



UNITED NATIONS
OFFICE AT NAIROBI

KaribUNi Amazing Kenya



• karibUNi



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* Kiswahili is one of the official languages in Kenya, together with English. In Kiswahili, we welcome you to this amazing country. In other words, "Karibuni amazing Kenya"





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Foreword



Dear Colleague,

Congratulations on your appointment! I take this opportunity to welcome you as a new member of staff to the United Nations family in Nairobi.

The United Nations (UN) is one of the world's most diverse and dynamic organisations. You will find yourself working with some of the brightest minds, individuals selected because of their potential to make significant contributions to global efforts to tackle humanity's challenges. We are all working towards a common goal, and your engagement will be integral to our collective success.

Cooperating in this effort are more than 4,500 staff in over 100 different offices of United Nations agencies, funds and programmes, as well as the UN Secretariat, who operate from the UN Gigiri complex in Nairobi. This includes two United Nations Programmes – the UN Environmental Programme (UNEP) and the UN Human Settlements Programme (UN-Habitat) – which have their global headquarters in Kenya, making Nairobi the only United Nations headquarters duty station in Africa, and indeed in the entire Global South.



You will find this relocation guide for UN staff both instructive and useful in assisting you to settle swiftly and smoothly into your new working and living environment. It provides basic information about life in Nairobi, a vibrant and cosmopolitan city that is the hub of East Africa. Please take time to carefully review it prior to your arrival to get a head start on navigating your new surroundings.

Lastly, for your safety and overall well-being, please ensure that you attend the weekly Security, Health and Host Country briefing session within the first week of your arrival. For more information about the sessions, their scheduling and how to enrol, please contact undss-kenya@un.org. For information on further Orientation and Induction services, staff regulations and rules, and other training, please address your HR Team.

Again, welcome to the team and we look forward to a successful journey with you.

Zainab Hawa Bangura (Mrs)
Under Secretary-General and
Director-General
United Nations Office at Nairobi (UNON)

Nairobi at a glance



Photo credit: Levi Rotich/Pexels

Overview

The East African nation of Kenya has a population currently estimated at 53.7 million, and this is projected to increase by approximately one million persons every year. In the last 10 years Kenya has made significant structural and economic reforms that have contributed to sustained economic growth. Development challenges include poverty and inequality, public debt, climate change and economic vulnerability to internal and external shocks.

Political Context

The amended Constitution of 2010 ushered in a new political and economic governance system that strengthened accountability and public service delivery at local levels. The government's agenda is to decentralize resources and strengthen governance institutions in the 47 counties, while addressing challenges including land reforms, security, fiscal and administrative matters to improve economic and social outcomes, accelerate growth and equity in resource distribution, and reduce extreme poverty and youth employment.

Economy

Kenya's economy grew by 5.7% on average over 2015-2019 according to the World Bank, helped by a stable macroeconomic environment, positive investor confidence and a resilient services sector. In 2020, the Covid-19 pandemic hit the economy hard. Although agricultural output, diaspora remittances and the mobile money sector remain strong, manufacturing, job recovery and services such as tourism and education were severely disrupted. Economic recovery was observed from 2021, although unevenly, with the resumption of education, reasonable inflation, and supported by an improved performance in trade, finance and insurance, and private sector credit. It is expected that the steady rollout of Covid-19 vaccines, an enhanced business environment, and tourism recovery will help to sustain the momentum.



Photo credit: joecalih/Unsplash

Social Developments

Kenya has achieved notable gains in Sustainable Development Goals (SDG) targets, including reduced child mortality, near universal primary school enrolment and narrower gender gaps in education. Interventions and increased spending on health and education are paying dividends. Coronavirus impacted the health systems, but continuing devolution of healthcare and free maternal services at public facilities will improve outcomes and develop a more equitable healthcare system.

Climate

Kenya lies on the Equator and has a pleasant tropical climate, but there are regional climatic variations influenced by factors such as altitude, topography, highlands, the Indian Ocean and Lake Victoria. Nairobi has a pleasant, subtropical highland climate. Kenya's daytime temperatures average between 20°C/68°F

and 28°C/82°F and drop about 6°C for every 1000m you climb (or 3.5°F per 1000ft). The coast is hot and humid all year round, but the heat is tempered by sea and land breezes. Being on the Equator, Kenya does not experience real winter and summer, but there are dry and wet seasons.

Ethnic groups and languages

Kenyans of African origin comprise over 40 different ethnic groups, each with their own language, customs and traditions. Five of these (Kikuyu, Luhya, Kalenjin, Luo, and Kamba) make up over half the country's population. Nairobi County is a cultural melting pot, where every ethnic group and race is represented. In other counties you will find a predominance of certain tribes corresponding to the traditional homelands of various people, although different communities have now settled all over Kenya.

The Asian community includes a significant number of fourth generation Kenyans. Their ancestors came from the Indian sub-continent in colonial times as indentured labour for the Kenya-Uganda railway, and others immigrated here in search of new opportunities. Kenyan Asians, a small but significantly successful group in commerce and private enterprise, have, since 2017, been officially recognised as the country's 44th tribe.

Arabs and White Kenyans make up about 1% of the population. The Arab community is mostly at the coast and their ancestors originated from Oman and Yemen in the 17th century. Some of them intermarried with the local population, giving rise to the Swahili community of mixed Afro-Arab heritage. White Kenyans are mostly descended from British colonial settlers who arrived starting in the late 19th century, and smaller populations of Italians and Greeks.

Regardless of ethnicity, Kenyans are a warm and friendly people who are welcoming of foreigners and new arrivals, a characteristic derived from the inherently cultural practice of showing hospitality to visitors. Kenya is the hub of East Africa and regional headquarters of many global corporations and non-profit organisations. Consequently, there is a diversity

of foreign nationals working in the private and NGO sectors. In Nairobi you will find a rich mix of expatriate residents from all around the world.

Kiswahili is the national language that unites all Kenyans. English is the official language and the medium of instruction in all schools, so most Kenyans speak excellent to passable English. Still, learning a few words of Kiswahili will help you to build up rapport with the local population.

Religion

Due to the influence of Christian missionaries across the country during the 19th century and since, approximately 85% of Kenyans identify as Christians today. The Catholic and Anglican Churches are the most well established, and missionaries from these churches and others maintain a presence in the country to this day, offering medical, educational, and religious aid. Roughly 11% of Kenyans identify as Muslim. The coastal region has the largest population of Muslims, but the religion has a presence in most cities and towns. Various communities still practice traditional African religious beliefs while among the Asian demographic, there are Hindus, Sikhs and Baha'is. There is a small, non-Orthodox Jewish community living mostly in Nairobi where you will also find the only synagogue in the country.

Dress code

There is no officially prescribed dress code in Kenya. However, it is good to be aware of the subtle nuances of acceptable attire. Western clothing is the normal wear in Kenya, while African attire is popularly worn for special occasions and, increasingly, in the workplace. People in Nairobi and the bigger towns are generally liberal and trendier in their dress choice. However, outside of urban areas, in rural settings and parts of the Islamic coast (outside of beach hotels) people are more conservative about their clothing. Whilst a foreigner will not be admonished for how they dress in public, a modest loose-fitting style that covers the shoulders and knees is a sensible approach to culturally sensitive dressing.



Bear in mind that Nairobi has a high elevation of approximately 1,795m (5,889ft), meaning that temperatures drop noticeably at night. Late evenings and early mornings are often crisp, even indoors, especially from late June to August. Therefore, come prepared with suitably warm clothing that you can layer on and off as needed.

Currency / Exchange

The Central Bank of Kenya compiles indicative foreign exchange rates daily for use by the general public. These rates reflect the average buying and selling rates of the major participants in the foreign exchange market at the open of trade every day, thus providing a good indicator for any interested party on the value of the shilling (Kes) on any particular day.

For more information visit:

<https://www.centralbank.go.ke/rates/forex-exchange-rates/>



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Where to stay

Hotels

Nairobi has a variety of hotel options of different star-ratings, including global brands, regional hospitality companies and stand-alone units. UNON TSVU (Travel, Shipping and Visa Unit) has a list of Nairobi hotels where it has negotiated rates for staff, delegates and other UN visitors. You may contact UNON TSVU at: unon-travel@un.org.

Alternatively, you can refer to online booking platforms such as Booking.com or Expedia for more options. Please note that the rates on commercial sites may not match those negotiated by UNON. In addition to conventional hotels you will find a range of guest houses, bed and breakfast properties, as well as Airbnb rentals.

When selecting accommodation in Nairobi, whether for short visits or extended homestays, keep in mind the traffic congestion that commonly occurs in morning and evening rush hour, resulting in long commutes even over short distances. Advisable would be to choose accommodation in, and within easy access of, Gigiri.



Photo credit: Trademark Hotel

Dining

In the last few years, the restaurant scene in Nairobi has grown exponentially. From fine dining to fast food, cafés, wine bars, pizza joints and market food stalls, there are food options to suit everyone. Restaurants offer continental cuisine, Italian, Indian, Chinese, Japanese, Ghanaian, Middle Eastern, South American, and, of course, Kenyan. In major shopping centres and malls, you will find food courts and a range of casual dining options. The pleasant weather experienced throughout much of the year means that many stand-alone eateries are in an outdoor setting, are partially open-air or have rooftop location.

In major shopping centres and malls, you will find food courts and casual dining options. Bottled drinking water in restaurants is recommended and exercise caution with regards to eating street food. Online food ordering and delivery has grown considerably in recent years and some of the main providers are: [Uber Eats](#), [Glovo](#), [Jumia Food](#), [Yum Delivery](#) and [The Good Food Company](#).

For more information on restaurants visit: <https://eatout.co.ke/> or <http://eatout.co.ke/nairobi/restaurants>.

Click [here](#) for a link to a map of restaurants around Gigiri.

What to do

Life in and around the city

Anselm Kitengela Hot Glass

Located on the edge of Nairobi National Park, this unique establishment recycles discarded glass through the ancient art of glass blowing, producing stunning stained-glass objects, decorative pieces and interior decorations. Visitors to [Kitengela Hot Glass](#) can watch the glassblowers at work in the studios, tour the gallery, purchase glassware and take refreshments at the outdoor cafe.





Photo credit: sutirta budiman/Unsplash

Brown's Cheese farm

Brown's Cheese farm, about half an hour out of Nairobi, is a family-run business that pioneered artisanal cheese making in Kenya. Visitors can tour their factory, taste their specialty cheeses and ice cream, and stay for a farm-to-table lunch with wine. Their products are also available for purchase

David Sheldrick Wildlife Trust (a.k.a. the elephant orphanage)

Situated on Magadi Road on western edge of Nairobi National Park, the **Sheldrick** elephant orphanage is a unique sanctuary for the rescue and rehabilitation of young orphaned elephants rescued from all over Kenya. You will see the elephants at play, drinking from oversize milk bottles and cavorting in a mudhole. Round-the-clock keepers will give the history of each animal and educate on the ongoing challenges of poaching which leaves young animals without the protection of their family groups.

Giraffe Centre

The **Giraffe Centre** in the Karen suburb is a wildlife preserve that gives visitors a opportunity for close-

up encounters with endangered Rothschild giraffes. The centre guides educate guests about the status of Rothschild giraffes, found only in East Africa, and wildlife in general. If you wish, you can feed the giraffes with pellets while standing on a specially constructed raised platform. The Centre is open to the public daily and refreshments are available at the Tea House.

Karen Blixen Museum

Located in the Karen suburb of southwest Nairobi, the **Museum** is the former home of Danish author Karen Blixen (alias Isak Dinesen) who wrote "Out of Africa", an autobiographical account of her years farming in Kenya in the early 20th century. Set on expansive grounds facing the Ngong Hills, the farmhouse gained international fame with the release of the Oscar winning movie of the same name, starring Meryl Streep and Robert Redford. An informative tour with numerous antique items and props from the movie that give a sense of colonial settler life.

Kazuri Beads Factory

This social enterprise produces hand-made ceramic beads, culturally-inspired jewellery and pottery pieces while giving employment to over 300 women from

disadvantaged backgrounds. Located in the suburb of Karen, [Kazuri Beads](#) is open to the public daily. You can tour the bead and pottery factory, and purchase some gift items from the shop.

Kenya National Archives

Situated in Nairobi's central business district, here you will find a range of historical documents and records that illuminate Kenya's past. The [Archives](#) contain interesting cultural objects on display including the collection of Joseph Murumbi, Kenya's second vice president and a prolific collection of pan-African arts and artefacts.

Kiambethu Tea Farm

The farm is located in the lush highland countryside of Limuru about one hour out of Nairobi. The tour is led by Fiona Vernon, 3rd generation Kenyan and granddaughter of the original owners. Her family are the pioneers of commercial tea growing in Kenya over 100 years ago. In the colonial-era home, over freshly brewed tea, you learn about the history of the tea farming, the production and processing. A guided tour of the [Kiambethu](#) plantation and nearby forest follows. Lunch is served on the veranda overlooking the verdant lawns.

Maasai Ostrich Farm

The [farm](#) is both a place for up-close encounters with the world's largest bird and a commercial breeding ranch for a variety of ostrich products. Located 45 kilometres from Nairobi on Athi River/Kitengela plains, a tour of the farm also includes a chance to ride an ostrich.

