



# Security Advice for

# UN Visitors

## SECURITY IN KENYA

Kenya is currently at Phase 1 of the UN Security Plan. Nairobi is in Phase 1 but the following areas are off limits to UN Staff and visitors; Kibera, Mathare, Kariobangi, Dandora, and, Huruma. Security Clearance must be sought before visiting the said areas. The following areas are phase 3; The entire North Eastern Province; All areas North of Loyengalani and The entire Marsabit and Moyale District in Eastern Province; All areas North of Lodwar; the road running North East from Lodwar to Ferguson's Gulf on Lake Turkana District in Rift Valley and the entire Tana River District, and Mt Elgon district in Western Province. All UN staff and visitors to Kenya need a security clearance to enter the country and a further security clearance to go to any of the Phase 2 and 3 areas. All Security Clearances are processed online using ISECT at the DSS Website (<http://dss.un.org>). Both Basic and Advanced Security in the field trainings are mandatory to all UN staff and Visitors and can be accessed at the same website. The General Elections were held on 27<sup>th</sup> December 2007. The outcome was hotly disputed leading to unrest and violence in several major towns in the Country. Politically instigated demonstrations and riots may occur at any time. Crime in Nairobi has been increasing and like many other large cities, it is no longer the safe place that it used to be. If you are intending to stay in a hotel, you are strongly advised to stick to those in the recommended list. For transit Passengers, Panari Hotel, is recommended for the short stay. It is located 5km from JKIA

## PERSONAL SECURITY

Street muggings can occur at any time of the day and night in both Nairobi and Mombasa. Be alert and follow these simple rules:

Keep to the main parts of Nairobi and don't be tempted to go to places that you are not sure of.

Keep to the main roads and avoid short cuts down back alleys etc.

**Never walk at night** in the centre of Nairobi even for a short distance - always take a taxi.

Be particularly wary of people hanging around outside hotels; it is a favourite place to catch tourists and mug them.

Ignore the street children and people coming up to you in the streets with hard luck tales. Street children can become violent and the latter may be part of an elaborate scam or they might just simply be pick pockets. The best thing to do is just to walk on and ignore them.

Do not carry large sums of money when shopping and do not wear expensive jewellery etc.

Do not accept food and drink from strangers; visitors have known to be drugged and then robbed.

## CREDIT CARD FRAUD

Credit card fraud is common in Nairobi as in many other large cities so follow commonsense rules. Try and ensure that credit card slips are endorsed in your presence and if you have to use a slip as a deposit, always fill the amount in and

check that you get the slip back.

## ROAD TRAVEL

**Taxis.** Try and take JIM cab, Jatco or Kenatco (telephone numbers listed overleaf). The local unlicensed taxis are often unreliable, unroadworthy and should be avoided. Always confirm the fare in advance if there is no meter. **Never** take a lift from a stranger.

**Hire Cars.** Only hire cars from a reputable car hire firm; a short list of some reputable car hire firms is overleaf. You can then be certain that you have the right insurance cover, the vehicle has been maintained and it will be in reasonably good condition.

**Matatus and Buses.** You are strongly advised to be extra cautious whenever you have to travel with the public transport, however exciting they might look. In the case of matatus, they are sometimes unroadworthy and badly driven and their accident record is appalling, particularly on up country routes. Pickpockets are known to frequent both buses and matatus, which add to the hazards of traveling on them.

## DRIVING

Some of the roads in Nairobi and Up country are in a very poor state with some impassable. Therefore,

Always drive defensively, expecting the worst and from the most unlikely sources.

Keep doors locked and valuables out of sight when driving.

Only open car windows 10 to 12 cms particularly when stopped at traffic lights etc. Necklaces and bags can easily be snatched.

Never drive a Vehicle when under the influence of Alcohol or any other intoxicant.

If you travel outside Nairobi, go well prepared and **never drive at night**.

Tell someone where you are going and when you expect to be back.

If you hire or borrow a vehicle make sure that it is in good condition.

Take essential spares and some food and water.

Be very reluctant to stop for people apparently looking for help on the road side. Frequently they wait for people to stop and either rob you or steal your car.

## ARMED VEHICLE HIJACKING

This is a common crime in Nairobi. If you become the victim of a car hijacking do as you are told and do not resist the hijackers. Do not attempt to escape them by driving fast. If you comply, there is every chance that you will be released unharmed. Always take basic precautions highlighted above seriously. According to Police Statistics most of the current carjackers are petty criminals. They usually apply some of the tactics to trap their unsuspecting victims.

i. The Good Samaritan –Someone appears to be in need of help and you stop to assist, then you get Carjacked.

ii. The Gate –The Carjackers Ambush you as you wait for the gate to your Residence to be opened.

iii. The Road block-They erect a road block in a road with little traffic of during the late hours of the night.

iv. The Accident – The Carjackers use a Second Vehicle to bump onto your car forcing you to stop.

