



UNITED NATIONS
OFFICE AT NAIROBI



KaribUNi Amazing Kenya







KaribUNi Amazing Kenya

* 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,



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

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.





Nairobi at a glance

Overview

The East African nation of Kenya has a population currently estimated at 58 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.

Socio-Economic 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. 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.

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/>

Daily use of mobile money, called m-pesa, is extremely common throughout the country.

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 severe winter or 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





Photo credit: joecalih/Unsplash

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.

Where to stay

Hotels

Nairobi offers a wide range of hotel options across various star-ratings, including international chains, regional hospitality brands, and independently owned properties.

The UNON Travel, Shipping and Visa Unit (TSVU) maintains a list of Nairobi hotels with negotiated rates for UN staff, delegates, and other UN visitors. All recommended hotels provide quality accommodation and have taken to ensure reasonable accommodation for persons with disabilities, as well as meeting environmental sustainability standards. Additionally, several guesthouses are located near the UN Complex in the Gigiri and Runda areas.

You may contact UNON TSVU for more information at: unon-travel@un.org.

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.

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.



Photo credit: Tribe Hotel

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.

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.



Photo credit: sutirta budiman/Unsplash

Giraffe Centre

The Giraffe Centre in the Karen suburb is a wildlife preserve that gives visitors an 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](#).



Photo credit: UNON

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>

Galleria Mall

Langata Road / Magadi Road

Tel: +254 20 2363063, +254 704 498463

Email: info@galleria.co.ke

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

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 Shopping Mall

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 Centre

Argwings Kodhek Road, Kilimani
 Tel: +254 20 2713360+254,
 +254 709439000
 Email: info@yaya.co.ke
 Website: <http://www.yaya-centre.com/>



Photo credit: Village Market



Furniture

- ▶ **Odds and Ends:** Corner Plaza, Westlands, Lower Kabete Road and Mombasa Road
- ▶ **Palacina Interiors:** Kitale Lane off Dennis Pritt Road, Yaya Centre
- ▶ **Orca Deco:** Two Rivers
- ▶ **Furniture Palace:** Mombasa Road, The Hub Mall Karen, Segen Plaza, Thika Road Mall, Piano, 107 Brookside Drive
- ▶ **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
- ▶ **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
- ▶ **Corner Shop:** For fresh produce, juices. At Diamond Plaza, Mwanzi Market, Riverside Square, Yaya Centre, Diamond Plaza



Photo credit: Dave Takisaki/Unsplash

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 Warwick 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). Brood 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.

The Gigiri Courtyard: Located on Gigiri Lane, the courtyard offers a variety of entertainment, including meals 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, to name a few.

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.

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.

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 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.

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.

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: Mario la pergola/Unsplash



Photo credit: peter-okwara/Unsplash

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.

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 is in a bustling corner of downtown. 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 reconverted 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.



Photo credit: Harshil Gudka/Unsplash

Nairobi's green spaces

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.

Ooloolua 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 an events and wellness centre for staff. 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 to name a few. 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 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.



Photo credit: Harshil Gudka/Unsplash



Photo credit: Isaac Mugwe/Unsplash

Classic safaris: Home of the safari (meaning “journey” in Kiswahili), Kenya has a plethora of 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 include 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://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

The Kenya Airports Authority (KAA) issues licenses to taxicabs and transfer companies operating from Nairobi's Jomo Kenyatta International Airport (JKIA), the primary gateway into Kenya. All licensed taxis are available at the designated pickup area within the airport premises. For more details, please visit [KAA Taxi and Cabs](#).

For any additional information, you may contact the UNON Travel, Shipping and Visa Unit (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.

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 JKIA Airport 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. A well-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).

Car rental

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



Photo credit: Freepik

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 may consider purchasing 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, the 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.

The SGR train tickets can be booked online and the schedule is available on the website: <https://metickets.krc.co.ke/>. The SGR is punctual, the ride is smooth and some refreshments are served on board. Expats may want to book 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 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.



Photo credit: Timothy K/Unsplash

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 are 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.

Basi Go Electric Buses

In addition to the many conventional buses, a new 100% electric bus service has been operating in Nairobi since 2022. If you download an app, you can book your bus in advance and view its whereabouts real time.



