

## CRS/Uganda: 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 Uganda relevant to your visit, and to assist you to prepare specific questions to be addressed during the arrival security briefing.
2. Prior to Departure	<p><b>Passport &amp; Visa</b>  A passport valid for six months beyond the date of entry, visa and evidence of yellow fever vaccination (when traveling from a country a risk for yellow fever) are required for entry to Uganda. <b>U.S. Passport holders can obtain a business or tourist visa on arrival for USD\$ 50. To do so, you will need to complete a simple visa application 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. Passport holders of some countries require a visa before arrival. If in doubt, inquire with the CRS host office in Uganda BEFORE departure.</p> <p><b>Registration with Embassy</b>  It is required that you register with your country embassy prior to departing for your assignment. US citizens can register with the US Embassy, through their website. After registration with the US Embassy, you will receive travel alerts, travel warnings and consular information sheets.</p> <p><b>Health</b></p> <ul style="list-style-type: none"> <li>• CRS will pay for your medical and evacuation insurance for the duration of the trip.</li> <li>• Medical facilities outside Kampala are very limited. In the event of an accident or illness, medical evacuation by air ambulance to Nairobi would be necessary.</li> <li>• Uganda is listed by the World Health Organization (WHO) as endemic for yellow fever. Yellow fever is a serious and potentially fatal disease preventable by vaccination. A valid yellow fever vaccination certificate is required for entry into Uganda when traveling from countries at risk for yellow fever.</li> <li>• The Centers for Disease Control and Prevention website highlights different <a href="#">vaccinations and medications recommended for travelers to Uganda</a>.</li> <li>• Malaria occurs widely throughout the year in Uganda. Other insect-borne diseases (including pneumonic plague) also occur. We encourage you to consider taking prophylaxis against malaria and to take measures to avoid insect bites, including using insect repellent at all times and wearing long, light coloured, loose-fitting clothing.</li> <li>• Water-borne, food-borne and other infectious diseases (including HIV/AIDS, cholera, hepatitis, meningitis, and tuberculosis, meningococcal and viral haemorrhagic fevers) can occur, with more serious outbreaks from time to time. We recommend you boil all drinking water or drink bottled water, and avoid ice cubes and raw and undercooked food. Do not swim in fresh water to avoid exposure to certain water-borne diseases such as bilharzia (schistosomiasis).</li> <li>• Use bed nets while you sleep and wear permethrin-coated clothing, if possible. (Permethrin is an insecticide that is sold under various brand names such as Coulston's Duranon, Repel Permanone, and Sawyer Permethrin. Do not apply this product directly to your skin. Instead, spray permethrin onto clothing; it will last through multiple washings. It is non-staining and has no odor).</li> <li>• It is not recommended to drink untreated water in Uganda. Either drink bottled water or ensure that all your drinking water is filtered and boiled. Consider bringing along an emergency supply of Iodine tablets and portable water filters to purify water where bottled water is not available.</li> </ul>

	<p><b>Money/Valuables and Banking</b></p> <p>The currency is the Uganda shilling (UGX). The exchange rate is currently 2,470.00 UGX to the U.S. Dollar. Before you go, organize a variety of ways to access your money in Uganda, such as credit cards, travellers' checks, cash, debit cards or cash cards. Consult with your bank or the CRS country program to find out which is the most appropriate currency to carry and whether your ATM card will work in Uganda. Travellers' checks and credit/debit cards are not widely accepted in Uganda. Travellers may find that they cannot exchange US notes printed prior to 2006.</p> <p>You should be sure to keep your credit card in sight when making transactions to lower the risk of fraud.</p> <p>Make two photocopies of valuable documents such as your passport, tickets, visas and travellers' cheques. Keep one copy with you in a separate place to the original and leave another copy with someone at home.</p> <p>While travelling, don't carry too much cash and remember that expensive watches, jewellery and cameras may be tempting targets for thieves.</p> <p>You will be provided with your F2F stipend during your orientation at the CRS office. More information about this can be found in your volunteer welcome letter</p>
3. On Arrival	<p>You will arrive in Uganda by air, landing in Entebbe International Airport which is located near the town of Entebbe on the shores of Lake Victoria, and about 41km (25 miles) by road, southwest of the central business district of Kampala, the capital of Uganda and the largest city in Uganda.</p> <p>After going through immigration procedures and collecting your luggage, you should proceed outside the terminal building where you will be greeted by a taxi driver from the company employed by CRS (Fairway hotel). They will be holding a sign with your name for easy identification. Volunteers usually arrived at night so the driver will generally take you straight to your hotel; and you will find a welcome letter with details for the next day your pick up program Depending on traffic, the drive to Kampala will take you approximately 45-60 minutes' drive.</p> <p>In case you cannot find the driver, you should contact the F2F Country Director or the CRS Uganda 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>The driver will tell you what time they 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 hrs, and an orientation program soon after.</p>
4. Office and Accommodation	<p><b>The address of CRS offices in Kampala:</b></p> <p>Catholic Relief Services, P.O. Box 30086 Kampala Plot 577, Block 15 Nsambya Road Kampala, Uganda</p>
5. Introduction to Uganda	<p>Uganda has had a turbulent history, plagued by chronic political instability and fighting, which has left Uganda among the poorest and least developed countries in the world. In recent years, Uganda has emerged as a promising economic power in the region. Endowed</p>

