



GENERAL SECURITY SITUATION IN NAIROBI

General crime in Nairobi, like in other large cities around the world, is high.

Terrorism: There have been several statements of terrorist intent against Kenya by Al-Shabab, with Nairobi as the most likely target location. The Kampala attacks in 2010 proved the Al-Shabab intent and capability to conduct attacks in the region.

The terrorist threat is assessed to have increased (previously already high) following Kenyan military engagement in Somalia. In view of this please avoid congregating at large public establishments, such as public transport hubs, shopping plazas, prominent hotels and night clubs and bars, particularly during peak periods.

Crime: criminal threats such as car-jacking, burglaries and robberies, often with violence or with the threat of violence (use and possession of weapons), represent the most significant challenges. In the vast majority of criminal incidents, weapons (knives, traditional weapons and/or firearms) are carried by assailants and are used to threaten victims. For car-jacking and burglaries, criminals generally operate in small teams, plan the operation in advance and use a variety of methods to execute attacks. The majority of car-jacking incidents take place during the late evening hours. See in below sections advisories on car-jacking. Financial and logistic challenges often prevent security services from adequately responding to criminal incidents.

Civil unrest: Demonstrators (often students or other political activists) generally try to disrupt the normal functioning of society rather than cause injuries or death through violence. Unfortunately other elements sometimes take advantage of the demonstrations resulting in the demonstrations degenerating into riots. Although police have anti-riot equipment, they seldom use them but revert to tear gas as the main component of crowd control.

Hazards: The most significant hazards are road traffic accidents.

PERSONAL SECURITY

Street muggings can occur at any time of the day and night in Nairobi. 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, particularly the slums. If in doubt

about the area you want to go to, ask for advice from UN Security.

- Keep to the main roads and avoid short cuts, down back alleys, etc.
- Never walk at night. Always take a taxi.
- At night avoid isolated or dark places
- Be particularly wary of people hanging around outside hotels; some may be criminals lurking around in search of tourists to mug and rob.
- Ignore the street children and people coming up to you in the streets with hard luck tales. Street children can become violent and may be part of an elaborate scam or they might just 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.
- Credit card fraud is common in Nairobi as in other large cities, so follow common sense 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 ensure that you get the slip back.
- Do not accept food and drink from strangers; visitors have been known to be drugged and then robbed.
- Be conscious of what is happening around you on the street. Radiate confidence and act as if you belong here and know where you are going to.

ROAD TRAVEL

Taxis: Patronise only licensed taxis (telephone numbers listed overleaf). Local unlicensed taxis are often unreliable, un-roadworthy and should be avoided. Always confirm the fare in advance if there is no meter. Never take a lift from a stranger.

Car Hire: 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 a reasonably good condition.

Public Vans and Buses: You are strongly advised to be very cautious if you must travel on public transport, however exciting or convenient they might look. Robbers and pickpockets are known to frequent public transportation.

Airport Pick-up



Jomo Kenyatta International Airport is located on the outskirts of Nairobi hence, staff members are advised to plan their arrival and departure within the daytime. Late night shuttle to and from the airport is discouraged and where staff must arrive during late night hours, arrangements should be made in advance for escort services from the following private security companies for a fee:

KK Security-0733622622/0722517210/ 0204450249
G4S – 020 6982333/0723786565
Securex - 0722343434/0733343434

DRIVING

Many of the roads in Nairobi are being renovated. This sometimes leads to huge traffic congestion especially during peak hours thus creating potential targets for criminals. Therefore:

- Always drive defensively, expecting the worst and from the most unlikely sources. Obey all traffic rules, even when other drivers do not.
- Ensure that the safety devices are in good working order (seat belts, headlamps, brakes etc.)
- Do not stop in dark, isolated areas. .
- 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, mobile phones and bags can easily be snatched.
- Never drive a Vehicle when under the influence of alcohol or any other intoxicant.
- Never use a mobile phone when driving. Not only is it illegal, it also distracts you from your driving.
- If you hire or borrow a vehicle make sure that it is in good condition.
- 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 occupants or steal their 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. If you comply, there is a strong likelihood that you will be released unharmed. Always take the basic precautions highlighted above seriously. According to police statistics, most of the current carjackers are petty criminals. They usually apply

some of the following 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 on a road with little traffic during the late hours of the night.
- iv. The Accident – The carjackers use a second vehicle to collide with your car forcing you to stop.