Photo credit: giusi-borrasi-Na-BqwWLDHU/
Unsplash



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





Photo credit: TAmami Nation /Unsplash



Photo credit: Freepik



Moving to Kenya

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.

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/>



Photo credit: bennett tobias/Unsplash

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://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@mlkenya.com
Website: <http://www.mlkenya.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: <https://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: +254 722 205038, +254 733 687077, +254 20 3541513
Email: admin@kenton.ac.ke
Website: <https://www.kentonschoolnairobi.com/>



Photo credit: element5/Unsplash





Photo credit: Imani Manyara/Unsplash

Durham International School

It is a sister school to Durham School in UK (since 1414) and has been in Nairobi since 2021. Its motto is Confidence for Life, and it is a school that is forward-looking and progressive; combining the best of old and new.

Location: Thigiri Campus: Thigiri Hilltop, Nairobi
 Rosslyn Campus: Off Kathini Avenue, Redhill Road, Rosslyn, Nairobi
Tel: +254 700 387426
Email: info@durhamkenya.com
Website: <http://www.durhamkenya.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
Tel: +254 716 639282
Email: kabete@peponihouse.sc.ke

Peponi House Preparatory School: Lower Kabete Road
Tel: +254 20 258 5710, +254 722 202 947
Email: secretary@peponihouse.sc.ke

Peponi Senior School: Ruiru, off Thika Road
Tel: +254 733 615193, +254 0722 287248,
 +254 20 2585 375
Email: info@peponischool.org
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@lyceefrançaisnairobi.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/>



Photo credit: terricks-noah/Unsplash





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

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 (UN-Habitat) 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 key points of information and advice:

▶ **UNON HRMS Staff Benefits and Entitlements (SBE)**

Visit us in person at the New Office Building (NOB) Block 2, Ground Floor. Or contact your HR Partner for information on orientation services both before and upon arrival. Find your HR Partner via the UNON [SharePoint site](#).

▶ **UNON Host Country Unit**

Visit us in the Central Area, lower concourse, next to Standard Chartered Bank. Or contact us via email unon-hostcountryhelpdesk@un.org

We like to remind you to start your accreditation with the Host Country as soon as you arrive in Kenya, and to only ship personal effects once your accreditation is complete.

▶ **Security (and Health) Briefing by UNDSS**

Contact us via email undss-kenya@un.org to register for this briefing, and attend as one of the first things to do upon arrival.

For more UNON services, such as Conference and Printing Services, IT Services, Facilities and Budget & Financial Management Services etc. please refer to the UNON [website](#).



Photo credit: 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/who-we-are/about-us>)

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, 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

United Nations Events & Wellness Centre (UN EWC)

The Wellness Centre is designed to provide a complete health, fitness, and leisure experience for individuals, families, and corporate groups.

The facility features a fully equipped gym, a heated swimming pool, two functional tennis courts, and a versatile multi-purpose court for basketball, volleyball, and other group sports. For those seeking personalised attention, one-on-one training in tennis, swimming, yoga, Taichi and fitness classes by certified coaches are available.

Beyond sports and fitness, the Events Centre offers diverse indoor and outdoor spaces suitable for various occasions. Whether you are planning a formal meeting, informal meeting or a community event, the UN EWC offers the perfect environment, complemented by exceptional service, beautiful landscape and attention to detail.

The Events & Wellness Centre promotes physical fitness, social connection and overall well-being.



Photo credit: UNON

Operating Hours:

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

Contact:

For Wellness: unon-wellnesscentre@un.org

For Events: fmtseventsmanagement@un.org

UN Petrol Station

The UNON Compound has a Duty-Free Petrol Station located next to the UN Events and Wellness Centre. The petrol station provides unleaded and diesel. Fuel is purchased once an RFID tag is issued, by the Commercial Operations Unit after initial clearance from the Host Country Services Unit (HCSU).

Who are entitled to duty-free fuel?

Staff Members need to be cleared by HCSU and meet the following conditions:

- ▶ Own a duty-free vehicle with red number plates, and
- ▶ Be registered with the Commercial Operations Unit.

The fuel station is open from 7am – 7pm (Monday – Friday) and 9am – 5pm (Saturday).

How long does it take?

Obtaining clearance from the HCSU for a United Nations Petrol Station RFID Tag takes 48 hours from the day of submission of the required documentation. Once clearance is obtained from the HCSU, you can proceed to the Commercial Operations Unit for further processing.

