

## CRS/Tanzania: Visitors' Security Orientation & Briefing

PARA HEADING	DETAILS (This is not an exhaustive list.)
1. Introduction	The purpose of this document is to provide an overview of travel, living and security conditions in Tanzania relevant to your visit, and to assist you to prepare specific questions to be addressed during the arrival security briefing.
2. Prior to Departure	<div data-bbox="440 325 1520 359" data-label="Section-Header"> <h3>Passport &amp; Visa</h3> </div> <p data-bbox="440 359 1520 625">You must have a passport valid for at least six months beyond the date of your expected departure from Tanzania. (You are required to show your passport when entering or exiting the islands of Zanzibar and Pemba). You must be in possession of a visa to visit Tanzania. <b>U.S. and most E.U. Passport holders can obtain a business or tourist visa for a single entry on arrival for USD\$ 100. To do so, you will need to complete a simple visa application form and an entry declaration form which you will present to the immigration officer.</b> Please use the CRS office address given in this document and the contact of the Country Representative in the forms to be submitted to immigration.</p> <div data-bbox="440 659 1520 693" data-label="Section-Header"> <h3>Registration with Embassy</h3> </div> <p data-bbox="440 693 1520 930">It is highly recommended that you register with your country embassy before your departure or upon arrival in Tanzania. US citizens can register with the US Embassy through their website <a href="#">here</a>. All you have to do is fill out your emergency contact information and details about your trip. This may seem like an extra hassle before you go but it is worth it because the Embassy will use this information to assist you in an emergency. After registration with the US Embassy, you will receive travel alerts, travel warnings and consular information sheets.</p> <div data-bbox="440 963 1520 997" data-label="Section-Header"> <h3>Health</h3> </div> <ul data-bbox="492 1035 1520 1816" style="list-style-type: none"> <li>• Medical facilities are limited, especially outside Dar es Salaam. Make sure you have adequate travel health insurance and accessible funds to cover the cost of medical treatment abroad, evacuation by air ambulance and repatriation.</li> <li>• Malaria and dengue fever are common to Tanzania. There have also been recent cases of sleeping sickness occurring after bites from tsetse flies in the north, including the Serengeti. Other diseases, such as cholera and rift valley fever, occur mostly in rural areas where access to sanitation is limited.</li> <li>• The Ministries of Health in Tanzania and Zanzibar changed their yellow fever policies in 2012. Yellow fever vaccination is required for all travelers from yellow fever endemic countries/regions. All individuals in transit for twelve (12) hours or more and/or who leave the immediate airport vicinity in a yellow fever endemic area are required to show proof of vaccination upon arrival in any port of debarkations in Tanzania. <b>Direct arrivals from non-endemic countries in Europe and North America are not required to show the certificate.</b></li> <li>• In the 2010 Report on the Global AIDS Epidemic the UNAIDS/WHO Working Group estimated that around 1,200,000 adults aged 15 or over in Tanzania were living with HIV; the prevalence percentage was estimated at around 5.6 of the adult population compared to the prevalence percentage rate in adults in the UK of around 0.2%. You should exercise normal precautions to avoid exposure to HIV/AIDS.</li> <li>• If you need emergency medical assistance during your trip, dial 112 and ask for an ambulance. You should contact your insurance/medical assistance company promptly if you are referred to a medical facility for treatment.</li> </ul> <div data-bbox="440 1850 1520 1883" data-label="Section-Header"> <h3>Money and Banking</h3> </div> <ul data-bbox="537 1921 1073 1988" style="list-style-type: none"> <li>• ATM Standard Chartered (good for Visa)</li> <li>• ATM Barclays (good for Visa)</li> </ul>

- ATM PESA (good for Visa and MasterCard)

The Tanzanian Shilling is the official currency of Tanzania, but \$US are also widely accepted. The exchange rate from US dollars to Tanzania Shillings is: 1 USD = 1600 shillings.

If you are bringing US dollars to Tanzania, please ensure that you only bring new currency notes. Dollar notes printed before 2003 are usually not accepted. You can exchange money at many authorized dealers, banks and bureau de change. There are forex bureaus at the arrival terminal at the airport. (Note: You don't need your passport to change currencies but you do if you are redeeming travelers' cheques). Remember to get a receipt after each transaction.

Most banks in major cities have ATMs, but they are not always reliable and sometimes break down or run out of money. To minimize the risk of card cloning, only use ATMs located within the bank. Standard Chartered ATM is good for Visa; Barclays ATM is good for Visa; and PESA ATM is good for Visa and MasterCard.

