

CRS/Kenya: Nairobi 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 Kenya 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>Passport & Visa</p> <p>Ensure you have a valid passport and visa to enter Kenya. 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 and an entry declaration form which you will present to the immigration officer. 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> <p>Registration with Embassy</p> <p>It is required that you register with your country embassy prior to your arrival in Kenya. 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>Health</p> <ul style="list-style-type: none"> • CRS will purchase medical and evacuation insurance for the duration of your trip. • Although Nairobi is generally considered to be malaria free, the disease is endemic in many parts of the country. Depending on where you will be based in Kenya, your doctor may prescribe you preventative medicine for malaria. Mosquitos bite mainly at dusk and during the night so remember to protect yourself with mosquito repellent (preferably one containing DEET) and to wear long sleeves and pants. • 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). • It is not recommended to drink untreated water in Kenya. 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. • The prevalence of HIV and AIDS in Kenya is 5.6% nationwide, with Nairobi among the infection "hotspots". It is each individual's responsibility to understand the risks and how to avoid transmission. <p>Money and Banking</p> <p>The currency is the Kenya shilling (Ksh). The exchange rate is currently 86Ksh to the U.S. Dollar. You may bring along cash and/or VISA or Mastercard credit cards. Most major currencies can be exchanged for Kenyan Shillings either at commercial banks or Forex Bureaus in main cities or the Jomo Kenyatta International Airport, but NOT in rural areas.</p> <p>You will be provided with your F2F per diem during your orientation at the CRS offices. More information about your per diem can be found in the volunteer welcome letter sent to you by the Volunteer Coordinator</p>
3. On Arrival	When you arrive at the Jomo Kenyatta International Airport (JKIA), approximately 20km south of the Westlands suburb where the CRS offices are located, there will be a driver waiting for you with your name on a placard. The driver will give a phone (with all phone

	<p>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 Kenya 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 arrived at night so are generally taken straight to their hotel. 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> <p>UPDATE: On January 29th 2014 a Security Notice was published by the management of the Kenya Airports Authority (KAA) across all media outlets regarding increased airport security measures. “Due to security enhancements at all the airports, passengers are advised to arrive for their flights at least one hour before the normal reporting time to cater for the heightened vehicle security checks during entry to the airport.”</p>
<p>4. Office and Accommodation</p>	<p>The address of CRS offices in Nairobi: Postal Address: Catholic Relief Services, P.O. Box 49675- GPO 00100, Nairobi, Kenya</p> <p>*Physical Address: St. Augustine’s Court, No. 3 Karuna Close (off Waiyaki Way) Westlands, Nairobi</p> <p>*This location is approximately 20 minutes’ drive from the JKIA airport.</p> <p>The CRS presence in Nairobi includes CRS/Kenya, East Africa Regional Office (EARO), and the Southern Sudan Liaison Office. CRS/Kenya is housed in its own office-block, and the other two are in a second office-block, all located within the same compound.</p> <p>The CRS offices may be accessed between 6:30 a.m. and 6:30 p.m. Mondays to Fridays (except during public holidays); access outside those hours requires prior authorization through ones supervisor or host in Kenya. Office hours at CRS and in Kenya generally are 8:00 a.m. to 5:00p.m. with a one hour lunch break starting 1:00 p.m.</p> <p>Located 3kms northwest of Nairobi’s central business district, Westlands was a high class residential suburb that has been gradually transformed into a busy commercial centre over the last 20 years boasting a number of busy restaurants and bars. Two Police Stations and various Foreign Missions are within 20 mins drive in ordinary traffic conditions.</p> <p>Mains electrical power in Kenya is supplied in 240 volts AC (using the British Standard 3-pin square socket/plug) and is mostly available only in the larger towns. Programmed power rationing is sometimes implemented when hydro generation is reduced due to frequent droughts and low reservoir capacity, as well as for regular maintenance. Power failure and voltage fluctuations can occur at any time and it is imperative to be prepared for such. The CRS offices are outfitted with an automatic standby generator, and the wall sockets used for computer equipment are connected to an Uninterrupted Power System.</p> <p>Mains water supply is also available only in larger towns, and is usually erratic with frequent shortages, often for extended periods of days. Showers and flushing toilets are</p>