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 are required to have their UN Grounds Pass activated for access at the Commercial Operations Unit office on the main compound.

Standard hours are from 9am – 6pm (Monday – Friday) and 9am – 5pm (weekend). Tel. 011-435-7018.

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



Photo credit: bennett tobias/Unsplash

Entry Procedures

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

Preparing for your relocation to Kenya



Photo credit: UNON

Effective January 2024, the Government of Kenya introduced the eTA requirement for all persons travelling to Kenya. All visitors to Kenya need an Electronic Travel Authorization (eTA) from the Kenya Foreign Nationals Service Portal. Staff members with valid UNLPs on official business are exempt from eTA.

For other exempted persons, check:

<https://etakenya.go.ke/general-information>.

Holders of national passports (staff, consultants, and dependents without UNLPs) require eTA. For more information, visit

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

To apply, follow the steps below:

- ▶ 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.
- ▶ There is a **US\$32** issuance fee.
- ▶ Beware of scams and illegal/fake websites.

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>.

For more information, contact UNON Host Country Helpdesk at unon-hostcountry-helpdesk@un.org



LGBTIQ+ and Kenya as a Duty Station

UN-GLOBE is the UN system-wide group that advocates for the inclusion, rights, and equality of LGBTIQ+ employees and their families in the UN system. UN-GLOBE supports individuals with guidance on workplace inclusion, legal issues, and navigating life as an LGBTIQ+ employee or dependent.

Please feel free to reach out to UN-GLOBE Focal Points listed under Kenya, and for UN agencies such as UNEP, UN-Habitat Headquartered in Nairobi, Kenya. Find the contacts of various UN-GLOBE members on the [UN-GLOBE website](#).

If relevant to you, we recommend you do so before accepting the job offer.

Legal Framework – Kenya on LGBTIQ+

Same-sex relationships and marriages are not legally recognized in Kenya, and same-sex sexual activity is criminalized under Kenyan law. There is risk of violence, harassment and discrimination from both the public and law enforcement. Social attitudes toward sexual orientation and gender identity tend to be conservative in Kenya. Transgender persons without aligned passports may face hostility and safety concerns when visiting Kenya.

For more information, we refer to reports from other sources, including:

[UNDP Kenya Baseline Report](#)

[Human Dignity Trust _Kenya Country Profile on LGBTIQ+](#)

Travel, resident visa and work permit for same-sex legal spouse of UN staff

Travel to the duty station, settling-in-grant insurance and access to the UN compound are provided to internationally recruited UN staff and their UN-recognized spouse and dependents as per the UN Staff Rules & Regulations.

The Department of Immigration of Kenya does not recognize same-sex legal partners for residency, visa and/or work permit purposes and they do not issue a spouse resident visa for same-sex spouses of UN staff members. UNON has been and continues to engage the host government on the issue of inclusion of all UN-recognized spouses and dependents.

Oftentimes, same-sex spouses resort to short-term/tourist visas. Such solutions are temporary, require frequent renewals and present same-sex partners with logistical, legal, and financial hurdles.

For more information contact UNON Host Country Service Unit via email unon-hostcountry-helpdesk@un.org



Safety and social considerations

The UN Safety & Security Services provide a weekly security briefing for newcomers upon arrival. Ask your HR Partner to help you get signed up for the earliest available briefing. All newcomers are strongly encouraged to attend.

For more information contact [UN Department for Safety and Security \(UNDSS\) Kenya](#).

Kenya is categorised as a family duty station. However, social attitudes toward sexual orientation and gender identity tend to be conservative in Kenya. LGBTIQ+ families may face challenges when accessing schools and school communities. However, international schools can be an option for more inclusive practices for children and families.

Acquiring the services of domestic workers may be complicated by cultural and social sensitivities.

For further information, please reach out to [UN-GLOBE](#) Coordinators.

Healthcare in Kenya

Accessing LGBTIQ+ sensitive healthcare (especially for transgender individuals or questioning youth) can be difficult. Some specialized services are not available in the country. Guidance on LGBTIQ+ sensitive external healthcare service providers is available through JMS clinicians and counsellors. Please contact the UN JMS (Joint Medical Services) Clinic for advice at unon-jms-uncares@un.org.

