance and emergencies)  
65 Nguyen Du  
P. -8298 520 (24-hours)  
F. - 8298 501

Columbia - Gia Dinh-Clinic  
1 No Trang Long Str., Binh Thanh- District  
P. - 803 0678  
8 Alexandre de Rhodes, District 1  
P. - 823 8455

Cho Ray Hospital  
201 Nguyen Chi Thanh  
P. -8554 137/8

International Medical Center, Heart Institute  
(ambulance and emergerncy)  
520 Nguyen Tri Phuong, District 10  
P. - 865 4025 / 865 4026/-24 (24 hours)

Institut Pasteur  
(vaccination and blood testing)  
167 Pasteur  
P. - 8230 352

Dentist : SOS Clinic  
65 Nguyen Du, District 1  
P. - 8298 520  
F. - 8298 551

## **2.2 Fire & Ambulance & Recommended Layers**

**Fire:** T. - 114

**Ambulance:** T. -115

### **Recommended lawyers:**

Bui Quang Nghiem/ Nguyen Quoc Hung (both German speaking)

8 Nam Ky Khoi Nghia, Dist. 1

P. - 821 2351

M. - 090 394 6963

## **3. Local currency/ Banking:**

Vietnamese Dong (VND). Notes are issued in denominations of 200, 500, 1,000, 2,000, 5,000, 10,000, 20,000 and 50,000. The Dong is a non-convertible currency. US dollars are widely used (by [businessstraveller.com](http://businessstraveller.com)).

### **3.1 Banking**

- ANZ-Bank: 14 Le Thai To-Straße (am Ufer des Hoan-Kiem-Sees)
- Vietcombank: 34 B Tran Phu (Mayfair Apartments) or Hotel Hanoi Towers, 49 Hai Ba Trung Straße
- Satcombank: Hotel Sofitel Plaza
- Deutsche Bank  
Saigon-Center, 14. Stock, Le Loi St., District 1  
P. - 8222 747 - 8222 975  
F. - 8222 760

### **3.2 Money Transfer**

Money Transfer via Western Union

More details in Internet under [www.westernunion.com](http://www.westernunion.com)

Partner Bank from Western Union are, e. g.: Asia Commercial Bank (ACB, 184 - 186 Ba Trieu Straße, Hanoi) or Vietnam Bank for Agriculture.

One Western Union office can be found e. g. opposite Hotel Hanoi Hilton Opera near corner Le Thanh Tong/Dang Thai Than.

## **4. Transportation & Accommodation:**

### **How to get to & from the airport**

Noi Bai International Airport (HAN) is 45km (28 miles) from Hanoi. Buses and a small number of taxis are available. A government-licensed taxi for the 45-minute journey will cost \$25-30. Tipping is not expected for taxi drivers. Some hotels will add 10% to the bill as a service charge.

Delegates are expected to arrive at and depart Noi Bai International Airport, which is about 28 miles from Hanoi.

### **Accommodation**

EU-Asia Link can block rooms at a hotel (to be confirmed soon) near by the National Economics University Hanoi for the whole duration of the workshop. The special rates offered for the meeting will be communicated soon.

## **5. Important Contacts:**

### **5.1 EU-Asia Link Contact details in Hanoi**

Mr. Anh Vu  
National Economics University  
Building 6, 207 Giai Phong Rd.,  
Hanoi Vietnam  
P. 84-4869-7527  
F. 84-4869-1798  
E. [vu.anh@neupf.net](mailto:vu.anh@neupf.net)  
I. <http://www.neu.edu.vn>

Mr. Bui Anh Tuan  
Vice Dean of Postgraduate Faculty  
Hanoi National Economics University  
207 Duong Giai phong  
Hanoi  
P. 84-4- 8697527  
F. 84-4- 8691798  
E. [Neupostf@fmail.vnn.vn](mailto:Neupostf@fmail.vnn.vn)

Mr. Nguyen Minh Bang  
General Affairs, Planning and Legislation Section  
Directorate for Standards and Quality, Vietnam,  
VSC, Vietnam Standards Centre  
8 Hoang Quoc Viet, Nghia Do, Cau Giay Dist.  
Hanoi, Vietnam  
P. 84 4 756 444 3  
E. [tcvn@hn.vnn.vn](mailto:tcvn@hn.vnn.vn)

Wilfried Hesser- EU-Asia Link  
Helmut Schmidt Universität  
Universität der Bundeswehr Hamburg  
Holstenhofweg 85  
22043 Hamburg  
P: +49 (0)40 6541 2861  
F: +49 (0)40 6541 2092  
E: [Wilfried.Hesser@hsu-hamburg.de](mailto:Wilfried.Hesser@hsu-hamburg.de)

### **5.2 Embassies**

#### **Embassy of Germany in Hanoi, Vietnam**

Ambassador: Mr. Christian-Ludwig Weber-Lortsch  
Straße 29, Tran Phu  
B.P. 39, Hanoi  
P. 0084 4 845 38 36, - 845 38 37, - 843 02 45, - 843 02 46  
F. 0084 4 845 38 38  
E. [germanemb.hanoi@fpt.vn](mailto:germanemb.hanoi@fpt.vn)  
I. <http://www.germanembhanoi.org.vn/de/home/index.html>  
[www.germanembhanoi.org.vn](http://www.germanembhanoi.org.vn)

#### **Embassy of The Netherlands in Hanoi, Vietnam**

Daeha Office Tower, 6th floor, 360 Kim Ma Street, Ba Dinh, Hanoi  
P. 84 4 8315650  
F. 84 4 8315655  
E. [han@minbuza.nl](mailto:han@minbuza.nl)