Nairobi National Museum and Snake Park

Opened in 1910, the [Nairobi National Museum](#) is the flagship of national museums countrywide. It showcases Kenya's historical, cultural, and natural history heritage including ethnographic items, rare portraits of the traditional peoples of Kenya, a notable ornithological display, unique botanical watercolour paintings, and prehistoric artefacts that highlight

Kenya's significant position as the story of human origins. Revolving exhibitions of contemporary Kenyan art occur throughout the year. The adjacent Snake Park has a collection of various Kenyan snakes and reptiles.

Nairobi National Park

This is Kenya's oldest national park - established in 1946 - and the world's only wildlife park in the capital city. Located south west of Nairobi, there is an amazing diversity of wildlife in the grassy plains including zebras, giraffes, antelopes, buffaloes, black and white rhino, lions, leopards and over 400 bird species. Early morning and late afternoons are the best times for wildlife sightings. The murrum roads are generally in good condition although a 4WD vehicle is recommended during the rainy season. Check the Kenya Wildlife Service website (<http://www.kws.go.ke/>) for the latest park fees and entry requirements.

Marketplaces

Farmers' Markets

A growing phenomenon in Nairobi that brings together growers of organic farm produce, makers of wholesome foods, natural body products and more with the health-conscious customers. Vendors are onsite selling freshly cooked meals, snacks and beverages in outdoor settings often with children's activities and sometimes live music. They take place in different locations including [Shamba Cafe](#) in Loresho, [KSPCA Karen](#) and [Kilimani Primary School](#).

Maasai Markets

Colourful, open-air market where you can find wooden carvings, handmade jewellery, crafts, curios, paintings, wall hangings, African antiques and more. Put aside enough time to slowly browse the extensive range of items. Bargaining about the prices is a common practice and a way to immerse in the culture. The markets occur at different locations daily, including [Village Market](#), [Westgate Shopping Mall](#), Yaya Centre and [The Junction Mall](#).



Shopping

ABC Place

Waiyaki Way

Tel: +254 20 4440362 /
+254 715 456222

Email: info@abc-place.com

Website: <https://abc-place.com/en/>

Diamond Plaza

Masari Road, Parklands

Tel: +254 20 3740092, +254 720
511301

Website: <https://diamondplazakenya.com/index.php>

Galleria Mall

Langata Road / Magadi Road

Tel: +254 20 2363063, +254 704
498463

Email: info@galleria.co.ke

Website: <http://www.galleria.co.ke/index.html>

New Muthaiga Mall

Thigiri Ridge Road, Muthaiga

Tel: +254 20 3740092 /
3740092 / 3748822 /

Mobile: +254 734 666444, +254 734
666444

Rosslyn Riviera

Limuru Road, Rosslyn/Runda

Tel: +254 700 362 654

Email: info@rosslynrivieramall.co.ke

Website: <https://www.rosslynrivieramall.co.ke/>

Sarit Centre

Karuna Road, Westlands,

Tel: +254 20 3747408 / 3748662 /
3748662

Email: info@saritcentre.com

Website: <http://www.saritcentre.com/>

The Hub Karen

Dagoretti Road, Karen

Tel: +254 702 120120

Website: <http://www.thehubkaren.com/>

The Junction Mall

Ngong Road, Lavington

Tel: +254 710 483010, 710 483010

Email: info@thejunction.co.ke

Website: <https://thejunction.co.ke/>

Two Rivers Mall

Limuru Road/Northern Bypass, Runda

Tel: +254 709 190510

Email: customerservice@tworivers.co.ke

Website: <https://tworivers.co.ke/>

Village Market

Limuru Road, Gigiri

Tel: +254 20 7122488 / 7122488

Email: admin@villagemarket-kenya.com

Website: <http://villagemarket-kenya.com/>

Westgate

Mwanzi Road, Westlands Nairobi, Kenya

Tel: +254 20 3746172/ 20 3746173

Mobile: +254 715 557775 / 780 557775

Email: info@westgate.co.ke

Website: www.westgate.co.ke

Yaya

Argwings Kodhek Road, Kilimani

Tel: +254 20 2713360+254,
+254 709439000

Email: info@yaya.co.ke

Website: <http://www.yaya-centre.com/>

Furniture

- ▶ **Odds and Ends:** Corner Plaza, Westlands, Lower Kabete Road and Mombasa Road
- ▶ **Palacina Interiors:** Village Market, Yaya Centre, The Junction, and Kitale Lane off Dennis Pritt Road.
- ▶ **Ngong Road and Peponi Road:** There are many carpenters making and selling furniture. Vendors can build basic furniture from a picture and customize items to your needs.
- ▶ Major shopping malls have retailers of home furnishings, bed & bath amenities and other household essentials, in contemporary African, Asian and Middle-Eastern styles.

Supermarkets

- ▶ **Carrefour:** Village Market, Two Rivers Mall, Sarit Centre, Thika Road Mall, The Junction, The Hub Karen and Galleria Mall
- ▶ **Chandarana Food Plus:** Rosslyn Riviera, Ridgeways Mall, Mobil Plaza, Muthaiga, Highridge, Diamond Plaza, ABC Place, Lavington, Yaya Center, Adlife Plaza and The Well Karen
- ▶ **Naivas:** The Mall Westlands, Kilimani, Karen
- ▶ **Onn the Way:** Gigiri, Parklands, Muthaiga
- ▶ **Tuskys:** New Muthaiga Mall, Sarit Center, Adams Arcade
- ▶ **Zucchini:** For fresh produce, juices, cheeses, and specialty items. At the Village Market, The Junction, ABC Place, The Place at 6, and The Hub Karen

Open Air Markets

City Park / Hawkers Market in Parklands has the freshest vegetables in the city.

The weekly farmers' markets sell a range of fresh, organically-grown local produce

Bakeries

New Bakers at Mobil Plaza, Muthaiga Road; Le Grenier A Pain in Warkwick Center and Riverside Drive; Alexandre Chocolatier at Yaya Centre; Mama's Fine French Patisserie at the ABC Place; Artcaffe Coffee & Bakery (Village Market, Ridgeways Mall, Two Rivers Mall, Westgate Mall, Lavington, Oval, Junction, The Hub). BBrood in Sarit Centre, Village Market, Galleria, Karen Landmark and Adlife Plaza, Chandarana and Carrefour supermarkets have a baked products section.

Specialty Stores

These shops sell custom-made clothing, jewellery, home décor, upcycled crafts and more

Amani Ya Juu: Established in the 1990s, their fair-trade policy helps to support marginalized women, providing them with practical skills to produce a range of goods. Located on Ring Road in Riverside, near Prime Bank, here you will find home goods, jewellery, children's items, stationery, African apparel and more. There is a nice garden with a playground for children and a small café serving beverages and light meals. For a small fee you can tour of their factory. <https://amaniafrica.org/>

The Artisanal Gallery: Located on Gigiri Lane, this is a concept store housing local brands and designers across fashion, furniture, interiors and accessories.

To complete your shopping experience, you can also have a meal at the open-air food court or in one of the available restaurants specializing in cuisine from around the world, including Jamaican, Japanese, Italian, Lebanese and sea food.

City Market: In downtown Nairobi on Muindi Mbingu Street, this covered market is one of the oldest shopping places in the city. The structure was built as an aircraft hangar in the First War World. Here you will find similar items to the Maasai



markets but there is also a busy fresh produce section selling fish, meats, fruits and vegetables. Be prepared to do lots of bargaining!

Deepa Dosaja Designs: Unique handmade designs of clothing and accessories from quality materials. Their philosophy is to have a low impact on the environment and high impact on the people who make them and wear them. <https://deepadosaja.com/>

House of Leather and Gifts: an extra large store with a range of home décor ornaments, kitchen ware, bath and bedroom accessories, office amenities, party products, gift ideas and toys at good prices. They have several locations around the city. <http://www.houseofleatherkenya.co.ke/>

Mama Africa: A non-profit organization that trains and employs disadvantaged women living in the Kangemi, one of the largest slums in Nairobi, to produce beautiful clothing and accessories. You can find visit their workshop and buy handcrafted home décor, beach wraps, towels, bath robes, bags and more made from kikoi, a Kenyan fabric.

Tel: +254 711 422485

Website: <https://osfea.org/women-empowerment/>

Spinner's Web: The showroom is located on Kitisuru Road. You will find high quality, artisanal crafts, pottery, home décor, local arts, jewellery, apparel, gift items and more that are supplied by over 500 vendors and consignees. Prices are fixed, no bargaining. <https://spinnerswebkenya.com/>

Toi Market: Ngong Road, behind Adams Arcade shopping centre. A famous open-air, second-hand market for thrift clothing, shoes, toys, books and more.

West African Market: on Dubois Road, downtown Nairobi, for African cultural objects. Vendors from West Africa sell things out of the apartment rooms they live in, including masks, wood carvings, mud cloths, bronze sculptures, necklaces and antiques. Be prepared to bargain.

Annual Craft Fairs

These are great calendar activities of outdoor fairs with vendors, food tents, and children's entertainment, and often linked to a charitable cause. You will find an eclectic selection of African-inspired gift items, handicrafts, art, upcycled innovations, and customised décor. You will find many items not usually seen regular shops as a lot of sellers operate from outside Nairobi, produce mainly for export or sell in niche outlets. Some vendors accept credit card but come prepared to pay with cash or M-Pesa (mobile money service) The fairs usually take place in the weeks prior to the holiday season and mid-year before the start of the overseas 'summer' travel season. Notable fairs are **Bizarre Bazaar** and the **Xmas Box**, enjoyable events for family outings or meeting with friends.

Art Galleries and Cultural Centres

Nairobi has a vibrant visual arts scene that is worth exploring to understand the local creatives sector and build up your collection of contemporary Kenyan art. Some galleries and art centres worth looking into are:

- ▶ **Alliance Française** (also known as the French Cultural Centre) is part of a global language and cultural relations organization. In addition to offering French language courses to thousands of students annually, the centre has a rich programme of annual arts events featuring local and international artists.
- ▶ **Banana Hill Art Gallery**, about 30 minutes out of Nairobi, was started in the 1990s by Rahab and Shine Tane, two well-established Kenyan artists. Here you can find an extensive assembly of artworks by current East African artists on display and for sale.
- ▶ **Bomas of Kenya** displays traditional villages belonging to different ethnic groups of Kenya and cultural dances performances. The dances take place on Fridays from 2:30pm to 4:00pm; weekends and public holidays from 3:30pm to 5:15pm.



Photo credit: peter-okwara/Unsplash

- ▶ The **Kenya Cultural Centre** is a state-supported performing arts theatre and learning institution since 1952. A range of musical performances, stage productions, cultural events and festivals are held here throughout the year.
 - ▶ **Matbronze**, a family-run bronze foundry and art gallery, has been producing singular, hand-cast wildlife sculptures for several decades. The garden café is a delightful place for refreshments after browsing their unique creations.
 - ▶ The **Nairobi Gallery** has a permanent display of singular African art and artefacts from the Murumbi Collection and hosts temporary art exhibitions. Built in 1913 as a civil service office, it is gazetted as national monument and is the designated 'point zero', the place from where all distances in Kenya area measured.
 - ▶ **Nairobi Railway Museum** in a bustling corner of downtown is the Nairobi Railway Museum. It literally documents the 'birth' of Kenya through the construction of the Kenyan-Uganda railway in 1901. Memorabilia, photographs, vintage equipment, old train engines and antique coaches give a visual account of a significant bygone era, including story of the famous man-eating lions of Tsavo. The Museum is open daily.
 - ▶ **One Off Gallery**, located just 15 minutes from the UN Gigiri complex, represents some of East Africa's top contemporary artists. In this reconvered residence you will find a sophisticated collection of works, sculptures in the garden and a veranda where visitors can linger over coffee.
- Online platforms such as **Nairobi Now** and **Kenya Buzz** and are useful places to get information about upcoming art exhibitions, cultural events, musical performances, theatre, movies and the general entertainment scene.
- ▶ **Circle Art Gallery** in the Lavington suburb features a range of carefully-selected works, by established and emerging artists from around East Africa. A must-visit gallery, Circle Art holds regular solo and group exhibitions, participates in international fairs and has annual art action.
 - ▶ **GoDown Arts Centre** at the edge of Nairobi's industrial area is one of the most vibrant places for visual and performing arts and artistic development. Established in 2003, even more displays and performances are expected following ongoing refurbishments for which it has already won the World Architecture Festival award 2019, in the category of Future Projects-Culture.
 - ▶ The **Goethe-Institut** is the cultural institute of the Federal Republic of Germany. As well as regular German language classes, the institute frequently plays host to a variety of events in arts culture and literary interests.



Nairobi's Green Spaces

- ▶ **City Park** is worth a visit for guided nature walks, the botanic gardens, and places of historical interest. The forest is also a popular birding site and troops of monkeys are commonly seen. The Murumbi Memorial commemorates Kenya's second vice president, an ardent art collector. Also within the park are the Commonwealth War Graves, Goan, and Jewish cemeteries.
- ▶ **Karura Forest**, just a kilometre from UN Gigiri complex, Karura Forest Reserve is one of the world's largest gazetted forests within a city at 1,041 hectares. Hiking trails ramble through the indigenous sections of the forest, past Karura River, wetlands, waterfalls and a natural cave formation. It is a safe place for individuals and families to enjoy nature, exercise and walk dogs on a leash. An obstacle course, picnic sites and cafes add to the untiring allure of Karura Forest.
- ▶ **Nairobi Arboretum** is a forest sanctuary established in 1907 for the propagation of indigenous trees. This forest preserve is ideal for nature walks and is home to monkeys, mongoose, squirrels and 100 bird species.
- ▶ **Oloolua Nature Trail** is a hidden gem in the Karen neighbourhood with varied habitats including forest, waterfalls, wetlands, bamboo and a cave formation. There are lots of birds and small wildlife such as monkeys and suni antelope. A serene place for nature walks, picnics and overnight camping.

