



LIBERTY

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Executive Security Brief Expatriates Visiting or Assigned to Nairobi, Kenya

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Executive Security Overview - Nairobi, Kenya

Welcome to Nairobi, the capital of the Republic of Kenya and the principal commercial, diplomatic, and financial hub of East and Central Africa. Nairobi hosts regional headquarters for multinational corporations, global financial institutions, international NGOs, and United Nations agencies.

Key Commercial Districts Include:

- **Upper Hill** - Primary financial services district and location of several insurance and banking headquarters
- **Westlands** - Commercial, hospitality, and expatriate residential hub
- **Gigiri** - Diplomatic enclave hosting embassies and UN offices

From a security perspective, Nairobi is assessed as a moderate-to-elevated risk urban operating environment, similar to other large emerging-market capitals. The overall environment remains stable for business operations; however, several risk factors require proactive management.

Key Commercial Districts Include:



Terrorism

Kenya continues to face threats linked primarily to **Al-Shabaab extremist networks** targeting symbolic locations, high-footfall venues, and Western-associated facilities. Security agencies maintain heightened vigilance in major urban centers.



Criminal Activity

The most common security risks are opportunistic criminal incidents such as:

- Mobile phone snatching
- Pickpocketing in crowded areas
- Robbery targeting individuals perceived to carry valuables
- Cyber-enabled financial fraud



Civic Unrest

Demonstrations occasionally occur, particularly within Nairobi CBD and along major arterial routes. These events are usually politically or economically driven and can disrupt traffic and business operations.



Road Safety Risk

Road traffic accidents represent one of the most significant safety risks to expatriates and visitors in Kenya. Defensive driving and use of reputable transport providers are essential.

Most Grade-A office buildings, hotels, and residential compounds operate **layered security systems**, including access control, CCTV surveillance, security guards, and vehicle screening. With appropriate security awareness and adherence to company protocols, Nairobi remains a manageable environment for international staff and visitors.

Personal Security Guidance for Expatriates



Key Do's

- ✓ Maintain **situational awareness**, particularly in crowded public areas.
- ✓ Carry **a copy of your passport and immigration permit**, not the original document, unless required for official purposes. Keep original documents securely stored in your hotel safe or residence.
- ✓ Use **reputable transport services** arranged through your hotel, company, or trusted ride-hailing platforms.
- ✓ Keep valuables out of sight in public places.
- ✓ Use company-approved secure office facilities for meetings and business discussions.
- ✓ Inform colleagues or security contacts of travel plans outside Nairobi.
- ✓ Follow all **corporate security protocols** when visiting branch offices or meeting external partners.

Key Don't's



- ✗ Do not carry large amounts of cash.
- ✗ Do not display expensive jewelry, watches, or electronic devices in crowded public areas.
- ✗ Avoid walking alone at night in unfamiliar areas.
- ✗ Avoid attending political rallies or demonstrations.
- ✗ Do not share sensitive company information in public areas such as restaurants, taxis, or airports.
- ✗ Avoid using unregistered taxis or informal transport.



Cyber and Financial Security

As an insurance and financial services environment, cyber-related threats remain a key concern. Expatriates should:

- Avoid connecting to unsecured public Wi-Fi networks.
- Use company-issued devices for official communications.
- Ensure laptops and mobile devices remain under personal control at all times.
- Immediately report suspicious emails or phishing attempts to IT security teams.



Office Security - Liberty House (Liberty Kenya)

Liberty House operates controlled access systems and layered security to ensure the safety of employees, visitors, and company assets.

Building Security Measures:

- Access-controlled entry points
- Visitor registration procedures
- CCTV monitoring of entrances and common areas
- Security personnel present within the premises
- Electronic access card system for authorized staff

All staff and visitors must comply with **building security procedures and access protocols.**



Fire Safety Procedures - Liberty House (Liberty Kenya)

Safety within the office environment remains a priority.



Emergency Exits

All floors at Liberty House are equipped with **two designated fire emergency exits** located on:

- **North Wing**
- **South Wing**

These exits provide safe evacuation routes in case of fire or other emergencies.

Both exits lead to the **designated fire assembly point located at the Liberty Garden area outside the building.**

Fire Evacuation Procedure

In the event of a fire alarm or emergency evacuation:

1. Remain calm and **stop work immediately.**
2. Proceed to the **nearest emergency exit** using the north or south wing stairwell.
3. **Do not use elevators during a fire emergency.**
4. Follow instructions from **floor fire marshals or security personnel.**
5. Exit the building promptly and proceed to the **assembly point at Liberty Garden.**
6. Remain at the assembly area for **headcount and further instructions.**
7. Do not re-enter the building until clearance is given by safety personnel.



Emergency Contacts

National Emergency Numbers (Kenya)

Police / Emergency: **999 / 911 / 112**

Ambulance: **999**

Employees and visitors should also maintain contact with:

- Corporate Security Department +254726954538 or +254 722671200
- Building Security Control Room
- Nearest Hospital or Medical Facility

Conclusion

Nairobi remains a critical commercial hub for financial services operations across East Africa. While the security environment presents certain risks typical of major metropolitan areas, these risks are manageable through awareness, adherence to corporate protocols, and responsible personal conduct.

All expatriates and visiting staff are encouraged to maintain proactive security awareness and comply fully with company safety procedures while operating in Kenya.