Travelers' cheques are not widely accepted.

3. On Arrival	<p>When you arrive at the Julius Nyerere International Airport (JNIA), approximately 12km southwest of Dar es Salaam, there will be a driver waiting for you with your name on a sign. The driver will give you a phone (with all phone numbers already put in) and a note containing all necessary information. In case you cannot find the driver, you should contact the F2F Country Director or the CRS Tanzania Country Representative. If you do not have a phone, you should look for airport security personnel who will guide you to a public phone.</p> <p>Volunteers usually arrive at night so are generally taken straight to their hotel. The driver will tell you what time he/she will pick you up the following morning to take you to the CRS office. Upon arrival at the CRS office, please confirm with your host that your program includes an oral CRS security briefing within the first 48 hours, and an orientation program soon after.</p>
4. Office and Accommodation	<p><b>The address of CRS offices in Dar Es Salaam:</b> 12 Hamza Ali Aziz Street Masaki. P.O. Box 34701 Dar Es Salaam</p>
5. Introduction to the city	<p>Tanzania is a developing East African nation noted for its history of stability and astounding natural beauty. A robust tourism industry provides all levels of tourist amenities, although higher-end facilities are concentrated mainly in the cities and selected game parks. The United Republic of Tanzania was formed in 1964 with the union of the mainland country of Tanganyika and the Zanzibar archipelago, which includes the islands of Unguja and Pemba. Unguja is the much larger and populous of the two islands and is commonly referred to as Zanzibar. The main city of Zanzibar is known as Stone Town. Although part of the union government, Zanzibar has its own president, court system, and legislature, and exercises considerable autonomy. The U.S. Embassy is in Tanzania's largest city, Dar es Salaam, the location of most government offices, all embassies, and the commercial center of the country.</p>
6. Brief risk Assessment	<p>Although most visits to Tanzania are trouble-free, violent and armed crime is increasing. Mugging, bag snatching (especially from passing cars) and robbery have increased throughout the country.</p> <p>We would like to reassure you that while there are risks, CRS has had many staff based in Tanzania for many years and the number of security incidents that affect them is relatively low, due primarily to their vigilance and adherence to good practices. CRS' security focal persons at both the Tanzania and EARO offices have, between them, many years' experience of working and living in Tanzania and the region. They are there to assist in any way they can.</p> <p>Knowing the possible threats and how to respond in the event of an incident will greatly reduce your risk and help you have a more enjoyable and safe experience.</p> <p><b>Terrorism</b></p> <p>Past terrorist incidents highlight the continued threat posed by terrorism in East Africa and underscore the capacity of terrorist groups to carry out such attacks against Westerners. Although the lethal 1998 terrorist bombing of the U.S. Embassies in Dar es Salaam and Nairobi may seem remote, U.S. citizens should be aware of the ongoing risk of indiscriminate attacks on civilian targets. Avoid political rallies and public gatherings throughout Tanzania. Peaceful demonstrations can turn violent with little or no warning, not only when riot police clash with demonstrators, but also when crowds gather.</p> <p><b>Crime</b></p> <p>Crime is a serious problem in Tanzania, and visitors should be alert and cautious. Street crime in Dar es Salaam is common and includes mugging, bag snatching, and vehicle theft,</p>

"smash and grab" attacks on vehicles, armed robbery, burglary, and home invasions. Thieves and pickpockets steal from inattentive pedestrians and passengers on public transportation. Prowlers enter occupied and unoccupied houses, looking for open windows and doors to gain access to dwellings (and hotel rooms) to steal electronics, jewelry, and money. If you use a hotel safe, ensure it is bolted and secured to the furniture.

Firearm-related crimes are becoming more common, although criminals often use machetes and sticks. A series of robberies involving increasing levels of violence has occurred along the coast and on Zanzibar.

Sexual assaults involving tourists are also a concern. Travelers should hire only legitimate tour guides, preferably arranged by a known travel agency or hotel. Be wary of "spontaneous" offers of sightseeing from new contacts and avoid being alone with "friendly" strangers who propose special, customized sightseeing trips. Practice common sense and remain vigilant regarding your surroundings. If a situation does not seem right, follow your instincts and leave the scene immediately. Travel with others when possible. If you are the victim of sexual assault, see your doctor immediately.