Sports and recreation

The UNON compound has a comprehensive fitness and wellness centre for staff and delegates. Additional sports and recreation facilities found in Nairobi include horse riding stables, bowling alleys, quad biking tracks, rugby clubs, yoga classes, Pilates studios, go-karting the [Polo Club](#), Panari Hotel's ice-skating rink, and the [Ngong Racecourse](#) and

Golf Park. Kenya is the homeland of world-famous marathoners. Noteworthy marathons that are open to both elite and amateur runners are the annual [Standard Chartered Nairobi Marathon](#) and the [Lewa Safari Marathon](#) that takes place in Lewa Wilderness Conservancy, 260km north of Nairobi.

Travel in Kenya

In Kenya you are spoiled for choice when it comes to travel destinations. The diverse and incredibly beautiful landscapes in the different regions of Kenya each have their own special attractions. Some places are a short drive away from Nairobi, perfect for a weekend getaway, and others are further off the beaten track. Hotel accommodation ranges from self-catering camps and homestays to 5-star resorts and high-end safari lodges. Private conservancies tend to have stricter controls on visitor numbers and wildlife interactions compared to state parks and county



Photo credit: ian-macharia/Unsplash

reserves, and they have smaller, exclusive properties for a more intimate holiday experience. Most places are accessible with a 4WD vehicle and there are daily scheduled flights to key travel destinations.

Beach holidays: Mombasa city is the most popular destination at the coast. The smaller towns of

Malindi, Watamu and Kilifi, as well as Diani beach in the South coast and Lamu Island in the Northern coast offer lower-density holiday options with all the attractions of a coastal retreat.

Classic safaris: Home of the safari (meaning journey in Kiswahili) Kenya has a plethora options for the traditional wildlife safari. Masai Mara National Reserve is the most famous destination in Kenya. Amboseli National Park is home to big elephant herds and has the best views of Mt Kilimanjaro. In Tsavo National Park are the special attractions of Mzima Springs and Shetani lava flows. The Laikipia plateau north-west of Mt Kenya has numerous privately-managed wildlife preserves and select safari lodges. Other less visited but stunning locations Samburu National Reserve and Meru National Park.

Hiking: From Nairobi there are several options for hiking as a day trip or with overnight accommodation. Try Mt Longonot, Mt Suswa, Ngong Hills, Loita Hills, Lukenya Hills, Hells Gate and Ol Donyo Sabuk.

Historical sites: Olorgesailie, Hyrax Hill and Koobi Fora prehistoric sites give visitors a peak into Kenya's rich heritage of archaeology, palaeontology and the story of human origins. In the coastal region are sites such as the military citadel of Fort Jesus, the old towns of Mombasa and Lamu, and the ruins of many abandoned, medieval-era coral stone towns.

Lakes: Within the Great Rift Valley is a system of attractive lake areas, rich in birdlife and some with natural features such as geysers and hot springs. These are Lake Naivasha, Lake Elmentaita, Lake Nakuru, Lake Bogoria, Lake Magadi, Lake Turkana, and Lake Victoria, Africa's largest lake.

Mountain climbing: Mt Kenya, Africa's second highest mountain, is on the list of top 10 mountains in the world to climb. The mountain has a number of trails suitable for amateur trekkers and two peaks that require professional mountaineering experience. 70 km away is the sprawling Aberdare Mountain



Range where there are several challenging hiking trails. Lesser known but quite attractive is Mt Elgon straddling the boarder with Uganda. From Kenya you can also arrange a mountain climbing expedition to Mt Kilimanjaro in Tanzania, Africa's tallest mountain.

Soft adventure: Some options for the adventurous traveller include white water rafting, bungee jumping, bush walking, rock climbing, sport fishing, ocean sports, ziplining and sky diving.

This travel list is not comprehensive and with so many options to choose from, it is advisable to seek the services of a reputable travel firm. The Kenya Association of Tour Operators (KATO) website (<https://www.katokenya.org>) lists verified, professional travel companies.

Residents of Kenya will generally get good prices throughout the year. High season (and consequently higher rates) occurs from late June to October, and the Christmas/ New Year period. It is advisable to book well in advance for high season vacations in order to secure your preferred destination.

You may also want to consider joining the [Kenya Museum Society](#) which organises short and long trips to places of cultural, historical and natural interest. [Nature Kenya](#) is known for activities around birding and nature.

Getting Around

Airport Transportation

Reliable, verified taxicabs operate from the Kenya Airports Authority (KAA) airports, including Nairobi's Jomo Kenyatta International Airport, the main entry point into Kenya. For more information, visit <https://www.kaa.go.ke/airports/transport/taxiscabs/>. A number of transport companies have an airport desk. UNON TSVU (Travel, Shipping and Visa Unit) can provide a list of recommended airport car service. You may contact UNON TSVU at: unon-travel@un.org.

On arrival to the country, ensure you have Kenyan shillings for taxifare as many operators do not accept credit card payments or foreign currency. The preferred method of payment is cash. If you are arriving in Nairobi for the first time, ensure that you travel with your ATM card as there are ATM machines at the airport. Call or e-mail before your arrival to book a taxi service.

Taxi Services

It is not general practice to flag down taxis on the road in Nairobi for security reasons. It is safer to catch them either from taxi bays at large hotels or other landmarks. Otherwise, they can be summoned by phone. At JKIAirport there are freelance taxi drivers, but it is safer to take one from the taxi bays.

Rates vary widely, and it is important to agree on the fare before setting off as very few taxis have fare meters. The best-known local taxi company is Jimcab, <https://www.jimcab.co.ke/>. You can order an airport pickup with them online or through a phone call, and they can provide children's car seats.

However, several other taxi companies that have sprung up in recent years offering reliable and punctual services. Transportation platforms such as Uber, Bolt and Little Cab have established themselves in Kenya. They normally accept cash and mobile money (aka M-Pesa). NopeaRide is a 'green' taxi service with 100% electric vehicles, and they also run a delivery service through the affiliate company, NopeaXpress.

Car Rental

A number of car rental companies operate in Nairobi. Please refer to the website of the Kenya Association of Tour Operator (<https://www.katokenya.org>) and search under car-hire.

Public Transport in Kenya

Expats moving to Kenya will find the public transport infrastructure somewhat limited. Long-distance buses serve most destinations, but journeys are long.

Train travel is even more restrictive, with just a few services to the main destinations each week.

Intercity Buses

Kenya has a large long-distance bus network used by the majority of people who travel within the country. Travelling by bus is a cost-effective but time-consuming way to get around Kenya. For example, the 530km journey from Nairobi to Mombasa takes approximately eight hours. As bus journeys in Kenya are long and not always comfortable, expats are advised to travel with an established bus company that has a more modern fleet of vehicles.

Expats should also purchase first-class tickets wherever possible as these offer larger seats with additional leg room at a minimal cost. There are a number of bus companies to choose from and reputable providers include Crown Bus Services, Easy Coach, Modern Coast Express, Tahmeed Coach Ltd and Mash East Africa. Tickets are usually purchased at a bus terminal, although some companies sell tickets online.

Trains

Kenya's rail network is very limited and though train fares are inexpensive, this is not a viable means of passenger transport especially on the old meter gauge railway constructed over 120 years ago. However new a Standard Gauge Railway (SGR) was inaugurated in 2017 and operates daily between Nairobi and Mombasa, a journey of approximately 6 hours non-stop. There is the option of disembarking along the way for travelers going to Amboseli and Tsavo National Parks.

Known as the Madaraka Express, the SGR train tickets can be booked online and the schedule is available on the website: <https://metickets.krc.co.ke/>. The Madaraka Express is punctual, the ride is smooth and some refreshments served on board. Expats may want to book first class for first-class tickets for larger seats and access to the restaurant car. Both the Nairobi and Mombasa terminuses are on the outskirts of the city so passengers need to arrange transfers to

the stations. A link train operates between the Nairobi Central Station and the SGR terminus.

Train service on the old meter gauge line between Nairobi and Nanyuki operates once weekly from each terminus. The Nairobi – Kisumu route has not been operational for several years. On the whole, train fares are inexpensive, and generally more comfortable than bus transport. For expats with some time on their hands, travelling by train in Kenya provides a great opportunity to view the stunning natural landscapes.

Public transportation Nairobi City

Nairobi Commuter Rail Service

This service operates between downtown train station and various outskirt stations, catering primarily to low and middle-income residential areas.

Matatus

Matatus are privately operated minibuses that cover short or medium distances in Kenya. Vehicles usually seat 25 people comfortably, but some drivers will load more passengers into a single matatu. While travelling by matatu provides a uniquely Kenyan experience, with their colourful décor and loud music, it can be risky. Matatus are often driven badly with drivers swerving in and out of traffic to get to their destination quickly and stopping suddenly to pick up passengers at the side of the road. However, the Kenyan government has taken steps to make travelling by matatu safer, by ensuring vehicles have seatbelts and the drivers don't exceed capacity. Matatus are the cheapest way of getting around in Kenya, with prices based on distance travelled. However, expats should avoid using them due to safety and security risks.

Tuk-tuks

Tuk-tuks are three-wheeled motorcycle taxis that found in Kenya's main cities. They can carry up to three passengers and are a speedy way to get around town. There are no set prices, so expats will need to get used to negotiating with the tuk-tuk drivers before starting a journey.



Piki-piki or boda-boda

Piki-Piki or boda-boda are the local names given to motorcycle taxis, found in all major towns and cities. While these provide a quick way to get around a city, especially during rush hour when traffic becomes congested, they are not the safest mode of transport. Helmets are not always provided, so expats who are inclined to travel on motorcycles should invest in a helmet and a reflective jacket for their own safety. Prices should be negotiated with the driver in advance and are dependent on the journey's distance.

The company [Safeboda](#) allows you to order a ride through their hailing app. They have tracking systems and the drivers come with spare helmets.

Bus Rapid Transport (BRT) System

Implementation of the BRT was scheduled to begin in 2019, to address worsening traffic congestion in Nairobi and need for public bus transport in the city. The project has been held up by lack of funds and re-prioritisation following the Covid-19 pandemic.

Emergency Contacts

Security Operation Centre	+254 707 722503, +254 707 722505
UN Security Control Centre	+254 20 7626666, +254 720 629999, +254 733 629999
Joint Medical Services (JMS)	+254 20 7625999, +254 724 255378
Safaricom	+254 720 629999, +25 722 000000
Airtel	+254 733 629999, +254 733 100100
Diplomatic Police (DPU)	+254 708-589522, +254 731 170666
Kenya Police	999, 112, +254 20 2724154
AAR Ambulance Services	+254 725 225225, +254 734 225225, +254 20 2717374/ 5 /6
E-Plus Ambulance Services	+254 700 395395, +254 738 395395
St John Ambulance	+254 721 225285, +254 721 611555

HOSPITAL CONTACTS

Aga Khan University Hospital	+254 20 3740000, +254 20 3662000, +254 20 3661000
The Nairobi Hospital	+254 20 2714400, +254 20 2845000, +254 202846000, +254 703 082000
M.P. Shah Hospital	+254 20 4291100
Gertrude's Children's Hospital	+254 20 7206000, +254 730 645000, +254 709 529000
Nairobi Women's Hospital	+254 20 2726824, +254 707 678641
Mater Misericordiae Hospital	+254 20 6903000, +254 20-6531197, +254 732 163000

FIRE

KK Fire	+254 728 999900, +254 728 999901, +254 20 4245000
G4S Kenya	+254 711 042000, +254 732 172000

Moving to Kenya



Photo credit: Andrea Piacquadio/Pexels

Education

There are several international and private schools in Nairobi offering different curricula. Some private international schools also offer programs for children with minor learning disabilities.

A list of schools frequented by expat children in Kenya, offering pre-K, daycare, kindergarten, primary and secondary school education, is provided in this guide. Differences in curricula may result in differences in class grading.

Applying for a school place in the schools is a straightforward procedure. Parents need to establish the type of school they would like their child to attend and contact the school as soon as possible to inquire about placement. As soon they know they will be moving to Kenya, parents should contact their preferred school. Space is limited in some schools and it may take a while before your child is enrolled at the preferred school in which case alternative arrangements are advised. It is advisable to have your child registered in an alternative school while waiting for a place to become available at the preferred school. The school year starts in August for most schools.



Photo credit: terricks-noah/Unsplash

Banda School

Banda is an established British curriculum preparatory school offering Pegasus Early Years, Key Stage 1 and 2, upto Year 8 for the Common Entrance Exam at 13+. Pupils enter senior schools in Kenya, UK, South Africa or further afield.

Location: Magadi Road, off Langata Road
Tel: +254 709 951000, +254 20 5131100
Email: admissions@bandaschool.com
Website: <https://www.bandaschool.com/>

Braeburn Garden Estate International School

This is a diverse, coeducational, and international, day and boarding school, for children between the ages of 6 and 18 years (Early years to Year 13/Sixth Form). Braeburn Garden Estate is a British Curriculum and fully CIS accredited IB World school providing the IB Career Related Programme.

Location: Garden Estate Road, Garden Estate
Email: enquiries.garden@braeburn.ac.ke
Tel: +254 (20) 501 8000, +254 720 667622 (Secondary), +254 710 649301 (Primary)
Website: <https://gardenestate.braeburn.com/>

Braeside School

Braeside is a co-educational international school for children ages 2 to 18 years old (Early Years 1 to Year 13/Sixth Form), following the National Curriculum of England and Wales. The school is a member of the Braeburn Group of International Schools.