	<p>also available only in the larger towns and are subject to the availability of water. Own water storage for domestic use is a common practice in Kenya. Mains water treatment is usually suspect, and visitors are advised to boil or treat water before drinking it. CRS recommends drinking bottled water however; only bottled water from reputable manufacturers sourced from main supermarkets/outlets should be used for drinking. The CRS Offices provides clean drinking water from dispensers, and are equipped with storage water tanks sufficient for almost a week’s normal usage, for non-drinking purposes.</p>
<p>5. Introduction to the city</p>	<p>Nairobi, also referred to as the “Green city in the sun”, is the capital and largest city in Kenya. Founded by the British in 1899, Nairobi has developed into a booming city and a regional hub for trade, development, business and the arts. With a population of approximately 4 million, Nairobi is the most populous city in East Africa. Nairobi is blessed with one of the most pleasant climates in the world and boasts a variety of places of natural beauty worth visiting, as well as a number of theatres, music venues, bars and restaurants.</p> <p>As an increasingly cosmopolitan city, virtually every kind of foodstuff and commodity is available somewhere in Nairobi. As well as all manner of fresh fruits, vegetables, fish, meats and dairy produce at very reasonable prices, a wide variety of tinned and packaged foods, toiletries, cleaning materials and other goods are now manufactured in Nairobi and available from most local shopping centers. There are also a growing number of Western style supermarkets and delicatessens selling all manner of imported produce – although these often cost considerably more. The main supermarkets, where both local and imported goods can be found at reasonable prices, are the Uchumi and Nakumatt chains, which both have stores in town, in Westlands (in Sarit Center and Ukay Center respectively). If eating from a local establishment in Nairobi make sure that all food is thoroughly washed in clean water; that foods are thoroughly cooked and hygienically prepared; and remember not to drink any tap water unless boiled and filtered.</p> <p>Resources are stretched and power cuts and water rationing are common. Nairobi’s reputation for theft and violence has also dubbed the city, “Nairobbery”. Potential security risks and CRS advisories to avoid these risks are listed in the following section. We would like to reassure you that while there are risks, CRS has had many staff based in Nairobi 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 EARO and Kenya in Nairobi have, between them, many years’ experience of working and living in Nairobi. 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>6. Brief risk Assessment</p>	<p>In Kenya, there are frequent incidents of violent crime including mugging, armed robbery and carjacking, particularly in Nairobi; and a high threat from terrorism, particularly in areas within 60km of the Kenya-Somali border; Garissa District; and the Eastleigh area of Nairobi. Food and drink precautions must also be taken to avoid the risk of waterborne diseases and traveller’s diarrhea. Please read through each of the risks below and follow the advisories:</p> <p>Security in Public Places</p> <p>Street muggings can – and do – occur at any time of the day or night in Nairobi. The best protection is to remain alert and to follow these simple rules:</p> <ul style="list-style-type: none"> ▪ 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.

Security on the Road

Most of the roads in Nairobi and up-country are in a relatively poor state, and the standards of driving often leave much to be desired. The risk of carjacking is comparatively low during the day, though it can and does happen. The threat of car-jacking increases dramatically at night, especially in town and on isolated roads. It is important to follow these simple 'rules of the road':

- Keep all car doors and tailgates locked, and the windows open only about three inches.
- Keep valuables in the boot or out of sight.
- Always lock the vehicle when you leave it unattended, even for a few minutes, and make use of alarms or anti-theft devices.
- Try to avoid an obvious pattern of behaviour when leaving or entering your house, which could enable potential hijackers to predict your movements.
- Do not give lifts to strangers and do not stop for vehicles that appear to have broken down – this can be a ruse to rob you or steal your car.
- If you have a puncture or your vehicle breaks down, be wary of offers of help, particularly from 'instant mechanics' who may come to your assistance. If possible, drive to a garage or other safe place to change a tyre.
- Only stop for clearly visible roadblocks manned by two or more uniformed policemen. Such checkpoints usually have a red triangular sign in the centre of the roads and two sets of iron spikes placed on opposite sides of the road.