Pedestrians on deserted or crowded beaches, footpaths, and roads are often targeted by criminals. This is especially true on Zanzibar, in Dar es Salaam, and Arusha. Though group travel does not guarantee your safety, you should avoid traveling alone. Avoid carrying a bag, wearing flashy jewelry, or using or displaying electronics while walking in public. If you must carry a bag, hold it by the handle loosely so you can let go quickly and not be injured if someone grabs it. Do not put the strap across your chest as you can be badly injured if someone snatches the bag. Limit the amount of cash you carry to what is needed for that specific activity. Secure valuables, such as passports, jewelry, and airline tickets, in a hotel safe or other secure location. Carefully guard your camera and phone. Credit cards should only be used in reputable tourist hotels.

In **Dar es Salaam**, be very careful in the Coco Beach area of Touré Drive on Msasani Peninsula, the scenic beachfront road leading from the Sea Cliff Hotel into town. Avoid areas where there aren't houses or buildings on both sides of the road as assailants like to hide in areas covered by brush.

In **Zanzibar**, beware of pickpockets, assaults, and bag snatching in Zanzibar. Wear modest dress and keep a low profile, especially on Friday afternoons, the traditional time to attend mosque.

In **Arusha**, you are strongly discouraged from walking around at dusk or at night, and to avoid the section of Arusha on the far side of the Themi River at all times when on foot. Many muggings have occurred near the clock tower in the center of town.

#### **ATM/Bank Fraud**

Tanzania is primarily a cash economy. Some major hotels accept credit cards, but this is uncommon even in larger urban areas. Using a credit or debit card can make you vulnerable to fraud. There have been numerous recent reports of U.S. citizens becoming victims of fraud through use of debit or credit cards. Exercise caution when using ATM, debit, and credit cards in Tanzania and leave the area if you believe you are being watched. Avoid using standalone ATMs; use only ATMs that are attached to a bank. Monitor your account balance regularly and immediately report unusual activity. Debit cards should be avoided if possible, as your account can be emptied overnight and you have no recourse to dispute the transaction as is possible with credit cards. You should bring sufficient cash or traveler's checks for your trip if you will be spending time outside of the large cities. Reputable financial institutions will require the bearer of a traveler's check to present the original receipt for the checks and proof of identity before completing a transaction.

	<p><b>Home Invasions</b></p> <p>U.S. citizens residing in Arusha and Dar es Salaam report a steady increase in crimes targeting the homes of expatriates. These armed home invasions usually involve some violence and some victims have been seriously injured. U.S. citizens should ensure that homes have a safe haven, a secure area with reinforced barriers where inhabitants can retreat and remain safe if intruders enter the home. Residents in Arusha and Dar es Salaam strongly recommend retaining a professional security company with 24-hour guards and roving patrols. If you have access to a house alarm, use it. Routinely check your doors and windows to ensure they are locked and the grills are intact.</p> <p><b>Carjacking's</b></p> <p>Carjacking have occurred in both rural and urban areas. Visitors are advised to drive with doors locked and windows rolled up. Travelers are urged not to stop in unpopulated areas and to travel in convoys if possible. Be wary of drivers of stopped cars flagging motorist down for assistance, as this might be a ploy to rob travelers.</p> <p><b>Business Scams</b></p> <p>There have been several recent cases of U.S. businesspersons who have fallen victim to scams involving the sale of gold, diamonds, gemstones, minerals, and other resources. Potential buyers are urged to be very cautious of seemingly lucrative business opportunities offered by agents based in or with ties to Tanzania and neighboring countries.</p> <p><b>Demonstrations</b></p> <p>Demonstrations happen regularly, sometimes without warning, across Tanzania (including on the islands of Unguja (Zanzibar) and Pemba). Some have turned violent and resulted in fatalities. Police may use tear gas for crowd control. You should avoid all demonstrations and large gatherings. If you become aware of any nearby protests, leave the area immediately and monitor our Travel Advice and local media for up-to-date information.</p>
7. Travel and communication	<p><b>Road safety</b></p> <ul style="list-style-type: none"> <li>• Traffic in Tanzania moves on the left. Drivers and pedestrians alike must maintain vigilance, looking both ways before turning or crossing a road.</li> <li>• Drivers are advised against night time travel. Roadways are often not marked and many lack both streetlights and shoulders. Pedestrians, cyclists, and animals are often encountered on unlit roads after dark, as are slow-moving trucks and cars traveling without lights. Carjacking and other related crimes are more common during the night time hours. Traveling in rural areas after dark is strongly discouraged. Remain cautious and alert when stopping for red lights at night, but be very careful proceeding through intersections as other cars may also be reluctant to stop.</li> <li>• Always keep your doors and windows locked and valuables stored out of sight.</li> <li>• During the rainy season (late March to mid-June), many roads in Tanzania, both urban and rural, are passable only with four-wheel-drive vehicles.</li> <li>• In urban areas, it is common to find main arterial roads paved and maintained, while secondary streets are severely rutted and passable only with high-clearance vehicles.</li> <li>• Traffic lights are often out of order, and care should be exercised at any traffic intersection, whether controlled or not, as many drivers disregard signals.</li> <li>• Excessive speed, unpredictable driving habits, and the lack of basic safety equipment on many vehicles pose serious traffic hazards.</li> <li>• Persons staying in Tanzania for six months or less may use a valid U.S. driver's license after validation by local traffic authorities, or an international driver's license. Persons intending to remain in Tanzania for more than six months are required to obtain a Tanzanian driver's license.</li> </ul>