Location: off Muthangari Road, Lavington
Tel: +254 20 5018000, +254 701 295566, +254 738 506151
Email: enquiries@braeside.ac.ke
Website: <https://braeside.braeburn.com/>

Montessori Learning Center

This kindergarten and prep school offers a rich and diverse set of extra-curricular programs including sports, arts and STEM activities. The Montessori Learning Centre caters to children as young as 6 months old, offering day care as well

Location: Grevillea Grove, Off Brookside Drive, Westlands
Mobile: +254 728 600011, +254 738 600011
Email: info@mlckenya.com
Website: <http://www.mlckenya.com>

Brookhouse Schools

Brookhouse is a co-educational, independent day and boarding school serving the international community at pre-school, primary and secondary levels

Runda campus location: Overlooking Evergreen Park Lake, off Kiambu Road
Tel: +254 704 392000, +254 780 392000
Karen campus location: Karen, Magadi Road, off Langata Road
Tel: +254 722 204 413 or +254 733 602 797
Email: admissions.runda@brookhouse.ac.ke
Website: www.brookhouse.ac.ke

Dukesbridge Gigiri Montessori

With over 20 nationalities represented and children have opportunities for multicultural, multilingual interactions aided by Montessori trained teachers. Previously known as Gigiri Montessori House, the school joined the Dukesbridge Group in 2020.

Location: Gigiri Road between UN Complex and Village Market
Tel: +254 700-890348
Email: kenya@dukesbridge.com
Website: <https://dukesbridge.com/gigiri-preschool/>



German School Nairobi (Deutsche Schule Nairobi)

German School has children from 32 countries learning in the German language and following the German school curriculum. The school has a bilingual kindergarten, primary school, middle school and secondary school. German School admits children from 18 months old, and the Grade 12 students acquire the general higher education entrance qualification which entitles them to study at universities in Germany and the European Union

Location: Limuru Road, Gigiri
Tel: +254 721 258417
Email: info@germandschool.co.ke
Website: <https://dsnairobi.de/>

Hillcrest International Schools

Guided by the British Curriculum, Hillcrest caters for children aged 18 months to young adults aged 18 years. In addition, a valuable boarding resource is offered to children in Prep and Secondary to cater for families who live further afield.

Location: Karen, Langata Road
Tel: +254 724 255444, +254 736 256173
Email: admin@hillcrest.ac.ke
Website: <https://www.hillcrest.ac.ke/>

International School of Kenya (ISK)

This is an international school offering a North-America based syllabus for pre-kindergarten to grade 12 and located in Kitisuru Estate. Situated on 40 acres of a former coffee plantation, ISK provides the International Baccalaureate (IB) Diploma programme commencing in Grade 11 and instruction for students with identified mild to moderate learning needs. The school has over 1000 students representing 65+ nationalities.

Location: Kirawa Road, Kitisuru Estate
Tel: +254 720 639 363, +254 20 209 1308/9
Email: communications@isk.ac.ke
Website: www.isk.ac.ke

Kenton College Preparatory School

Kenton College aims to provide a purposeful and happy environment for children between the ages of 6 to 13 years in a curriculum based closely on the English National Curriculum. The school's balanced curriculum ensures that every child leaving Kenton will gain access to a secondary school of their choice, in Kenya or overseas.

Location: Gichugu Road, Kileleshwa
Tel: +25 722 205038, +254 733 687077, +254 20 3541513
Email: admin@kenton.ac.ke
Website: <https://www.kentonschoolnairobi.com/>

Montessori Plus Center

Montessori Plus Center is a place where children love to learn by doing, experimenting and touching. They provide hands-on classroom with learning materials for all of the main areas: Practical life, sensory, math, art, music, language as well as geography, history and science

Location: 91/ 400 UN Close Road, UN Crescent Road off UN Avenue
Tel: +254 710-384907/ +254 739-930431
Email: montessoripluscenter@gmail.com
Website: <http://www.kenya-montessori.com>

Peponi Schools

Peponi Schools take children from 2 years until 18 years, at kindergarten, preparatory and secondary school levels. The educational programme is guided by the British National Curriculum for Early Years Foundation Stage (EYFS), Key Stage 1, Common Entrance (CE) syllabus for preparatory schools, IGCSE and A Levels. Pupils with special educational needs and/or disabilities (SEND) are catered for and English as an additional language (EAL) is offered. Peponi School offers day, weekly and full boarding options to pupils.

Peponi House Kabete Kindergarten: Lower Kabete Road
Peponi House Preparatory School: Lower Kabete Road
Peponi Senior School: Ruiru, off Thika Road
Tel: +254 20 354 6456, +254 734 881255, +254 733 615193, +254 0722 287248
Email: registrar@peponihouse.sc.ke
Website: <https://www.peponischool.org/>

Rosslyn Academy

This is an international Christian school in the Gigiri suburb offering a US-based syllabus. The academy has kindergarten, elementary, middle school, high school and an advanced placement program, with students from over 50 different countries.

Location: Magnolia Close, off Limuru Road, Gigiri
Tel: +254 20 2635294, +254 732 646602
Email: info@rosslynacademy.com
Website: www.rosslynacademy.com/

Rusinga School

Rusinga admits children from 2-18 years for kindergarten, prep school, senior school and A Level. The school offers the British National Curriculum and in addition to academic excellence, places strong emphasis on the moral and spiritual development of the child with a Christian Foundation.

Location: Gitanga Road, Lavington
Tel: +254 709 554101, +254 709 554000
Email: admissions@rusinga.ac.ke
Website: <https://www.rusinga.ac.ke/en/>



Swedish School

Swedish School follows the Swedish curriculum and most classes are taught in Swedish. They cater for students from 3-19 years of age, and featuring pre-school to upper secondary school. Currently the school only accepts students who have at least one Swedish/Scandinavian-speaking parent and they offer boarding for upper secondary students.

Location: Makindi Road, off Riara Rd, Lavington
Tel: + 254 20 3866544
Email: info@ssn.or.ke
Website: <https://ssn.or.ke/swedish-school-nairobi/>

The French School of Nairobi (Lycée Français Denis Diderot)

The Lycée is approved by the Agency for French Education Abroad (AEFE) to provide students with quality schooling based on the requirements of a French-style education. From kindergarten to high school, the Lycée also supports children with disabilities or special educational needs. The secondary school offers the option of partial English-speaking lessons and

Location: Argwings Kodhek Road, Kilimani (near Yaya Centre)
Tel: +254 20 2437714, +254 737 811531
Email: assistante-direction@lyceefrancaisnairobi.com
Website: <https://www.diderot.ac.ke/>

The Netherlands School

The Netherlands School Society (NSS) has been offering bilingual (Dutch and English) classes in Nairobi for over 50 years. In small classrooms, Netherlands School accepts children from 1½ – 13 years, into the toddler group, pre- and primary school. The school provides the IPC (International Primary Curriculum), uses recognised Dutch materials and has formal English lessons twice weekly.

Location: Windy Ridge, off Ngong Road
Tel: +254 733 675432
Email: info@netherlandsschool.com
Website: <https://www.netherlandsschool.com/en/>

West Nairobi School

West Nairobi School is an international school based on a North American curriculum that partners with parents to provide an education of excellence from a Biblical worldview. The school has 300+ students from over 30 different countries and a teaching staff comes from Canada, Kenya, and the United States of America.

Location: 18 Miotoni Lane
Tel: +254 709 331000
Email: info@westnairobischool.org
Website: <https://westnairobischool.org/>

Woodland Star School (WSS)

Situated about 30 minutes from the Runda/Rosslyn/Gigiri area, this school offers a child-centred education. WSS does not follow a set curriculum but the teachers draw from a variety of sources and curricula, to create a tailored curriculum as guided by a termly theme, targeted learning outcomes and the interests of the students. Alumni tend to transition very successfully to various international high schools within Kenya and globally.

Location: Brackenhurst Conference Centre, Limuru-Banana Road

Tel: +254 715 741041

Email: hello@woodlandstarkenya.com

Website: <https://www.woodlandstarkenya.com/>



Photo credit: Julius Mwelu/UN-Habitat



UN Support and Services



Photo credit: UNEP Communications Division

United Nations Office at Nairobi (UNON)

The United Nations Office at Nairobi (UNON) is the UN Headquarters in Africa and the representative office of the Secretary-General. It supports programme implementation of the UN Environment Programme (UNEP) and the UN Human Settlements Programme (UNHABITAT) globally, as well as other UN offices in Kenya, by providing administrative, conference and information technology services. (www.unon.org).

In addition to the services introduced in this guide, please take note of the following:

- ▶ UNON HRMS Staff Pay and Benefits Section

contact us under spnb@un.org or visit us on the X Block basement

- ▶ UNON Budget and Financial Management Service

Contact us under unon-bfms.servicedesk@un.org or visit us on the X Block first floor

- ▶ UNON Information and Communication Technology Service

Contact us under unonictsservicedesk@un.org or visit us on the W Block ground floor

Contact your HR partner to find out more about Orientation services available before and upon arrival.

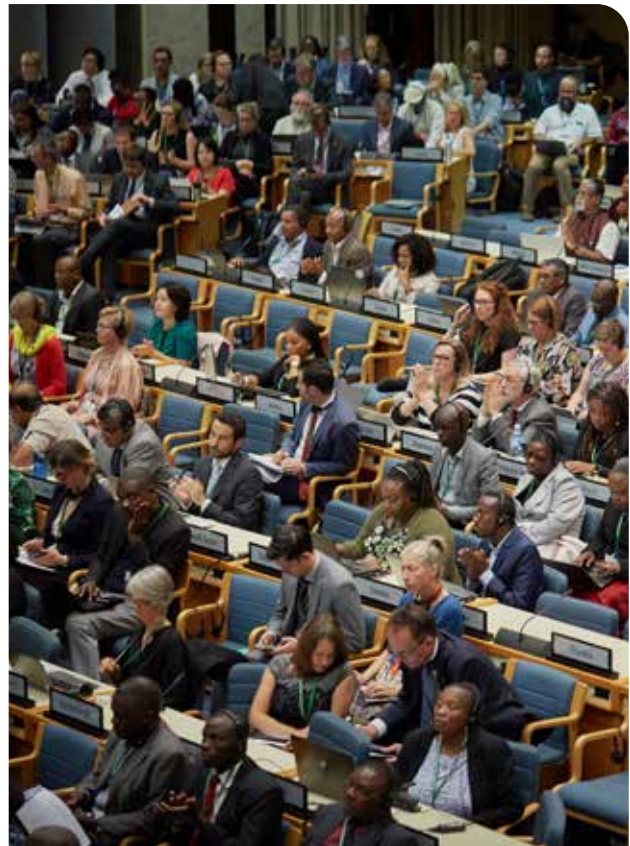


Photo credit: UNON



Photo credit: Branislav Cika/ UNON



UN Environment Programme (UNEP)

UNEP's mission is to provide leadership and encourage partnership in caring for the environment by inspiring, informing, and enabling nations and peoples to improve their quality of life without compromising that of future generations. UNEP works closely with its 193 Member States and representatives from civil society, businesses, and other major groups and stakeholders to address environmental challenges through the UN Environment Assembly, the world's highest-level decision-making body on the environment.

The organization hosts the secretariats of many critical multilateral environmental agreements and research bodies. (<https://www.unep.org/about-un-environment>)



Photo credit: UNEP



Photo credit: UNEP Communications Division

United Nations Human Settlements Programme (UN-Habitat)

The UN-Habitat's vision is to achieve "a better quality of life for all in an urbanizing world".

UN-Habitat works in over 90 countries to promote transformative change in cities and human settlements through knowledge, policy advice, technical assistance and collaborative action.

UN-Habitat collaborates with governments, intergovernmental, UN agencies, civil society organizations, foundations, academic institutions and the private sector to achieve enduring results in addressing the challenges of urbanization. (<https://unhabitat.org/about-us>)



Photo credit: UN-Habitat



Photo credit: Julius Mwelu/UN-Habitat



United Nations Recreation Centre (UNRC)

The UN Recreation Centre (UNRC) is open for membership to UN staff members and the diplomatic community. The UNRC has over the years recognized the need to keep pace with the growing sophistication and demands of members, so it offers sports facility that meets their fitness and health goals. The facility has a state-of-the-art gym, with separate cardio as well as weights section and is equipped with Technogym machines. All the equipment is of the highest quality, well designed ergonomically and biomechanically precise.

Services Offered

Some of the exciting services offered include a monthly fitness schedule offering over 27 different class types weekly. The facility has tennis, squash, basketball, volleyball courts, a football pitch, heated swimming pool and a 1.5km running track. The UNRC also offers massage therapy that includes Swedish, aromatherapy, shiatsu and reflexology. There are separate ladies and gents changing rooms, offering showers, lockers, steam and sauna units. Our well qualified instructors and personal trainers are at hand to assist members through the induction and fitness assessment procedures, to achieve their goals and stay fit.

There is also a restaurant offering light food options, beverages, juices, healthy smoothies, shakes and a kid's menu. A very popular bar is located at the lower ground terrace. In keeping a focus to remain family friendly, UNRC has a children's playground, kid's pool and offers regular kid's activities such as holiday and football camps.

UNRC's health club is a convenient choice as it is located next to the Gigiri complex. It's not just a typical health club, but a well-rounded centre, offering everything you need from activity to complete relaxation.