For information about medical insurance coverage please contact [Cigna](#) under the contact section.

Safe spaces & support networks

UN-GLOBE hosts Weekly Coffee Hours, which are an informal meeting space for networking, sharing experiences, and offering mutual support. There are several local organizations providing community support and resources. For further information, please reach out to [UN-GLOBE](#) Coordinators.



Photo credit: Greg Rosenke/Unsplash





Photo credit: Isaac Mugwe/Unsplash

Upon Arrival:

After arrival at the duty station, contact the Host Country Services Unit (HCSU) immediately for Accreditation through unon-hostcountryhelpdesk@un.org

When you arrive to settle at the duty station, HCSU will initiate the following processes on behalf of the Staff Member:

1. Accreditation

(staff and dependent* registration with the Ministry of Foreign and Diaspora Affairs, Kenya)

2. Exemption from Kenya Work Permit/Residence Permit

- ▶ This is the legal permission the principal staff member to work in the host country and for their dependents* to legally reside in Kenya.
- ▶ Issued to Principal, spouse* and dependent children below the age of 23 years.

3. Diplomatic identity card

- ▶ Issued to international staff, spouse* and accompanying children below the age of 21 years with an initial contract duration of at least 364 days.
- ▶ Consultant and spouse* with a contract of at least 6 months.

4. Kenya Revenue Authority (KRA) Personal Identification Number (PIN).

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

(* Separate provisions apply to same-sex legal spouses. Please refer to the previous section on LGBTIQ+ and Kenya as a Duty Station.)

Work permit – UN spouses

Spouses* who wish to work while in Kenya, require a work permit issued by the government of Kenya.

If, an accompanying spouse*, starts working for the United Nations, the permit is issued gratis and should be applied for through the UNON Host Country Unit.

While spouses* and dependents will 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 and are obtained through the Department of Immigration Services of the Ministry of Interior and Coordination of the National Government. For the different classes of permits, the requirements and costs, please refer to their website - <https://fns.immigration.go.ke/infopack/permits/>.

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:



Photo credit: UNKLESA

- ▶ 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.

Kenyan driver's license

Your valid current national 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.

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 spouse*.

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

Duty free privileges

Internationally recruited staff members—classified as Professional or International General Service—with an initial contract duration of at least 364 days are entitled to the following privileges:

- ▶ Duty-free importation of vehicles, household goods, and personal effects.
- ▶ VAT exemptions on locally purchased goods and services.
- ▶ Annual/Blanket VAT on utility services such as: Residential security, Electricity, Landline/ Mobile Telephone, Internet Services, Multichoice/ DSTV services upon submission of Bills, contracts and proforma invoices.

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

Application for importation/purchase of duty-free goods and motor vehicle (PRO1B)

This approval authorizes the importation of duty-free goods and must be submitted prior to the arrival of the consignment to avoid incurring demurrage charges and storage costs at the port of entry.

Requirements include:

- ▶ Copies of the shipping documents (Bill of lading / Airway bill / Roadway bill)
- ▶ Itemized packing list
- ▶ Invoice
- ▶ PIN certificate

Furthermore, the staff member should nominate a clearing agent to assist in the customs clearance process.

NOTE: New staff members need to be fully accredited before being able to import any goods or motor vehicles.

Purchase of duty-free vehicle

Eligible staff members are entitled to one duty free vehicle, or two 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 another country.

Required documentation include:

- ▶ Invoice
- ▶ Bill of lading / Airway bill / Roadway bill
- ▶ Export certificate and translation
- ▶ Certificate of road worthiness
- ▶ KRA PIN and diplomatic card



Photo credit: Gideon Karanja/Unsplash



Photo credit: Mike Hindle/Unsplash

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.
- ▶ Vehicle to undergo pre-shipment inspection at the country of origin.

The staff member should nominate a clearing agent to assist in the customs clearance process at the port of entry.

Option 2

Brand New Motor Vehicle: Staff members can purchase new vehicle from local dealers like: Toyota Kenya Ltd, DT Dobie, CMC Motors Group Ltd, Simba Colt Motors Ltd, etc.

Required documentation include:

- ▶ Invoice
- ▶ Bill of lading / Airway bill / Roadway bill
- ▶ Certificate of origin
- ▶ KRA PIN and diplomatic card.