	<p>with significant natural resources, including ample fertile land, regular rainfall, and mineral deposits, it has great economic potential.</p> <p>Uganda has perfect summer weather all year round. Temperatures range between 20 degrees Celsius and 25 degrees Celsius (70 degrees Fahrenheit – 80 degrees Fahrenheit). Rainy season occurs primarily between March and May, and October and November.</p> <p>Uganda’s official language is English, although Swahili is also spoken especially among businessmen, police and the military. Many tribal languages are used in different regions – Luganda being the local language for Kampala and most parts of the central region, and Luo for the northern region.</p> <p>Kampala has a thriving social scene with numerous restaurants, nightclubs, bars, etc. Facilities exist for swimming, general fitness, tennis, soccer, rugby, fishing, and other sports. Recreational options for outside the city include big-game safaris, white water rafting, mountain climbing, kayaking and sailing.</p> <p>Fresh tropical fruits and vegetables are plentiful throughout the country, as is fresh-water fish from lakes and rivers. A wide range of dishes, both traditional and continental are served in the hotels and restaurants. Travellers should not be afraid to try the local cuisine, but should avoid eating uncooked, unpeeled fruits and vegetables. One should not drink water from the tap unless it is boiled or carefully filtered. Bottled water is available for sale throughout the country.</p> <p>We would like to reassure you that while there are risks, CRS has had many staff based in Uganda since 1996 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 EARO and Ugandan offices have, between them, many years’ experience of working and living in 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>
6. Brief risk Assessment	<p>In Uganda, this is a high risk of residential crime, non-residential crime, and terrorism. Uganda continues to improve its security situation by focusing efforts toward combating crime and terrorism however; crime continues to be underreported and very common. Please read through each of the risks below and follow the advisories:</p> <p><b>Terrorism</b></p> <p>We advise you to exercise a high degree of caution in Uganda because of the high threat of terrorist attack, civil unrest and criminal activity. You should remain vigilant, pay close attention to your personal security at all times and monitor the media for information about possible new safety or security risks. Widespread armed conflict in Somalia has heightened the risk that active extremist groups pose to nearby countries, including Uganda. Ugandan authorities remain concerned at the possibility of terrorist attacks and have implemented heightened security arrangements in public places, including borders and at the international airport. You should be prepared for body, car and luggage checks when travelling in Kampala.</p> <p>The 21 September 2013 attack on the Westgate shopping center in Nairobi, Kenya, underscores the ongoing threat posed by Somali-based militants across East Africa. Somali-based militants have threatened to attack the interests of East African Governments supporting the African Union Mission in Somalia (AMISOM), including Uganda, Kenya</p>

and Burundi. On 15 October 2013, the US Government warned that a Westgate-style attack could occur in Kampala. CRS encourages you to avoid potential targets such as high profile sporting events, large public gatherings such as concerts and rallies, shopping centers and malls, hotels and other crowded public places.

Somali-based militants claimed responsibility for the attacks in Kampala at crowded public venues in the areas of Kabalagala and Lugogo in 2010, which killed over 70 people and injured many more.

### **Civil unrest/political tension**

Violent protests can occur in Kampala and other parts of Uganda. Some protests and demonstrations have resulted in deaths and serious injuries. You should exercise particular caution when travelling, including by avoiding large gatherings, political rallies, protests and demonstrations. You should monitor radio and other local media for updated advice.

**North-eastern Uganda:** We strongly advise you not to travel to the Karamoja region of north-eastern Uganda (particularly the Kotido, Moroto, Nakapiripirit and Katakwi districts north of Kate Kyoga), because of the risk of banditry and inter-tribal clashes. Clashes between tribal groups have occurred, frequently with no warning. If you intend to travel to the Kidepo National Park we recommend you fly there rather than travel overland.

**Areas bordering South Sudan:** We strongly advise you not to travel to areas bordering South Sudan because of the serious risk of banditry and crime in these areas.