Operating Hours:

Monday – Friday 6am – 9am
 Saturday 7am – 8pm
 Sunday 9am – 7pm
 UN Holidays 10am – 6pm

For Enquiries Contact:

Tel: +254 02 7621506
Email: unon-unrc@un.org
Facebook: www.facebook.com/unonrc
Website: <https://unitednations.sharepoint.com/sites/UNON-DAS/SitePages/UNON-CSS-COU-RecreationCentre.aspx>

Please refer to the website for up-to-date information, class and exercise schedules, membership fees and other services

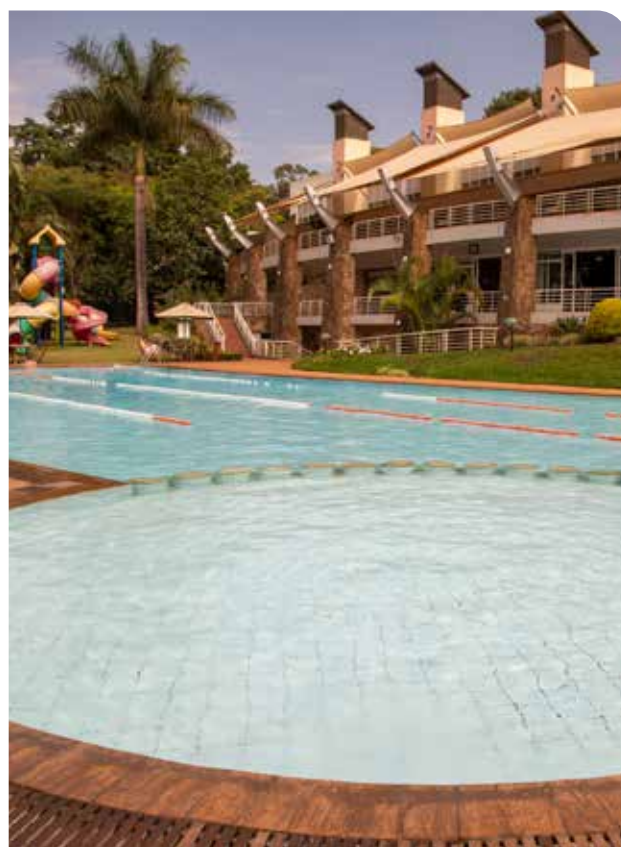


Photo credit: Branislav Cika/ UNON

UN Petrol Station

The UNON Compound has a Duty-Free Petrol Station located next to the UN Recreation Centre. The petrol station provides unleaded and diesel. Fuel is purchased with a pre-paid electronic card (E-Card), which can be obtainable through the Commercial Operations Unit after initial clearance from the HCSU. Upon completion of your appointment, you must return your E-Card to the Commercial Operations Unit.

Who is entitled to Duty-Free Fuel?

You are entitled to Duty-Free fuel if you meet the following qualifications:

- ▶ You are entitled to Duty-free privileges,
- ▶ You own a Duty-free vehicle with red number plates, and
- ▶ You are registered with the Commercial Operations Unit.

The fuel station is open from 7am – 7pm (Mon – Fri) and 9am – 5pm (Sat)

How Long Does It Take?

Obtaining clearance from the HCSU for a United Nations Petrol Station E-card can be done the same day that you submit the required documentation. Once clearance is obtained from the HCSU, you can proceed to the COU for further processing. All you have to do is to submit to the HCSU the United Nations Petrol Station Fuel Card Application Form.

UN Commissary

The UN Commissary is a purpose-built facility, offering duty free goods to the diplomatic community. The shop offers an array of wines, liquor, perfumes, chocolates and other fine food.

All users required to be activated for access at the Commercial Operations Unit office on the main compound.

Standard hours are from 9am – 6pm (Mon – Fri) and 9am – 5pm (Weekends)

For any Commercial Operations queries and to access the Commissary, clients are requested to write to: unon-commercialoperations@un.org



Entry Procedures



Photo credit: Taryn Elliott/Pexels

Information for Visitors and New UN staff Members assigned to the Kenya Duty Station

Before Arrival

All visitors to Kenya will need an e-Visa, which is an electronic visa and can be obtained online. Effective 1 January 2021 Kenya no longer issues visas on arrival. Staff members/Consultants with valid UNLPs on official business do not require a visa to enter the country. Staff members/Consultants (as well as their dependents) who do not hold valid UNLPs, will be required to visit <https://www.ecitizen.go.ke/>. To apply, the steps to follow are:

- ▶ Create an account as 'Visitor'.
- ▶ Once verified go to Directorate of Immigration.
- ▶ Fill in the e-Visa Application.
- ▶ Choose Single Entry visa type.
- ▶ Upload documents: Attach contract in place of the return ticket.
- ▶ Once approved print out the e-Visa approval.
- ▶ This will need to be done for all family members, however, children sixteen (16) years of age and below are exempted from visa payment and application except if they are from referred countries.
- ▶ There is a US\$50 issuance fee.

It is highly recommended that visa applications be submitted at least three weeks before expected date of travel. Upon arrival, you are advised to request the immigration officer to issue a visa valid for three months to allow enough time to process the accreditation. Please ensure that you carry a copy of your contract or letter of offer. Information on visa eligibility based on nationality can be found at <http://evisa.go.ke/eligibility.html>.

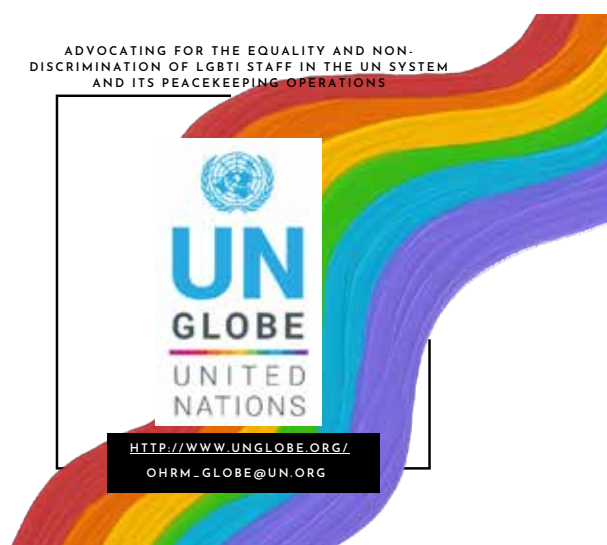
Staff members whose nationality requires a referral visa (see countries listed) can apply for the referred visa online <https://www.ecitizen.go.ke/>. Kindly get in touch with HCSU (Host Country Services Unit) first

for issuance of the note verbal to be attached to the application in lieu of an invitation letter. (Afghanistan, Armenia, Democratic People's Republic of Korea (Formerly North Korea), Iraq, Libya, Kosovo, Lebanon, Palestine, Syria, Somalia, Yemen Tajikistan).

HCSU Contact

UNON – Host Country Helpdesk: unon-hostcountry-helpdesk@un.org

UN Globe Contact



Upon Arrival:

When you arrive to settle at the duty station HCSU will initiate the following processes on your behalf:

Staff and Dependant registration

All staff and accompanying dependants require to be registered on the Ministry's IPMIS portal by submitting the following documents:

- a. Passport copy (Biodata and entry stamp) pages
- b. Contract/PAF
- c. Photographs
- d. Marriage and birth certificates (translated into English)
- e. Personal details: Telephone number, email, and residential address
- f. Name of either parent for single applicants



Diplomatic Identity card

Issued to the staff members with an initial contract of at least 364 days, their spouse, and accompanying children between the ages of 18-21 years.

Work Permit – UN Spouses

UN personnel are exempt from immigration restrictions but must receive an endorsement on their passports which will serve as a residence permit. The UN Host Country Service Unit (HCSU) will assist with this process.

While spouses and dependents will also be issued a residence permit via HCSU, it is important to note that work permits are needed for any non-Kenyan wishing to engage in employment in Kenya whether in gainful employment or voluntary service. As of 1st April 2019, spouses and dependents of UN staff serving in Kenya are exempt from payment of work permit fees (Legal Notice No 35).

The Work Permits issued by the Directorate of Immigration Services are classified from A to M inclusive. They are issued under the Kenya Citizenship and Immigration Act 2011 of Laws of Kenya. A Class D permit is issued to a person who is offered specific employment by a specific employer who is qualified to undertake that employment.

Those who wish to be self-employed as investors in trade or business are required to apply for a Class G entry permit. A Class D entry permit currently costs Ksh 200,000 (approximately US \$2220 @Kes90/\$) per year whereas a Class G entry permit currently costs Kes100,000 (approximately US \$1110 @Kes90/\$) per year. A certain amount of capital is required. For most recent fees for different work permits, please refer to: <https://immigration.go.ke/work-permits-passes/>.

The most common registrations as foreign workers are upon employment with a company who handles this process on their behalf or as

investors who set up a company aiming to provide employment for Kenyan citizens. Registrations as independent, freelancing consultants are less common and more complicated to obtain.

As interactions regarding these applications can be lengthy and complex, it is recommended to find an experienced agent to support the process. HCSU does not provide these services.

UN spouses are advised, however, to liaise with HCSU on which permit is the most appropriate for their activity.

Recruiters and Networking Overview

According to spouses/partners in the field, the best strategy for finding employment is through word of mouth and networking. Job seekers need to be pragmatic and established or join the right networks. Local networking opportunities are available through the following associations/clubs:

- ▶ United Nations Kenya Local Expatriate Spouses Association (UNKLESA)
Email: unon-unklesa@un.org, or visit their website at www.unklesa.org
- ▶ Diplomatic Spouses Association (DSA) Kenya
Email: jsbtenb@gmail.com for queries about membership.
- ▶ American Women's Association (AWA)

This is a nonprofit, charitable organization promoting community services, development and volunteering opportunities in Kenya, as well as providing social and cultural activities for our multi-national members. The Association also organizes coffee mornings for members.

There are numerous professional associations in Kenya and these provide good opportunities for meeting people and interacting. Networking is very common and accepted. Connections in the political, professional, social space are very

important to Kenyans as is the process of meeting people. It is important to note that networking for employment purposes should be subtle. Begin by establishing a relationship with somebody before bringing up the subject of employment.

Exemption from Kenya Work Permit/Residence Permit for UN Personnel

A Work Permit is an authorization issued to foreign national(s) to engage in employment in Kenya. It also allows foreigners to travel in and out of the country without having to obtain entry visas and is required as proof of residence in national parks and reserves. HCSU will apply for work and residence permits on behalf of UN personnel only and their families.

1. Your application, once submitted, will take between 30 and 45 calendar days, after which you will be issued with a residence number.
2. You will then be informed when to submit your original passports to HCSU for endorsement of the work permit (which will take two weeks after the passport is submitted to the host government).
3. Consultants will be required to personally process residence permits for any accompanying dependent children after their work permit is endorsed on the passport – advice on how to do this will be provided by HCSU. Please ensure that you have copies of birth certificates for children, translated into English and certified by your government or embassy in Kenya.

PIN Certificate

A PIN (personal identification number) is issued to the principal and any dependents over 18 years of age. The PIN number facilitates access to the following:

- ▶ Bank account opening
- ▶ Clearance of shipments from the port
- ▶ Vehicle registration
- ▶ Opening of electricity/water/telephone accounts

HCSU will apply for PIN certificates on behalf of UN personnel.

Kenyan Driver's License

Your valid current national or international driver's license will be converted to a Kenyan driver's license without undertaking classes and is issued to adults over 18 years of age.

Requirements:

- ▶ Diplomatic id card
- ▶ Valid National/International driving license.
- ▶ Certified translations into English required if the documents are in another language other than English.
- ▶ Copies of passport with entry stamp.

Dependants must be over the age of 18 to be eligible for a Kenya driving license. HCSU will apply for Kenyan driver's license on behalf of UN personnel only and their families.

It is an offense to drive without a valid driving license. All motorists are required to carry a valid driving license at all times while driving a vehicle.

Immunizations

For current requirements on travel medicine and immunizations, please consult with UN Medical Services.

Duty Free Privileges

Internationally recruited staff members (Professional or International General Service) with a contract duration of at least one year are eligible to import vehicles, goods, personal effects, or household items and locally purchase vehicles free of duty and other taxes.



Importation of duty-free goods (PRO1B)

This is done prior to the arrival of the consignment to avoid incurring demurrages.

Requirements include:

- ▶ Copies of the shipping documents (Bill of lading/airway bill/roadway bill, itemized packing list, invoice)
- ▶ Local clearing agent to assist in clearing goods through customs authorities.
- ▶ PIN certificate

NB: Staff members should not ship any personal items to the duty station until they have been registered with the host government.

Purchase of duty-free vehicle

Eligible staff members are entitled to one duty free vehicle, and 2 if accompanied by dependents, every three years. There are three available options for purchase:

Option 1

Importation: Staff members can import new or used vehicles from abroad. Required documentation includes proforma invoice, bill of lading, airway bill, invoice, certificate of road worthiness/origin. There are certain limitations on importation of cars:

- ▶ Age limit is 7 years i.e. imported vehicles must be less than 7 years old from the date of manufacture.
- ▶ Vehicle should be a right-hand drive.

Option 2

Purchase of a new vehicle from local dealers like: Toyota Kenya Ltd, DT Dobie, CMC Motors Group Ltd, Simba Colt Motors Ltd. The requirements the same as option 1.

