



## Security Advice for UN Visitors To Nairobi

### AREA

Nairobi is the capital and administrative city of Kenya. The UN SLS area of Nairobi is in security level III and covers the entire Nairobi province.

### GENERAL SECURITY IN NAIROBI

General crime in Nairobi is high and like many other large cities, it is no longer the safe place that it used to be.

**Armed conflict:** There is no evidence of the presence, intent or capability of groups to resort to armed conflict. During the post-election violence in 2008, military contingents were garrisoned in Nairobi. Although some weapons are available, they are used in criminal incidents during civil unrest.

**Terrorism:** Several statements of intent against Kenya by Al-Shabaab, with Nairobi as most likely location. The Kampala attacks in 2010 proved the Al-Shabaab intent and capability to conduct attacks in the region.

**Crime:** In the vast majority of criminal incidents including car-jackings and residential burglaries, weapons (knives) are carried by assailants and are used to threaten victims. For car-jackings and burglaries, criminals generally operate in small teams, plan the operation in advance and use a variety of methods to execute attacks. Financial and logistic challenges 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 the society rather than cause injuries or death through violence. 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. It is advisable to:

- Drive defensively and obey all traffic rules, even when most other drivers don't.
- Ensure that the safety devices are in good working order (headlamps, brakes etc.)
- Do not stop in dark, isolated areas. If you must stop, choose an appropriate location.

### 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; example is the slum areas.
- If in doubt of 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.
- 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 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.
- Do not accept food and drink from strangers; visitors have known to be drugged and then robbed.

Credit card fraud is common in Nairobi as in many 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 check that you get the slip back

### ROAD TRAVEL

**Taxis:** Try and take licensed (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.

**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.

**Public Vans and Buses:** You are strongly advised to be extra cautious if you travel on public transport, however exciting they might look

Robbers and pickpockets are known to frequent public transportation which add to the hazards of travelling on them.

### DRIVING

Most of the roads in Nairobi are being renovated. This leads to heavy traffic during peak hours and a potential target for criminals. 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, mobile phones and bags can easily be snatched.
- Never drive a Vehicle when under the influence of Alcohol or any other intoxicant.
- Never use mobile phone when driving. Not only is it illegal, it also distracts from your driving concentration.

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 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 in a road with little traffic of 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 be alert always and never attempt to act a hero if you are confronted by carjackers.

### **THEFTS**

When checking out of hotels, ensure that you keep briefcases, handbags and small luggage items 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 by the Kenya Police to support the diplomatic and UN community. It is situated at Gigiri area off UN Avenue. They will usually respond to the scene of a crime or incident where members of Diplomatic community are involved. They provide Security advice on request. The unit provides officers to Patrol areas within Nairobi where members of Diplomatic community reside. Contacts information for the diplomatic police unit is provided overleaf.

### **HOTELS**

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

#### **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)
- Tribe Hotel \*\*\*\*\*
- China Garden

#### **WESTLANDS**

- Jacaranda Hotel \*\*\*
- Holiday Inn Nairobi \*\*\*\*\*

#### **KIAMBU/RUARAKA**

- Safari Park Hotel \*\*\*\*\*
- Utalii Hotel\*\*\*
- Windsor Hotel \*\*\*\*\*
- Hotel La Mada

The Kenya Tourism Federation (KTF) assists tourists, tour companies, hotels and the public in general who may have queries about safety and security aspects of local national parks and other tourist locations in Kenya. In case you are travelling 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](mailto:safetour@wananchi.com)

### **NOTE**

If you are involved in an incident, report it 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 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 in your wallet which you might have lost.

### **USEFUL TELEPHONE NUMBERS**

#### **Emergency Numbers:**

UN Control Room - Gigiri (020) 7622999/2344/6666  
 0720629999/0733629999  
 Police Emergency Service 999  
 Diplomatic Police Unit 0731170666  
 0716000559  
 (020) 7625235/7625231

#### **Hospitals:**

Aga Khan Hospital (020) 3742531/747676  
 MP Shah Hospital (020) 3742763/4/5/6  
 Nairobi Hospital (020) 352101/2722160  
 Mater Hospital (020) 531199  
 Nairobi Women's Hospital (020) 2726821/24  
 Gertrude's Children's Hospital (020) 3763474/3763475

#### **Taxis:**

Kenatco (020) 225123  
 Jatco (020) 4446096/575369  
 JIMCAB (020) 7122565/0722711001  
[www.jimcab.co.ke](http://www.jimcab.co.ke)

#### **Car Hire:**

Avenue (020) 227849/219725  
 Avis (020) 336794/334317  
 Budget (020) 223072/330169  
 Car Hire Services (020) 3743270/1/2  
 Chequered Flag (020) 4443354/443806  
 Hertz (020) 331974/331973

### **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 to 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 in the recommended list.