Option 3

Local Purchase: Purchase a duty-free, used vehicle from the local market (fellow staff members from UN agencies, embassies or international organizations). It is advisable to ensure valuation of the motor vehicle and assessment for mechanical report. Contact HCSU for further guidance on the process.

NOTE: 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.

Departure protocols

Contact HCSU 2-3 months prior to contract completion of your assignment for guidance on departure formalities.

For more information, please visit the Kenya Service Hub.

For inquiries, please email unon-hostcountry-helpdesk@un.org for assistance.



Photo credit: nasir-mwinamo

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 fee when not requested via HCSU.

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.) 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 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.

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, as well as emergency preparedness and response.

1. Booking and Service Access

JMS services can be booked via the UN Booking Hub, ensuring timely access without delays, except in emergency situations.

2. Ergonomic Workspace Assessment

JMS conducts ergonomic assessments for all staff, with special attention to new employees. This initiative supports our commitment to a safe, healthy, and productive work environment.

The assessments ensure workstations are properly set up to reduce physical strain, prevent/reduce musculoskeletal disorders, and enhance comfort and efficiency.



Photo credit: UNON JMS



3. Drop-In Services

Available on-site and offered by both doctors and nurses are:

Health advice and treatment; Blood pressure and blood sugar monitoring among other minor procedures; Vaccinations; and Travel health advisory.

4. Other Medical Administration roles

Doctors are responsible for and are supported by nurses on the following:

Medical administration (e.g. sick leave, disability, flexible work arrangements); Employee Assistance Programme (support for addiction, mental health, etc.); Approval and support for Special Education Grant, Special Dependency Allowance, Compensation claims, Emergency preparedness and response, Medical evacuation approval and coordination, and Insurance Support.

5. While JMS does not administer insurance, we assist staff by:

Following up on specific requests with insurance providers, and supporting outpatient and inpatient hospital visits.

6. Wellness and Mental Wellbeing Support

UN Cares supports staff living with HIV and promotes HIV prevention (e.g. PEP kits).

Mental Wellbeing: Multiple counsellors who assist staff with all types of psychological needs from work related stress and trauma. They also conduct mental wellbeing workshops and training sessions.

Wellness Programmes include: Annual health screenings; Free health fairs; Health promotion initiatives; Free health challenges open to staff and dependents; and Facilitation of support groups managed by staff members (e.g diabetes, Cancer, etc.)

7. Pandemic Preparedness

JMS is equipped to respond to disease outbreaks and supports pandemic management.

Continuous monitoring is conducted to detect and address emerging health threats.

8. 24/7 Medical Situation Room

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. It operates round-the-clock to support medical evacuations for staff and dependents when treatment is unavailable locally.

9. Certificate of Distinction

UNON JMS team has been awarded a prestigious Certificate of Distinction by the UN Division of Healthcare Management and Occupational Safety and Health (DHMOSH) clinical governance. The team's proactive approach ensures that excellence is not only achieved but sustained.



Photo credit: Eneko Urunuela/Unsplash



In case of emergency on UN Gigiri complex

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

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.

For specialized care, a list of various specialties within Nairobi can be found on the JMS SharePoint website.

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 one of the official languages 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.

Major hospitals accept credit card payments, and M-Pesa payments are accepted widely.



Photo credit: Derek Finch/Unsplash

Aga Khan University Hospital

3rd Parklands Avenue /Limuru Road

Tel: +254 111 011888, +254 730 011888

Gertrude's Children Hospital

34 Muthaiga Road

Tel: +254 709 529000, +254 733 645000

Nairobi Hospital (Main Hospital)

Argwings Kodhek Road

Tel: +254 20 2845000, +254 730 666000, +254 20 2846000,
+254 703 082000**Nairobi Hospital (at Warwick Centre)**

Warwick Centre, United Nations Avenue, Gigiri

Tel: +254 703 072000, +254 729 110202

Village Medical Centre, MP Shah Hospital

Village Market, Limuru Road, Gigiri

Tel: +254 204 291500, +254 111 159000

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.



Photo credit: Volodymyr Hryshchenko/
Unsplash

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.



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



Photo credit: Anton/Unsplash

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 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.