Nb. This list of tactics is not exhaustive. However the best precaution one can take is to be Alert always **AND NEVER ATTEMPT TO BE A HERO** if you are confronted by carjackers.

### **SAFARIS**

Except as indicated, most game parks and other tourist areas are usually safe but muggings and armed attacks can occur anywhere and at anytime. The Samburu, Shaba and the Masai Mara game reserves have all experienced bandit attacks in the past. On security grounds you are strongly advised to avoid the whole of North Eastern Province, Tana River District in Coast Province and Isiolo and Marsabit Districts in Eastern Province. If you go to Lamu, you are strongly advised to fly; from Malindi to Garsen to Lamu the road is both insecure and in poor condition and you have to travel by convoy. Book your safaris through a reliable travel agent and you can then be fairly certain that any vehicle that is provided and the way the safari is conducted will be safely done. If you wish to go to Samburu or Shaba game parks, you should go with a tour operator or if on your own, take a KWS guard whilst in the park. The official UN Travel Agents at Gigiri, Acharya and Bunson Travel can advise.

### **THEFTS**

When checking out of a hotel ensure that you keep briefcases, handbags and small luggage with you as these items are extremely attractive and have been stolen from inside hotel lobbies whilst guests are busy checking out. Always ensure that items which are attractive and valuable are kept out of sight.

### **DIPLOMATIC POLICE UNIT.**

This unit was formed two years ago by the Kenya Police in Partnership with UNDP. It is Situated at Gigiri area off UN Avenue. It is comprised of 420 specially selected police officers. They usually respond to the scene of a crime or incident where members of Diplomatic community are involved. They do provide Security advice to on request. The unit provides officers to Patrol areas within Nairobi where members of Diplomatic community reside. The UNDP Project Manager can be reached on 7625230.

### **HOTELS**

The following hotels are recommended and there is a range to cater for most tastes and pockets.

#### **CENTRAL AREA**

Boulevard Hotel***	227567/337221
Fairview Hotel ***	2723211
Grand Regency Hotel *****	211199
Hilton Hotel *****	250000
Inter-Continental Hotel *****	335550
Nairobi Safari Club *****	251333
Norfolk Hotel *****	250900
Panafric Hotel ****	2720822/3
Silver Springs Hotel	2722451/2/3/4/5
The Stanley Hotel*****	228830/316377
Serena Hotel *****	2710511/2822000
Panari Hotel ***** (Msa Rd)	828990/6946000

### **WESTLANDS**

Jacaranda Hotel ***	4448713/7
Holiday Inn Nairobi ****	3740920/1

### **KIAMBURU/ RUARAKA**

Safari Park Hotel *****	802493
Utalii Hotel***	802540/1/2
Windsor Hotel *****	862300
Hotel La Mada	8561041/8561113

The Kenya Tourism Federation (KTF) assists tourists, tour companies, hotels and wananchi in general (like us) who may have queries about safety and security aspects of local national parks and other tourist locations in Kenya. In case you are traveling somewhere or wish to find out about a certain location, please feel free to contact them as follows:

24-Hrs Helpline: Nairobi (+254-020) 604-767  
Fax: Nairobi (+254-020) 604-730  
Mobile Nos: 0722-745-645/0733-617-499  
E-mail: safetour@wananchi.com

### **HELP**

If you are involved in an incident, report it immediately to the UN Security Control Room which is at the UN Complex in Gigiri on the north side of Nairobi. Tell the Officer on duty that you are a UN visitor to Kenya. He will then be able to contact the Police and provide some assistance for you. The telephone numbers are listed below. If you become involved with the Police as a result of an incident, always make clear to them your UN status and make sure you carry some form of official identification, not necessarily with your wallet which you might have lost.

### **USEFUL TELEPHONE NUMBERS**

#### **Emergency Numbers:**

UN Control Room - Gigiri	7622999/2344/6666 0720629999/ 0733629999
Police Emergency Service	999
Diplomatic Police Unit	0735356506 7625235/7625231

#### **Hospitals:**

Aga Khan Hospital	3742531/747676
MP Shah Hospital	3742763/4/5/6
Nairobi Hospital	352101/2722160
Gertrude's Children's Hospital	3763474/3763475

#### **Taxis:**

Kenatco	225123
Jatco	4446096/575369
JIMCAB	7122565/0722711001 ( <a href="http://www.jimcab.co.ke">www.jimcab.co.ke</a> )

#### **Car Hire:**

Avenue	227849/219725
Avis	336794/334317
Budget	223072/330169
Car Hire Services	3743270/1/2
Chequered Flag	4443354/443806
Hertz	331974/331973