	<ul style="list-style-type: none"> <li>• All vehicles are required to carry third-party liability insurance and to post the decal in the front window.</li> <li>• If traveling by bus between cities, CRS urges you to select carriers with modern equipment and avoid riding in vehicles that are in obvious disrepair. U. S. citizens report being robbed on long-distance buses in Tanzania after accepting apparently drug-laced food and drink offered to them from other passengers. Secure your belongings and passport if you disembark for a short break en route to your destination.</li> <li>• Travelers are strongly encouraged to use taxis or hire a driver from a reputable source for transportation. Do not ride in a taxi hailed for you by someone you do not know well. Ask the hotel or restaurant to recommend a driver.</li> <li>• Travelers should also avoid using dala-dala minibuses and bajaji three-wheeled taxis which are poorly maintained and unsafe.</li> </ul> <p><b>Electricity and Telecommunications</b></p> <p><b>Electricity</b> in Tanzania is supplied at 250V AC (13A), 50-60Hz. Most areas in Tanzania experience power fluctuation, irregular power cuts or low voltages.</p> <p>Tanzania uses the rectangular blade multi plug with three rectangular blades. You may also find two-pronged continental plugs. You will need a converter to use appliances not running on 250V AC (13A), 50-60Hz.</p> <p><b>Phone tips:</b></p> <ul style="list-style-type: none"> <li>• If using a cell phone to call a landline dial e.g. “022” regional code before the phone number</li> <li>• If using a landline to call a cell phone dial “0” before the phone number</li> <li>• For international call dial: 000 → country code → city code → phone number.</li> </ul> <p>Just in case you run into any problems on transit, on arrival or while you are in Dar es salaam use the following numbers</p> <p><b>Internet Connectivity</b> is widely available by personal or corporate subscription as well as through internet cafes in cities and the larger commercial centres. The CRS main offices in Tanzania have private WIFI, which may be accessed by password once you have received the authorization of the IT Manager.</p>
8. Cultural Awareness	<ul style="list-style-type: none"> <li>• Persons violating Tanzania's laws, even unknowingly, may be expelled, arrested, or imprisoned. Keep a photocopy of your passport on you at all times. If you are detained, immediately contact your Embassy.</li> <li>• Cultures, practices, health issues and security concerns etc. can vary significantly from place to place in Tanzania but overall, Tanzania is a conservative society.</li> <li>• Dress should indicate respect for the local culture and convey a positive message about how you expect to be treated. Women, especially, are encouraged to avoid wearing shorts or sleeveless tops. <b>This is very important particularly if you are traveling to Zanzibar</b> where the population is 98 percent Muslim and generally holds traditional values. During the holy month of Ramadan when Muslims fast during daylight hours, avoid eating, drinking, smoking, or chewing gum in public except in hotels or restaurants.</li> <li>• Alcohol is prohibited among Muslim and some Christian communities. Bar drinking alone or in the company of strangers is highly discouraged because of the risk of drink-spiking and related personal attacks. Beware of “local” brews, such as chang’aa, which are almost always illegal; restrict yourself to commercially bottled beverages.</li> <li>• Public displays of affection between persons of the opposite gender garner serious disapproval; those between persons of the same gender could risk violence. Consensual same-sex activity is illegal on the mainland and in Zanzibar. Same-sex</li> </ul>