Photo credit: Freepik

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 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>
- ▶ <https://sha.go.ke/>

Agencies

A number of agencies provide nannies or household staff exist. However, it is 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 9 Oct 2024, please review this document issued by the Cabinet Secretary for Labour and Social Protection: Regulation of Wages (General) (Amendment) Order, 2024 - Kenya Law

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 imprisonment or a fine. Also, employers who fail to remit Social Health Insurance Fund (SHIF) deductions for their domestic workers, risk incurring a penalty.

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 9 October 2024 (see above), in which a domestic worker in the city should earn a minimum monthly salary of KES16,113.75.

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
** Eid-al-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



Photo credit: walls-io-nzobjKwa/Unsplash





Photo credit: Clay Banks/Unsplash

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.



Photo credit: Alejandra Cifre González/
Unsplash

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.

For the latest information on residential neighbourhoods in the UN Blue Zone, join the weekly UNDSS Security & Safety briefings. Before settling on the rental agreement of your new home, please review the UN Kenya Residential Security Measures issued by UNDSS. These are available from the [UNON HRMS Portal – Virtual Orientation](#).

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 | |



Photo credit: UNON



Index of accommodation categories

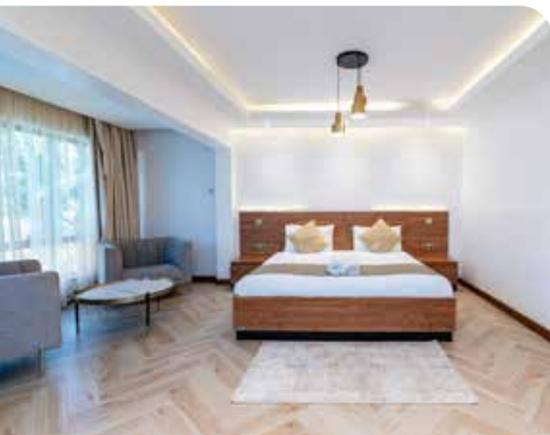


Photo credit: Derek Finch/Unsplash

Name	Description
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.
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.
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 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:



Photo credit:Edrinenollan/Pexels

BuyRentKenya

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

Kenya Valuers & Estate Agents

Tel: +254 733 333937, +254 722 206536

Email: kv@kenyavaluers.com

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

Knight Frank Kenya

Tel: +254 20 423 9000, +254 20 423 9002

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

Lloyd Masika

Tel: +254 20 2279000, +254 722 481504

Email: info@lloydmasika.co.ke

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

PDM (Services) Limited

Tel: +254 709736 000

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

Pam Golding

Tel: +254 710 559573

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

Property24

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

Villacare

Tel: +254 721 325902

Email: info@villacarekenya.com

Website: <http://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 you 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.

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: +254 204 349618, +254 721 338556, +254 736 791152
 Email: info@aristocratskenya.com
 Website: www.aristocratsinsurance.com

Clarkson Group

Tel: +254 723 606573, +254 20 2731310
 Email: info@clarkson-group.com
 Website: www.clarkson-group.com/kenya/



Photo credit: Mukula Igavinchi/Pexels



Photo credit: UNON



Moving in or out

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 seaports 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 duty-free 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 licensed customs clearing agents and suspended customs clearing agents and the HCSU advises you to choose your customs clearing agent wisely.



Photo credit: Hassan OUAJBIR/Unsplash



Photo credit: Freepik

UN issued equipment

The Property Management Unit (PMU) is responsible for receipt 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.

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: UNON is 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 as soon as possible. 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).

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 oftentimes impersonate officers of the law. It is highly advised that, if approached by any individual(s) identifying themselves as law enforcement officers, you 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. If carrying an UN official laptop, lock this into the trunk of the car, if you park your car in public parking areas.

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.