This list of tactics is not exhaustive. However the best precaution one can take is to always be alert and never attempt to resist if you are confronted by carjackers. Try to avoid driving along quiet roads, especially late at night. If you have gate guards make arrangements with them to reduce the amount of time you have to wait between arriving at the gate and entering your compound.

DIPLOMATIC POLICE UNIT

This unit was formed by the Kenya Police to support the diplomatic and UN community. It is situated in the Gigiri area off UN Avenue. They will usually respond to the scene of a crime or incident where members of the diplomatic community are involved. They provide security advice on request. The Unit provides officers to patrol areas within Nairobi where members of the diplomatic community reside. Contact information for the Diplomatic Police Unit is provided overleaf.

HOTELS

The following hotels are recommended.

Central Area

Boulevard Hotel
Fairview Hotel
Laico Regency Hotel
Hilton Hotel
Inter-Continental Hotel
Nairobi Safari Club
Norfolk Hotel
Panafric Hotel
Silver Springs Hotel
The Stanley Hotel
Serena Hotel
Panari Hotel (Msa Rd)
Crowne Plaza

Westlands

Jacaranda Hotel
Holiday Inn Nairobi
Sankara Hotel



Ruaraka/Gigiri

- Tribe Hotel
- Safari Park Hotel
- Utalii Hotel
- Windsor Hotel
- Hotel La Mada

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

The Kenya Tourism Federation (KTF) assists tourists, tour companies, hotels and the public in general on queries about safety and security aspects of local national parks and other tourist locations in Kenya. In case you plan to visit a tourist site and need information, please feel free to contact them as follows:

- 24-Hrs Help line: Nairobi (+254-020) 604-767
- Fax: Nairobi (+254-020) 604-730
- Mobile no: 0722-745-645/0733-617-499
- E-mail: safetour@wananchi.com

NOTE

If you are involved in an incident, report immediately to the UN Security Control Room which is at the UN Complex in Gigiri. Tell the officer on duty that you are a UN visitor to Kenya. He will then be able to contact the police and provide necessary assistance. The telephone numbers are listed below. If you become involved with the police as a result of an incident, always make it clear to them your UN status and make sure you carry some form of official identification.

USEFUL TELEPHONE NUMBERS

Emergency Numbers:

- UN Control Room - Gigiri (020) 7622999/2344/6666
0720629999/0733629999
- Police Emergency Service 999
- Diplomatic Police Unit 071170666
0716000559
(020) 7625235/7625231
- Kenya Police 020-2724201

Hospitals:

- UNON JMS 020-7625999

- 0724255378
- Aga Khan Hospital (020) 3742531/747676
- MP Shah Hospital (020) 3742763/4/5/6
- Nairobi Hospital (020) 28466/5000
+254-0722204114/7
- Mater Hospital (020) 6531199
- Gertrude's Children's Hospital (020) 3763474/3763475
- St. John's Ambulance 020-2210000

Taxis:

- Kenatco (020) 225123
- Jatco (020) 4446096/575369
- Jim Cab (020) 7122565/
0722711001

Car Hire:

- Avenue (020) 2219725
- Avis (020) 2533610/14
- Budget (020) 223072/330169
- Car Hire Services (020) 3743270/1/2
- Chequered Flag (020) 3882629
- Hertz (020) 313608

SECURITY CLEARANCE

All Security Clearances are processed online through TRIP at the DSS Website (<http://dss.un.org>).

Both Basic and Advanced Security in the field trainings are mandatory for all UN staff and visitors and can be accessed at the same website. If you are intending to stay in a hotel, you are strongly advised to stick to those on the recommended list.