	<p>intercourse carries a prison sentence of 30 years to life. The law in Zanzibar establishes a penalty of up to 14 years' imprisonment for men who engage in same-sex sexual activity and five years for women. Since the burden of proof in such cases is significant, the law is rarely applied. Lesbian, gay, bisexual, and transgender (LGBT) persons face societal discrimination that restricts their access to health care, housing, and employment. There is no openly gay community in Tanzania; discretion will greatly reduce the chance of any problems.</p> <ul style="list-style-type: none"> <li>• Photography of military installations is forbidden.</li> <li>• Ostentatious display of possessions may make one a target for theft and contradicts CRSs desire for staff and visitors alike to maintain a low profile.</li> <li>• As a visitor to another country, showing humility to all persons encountered is a good way to ensure that behavior will not be seen as offensive to others. A good rule of behavior while in a different culture is: <i>Be small</i>.</li> <li>• In a group setting or in a public place, refrain from speaking about politics or religion.</li> <li>• Avoid sarcasm as it may be easily misinterpreted.</li> </ul> <p>A common sense approach that demonstrates respect for local culture and customs will lead to good relations in general.</p>
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9. Things to Remember	<p><b>Dos and Don'ts</b></p> <ul style="list-style-type: none"> <li>• Visitors are encouraged to carry a photocopy of their passport with them at all times, including the pages bearing the Tanzania entry stamp and visa so that proof of status, identity and citizenship is readily available if questioned by local officials. Lock the original in a safe place along with your return ticket, credit cards etc.</li> <li>• Carry the CRS “constant companion” (emergency contact list) with you at all times (apart from your mobile phone).</li> <li>• Ensure you obtain some local briefing on cultural and security of each new area you go to.</li> <li>• If threatened or your life is at risk, any property loss is acceptable.</li> <li>• Always keep vigilant to your surroundings and adhere to recommended good security practices.</li> <li>• Behave as if you know where you are going even if it is not the case.</li> <li>• Follow your instinct. If you feel uncomfortable about a location, leave immediately.</li> <li>• Drink water from commercially-sealed bottles or drink carbonated beverages; use bottled water when you brush your teeth; and avoid ice.</li> <li>• Steaming-hot, well-cooked food and drink is usually safest.</li> <li>• Avoid walking at night.</li> <li>• Avoid walking the streets alone; take a few trusted friends</li> <li>• Use cameras or tape recorder or video camera with people <b>ONLY</b> with people's consent.</li> <li>• Never ever take a photo of any embassy or embassy staff residences.</li> <li>• Do not photograph government, Police or military installations or personnel.</li> </ul>
10. Reporting of Incidents	<p>In accordance with standard CRS procedures, staff and visitors are required to report all incidents and or accidents in any way involving them or CRS property, whether occurring during business days or vacation time; pertinent data to be captured includes: <i>Who is reporting? What happened? Where did it happen? When did it happen? Who was involved? Include details of any victims involved in the incident. What is the impact on those affected? Include details of their current condition. Who perpetrated the incident? What is your current situation?</i></p> <p><i>The report should be made immediately to the CRS member of staff hosting the visit, or to the persons mentioned in the Emergency Contact List.</i></p>
11. Medical facilities	<p>For any medical emergencies, visitors/guest will be referred to The Aga Khan Hospital, and IST Clinic:</p> <p><b><i>The Aga Khan Hospital:</i></b> Along the Ocean Road; Consult: 10:00-18.00hrs Emergency 24h/24 Tel: +255 22 2114096</p> <ul style="list-style-type: none"> <li>○ <i>Pharmacy:</i> There is a pharmacy opened all night at The Aga Khan hospital. Please note that you will need to pay cash. CRS TZ may settle the emergency bills and charge the respective CP accordingly.</li> </ul> <p><b><i>International School of Tanganyika Clinic:</i></b> Chole Road, Oyster bay; Consult: 08.00-18.00 Tel: +255 22 2601307/8</p>

#### CRS Emergency contact List

TITLE	NAME	CONTACT NUMBER
CRS Baltimore HQ		888 1 410 625 2220



Director, Staff Safety & Security	Brian Gleeson	+1 443 7948569
Regional Director	David Orth-Moore	+254 733625500
Country Representative	Conor Walsh	+255 754 930966
Head of Operations		
Regional Security Advisor	Hassan Benbaha	+254 734400708
Logistics and Security Manager	Stephen Simbila	+255 767 500542
Snr. HR Officer	Subira Mwamaso	+255 765 591975
Admin and Procurement Manager	Rose Mugashe	+255 754 618325