Road travel outside of Nairobi

- Always travel prepared, with a pre-checked spare tyre and tools, spare fuel, food and plenty of drinking water.
- If you can help it, try not to drive at night.
- Tell someone where you are going and when you expect to arrive at your destination.
- Do not stop for people apparently looking for help at the side of the road.

Carjacking

Unfortunately, armed 'carjacking's' have become more common in Nairobi in recent years. The main rule about carjacking is that, if you do become a victim, you should never try to resist the carjackers. If you react calmly, slowly and follow all the carjackers instructions, there is a good chance that you and your passengers will be released unharmed. Although there are no fool proof means of avoiding carjacking, the following basic precautions should be followed:

- Try and keep to busy roads and avoid isolated or unfamiliar neighbourhoods, particularly after dark.
- If something suspicious appears to be taking place on the road ahead, stop and turn before it is too late. Beware of accident scenes that may be fake.
- Where possible, keep a gap between your vehicle and the one in front to avoid being boxed in.

- Keep an eye on your rear-view mirror and note vehicles that may be following you, particularly saloon cars full of men.
- If accosted by carjackers, do not attempt to escape. Remain calm and surrender everything demanded to help diffuse the situation and diminish the risk of personal attack.

Demonstrations

Demonstrations usually take place near government buildings, university campuses, or gathering places such as public parks. Demonstrations organized by students often lead to confrontation with the police. University Way roundabout (downtown) is a popular locale for student demonstrations and vehicles and buildings in the area usually suffer shattered windows and looting when protests occur. Uhuru Park is another spot for demonstrations. In the event of a demonstration, be sure to:

- 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.

Kidnapping

While there have been cases of kidnapping in the distant past, they have been very rare in the recent years in most of Kenya, the exception being Al-Shabaab kidnappings at Lamu, Daadab and Mandera (all bordering Somali Territory or coastline). If a kidnapping occurs:

- Your only job is to survive.
- At the time of your seizure, do not attempt to fight back. The first 15 to 45 minutes are the most dangerous.
- Fear is a normal reaction but try to relax, pause, take a deep breath and accept the situation. Never beg, plead or cry.
- Be cooperative and follow the instructions of your captors.
- Do not make threats against your captors or indicate that you would testify against them.
- Avoid appearing to study your captor's features, dress and mannerisms.
- Try to gain your captors' respect and try to build rapport with them. (An excellent topic of discussion is family and children).
- Encourage your captors to let the authorities know your condition and whereabouts.
- If the detention becomes prolonged, be alert to evidence of attempts by the captors to negotiate for your release, by remembering (and protecting) your secret proof of life questions and their corresponding answers.
- Take care of yourself; exercise, stay well groomed, eat and drink even if you are not hungry.
- Do not attempt to escape unless you are certain you will be successful.
- If there is a rescue attempt by force, drop to the floor and keep your hands over your head.
- Once the situation stabilizes identify yourself to the rescuers.

Terrorism

The risk of indiscriminate terrorist violence perpetrated by Somalia's Al Qaeda linked Al-Shabaab militants and sympathizers have emerged over the last few years. While terrorist incidents have mostly occurred in provincial towns along the Kenya-Somalia border, random terrorist attacks have occurred in Nairobi, usually targeting the police, but also the general public. These attacks have increased due to the involvement of the Kenyan military

in the AMISOM occupation (the African Union) of parts of South-Central Somalia. On September 21st 2013, Al-Shabaab militants attacked the Westgate shopping mall in Westlands, killing 67 people and with over 60 people still unaccounted for.