General Branch Security Brief

Kisumu | Kisii | Nakuru | Naivasha | Meru | Embu | Nanyuki | Thika | Kitui | Mombasa

Executive Overview

The above towns represent key commercial and operational centers across Kenya where Liberty Kenya has its branches. While generally stable for business operations, each location presents varying levels of criminal, civil, and environmental risk.

The overall threat profile across these branches is assessed as Moderate, with localized spikes during periods of political activity, economic unrest, or security operations.

Primary risks include:

- Opportunistic crime (theft, burglary, robbery)
- Sporadic civil unrest and demonstrations
- Road traffic accidents
- Terrorism risk (elevated in Mombasa and parts of Kisumu during high-tension periods)
- Insider threats and fraud risks within business environments

Branch management must ensure continuous situational awareness and strict adherence to corporate security protocols.

Town-Specific Security Overview

Kisumu	<ul style="list-style-type: none">• Commercial hub for Western Kenya.• History of politically charged demonstrations, particularly during election cycles.• Petty crime and robbery incidents reported in CBD and informal settlements.• Exercise caution during public gatherings and political events.
Kisii	<ul style="list-style-type: none">• Generally calm business environment.• Risks include petty theft, land-related disputes, and localized unrest.• Road safety remains a significant concern due to terrain and driving behavior.

Nakuru	<ul style="list-style-type: none"> • Major commercial and agricultural center. • Moderate crime levels including burglary and vehicle theft. • Demonstrations occasionally occur in CBD. • Increased vigilance required during high-profile political visits.
Naivasha	<ul style="list-style-type: none"> • Industrial and horticultural hub. • Industrial unrest and labor disputes occasionally reported. • Road accidents along Nairobi–Naivasha highway remain high risk. • Proximity to geothermal and industrial facilities requires safety compliance awareness.
Meru	<ul style="list-style-type: none"> • Agricultural and commercial center. • Generally stable but occasional localized political tensions. • Moderate risk of petty crime and night-time robberies.
Embu	<ul style="list-style-type: none"> • Relatively low crime profile. • Risks include burglary and sporadic unrest. • Road travel through rural areas requires caution.
Nanyuki	<ul style="list-style-type: none"> • Hosts military installations (including British Army Training Unit Kenya). • Generally secure, but attracts transient populations. • Exercise discretion in nightlife areas
Thika	<ul style="list-style-type: none"> • Industrial town near Nairobi. • Moderate levels of robbery and burglary. • High traffic accident rate on Thika Superhighway. • Industrial unrest possible in manufacturing zones.
Kitui	<ul style="list-style-type: none"> • Generally low crime rate. • Banditry occasionally reported in remote areas. • Limited emergency infrastructure compared to major cities.
Mombasa	<ul style="list-style-type: none"> • Coastal tourism and port city. • Elevated terrorism risk compared to inland towns. • Petty crime and organized theft common in tourist areas. • Drug-related crime and gang activity present in some neighborhoods. • Avoid non-essential movement at night in high-risk areas.



Crime Risk Overview

Common threats across all branches:

- Pickpocketing in crowded areas
- Mobile phone snatching
- Office burglary after hours

Mitigation Measures:

- Strict access control to branch premises
- Functional CCTV and alarm systems/panic buttons
- Cash handling SOP compliance
- Incident reporting within 24 hours



Civil Unrest & Political Activity

- Demonstrations are typically concentrated in CBD areas.
- Risk increases during election cycles and high-profile court rulings.
- Avoid proximity to crowds.
- Suspend branch operations if unrest escalates within immediate vicinity.
- Monitor local intelligence and police advisories.



Terrorism Risk

- Elevated in Mombasa.
- Moderate in Kisumu during politically sensitive periods.
- Low but not negligible in other towns.

All branches must:

- Conduct visitor screening where possible seek for assistance from Risk and compliance department
- Enforce vehicle inspection procedures where applicable.
- Report suspicious activity immediately to law enforcement and corporate security.



Travel & Movement Advisory

- Avoid night travel between towns where possible.
- Use reputable transport providers.
- Avoid public minibuses for official duty.
- Maintain communication during inter-branch travel.
- Ensure vehicles are roadworthy and drivers compliant with safety policies.



Branch Physical Security Controls

Minimum requirements:

- 24/7 guarding (where applicable)
- CCTV coverage of entrances and cash handling areas
- Functional intrusion alarms
- Controlled visitor access
- Emergency response contacts displayed visibly
- Backup power for security systems



Emergency Contacts

National Emergency Numbers:

- Police: **999 / 911 / 112**
- Ambulance: **999**

Each branch must maintain:

- Liberty Kenya security +254 726954538
- Liberty control room contact
- Updated County Police Commander contacts
- Nearest hospital contacts
- Local intelligence liaison details



Key Do's

- ✓ Maintain situational awareness
- ✓ Report suspicious behavior immediately
- ✓ Secure assets at close of business
- ✓ Follow cash-handling SOPs

Key Dont's



- ✗ Engage in political gatherings.
- ✗ Travel with large visible cash.
- ✗ Leave branches unsecured.
- ✗ Share sensitive company information publicly.

Conclusion

All listed towns remain operationally viable for business activities. However, risk levels fluctuate based on political climate, criminal trends, and socio-economic pressures.

Branch managers are responsible for:

- Daily local risk monitoring
- Compliance with corporate security standards
- Immediate escalation of serious incidents

Proactive vigilance remains the most effective risk mitigation strategy.