The Lord's Resistance Army (LRA) is no longer active in Uganda but continues to operate in neighboring Democratic Republic of the Congo (DRC) and Central African Republic. The LRA is believed to have been responsible for several attacks that killed or wounded foreign aid workers in the past. There is a military presence in north western Uganda, especially the areas bordering South Sudan and the DRC. While de-mining operations are continuing in northern Uganda, landmines remain a danger for travellers.

**Border with Democratic Republic of the Congo:** We advise you to not travel to the border with the Democratic Republic of the Congo due to the risk of banditry and cross-border attacks by rebel groups. The situation over the border in the DRC is extremely unstable and attacks can occur without notice. We strongly advise you not to take gorilla trekking tours that cross into the DRC.

### **Crime**

Petty crime such as pickpocketing and bag snatching can occur, especially on public transport. Theft from vehicles which are stationary in heavy traffic or stopped at traffic lights occurs frequently. There is a risk of armed robbery and carjacking when travelling outside the capital, Kampala, particularly to the east and in areas around Lake Victoria. Isolated incidents of violence have also occurred in urban centers, such as Kampala, Jinja and Kasese. Residential burglaries have turned violent. Security risks increase after dark. The best protection is to remain alert and to follow these simple rules:

- Keep to the main streets and avoid shortcuts, back alleys, or areas that you are unsure of.
- Be wary of approaches from street-children, who are often part of pick-pocket gangs, and try to ignore individuals who approach you with hard-luck stories.
- Try to remain conscious of what is going on around you, and walk in a confident manner. If you lose your way, go into a shop rather than walking around trying to

regain your bearings.

- Never walk at night, even for a short distance. Always take a taxi.
- Be wary of people hanging around outside hotels, which is a favourite place for catching unwary tourists.
- Do not carry large sums of money when shopping and never go out wearing expensive jewellery.
- Never carry more than you can afford to lose. Always carry some form of identification, but not your passport.
- Do not accept food or drink from strangers as it may be drugged.

A number of financial scams have originated in Uganda. Consider unsolicited offers carefully and take legal advice before proceeding with any commercial arrangement.

When visiting Uganda's national parks, we strongly recommend the use of reputable, registered tour operators. Violence against tourists has occurred and security circumstances can change with little warning. There is a history of armed attacks in the Murchison Falls.

### **Demonstrations**

Violent protests can occur in Kampala and other parts of Uganda. Some protests and demonstrations have resulted in deaths and serious injuries. You should exercise particular caution when travelling, including by avoiding large gatherings, political rallies, protests and demonstrations. You should monitor radio and other local media for updated advice.

- Be aware of your surroundings and location of personal belongings;
- Avoid demonstrations, public commotion or known areas of conflict;
- If you are caught in a threatening situation, enter the nearest shop or establishment until the situation improves substantially. Remember that CRS responds to violence with peace. Under no circumstances may CRS staff bear arms.

### **Traffic Accidents**

Driving in Uganda can be hazardous due to poor road conditions, the low standard of vehicle maintenance, bad driving habits, excessive speeds and poor lighting, especially at night. Traffic accidents are common and pose a significant risk to everyone. Although there are no fool proof means of avoiding traffic accidents, the following basic precautions should be followed:

- Avoid riding in local public transport “matatus” and “boda-bodas” (motorbikes); use CRS vehicles and drivers or CRS approved taxi operators.
- Take extra care when crossing roads, (some drivers might disregard pedestrian crossings, traffic lights and even pavements).

### **In the event that you are involved in an incident or accident**

- Stay calm.
- Make contact with a CRS security focal point (refer to contact list) or CRS office and report the incident, location, details of incident, any injuries etc.
- The CRS person responding will assist as far as possible and make an assessment as to whether and what help should be sought.
- If you are involved in a road traffic accident that involves a CRS vehicle, CRS must verbally inform the insurance company as soon as possible (even before a written report is compiled) – the Staff at a CRS office will be expected to assist