Although there are no fool proof means of avoiding a terrorist attack, the following basic precautions should be followed:

- Avoid gatherings and congested places, especially those frequented by expatriates, and particularly the City Centre of Nairobi.
- Pay attention to security updates and alerts circulated by the office or the media.

Food and Drink

If eating from a local establishment in Nairobi make sure that all food is thoroughly washed in clean water; that foods are thoroughly cooked and hygienically prepared; and remember not to drink any tap water unless boiled and filtered. **When travelling outside of main cities**, there is an increased risk of traveller’s diarrhoea and waterborne diseases therefore, follow the precautions (listed above) with increased care and keep in mind the following:

- Steaming-hot, well-cooked food and drink is usually safest.
- Avoid eating foods from street vendors, unpasteurized dairy products and raw or uncooked food.
- Peel fruits yourself.
- Drink water from commercially-sealed bottles or drink carbonated beverages. Avoid ice.
- Use bottled water when you brush your teeth.

Traffic Accidents

Most drivers adhere to road regulations only when they really have to. Buses and especially “matatus” (mini buses) drive recklessly and are often involved in traffic accidents. 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”; 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 with this.

7. Travel and communication

Road safety

In Kenya, all road traffic keeps to the left hand side of the road. The speed limit is usually 50KPH within townships, and 100KPH on highways. However, in the interests of safety and security, CRS upholds a maximum of 90KPH for all CRS vehicles. Wearing seat belts is mandatory for all passengers.

Freedom of movement

There is generally freedom of movement throughout Kenya, EXEPT in military and sensitive Government facilities, which are usually well marked with warning notices.

Certain parts of the country especially in North Eastern Kenya are considered insecure to travel. Visitors are strongly discouraged from departing from their planned routing without obtaining a security clearance through their host. Travel for personal purposes outside the outskirts of the city of assignment, or across national borders by international staff or visitors is subject to approval by the Country representative.

Transportation

- CRS/Kenya vehicles are not permitted on cross-country roads at night after 6:30 p.m. and before 6:30 a.m.; travel must be planned to commence and reach overnight destination city between these hours.
- Only professional employee drivers are permitted to drive CRS vehicles during official field travel.
- When using a taxi from Westlands, it is better to call the CRS contracted Taxi Companies included in the CRS Contacts List. A drive to town should be around 500 Shillings, to the JKI airport 2500. A voucher to use such taxis should be obtained from the office receptionist during business hours, in exchange for a requisition signed by your supervisor in Kenya.
- Matatus (mini buses) are cheap but strongly discouraged because of high risks of pickpockets, muggers, and traffic accidents.
- When travelling in cars it is strongly advised to wear seat belts at all times, whether you are driving or a passenger. Keep windows closed and doors locked in slow traffic.
- Avoid taking overcrowded transportation. Try not to ride in vehicles without safety belts. Wear a helmet if you'll be riding a motorcycle.
- Avoid driving at night or in unfamiliar areas, and NEVER without known and trusted local help and directions.

Telecommunications

Landline based telecommunications services are provided by TELKOM Kenya, a historically Government Corporation, which is now operated in partnership with private operator.

Cellphone telecommunications services are mainly provided by AIRTEL and SAFARICOM. Connection to any of these networks on a PRE-PAID basis is immediate at any outlet, and top-up credit can be procured in almost any town. Safaricom has the widest network coverage, and AIRTEL is often considered to have better transmission quality. Connection to a post-paid account requires written application, payment of a deposit, production of personal identification and Kenya Personal Identification Number.

Internet Connectivity is widely available by personal or corporate subscription as well as through internet cafes in cities and the larger commercial centres.