I. <http://www.netherlands-embassy.org.vn/>

**Embassy of People's Republic of China**

Ambassador: MR.ZHANG QING  
46 HOANG DIEU STR., HANOI  
P. 84 4 253736, -253737

**Indonesian Embassy**

Address 50, Ngo Quyen Street Hanoi, Vietnam  
T. 84 4 8256316, - 8253353, - 8253324,- 8252788  
P. 84 4 844 259274

**5.3 In case of losing your passport**

- The moment your passport is lost, please inform immediately the police. One usually needs a protocol stating the loss. One needs this protocol applying for a new Visa. There is a police station for foreigners in Hanoi - 89 Tran Hung Dao).
- Then you contact your embassy in order to check your identity. Please note, one should always carry a second official ID stating your details, e.g. your national ID. Please note, one should always have two photos with you.
- The embassy gets information and has to check your identity, which takes up to 24 hours.
- After you have received a new passport you have to apply for new VISA at the Foreigner Office/Ministry of the Interior- 40A/41 Hang Bai Straße, Hanoi. It can take up to 14 days getting a new VISA and they charge some fees.

**6. Further Information (e.g. Language, Climate, Restaurants etc.):**

**Language:**

Vietnamese is official language. English is very widely spoken. Russian, French, Chinese and a variety of Khmer and Laotian dialects are selectively spoken.

**Principal Religions:**

Buddhism has the largest following. Catholicism and Cao Daism also have significant followings especially in the South. There are also sizeable Taoist, Confucian, Hoa Hao and Muslim minorities.

**Climate:**

A temperate climate in the North with four distinct seasons (Winter, Spring, Summer and Autumn). Tropical in the South with a wet and dry season. The wet season is from May to October while the dry season occurs from November to April.

**Restaurants:**

You have to eat early in Vietnam. Between 6.30pm and 7.30pm is perfect and 8pm is acceptable, but by 8.30pm you might be greeted at some restaurant doors with disdain. Vietnam has a wide range of cuisine available and the main restaurants are of an excellent standard. Choices range from English, French, Thai, Malay, Chinese, Indian/Asian as well as Vietnamese and many others. The main restaurants accept major credit cards.

**Electricity supply:**

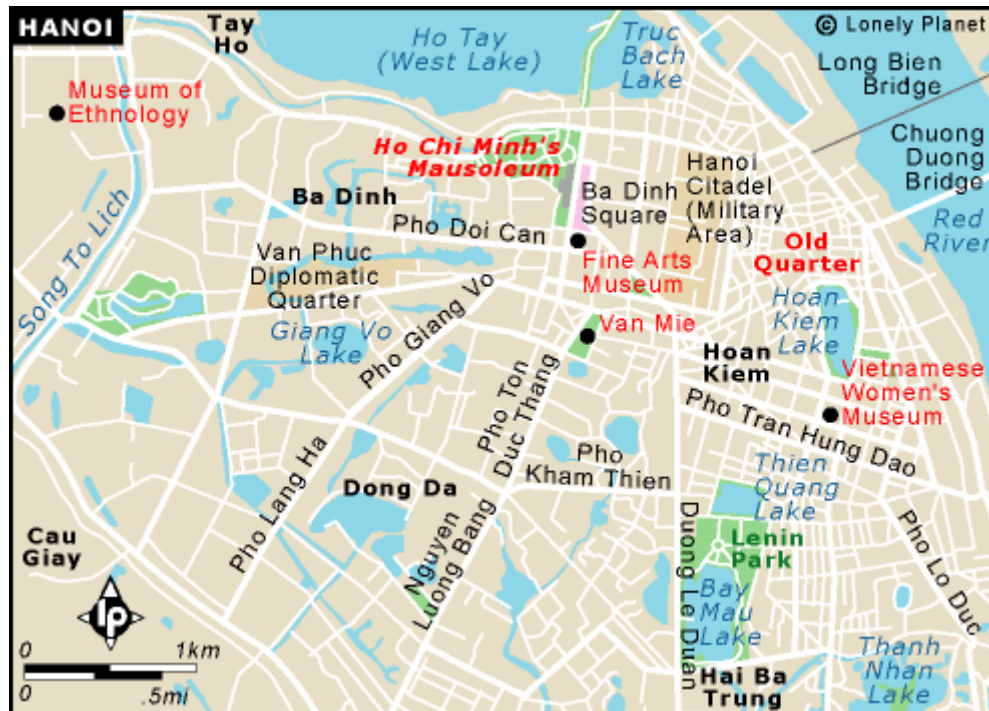
Vietnam uses a 220 volts/50 cycles electric current. Round two-pin plugs are used. Computers and other sensitive electrical equipment will need to be protected from power shortages and surges.

**Hours of business:**

Office Hours: Most Vietnamese offices work a six day week.  
08.00-12.00 noon and 13.30-16.30 Monday to Saturday

**Banks:** 07.30-11.00 and 13.00-15.30

**Shops:** 09.00-18.00

**7. Hanoi City Map****8. Related Links:**

Ministry of Foreign Affairs of Vietnam

<http://www.mofa.gov.vn/English/Home.htm>

UK Trade & Investment

<http://www.trade.uktradeinvest.gov.uk/vietnam/profile/index/introduction.shtml>

Lonely Planet World Guide (Hanoi)

[http://www.lonelyplanet.com/destinations/south\\_east\\_asia/hanoi/](http://www.lonelyplanet.com/destinations/south_east_asia/hanoi/)

businesstraveller.com:

<http://www.businesstraveller.com/cityguides/details.shtml?destinations.REF=115&hours.REF=15&region.REF=2>