	<p>with this.</p> <p><b>Local Laws</b></p> <p>When you are in Uganda, be aware that local laws and penalties, including ones that appear harsh by international standards, do apply to you.</p> <ul style="list-style-type: none"> <li>• Penalties for possession, use or trafficking of illegal drugs are severe and convicted offenders can expect lengthy jail sentences and heavy fines.</li> <li>• Serious crimes, such as treason and murder, carry the death penalty.</li> <li>• Penalties for some crimes, including rape and robbery, include corporal punishment.</li> <li>• Homosexual acts are illegal and are not tolerated. Draft legislation has been proposed that would further criminalize homosexual activity. Penalties for such activity could include the death penalty.</li> <li>• It is illegal to photograph military establishments, government buildings, diplomatic sites and other infrastructure.</li> <li>• It is illegal to wear military-style or camouflage clothing. The penalty may include a sentence of up to seven years in prison.</li> </ul> <p><b>Natural Disasters</b></p> <p>The rainy seasons are from March to May and October to November when flooding may occur, causing landslides, displacing large numbers of people and blocking some roads. Uganda is located in an active earthquake region. If a natural disaster occurs, follow the advice of local authorities.</p>
7. Travel and communication	<p><b>Transportation</b></p> <p>CRS/Uganda vehicles with drivers or hired taxi company drivers will be made available for all scheduled activities. However, if you have personal travel requirements after regular working hours, we would request that visitors utilize the services of a local taxi company, which can be easily arranged through your respective hotel. CRS policy strictly prohibits the use of motorcycle taxis known locally as “boda-bodas”.</p> <p><b>Telecommunications</b></p> <p>Cell phone network coverage is available nationwide, and is fairly reliable, although coverage can be spotty between major cities. CRS offices are equipped with wireless which may be accessed by password once you have received the authorization of the IT Manager.</p> <p><b>Emergency contact:</b> CRS maintains an Emergency Contacts list, that staff and visitors are encouraged to always keep handy.</p>
8. Cultural Awareness	<ul style="list-style-type: none"> <li>• Cultures, practices, health issues and security concerns etc can vary significantly from place to place.</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.</li> <li>• Make sure you understand the cultural ground rules for interpersonal relationships between men and women, especially between expatriates and local people.</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</li> </ul>

	<p>good rule of behavior while in a different culture is: <i>Be small.</i></p> <ul style="list-style-type: none"> <li>• Be diplomatic in speech, and respect local traditions.</li> <li>• In a group setting or in a public place, refrain from speaking about politics, tribes 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>						
9. Things to Remember	<p><b>Dos and Don'ts</b></p> <ul style="list-style-type: none"> <li>• Visitors should take safety precautions, particularly in the cities. However, generally speaking, Uganda is a relatively safe country and Kampala is a very safe city.</li> <li>• Avoid walking alone in unknown neighbourhoods and avoid unlit street at night.</li> <li>• International visitors should be particularly cautious about travel after dark.</li> <li>• Avoid wearing valuables, particularly visible jewellery or watches, or carrying expensive items that might draw attention.</li> <li>• Carry only the minimum amount of cash that you need for the day.</li> <li>• Try to divide your cash into smaller bundles, so that you don't pull out a wad of large notes in public.</li> <li>• Make copies of your passport, visa, driver's license and other pertinent documents, and keep them separate from the originals.</li> <li>• Leave your valuables and spare cash in the hotel safe or you may safely deposit with hotel management and ask for a receipt.</li> <li>• Check your guidebook, with your hotel or tour guide for warnings on local scams.</li> <li>• Keep abreast of the local and regional political scene in the media.</li> <li>• Avoid talking politics or religion in public and reaffirm the neutrality of CRS if brought into question.</li> <li>• Avoid political and other demonstrations or gathering.</li> <li>• Be security conscious and take sensible precautions.</li> <li>• Never resist violent theft.</li> <li>• Always carry your CRS constant companion with you.</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 happened? When did it happened? 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><b>HOSPITALS</b></p> <table> <tr> <td>1. <b>IHK</b></td><td>0312 200400</td></tr> <tr> <td>2. <b>The Surgery</b></td><td>0414 256003</td></tr> <tr> <td>3. <b>Case Clinic</b></td><td>0312 261123</td></tr> </table>	1. <b>IHK</b>	0312 200400	2. <b>The Surgery</b>	0414 256003	3. <b>Case Clinic</b>	0312 261123
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**CRS Emergency contact List**

<b>TITLE</b>	<b>NAME</b>	<b>CONTACT NUMBER</b>
CRS Baltimore HQ		(+1) 410 625 2220
Director, Staff Safety & Security	Johns Patrick	(+1) 410 951 3174
Regional Director	David Orth-Moore	(+254) 733 625 500
Country Representative	Elizabeth Pfifer	0772 724 796
Regional Security Advisor	Hassan Benbaha	(+254) 734400708
CRS/Uganda Security focal person	Eugene Quayson	0772 767 733

**Other Useful Contact Numbers**

<b>TITLE</b>	<b>NAME</b>	<b>CONTACT NUMBER</b>
CRS Uganda Office		(+256) (414) 501840
Human Resource Manager	Denis Otto	078 2474786
Uganda Police		0800909100/200019 (Toll Free)
London Taxi		0414 532 437 0414 532 434 0312 107 658
U.S Embassy		+256 414-306-001

**\*Note: when calling Uganda from an international location, use country code 256 and disregard the first zero in the phone number. E.g. CRS office phone number is +256 414 501840.**