Beware that mobile data transfer charges in Kenya can be high especially where the user is:

- Connected through a roaming service, or
- Not subscribed to, or connected outside, a particular local data - "bundles" - plan
- Using a local connection to transfer large amounts of data

To guard against large billings, it is highly recommended that the user consider disabling the Wireless Mobile Network and Roaming settings of their mobile data-capable device, until actually needing to utilize them

The CRS main offices at Nairobi have private WIFI, which may be accessed by password once you have received the authorization of the IT Manager.

Emergency contact: CRS maintains an Emergency Contacts list, that staff and visitors are

	encouraged to always keep handy.
8. Cultural Awareness	<ul style="list-style-type: none"> • Cultures, practices, health issues and security concerns etc can vary significantly from place to place. • 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. This is very important particularly if you are travelling to places in Coastal or Eastern regions like Dadaab, Mombasa, Malindi or Garissa. • Make sure you understand the cultural ground rules for interpersonal relationships between men and women, especially between expatriates and local people. • 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. • 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. • 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> • Be diplomatic in speech, and respect local traditions. • In a group setting or in a public place, refrain from speaking about politics, tribes or religion. • Avoid sarcasm as it may be easily misinterpreted. <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>Dos and Don'ts</p> <ul style="list-style-type: none"> • Visitors are encouraged to carry a photocopy of their passport with them at all times, including the pages bearing the Kenya 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. • Carry a contact list/emergency telephone numbers (apart from your mobile phone). • Ensure you obtain some local briefing on cultural and security of each new area you go to. • If threatened or your life is at risk, any property loss is acceptable. • Always keep vigilant to your surroundings and adhere to recommended good security practices. • Be polite but firm but continue on your way if someone in the street tries to stop you to sell safaris, sell crafts, etc. • Behave as if you know where you are going even if it is not the case. • Follow your instinct. If you feel uncomfortable about a location, leave immediately. • Peel fruits yourself. • Drink water from commercially-sealed bottles or drink carbonated beverages. • Use bottled water when you brush your teeth. • Steaming-hot, well-cooked food and drink is usually safest. • If you are a victim of snatch theft, think twice before yelling “thief!” Kenyans hate thieves, pursue them with a vengeance and, if they catch them, will often punish them on the spot, sometimes this is lethal. Do not advertise your

	6. Kisumu a) Aga Khan Hospital Tel : 057 2020004 Contact Person– Leah Abongo b) Avenue Hospital		
	DOCTORS		
	Dr. S.R. Patel	020 – 2720108 / 272 7829 0728607727	Nairobi Hospital
	Dr. Sequeira	020 – 374 4074 0770371175	Aga Khan Hospital
E.N.T.-Dr. Rupari	020 – 272 78 23 0733614355 (Emergency only)	Nairobi Hospital	

CRS Emergency contact List

TITLE	NAME	CONTACT NUMBER
CRS Baltimore HQ		888 1 410 625 2220
Director, Staff Safety & Security	Patrick Jones	+1 443 7948569
Regional Director	David Orth-Moore	0733625500
Country Representative	P.M. Jose	0733609333
Regional Security Advisor	Hassan Benbaha	0734400708
CRS/Kenya Security focal person	Joseph Muthee	0733422 828

Other Useful Contact Numbers

TITLE	NAME	CONTACT NUMBER
CRS Kenya Office	Switchboard	+254-20-421 0000
Tsegaye Kassa	Head of Operations	0728 961 547
Courtney Boiler	Head of Programs	0701 245 382
Verna Othieno	Administration Officer	0734 600 644
Carol Mukiri	EARO Office Manager	0733 848 233
PEWIN Taxi		0727 776 761 / 0716 623 919
Europcar Taxi		0722 823 455
Jim Cab Taxi		0722 711 001
American Citizens Service		During work hours: 020 363 6451 After hours: 020 363 6170

*** If CALLING FROM a local Kenya cell phone, you can dial the number as written above; IF; calling from abroad ADD prefix +254 , OMIT the initial ZERO, then insert the rest of the numbers e.g. +254733609333 (to contact P.M. Jose)**