Option 3

Purchase a duty-free, used vehicle from the local market (fellow staff members from UN agencies, embassies or international organizations). It is advisable to have the vehicle valued for its sale value and assessed for a full mechanical report. Contact HCSU for guidance on the process.

NB: It is strictly forbidden to order, or purchase, any duty-free items on behalf of unprivileged staff, or other members of the public. It is important to note that any item purchased duty-free can be neither given as a gift nor sold.

Registration of a duty-free motor vehicle

1. Apply for Authority to Register a duty-free vehicle (Form A):

Required documents include the utilized PRO1B (by customs) and valid car insurance for direct import or direct purchase from local dealer. At this stage red number plates, access to the duty-free fuel and UN compound (Decal) are issued.

2. Issuance of logbook:

Staff members/dependents should be registered on the NTSA-TIMS platform with the help of HCSU. Requirements for registration include: KRA PIN Certificate, personal phone number and diplomatic ID card.

Kindly note that a staff member is only allowed to purchase one duty-free vehicle every 3 years. This means that you can only dispose the vehicle under the following circumstances:

1. If 3 years have elapsed since you purchased the vehicle and want to change it.
2. You are leaving the organization or country – end of duty
3. Vehicle has been involved in accident and it is declared a write off.

VAT Exemptions

Staff members with a contract of at least one year can obtain VAT refund at 16% for goods and services purchased locally in Kenya by submitting copies of invoices/proforma invoices and Tax Compliance Certificates for the vendors.

The VAT claim process requires approval by both the Ministry of Foreign Affairs (MFA) and the Kenya Revenue Authority (KRA), each of which takes 30 business days, for a total of 60 business days on average, for the entire process. Where documents are incomplete or queried by either MFA or KRA, the process could take considerably longer.

Please remember to present the approved VAT exemption form to your supplier in good time to allow them to lodge their claim to KRA within the six-month window.

Annual/Blanket VAT is applied on all utility services such as: Residential security, Electricity, Landline/Mobile Telephone, Internet Services, Multichoice/DSTV services upon submission of Bills, contracts and proforma invoices.

Departure Protocols

Contact HCSU 2-3 months prior to contract completion of your assignment for guidance on departure formalities. You will need to complete the following exit procedures for clearance:

1. Return of Diplomatic id card(s). If lost, a police abstract needs to be obtained.
2. Return of red number plate(s)
3. Duly approved Pro1C/Form C for the disposal/transfer of vehicles, respectively. Contact HCSU for further guidance.
4. Forwarding address of the staff member, required for notifying the GoK of your departure
5. TIMS deregistration (done by HCSU).
6. PIN de-activation (done by HCSU).
7. De-registration in the Ministry of Foreign Affairs IPMIS application (done by HCSU).

Please email UNON-Host Country-Helpdesk. <unon-hostcountry-helpdesk@un.org> for assistance.

Driving

Driving in Kenya

Driving in Kenya is not for the faint-hearted. Although driving in Kenya at one's own pace and taking in the scenery is a nice idea, the fact is that road infrastructure is poor. Roads are potholed and poorly maintained. However, major revamping of the road network is currently underway and newer roads are in better shape. New arrivals will also find that many road users drive aggressively and recklessly, so expats are advised to exercise caution when driving and crossing roads in Kenya.

Those who do decide to drive in Kenya will find that most global car rental companies have branches in Nairobi and Mombasa. There are smaller companies that offer more competitive rates but unlike the more established companies such as Avis or Sixt, are unlikely to offer a full back-up network in the event of a breakdown. Many car rental companies in Kenya offer the option to hire a car with a driver. Expats who are settled in Kenya tend to buy a car and hire a driver. Expats looking to travel by road outside of Nairobi should consider buying or hiring a 4WD car as these are better equipped to deal with off-road driving and murram roads. Furthermore, road signage in Kenya is very poor, so expats should ensure they have a good map or GPS system before embarking on a road trip.

Driving in Kenya is on the left-hand side of the road and only right-hand drive vehicles can be imported. Newcomers to Kenya can use their foreign driver's license or international driver's licenses for up to three months. However, staff members are encouraged to apply for a local driver's license to comply with the local driving requirements. The driver's license is issued for a Kes 700 (US\$10) fee when not requested via HCSU.



Availability of spare parts

Availability of spare car parts depends on the type of the car. The easiest parts to source locally are for Toyota vehicles. However, mechanics and dealerships are able to import spare parts for their customers.

Car Insurance and Registration

Under the provisions of the Motor Vehicles Third Party Risks Act, Cap 405, of the laws of Kenya, every motor vehicle being used on the road should be adequately insured for third party risks at all times. It is your responsibility to organize insurance for the vehicles you operate. It is illegal to drive without automotive insurance. The automotive insurance certification must be displayed on the windscreen of the vehicle. Failure to do so will inevitably create problems with law enforcement authorities.

Some staff members have found it cheaper to insure their personal vehicles through overseas insurance companies. Regardless of whether your vehicle is insured by an overseas company, to facilitate vehicle registration it is mandatory that a Kenyan third-party insurance provider be used while operating vehicles in Kenya. There are several insurance companies to choose from in Kenya. A list of local insurance providers can be found in the Kenyan Yellow Pages or online.

It is recommended that all vehicles have a comprehensive insurance cover against theft or total write-off if the vehicle is ever involved in an accident or stolen. You are advised to ensure that your duty-free vehicle is insured for all risks at the vehicle's market value which is inclusive of duty and Value Added Tax (V.A.T.). The Ministry of Foreign Affairs has stated that staff members will not be exempt from customs duty nor VAT in the event of theft or accident. Please discuss this fully with your insurance broker or company.

When significant vehicle details have been changed (e.g. engine number, vehicle colour, etc.) the vehicle must be taken for inspection with the Road Inspection Department of the Ministry of Transport before transfer of ownership can be processed. It is also advisable to engage a mechanic of good repute to check the mechanical soundness of the vehicle before completing the purchase. The Automobile Association of Kenya (AA Kenya) provides this service at a fee.

Note: The original documents of the car are sent to buyer upon completion of payment; if being shipped from overseas the car takes about 7-12 weeks to arrive at the port of Mombasa Port or through any port of entry gazetted by the KRA. The duty-free window for staff with diplomatic status is open throughout their posting after reporting to the duty station. Upon clearance of the vehicle through customs (assisted by the clearing agent), the vehicle will be registered and allocated diplomatic number plates.



Photo credit: Branislav Cika/ UNON

Health

Overview

While both public and private healthcare services are available in Nairobi, the overwhelming majority of expats tend to go with the private option. There are plenty of private hospitals, medical centers and individual practices in and around Nairobi.

UN Joint Medical Service

This is the occupational health and safety unit within the UN complex. It is responsible for medical clearances for new appointments, travel clearances including vaccination and issues of occupational health. It also offers a drop-in service for advice and treatment. Since the appointment of a full-time doctor clinical staff at Gigiri, the UN Joint Medical Service today offers the comforting presence of on-site medical advice and treatment, alongside its more traditional roles of medical supervision administration, vaccinations and travel health advice as well as emergency preparedness and response. insurance administration.



The clinic has also become a frontline partner in UNON's battle for greater awareness and tolerance of HIV-positive staff, to whom it offers counselling and medical advice as well as access to free anti-retroviral treatment, UNON also includes on its staff a designated Staff Stress Management Counsellor, who assists staff with all types of psychological needs, from work-related stress to trauma. Visit the UN Joint Medical Service.

The 24/7 medical situation room center (JMS Sitcen) can be reached on: +254-724 255378 or on email at unon-jms-medicevacuation@un.org. There is always a nurse on duty to answer your call and give advice.

In case of emergency on UN Gigiri complex

Call extension 5999 or UN security control room extension 6666

After hours, call: +254-724- 255378 for medical duty officer.

Or UN Security control room:

Tel: +254- 20 -7626666 +254- 20 -7626666

Mobile: +254 -720-629999 +254 -720-629999

Mobile: +254-733-629999 +254-733-629999

For emergencies in the home or on the road

Call your security firm (e.g. Group Four-G4S or KK) if you subscribe to them. They have the shortest response time.

Alternatively call UNON JMS Sitcen for assistance in contacting an ambulance service.

Tel: +254-20-2210000+254-20-2210000
+254-20 2241000+254-20 2241000

Mobile: +254721 2252850 +254 721 225285



Medical Evacuations

UN Staff from neighbouring countries may from time to time be evacuated into Nairobi. Always call first as emails may not get through immediately.

Tel: +254 20 762 1670, +254 20762 1670,
+254-20 762 1534, +254 20 762 1534

Mobile: +254 724 255 378, +254 724 255378

For more information visit:

<http://www.medical.unon.org/medical-emergencies>

Covid-19 Health Information for Kenya

We advise you obtain updated key Covid-19 information for travel to Kenya from your travel agent or airline, and from the Kenyan airport and local authorities:

<https://www.kaa.go.ke/airports/passenger-guide/>
<https://africacdc.org/>

<https://www.health.go.ke/>

General health-related as well as Covid-19 advisory is available at <https://medical.unon.org>. To seek advice, please consult with the UN Joint Medical Services (unon-jms-medical@un.org) on applicable health regulations when visiting or working at the UN Campus.

Hospitals

There are several hospitals in Nairobi that staff members can go to for treatment. Staff members should first find out whether their insurance cover is accepted at the hospital they choose. It is important to note that most UN staff generally prefer to go to either the Nairobi Hospital or the Aga Khan university Hospital. For paediatric care the preference is Gertrude's Children's Hospital on Muthaiga Road.

Aga Khan University Hospital

3rd Parklands Avenue /Limuru Road

Tel: +254 20 3740000, +254 20 3662000,
+254 20 3661000

Gertrude's Children Hospital

34 Muthaiga Road

Tel: +254 20 7206000

Or

Gertrude's Children Hospital,
Lavington Clinic Othaya Road

Tel: +254 721 394306

Nairobi Hospital

Argwings Kodhek Road

Tel: +254 20 2714400, +254 20 2845000,
+254 20 2846000, +25 703 082000

Nairobi Hospital Warwick

Warwick Centre, United Nations Avenue, Gigiri

Tel: +254 703-072000

Village Medical Centre, MP Shah Hospital

Village Market, Limuru Road, Gigiri

Tel: +254 728-900800

For specialized care, a list of various specialties within Nairobi can be found on the JMS website <https://medical.unon.org/directory-of-specialists>

Hospitals and Urgent Care Clinics

UNON has formally designated Nairobi as a UN evacuation center for surrounding countries. In addition, there are a number of excellent medical facilities private hospitals and clinics. Some medical facilities also have state-of-the-art MRI and Ultra-Sound equipment including 4D Ultra-Sound technologies.

There is no local medical terminology that one needs to be aware of in Nairobi. This is because the official language of Kenya is English. However, in some parts

of the country the use of English may be limited, so utilize the most common phrases to try and get by.

Note that a number of major hospitals credit card payments but it is recommended to have cash on hand pay for services provided. In most cases payment is required before you receive treatment or undergo examination.

Pharmacies

There are many registered and reputable pharmacies across the city and in shopping malls.

Insurance

The United Nations Secretariat Health Insurance program for active staff members was designed in 1947 to enable eligible staff members to meet the increasingly heavy costs of medical attention and hospitalizations for themselves and their eligible family members.

The UN subsidizes medical insurance coverage under the CIGNA, Hospital and Dental Insurance Plan (located in Belgium) for staff members and eligible dependents at offices away from the New York Headquarters. Staff members with dependents residing in the USA would have to choose a Headquarters insurance carrier, as CIGNA does not cover persons actually residing in the USA. Staff members must have an appointment of three

months or more to be eligible for coverage. The scheme provides for worldwide coverage against risk of medical expenses resulting from sickness, accident, and maternity. Participants are reimbursed 100% for hospitalization, 50% for mental health care, and 80% for professional services, dental care, hearing aids and optical lenses up to established limits and within regulations of the Plan.

Staff members have 31 days from the date of appointment within which to enrol themselves and eligible family members in the Plan, thereafter the only opportunity will be during the annual enrolment campaign in early June each year.

Additional Resources

Centers for Disease Control and Prevention (CDC): Refer to the CDC website (www.cdc.gov) for updated information before traveling.

WHO's International Travel and Health: The World Health Organization (WHO) produces an annual publication entitled "International Travel and Health." This provides information on the main health risks for travellers. The WHO website has a profile for each country.

Shoreland Inc.'s Travel Health Online: To access information on this website you will need to register online <https://www.tripprep.com/scripts/main/default.asp>. Registration is free.

FAQ

How is emergency medical cover and travel insurance arranged?

It is advised to make sure that you have sufficient medical and travel coverage before departing on your trip to Kenya. This insurance should include emergency evacuation expenses, cancellation of the trip, medical expenses and damage/theft/loss of personal baggage, money or goods.

Do you have any advice pertaining to health in Kenya?

As a general practice, fruits and vegetables should be washed thoroughly before consuming them, preferably peeled. Be cautious about eating street food as the sanitary conditions are not regulated.





Also when traveling in Kenya, keep in mind that unprotected sex brings the risk of sexually transmitted infections (STI's) including HIV.

What vaccinations or medications should I get before my trip to Kenya?

It is advisable that you seek the advice of a medical professional with regards to vaccinations prior to travelling. In Kenya, protect yourself against mosquitoes, as they transmit diseases such as yellow fever and malaria. Due to the elevation, the risk of contracting malaria in Nairobi is low, but the risk levels differ in different parts of the county. Please seek medical advice on anti-malaria medication before travelling to Kenya. Some preventative measures against mosquitos are wearing long sleeves and long trousers and applying an effective insect repellent, preferably one containing DEET.