Photo credit: UNON



Recommended security companies for resident staff, with UN blue zone coverage

Company Name/ Address	Contact Persons	
Bob Morgan Security Limited	Eunice Wanja Mwangi UN Liaison Officer Tel: +254 722 167 418 Email: emwangi@bmsecurity.com	Astone Maungu Head of Operations Tel: +254 722 655 604 Email: amaungu@bmsecurity.com BM Control Room Tel: +254 722 330 330
G4S	Ms. Yvonne Saula UN Client Liaison Officer Tel: +254 728 542 040 Email: yvonne.saula@ke.g4s.com	Nicholas Kyule Head of Operations Tel: +254 729 711 624 Email: nicholas.kyule@ke.g4s.com
Garda World Security	Ms. Daisy Mokuia UN Project Liaison, based at the UN Gigiri Campus Tel: +254 705 140 540 Email: daisy.mokuia@garda.com GW.Unon@garda.com	Mr. Rishi Ahluwalia Operations Manager Tel: +254 718 508 718 Email: rishi.ahluwalia@garda.com
Radar Security Limited	Ms. Ruth Kioko UN Liaison Officer Tel: +254 724 887 276 Tel: +254 724 266 528 Email: ruth.kioko@radarsecurity.co.ke	Mr. Kennedy Otieno Op-erations Manager Tel: +254 726 944 897 Email: kennedy.otieno@radarsecurity.co.ke
Riley Falcon Security Services Limited	Mr. Ronald Opiyo UN Liasons Officer - Gigiri Tel: +254 723 218 841 Email: ronald@rileyfalconsecurity.co.ke	Mr. Benard Apindi Operations Manager Tel: +254 725 375 972 Email: bapindi@rileyfalconsecurity.co.ke Control Room Direct: +254 712 822 584 Others: +254 720 016 650





Photo credit: Towfiq Barbhuiya/Unsplash

Securex
Agencies(k)
Ltd

Ms. Priscilla Kimathi
UN Client Liaison
Officer:
Tel: +254 721 104 560
Email:
unon@securex.co.ke
Priscilla.kimathi@
secreux.co.ke

Mr. Collins Luvai
Head of Operations
Email:
collins.luvai@securex.
co.ke
Control Room
Tel: 071 106 9000
071 106 9999

Ultimate
Security
Limited/SGS

Ms. Lydia Wanjiru
UN Client Liaison Officer
Tel: +254 020 512 6490
Email:
unon@ultimate-security.
net

Mr. Simon Chagga
Head of Operations
Tel: +254 722 822 856
Email:
schagga@ultimate-
security.net
Control Room
Tel: +254 722 725 310,
+254 722 787 711

911 (Nine One
One) Security
Company

Barbara Kamau
Tel: +254 701 826 952
Email: barbara.
kamau@911group.co.ke

George Nyawanda
Tel: 0733 922 666
Email: george.
nyawanda@911group.
co.ke

Office location: Fidelity
insurance Centre,
opposite Safaricom
Head office.
Email: henry.
tena@911group.co.ke

Total Security
Company

Esther Mwangi
Tel: 0797 951 030
Email: emwangi@
totalsecuritykenya.com

Mr. Daniel Bunei
General Manager,
Admin
Tel: 072 220 3303

Linda Bett
Tel: 0720 314 433
Email: lbett@
totalsecuritykenya.com

Mr. Ronald Akwabi
General Manager,
Operations
Tel: 0717 57 57 57

Office Location: Nairobi
– Muchai Drive, off
Ngong Road



<p>Wells Fargo Security Company</p>	<p>Caroline Ndingiu Tel: +254 768 619 305 Email: unon@fargo.co.ke</p>	<p>Paul Kithinji Head of Operations Tel: +254 757 640 903</p> <p>Office Location: Fargo House, Off Popo Road, off Mombasa Road Email: paul.kithinji@fargo.co.ke</p>
<p>Sekura Security Company</p>	<p>Agnes Aloo ID NO: 14643 421 Tel: +254 726 237 223 Email: agnes.aloo@sekurainternational.com</p>	<p>Reuel Kariuki General Manager Tel: 070 669 5732</p> <p>Michael Ruto Head of Operations Tel: 072 291 5113</p> <p>Office Location: Multi Auto Parkhaus, off James Gichuru Road, Lavington Email: reuel@sekurainternational.com</p>
<p>SGA Security Company</p>	<p>nngunjiri@sgasecurity.com Tel: +254 71 117 0000 Email: nngunjiri@sgasecurity.com</p>	<p>Irene Opondo Head of sales and Marketing Kenya Tel: 070 862 3504</p> <p>Office Location: Tulip House, along Mombasa Road, next to Sameer Business Park Email: iopondo@sgasecurity.com</p>



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.



Photo credit: Freepik

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 a 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

Tel: +254 755 896248
Email: mchoice@ke.multichoice.com
Website: <http://www.dstv.com/en-ke/>

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://internet.safaricom.co.ke>



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