Weekly briefing sessions on health, security and host country liaison will provide you with an opportunity to learn more. More information about these briefings will be provided upon arrival at the duty station.

Is the water safe to drink?

It is recommended that you drink bottled water during your stay in Kenya and whilst visiting restaurants, hotels, camps and lodges. All drinking water in Kenya should be treated before, whether by boiling or through purifying tablets. Cholera is a potential danger. Typhoid fever is also a risk.

In the home, it is advisable to install a dispenser for drinking water as the piped water quality varies in different areas of Nairobi. Water dispensers can be bought at any major supermarket. Council water is adequately treated, however, intermittent supply means that homeowners and tenants must supplement their needs by purchasing from private water delivery companies. The latter is not fully regulated so do your research before ordering bowser water.

Hiring Staff

Hiring

In Kenya, it is a common practice to employ staff in and around your residence. The most common and preferred method of hiring domestic staff in Nairobi is through friends, colleagues or outgoing expatriate families. Another way is to interview applicants who post their availability on the notice board at UN Gigiri complex or digital notice boards and expat social media groups. Whether the household staff lives in or out depends on two factors: the employer's preference and whether domestic staff quarters are available in the home.

Household staff are generally paid on a monthly basis and salaries vary according to the type of work expected. On an ascending scale, cooks tend to earn more than nannies (ayahs) and nannies tend to earn more than maids. Gardeners earn the least. Drivers tend to expect a higher salary in comparison to other household staff.

When the employment stops, household staff expect severance package equivalent to one month's salary per year of employment. According to Kenyan law, severance should be no less than a half a month's salary per year of employment. It is advisable to prepare and have the house staff sign a document when they receive the money at the end of employment.

Hiring household staff should be a careful and deliberate process. It is a good idea to keep searching and interviewing candidates until you are satisfied with your choice. Interview as many as five candidates or more for each category. It is advisable to have a trial period of a month before undertaking a member of staff full time. Make it clear that they are on a trial period and how long it will last.

Staff members that employ local domestic help are expected to strictly follow the terms of:

- ▶ The Employment Act (Cap.) of the Laws of Kenya
- ▶ The Regulation of Wages and Terms of Employment Act (Cap.) of the Laws of Kenya
- ▶ The Workman's Compensation Act

This is to avoid any disputes and disagreements and protect UN staff in cases where domestic staff are dismissed, or when the UN staff member permanently leaves Kenya. UN staff with are asked to ensure that they take up a workmen's compensation policy for their domestic staff. This may be an extension to the Domestic Package Policy can be discussed with an insurance Broker.

Note: keep on file a copy of the ID of every person you employ, their mobile phone number, address or contact of a family/friend in case of sickness or failure to report work.

For more Information:

- ▶ <http://www.africapay.org/kenya/home/labour-laws/employment-security>
- ▶ <https://mywage.org/kenya/labour-laws/domestic-work-in-kenya>
- ▶ <http://www.nssf.or.ke/employers>
- ▶ <http://www.nhif.or.ke/healthinsurance/>

Agencies

A number of agencies provide nannies or household staff exist. However, it s still advisable for you to be careful and deliberate in your search, and follow the recommendations outlined above.

Childcare Companies

Childcare centers are a new sector in Kenya and at present they mainly provide services to companies for their employees only. A number of schools provide childcare services for pre-school age children.

FAQ About Salaries and Benefits

For Minimum Consolidated Wages, effective May 1, 2018, please review this document issued by the Cabinet Secretary for Labour and Social Protection: http://kenyalaw.org/kl/fileadmin/pdfdownloads/LegalNotices/2019/LN2_2019.pdf

Source: <https://kenyaemploymentlaw.com/2019/02/06/2018-minimum-wage-order/>

What other benefits can Domestic Workers receive under law?

Under Kenyan law, domestic workers are entitled to two days of rest every week and an annual leave of 21 days with full salary, sick leave, and maternity leave benefits; health care coverage; and a safe workplace. But in practice these legal protections are often not enforced.





Can employers be penalized for non-compliance?

Section 87 of the Employment Act, 2007 defines a penalty for those who do not comply with the law as being liable to six months imprisonment or a fine of 50,000 shillings. Also, employers who fail to remit National Hospital Insurance Fund (NHIF) deductions for their domestic workers, risk incurring a monthly penalty amounting to five times the contribution.

What does the national law say about domestic workers?

Kenya passed the Domestic Workers' Law in June 2011 following the decision of the Ministry of Labour to adopt the International Labour Organisation convention on domestic workers, who include cleaners, cooks, gardeners, nannies and housekeepers. The ILO Convention 189 declares that domestic workers are entitled to the same basic labour rights as other workers. In this spirit Kenya passed the law supposedly to improve wages and working conditions for Kenya's domestic workforce, thereby affording domestic workers greater job security and wages to support their families.

What is the Minimum Wage for domestic workers?

Minimum wage for domestic workers is included in the Regulation of Wages (General) Order, [effective May 2018](#), in which a domestic worker in the city should earn a minimum monthly salary of KES13,572, KES 12,572.70 in municipalities and KES 7,240.95 in other areas.

Where can the domestic worker complain in case of a problem?

As with any other worker, the law provides for an aggrieved domestic worker to complain to the labour officer, or lodge a complaint in the Industrial Court (section 86 (1) (c) of Employment Act.

Is there a union for domestic workers?

Yes, there is the Kenyan Union of Domestic, Hotel, Educational Institutions, Hospitals, and Allied Workers ([KUDHEIHA](#)).

What does the law say about work at short notice?

Kenya does not clearly provide for short term assignment.

What does the law say about lunch time/ tea time/ breaks?

Kenya does not clearly provide for rest intervals/breaks during working hours, however, it specifies the daily work limit to 8 hours a day.



What does the law say about working on weekends and special days?

Section 27 of the Employment Act deals with working days, whether they are weekends or special days. Section 27(2) provides that, "notwithstanding subsection (1), an employee shall be entitled to at least one rest day in every period of seven days." Therefore, the issue is not whether some days should be considered as weekends or special, as the Act clearly says that employees are entitled to at least one day of rest. This means that if an employee normally gets Sundays off then Saturday should, following the above provision, be a full working day.

What is a rest day?

A normal weekly rest day is a day an employee is entitled to rest from work after working for six consecutive days.

When are the official public holidays?

Public/ National holidays (second schedule, par. 9, subsidiary to the Regulations of Wages and Conditions of Employment Act)

New Year's Day - 1 January

*Good Friday

*Easter Monday

Labour Day - 1 May

Madaraka Day - 1 June

Utamaduni/Culture Day - 10 October

Mashujaa Day - 20 October

Independence/Jahmuri Day - 12 December

Christmas Day - 25 December

Boxing Day - 26 December

** Idd-UI-Fitr

*These holidays depend on the Christian calendar.

** This holiday depends on the sighting of the Moon

The UN holiday calendar will differ from the local holiday calendar and includes a variety of international, local and religious holidays.





Is an employee entitled to remuneration during public holidays?

Yes. Every employee is entitled to full pay of his or her remuneration for public/national holidays. Furthermore, where employees work on public holidays as well as a normal rest day, they are entitled to payment at double their wage rate in addition to their normal wage.

However, some regulations such as the Hotels and Catering Industry Order of Cap 229 provide for an employee who has worked on a public holiday to be given “time off with full pay within 14 days in lieu of the overtime payment.” If, however, an employee in this industry is required to work on a public holiday that falls on his/her rest day, the employee “shall be paid for the hours worked at twice his basic hourly rate and be given another day off in lieu of his rest day.”

In the agricultural industry, except for a stockman, herdsman or security guard, an employee required to work on a holiday will be paid overtime for the hours worked at twice the ordinary basic hourly rate.

What if the public holiday falls on a weekend?

The Public Holidays Act, Section 4, makes it clear that when a holiday falls on a Sunday, it is deferred to the immediate succeeding day that is not a public holiday. This simply means that the holiday is given on Monday, and should Monday also be a holiday, then Tuesday becomes the day to which the holiday is pushed.

When is the employer supposed to make the payment?

Generally, payments in respect of public holidays, rest days or overtime, shall be made after the eventful day in the same way as remuneration for the worker is normally paid.

What happens if you decide to withhold a payment from your staff?

If the employer fails to comply in the payments as per the provisions of the Act, then section 86 of the Employment Act provides for an employee who has a complaint against his/her employer on such matters to complain to the labour officer or lodge a complaint in the Industrial Court. At the same time section 87 of Employment Act and section 61 of Labour Institution Act specifies that a person (employer) who fails to comply with any of the provisions of the Acts for which no penalty is specified shall be liable upon conviction to a fine of not exceeding KES 50, 000 or to imprisonment for a term not exceeding three months or both.

How many hours per day and/or week should the staff work?

This can vary depending on your needs and the terms agreed in the contract.

Housing

Finding a house can be done through an estate agent, newspapers' houses-to-let sections, through acquaintances, or by scanning bulletin boards at shopping malls, and particularly the board at the UN Gigiri complex, digital bulletin boards and expat/UN social media groups.

Most expatriates live within the UN Blue zone because of security reasons and the ease of commuting to and from the UN Gigiri complex.

Preferred residential neighbourhoods within the UN Blue (safe) zone

Gigiri	Lake View
Runda	Thigiri
Westlands	Brookside
Lavington	Loresho
Nyari	Spring Valley
Karen	Upperhill
Muthaiga	Kitisuru
Kyuna	Kileleshwa
Lower Kabete	Kilimani
Rosslyn	Parts of Kiambu Road
Rosslyn Lone Tree	

Index of accommodation categories

No.	NAME	DESCRIPTION
1.	Duplex	Two or three level story buildings usually standing side by side on a single plot with separate entrances. The units are designed for two families and are mostly 4-5 bedrooms. Some have a small garden either at the rear or the front of the house.
	Townhouse (not row houses)	Identical houses in gated compound sharing one landscape, main entrance and a drive way. Each with a private outdoor space. Can be single or multi story.
	Semi-detached	Consists of pairs of houses, built side by side as units sharing a partition wall. Usually they are in such a way that each house layout is a mirror image of its twin. Sometimes referred to as duplex, these houses are typically double stories in Nairobi.
	Maisonette	3 OR 4-bedroom houses usually with two floors in a gated community of similar houses and often having its own entrance. The maisonettes do not have any private outdoor space or garden.
2.	STAND ALONE HOUSES	
	Single family	Usually 3 to 5-bedroom house on its own compound
	Bungalow	One level
	Double storey	Two levels
	Triple storey	Three floors
	Standalone/ Villa	A separate house that either has open grounds on all sides or separated from adjoining houses by a solid/ stone wall, hedge, or fence. Housing units usually have 3 -5 bedrooms on about 0.5 – 4 acres. Can be single or multi story.
3.	Apartment/ condo	1 to 4-bedroom units generally located in a multi-story building occupied by more than one household. Some are duplexes and a few have penthouses on the top floor. No guarantee for outdoor space but some do have a balcony.



Commute

Depending on the time of day, it can take up to an hour to travel from downtown to most of the popular neighborhoods, or the UN Gigiri complex. Traffic can be unpredictable, but the best times to commute are very early in the morning before 7am or late after 7pm. Outside of these times, there is massive traffic congestion, particularly in the city center and its environs. It is a good idea for resident staff to invest in a car for transportation. Taxis and car rentals are also available. Staff members are advised to not use public transport such as matatus (privately owned local mini buses).

Real Estate Agents

There are many real estate companies and websites in Kenya. Some web portals to consider are:

BuyRentKenya

<https://www.buyrentkenya.com/>

Kenya Valuers & Estate Agents

Tel: +254 735 333015,
+254 722 206517

Email: kv@kenyavaluers.com
<https://www.kenyavaluers.com/>

Knight Frank Kenya

Tel: +254 20 423 9000,
+254 722 520773

Email: residential@ke.knightfrank.com
<https://www.knightfrank.co.ke/>

Lloyd Masika

Tel: +254 20 2215900
Email: infor@lloydmasika.co.ke
<https://www.knightfrank.co.ke/>

Pam Golding

Tel: +254 20 2370090
Email: nairobi@pamgolding.co.ke
<https://www.pamgolding.co.ke/>

Property24

<https://www.property24.co.ke/>

Villacare

Tel: +254 722 512803
Email: info@villacarekenya.com
www.villacarekenya.com

Note: that NOT all agents will use their vehicle to show you properties, therefore, be prepared to arrange for transportation at your own expense for an agent to show you around. Please make sure you communicate clearly to the agent what are looking for and that you do not want any house that falls outside your specifications.

Leasing Information

Lease agreements tend not to exceed three years. A 3-6 months' rental payment is normally required upfront. All lease agreements should include a diplomatic-break clause and a minimum of three months' notice should be given to avoid loss of money on termination. Be warned that the home rental market in Nairobi is highly competitive and quick action by the prospective renter is often required. Landlords often shop for "better" contracts even after having agreed with prospective renters.

Brokerage fees are generally negotiated between the agent and the landlord and no cost should be borne by the client. Normally, a refundable security deposit, not exceeding three months' rent, is paid to the landlord. This deposit should be refunded at the end of the lease after the property has been assessed by the landlord or their agent for any damage.

Under the Common Services framework, a group of HR representatives from various entities are developing a template for rental housing leases. For the latest information, please contact your HR Partner.

Short-Term Housing

There is quite a large selection of short-term/ corporate housing available in Nairobi. Most of them are serviced apartments and some offer maid service as well. Taxes vary from property to property but the minimum charges on taxes will be around 16%, which is the general rate of tax.

Property Insurance / Local Insurance Options

If staff members do not have an offshore domestic insurance package for all risks, particularly burglary and fire, it is recommended that one is purchased locally. To locate a reputable insurance company for personal insurance purposes, staff members are advised to contact an insurance broker. Note that the brokerage fee is paid by the insurance company to the broker and that no brokerage fees should be negotiated or paid by the staff member. Some suggested insurance brokers include:

AON Minet Insurance Brokers Limited

Tel: +254 719 044000
Email: info@minet.co.ke
Website: www.minet.com/kenya/contact/

Aristocrats Insurance Brokers Limited

Tel: +254 20 4349617 / 8 / 9
Mobile: +254-721 338556,
+254-736 791152
Email: info@aristocratskenya.com
Website: www.aristocratskenya.com

KAN Insurance Brokers

Tel: +254 02 2711837 / 2731850 /
2723494
Mobile: +254 722 359339

Clarkson Group

Tel: +254 723 606573,
+254 736 606573
Email: info@clarkson-group.com
Website: www.clarkson-group.com/kenya/



Photo credit: Branislav Cika/ UNON



Moving in or out



Photo credit: UNON

Guidance on shipping

A large international port is located in Mombasa and is one of the busiest seaports, shared by both Kenya and Uganda. Shipping costs in Kenya is maintained according to the international standards and the local taxes and duties add up to an affordable amount. All the shipping costs and tariff can be viewed on the websites of the shipping companies on the internet and you can compare quotes to make a booking for a transportation requirement.

If you are having items shipped into Kenya via air or sea, you need to take into consideration the time it takes to obtain approval of the necessary forms when clearing items at their respective ports. Generally, airports give a two (2) day gratis period, and sea ports give a four (4) day gratis period, before demurrage fees begin to accumulate.

The HCSU advises you to be proactive in avoiding the accumulation of demurrage fees. For air shipments, it is important to have the sender send scanned copies of the shipping documents and process a Form Pro-1B before the goods are shipped. For sea shipments, the sender should mail the original shipping documents via an expedited post (e.g. DHL) and send scanned copies to allow for Form Pro-1B to be processed before the goods arrive.

Furniture Rental

As you wait to receive the shipment of your furniture and household items, you may want to consider short-term furniture rental. There are limited options in Nairobi and consequently the rates are pricey, furniture rental gives you the convenience of turn-key housing when you arrive. The company One Residence Properties offers furniture rental for entire houses and apartments including kitchenware, bedding, towels and kitchen appliances.

Choosing a Customs Clearing Agent

It is advisable to do thorough research before choosing a customs clearing agent. Not all customs clearing agents are licensed by the relevant government authorities and some may take advantage of unsuspecting consumers. From time to time, staff members using unlicensed or suspended customs clearing agents have found themselves paying unnecessarily large amounts of money to clear goods at Kenyan ports.

The KRA website has both a list of licenced customs clearing agents and suspended customs clearing agents and the HCSU advises you to choose your customs clearing agent wisely.

UN Issued Equipment

The Property Management Unit (PMU) is responsible for receiving and inspection, property control, insurance, and disposal of property for UNON, UNEP, UN-Habitat, and other agencies in the duty station whose property management function is handled by UNON. The following provides important information for UN issued equipment to staff, what is expected from you and the resourced and tools available to assist you:

Equipment issuance/ hand-over: It is important to ensure that a hand-over form is completed for any UN property issued to or returned by you. This form should be submitted to PMU for update of the equipment records in Umoja.

Property gate pass: All UN property being taken out of the UN premises requires an approved gate pass. This shall be raised on request by your asset focal point and approved by PMU and UN Security and Safety Service. The gate pass will permit you to leave the premises with your official UN equipment (e.g. laptop, projector) and ensure that it is insured for any loss or damage that may occur outside the UN complex.



Office supplies and drinking water: Requests for office supplies, laptops and drinking water are raised by the focal point within your office. Please reach out to them with your requirement.

Diplomatic pouch service: The service is available to UNON, UNEP, UN-Habitat and other UN entities for shipping official packages / documents and conference materials. Every entity has a focal point through whom all service requests are made. The focal points in UN Secretariat entities have the Automail application installed on their computers for accessing this service. Non-Secretariat entities request for the service through memo (the template can be provided on request).

Annual physical verification: We are required to carry out an annual physical verification exercise to ensure the accuracy of the asset register for financial reporting. PMU will contact you for verification of UN property you are accountable for.

Receipt of gifts in one's official capacity: ST/AI/2010/1 indicates that no staff member shall accept any gift / honour / decoration or remuneration from Governments and Non-Governmental Organizations. In case a staff member is unable to decline the gift, they are required to declare it, fill the declaration form and hand-over the gift to PMU. PMU is the manager and registry keeper of honours, decorations, favours, and gifts for UNON, UNEP and UN-Habitat.

Reporting loss / damage to UN property: In case of loss or damage to UN property, you are required to report to the UN Security and Safety Service at the UNDSS Security Control Centre. Please also notify your asset focal point so that we can initiate the insurance process.

Equipment returns: When separating from the organization, PMU will send a notification to you indicating the UN property you are accountable for. You are required to return this equipment to your asset focal point and ensure that a hand-over form is completed and submitted to PMU.

Our Contacts

Property Management Unit:
unon-propertymanagementunit@un.org

Mail and Pouch Unit: please contact us through your office's focal point(s).

UNON Warehouse: unon-stores@un.org

Security

Kenyans are a generally a warm, friendly and hospitable people. Nairobi is a beautiful city with a large expat community, modern amenities where can live a comfortable life and move around freely in a relatively safe manner. However, it is advisable to take necessary precautions and exercise common sense in light of certain security concerns.

Be vigilant when going about your daily life in Kenya especially in Nairobi. Crimes like armed robberies, phone snatching, property snatching, car thefts, theft of valuables from in vehicles, petty theft by domestic servants, kidnapping, internet frauds especially through sales adverts and fake job adverts are common.

In addition, robbers and fraudsters most times impersonate officers of the law. It is highly advised that if approached by any individual(s) identifying themselves as law enforcement officers, ask for identification.

When driving, we advise you close the car windows and lock the doors to avoid thieves snatching objects from the car when in traffic jams, such as cell phones, jewelry, car radios, bags left exposed on seats, etc. Remember to remove every valuable from the sight of people when you park your vehicle and ensure you park where it is supervised only.

When on holiday in Kenya, particularly outside Nairobi, caution should always be exercised as attacks on holiday makers are very common. Additionally, public places in Kenya visited regularly by civilians (foreigners/internationals) continue to

be at risk of being targeted by terrorist groups. Staff are therefore advised to avoid prolonged presence at crowded places such as busy shopping malls.

The level of criminality in Kenya, particularly Nairobi and other big cities, is a matter of concern.

This therefore calls for caution to be always exercised. International and national staff and their dependants coming into the Nairobi duty station should attend security briefings on arrival held weekly. For more information, staff can contact undss-kenya@un.org.

Recommended Security Companies for Residents Staff with UN Blue Zone coverage

Company Name/ Address	Contact Persons	
Bob Morgan Security Limited	Ms. Ekilli Karuri UN Project Liaison Officer Central Area (opposite Main Cafeteria) Mobile: +254 716 695024 Ext: 22849 E-mail: ekaruri@bmsecurity.com	BM Control Room Mobile: +254 722 330330
G4S	Ms. Yvonne Saula UN Client Liaison Officer Tel: +254 728 542040 E-mail: yvonne.saula@ke.g4s.com	Felix Mumo Electronic security services Tel: +254 728 762-327 E-mail: felix.mumo@ke.g4s.com
KK Group of Companies	Ms. Judy Maina UN Project Liaison Officer Central Area (opposite Main Cafeteria) Ext: 23924 Mobile: +254 705 140540 E-mail: judymaina@kksecurity.com kkunon@kksecurity.com	Mr. Zack Mutugi Operations Manager P O Box 14662 Nairobi, 00800 Mobile: +254 709 955000 +254 722 478840 E-mail: zackmutugi@kksecurity.com
Radar Security Limited	Ms. Ruth Kioko UN Liaison Officer Mobile: +254 724 887 276 +254 724 266528 E-mail: ruth.kioko@radarsecurity.co.ke	Mr. Emillianus Etyang Operations Manager Mobile: +254 732 492811 E-mail: emillianus.etyang@radarsecurity.co.ke
Riley Falcon Security Services Limited	Mr. Ronald Opiyo UN Liasons Officer Mobile: +254 723 218841 Ext: 23617 E-mail: ronald@rileyfalconsecurity.co.ke	Mr. Fred Odhiambo Director Tel: +254 705 111215, +254 722 206931 E-mail: fodhiambo@rileyfalconsecurity.co.ke Control Room Direct: +254 712 822584 +254 20 2518906/ 7 +254 722 716581/ 733 617817



Company Name/ Address	Contact Persons	
Securex Agencies(k) Ltd	Ms. Tabitha Wanga UN Client Liaison Officer Mobile: +254 790 73765, +254 721 412807 Ext: 22601 E-mail: unon@securex.co.ke	Mr. John Ogutu Senior Manager Operations Tel: +254 711 069999 Mobile: +254 722 366870 E-mail: john.ogutu@securex.co.ke
Ultimate Security Limited/SGS	Ms. Faith Munyao UN Client Liaison Officer Ext: 26490 Mobile: +254 714 944412 E-mail: unon@ultimate-security.net	Mr. Christopher Everard Head of Operations Tel: 020 2430170 Mobile: +254 722 753664 E-mail: everard@ultimate-security.net

Services

Banking

It is advisable to open a local account to facilitate payment for local services. All major banks in Kenya allow accounts in US Dollars. Banks charge between US\$12-18 monthly fees. There is also a fee to close down the account. There are many banks to choose from, including the below:

- ▶ Kenya Commercial Bank (present at the UN Compound)
- ▶ Standard Chartered Bank (present at the UN Compound)
- ▶ Barclays Bank of Kenya
- ▶ CFC Stanbic Bank
- ▶ NCBA Bank
- ▶ Cooperative Bank
- ▶ The UNFCU bank is also on the complex, as well as a credit-lending facility for UN personnel only (UN SACCO)

To open an account, banks will generally require:

- ▶ Two passport photographs
- ▶ Identification document, e.g. passport
- ▶ Proof of residence, work permit or diplomatic identity card
- ▶ KRA PIN number

A bank account takes about 7 days to become operational

Most banks have a reasonable network of branches and ATMs across the city. ATMs will generally accept international cards, particularly VISA cards. Cheques take 3-4 business days to clear. However, if you are paying out, your account is debited immediately and this normally shows by the next day. All local and international banks in Kenya allow USD accounts.

Credit Card Use

The use of credit cards to pay for purchases and services in major facilities is fairly common. However, where possible, it is recommended that staff make cash or mobile money payments. This is because small vendors and traders may not have facilities for credit card payments.

M-Pesa or Airtel Money

M-Pesa: (M for mobile, pesa is Kiswahili for money) is a mobile banking service by the telecommunications company, Safaricom, that allows users to deposit, withdraw, transfer money and pay for goods and services with a mobile phone. Users are charged a small fee for utilizing the service. Nevertheless, it is a very useful and convenient facility, accepted even by small traders where credit cards services are not available. M-Pesa can be used in supermarkets,

restaurants, for taxi rides, at travel agents, for booking domestic flights, transferring money to others, paying for electricity and water bills, and much more. Registration requirements are an ID, address details and some money to deposit, and this can be done at any Safaricom shop or Airtel Shop in the major malls.

Utilities

Staff members are required to open their own service accounts with utility providers. To avoid taking over previous tenants' liabilities, staff should never assume and continue with existing accounts. It is also advisable to note the consumption regularly in order to detect unusual usage. Underground leaks, meter failure and other irregularities have been known to happen.

Electricity

Electricity in Kenya is provided by a public utility, the Kenya Power and Lighting Company (KPLC). The supply can be erratic at times and it is a good idea to invest in UPS units, invertors etc. UPS units can be sourced locally. It is also advisable to have generator and extra water tanks, and if the property does not have them, it is worth negotiating with the landlord to see if they will bear the cost of installing them.

Gas

Cooking Gas (LPG) is provided by the following companies: Vivo Energy/Afrigas, Total, OLA gas, Rubis/K-Gas and Progas.

Internet and Cable

There are many providers of internet and cable TV. Below is a list of the larger companies. In addition to these, mobile internet through phone data has very good connectivity in Kenya, is not very expensive and is widely available in areas outside of WiFi zones.

Multichoice Kenya (DSTV): cable

1st floor, Sarit Centre, Karuna Road

Tel: +254 20 4236000

Mobile: +254 0711066000

Website: <http://getdstv.dstv.com/kenya/>

ZUKU: cable and internet

Zuku Shop, Junction Mall, Ngong Road

Tel: +254 732 132200,

+254 719 028200

Website: <http://www.zuku.co.ke/>

Jamii Telcommunications Ltd (JTL): internet

Jamii Towers, Hospital Road, Upperhill

Tel: +254 20 8405100,

+254 747 585100

Website: <https://jtl.co.ke/>

Safaricom Home Fibre: internet

Village Market, Limuru Road, Gigiri

Tel: +254 722 003272

Website: <https://www.safaricom.co.ke/home/home-fibre/>





UNITED NATIONS
OFFICE AT NAIROBI