



**IOPS/RETIREMENT BENEFITS AUTHORITY/MFW4A: REGIONAL WORKSHOP ON  
PENSION SUPERVISION  
4 – 5 SEPTEMBER 2013  
Nairobi Kenya**

**Information Note for Participants**

**Organisation**

The IOPS/RBA/MFW4A Workshop on Pension Supervision is organised by the International Organisation of Pension Supervisors (IOPS), the Retirement Benefits Authority and Making Finance Work for Africa (MFW4A). The Workshop will take place on 4–5 September 2013 in Nairobi, Kenya.

**Registration**

Please note that participation is by invitation only. Those invited to register, should do so by filling out the registration form and sending it by email to the contact person that appears at the end of the form.

Registrations must be received 9 August 2013, at the latest.

**Venue**

The Workshop will be held at the Intercontinental Hotel, Nairobi: City Hall Way, Box 30353 - 00200, Nairobi, Kenya.

The Intercontinental Hotel is situated approximately 17km from the Jomo Kenyatta International Airport (NBO). The Hotel is ideally located close to the Parliament buildings and next to Kenyatta International Convention Centre.

**Accommodation**

A negotiated rate is available with this hotel for registered participants of the conference as follows:

Single occupancy:

Superior rooms	US\$ 215.00
Deluxe rooms	US\$ 255.00

Double/twin occupancy:

Superior rooms	US\$ 255.00
Deluxe rooms	US\$ 295.00

The rates are inclusive of breakfast and all the statutory taxes, which are currently at 28%.

Each participant is responsible for the reservation and payment of his/her own accommodation. To make your reservation, please follow the instructions below:

Go to the website of the [Intercontinental Hotel](#) (please use this link as the negotiated group rate is automatically included in the reservation form)

1. Go to '**VIEW ROOM AND RATES**'
2. Select arrival and departure dates (Booking must fall between 2nd and 6th September 2013).
3. Select the room type and complete the booking process.
4. For bookings falling outside the above dates, kindly book via [email-boniface.nganga@ihg.com](mailto:email-boniface.nganga@ihg.com)

## Social Events

### **Lunch**

Lunch will be offered at the Workshop venue on 4 and 5 September 2013.

### **Dinner/cocktail**

A dinner or cocktail will be offered to Workshop delegates on 4 September 2013.

### **Dress code**

Dress code during the Workshop will be business attire and casual attire for the dinner.

## Documentation and Website

Additional information will be made available to the Delegates through the IOPS website [www.iopswb.org](http://www.iopswb.org).

For further information related to the organization of this Workshop, please contact:

**Ms. Sally Day-Hanotiaux**, OECD/IOPS

**E-mail:** [sally.day-hanotiaux@oecd.org](mailto:sally.day-hanotiaux@oecd.org)

**Ms. Monica Were**, RBA

**E-mail:** [mwere@rba.go.ke](mailto:mwere@rba.go.ke)

## Working languages

The Workshop and documentation will be in English.

## Airport transfer

### **Taxi**

The Intercontinental Hotel can arrange for airport pickups at a charge of US\$ 30.00 per person; one-way.

Complete Flight details should be submitted to the hotel at least 24 Hrs in advance for individuals. For groups of over 15 participants reservations should be submitted at least 3 days prior to arrival. To arrange your airport pick up please contact Eric Mwanzia [[eric.mwanzia@ihg.com](mailto:eric.mwanzia@ihg.com)].

In Nairobi, and other large Kenyan towns, taxis are widely available, and convenient. Taxis are often parked in the street around hotels and tourist areas. Hotels and restaurants can order taxis if necessary. Nairobi Taxis are usually marked with a yellow line along each side. Taxis are not metered, and a price should be agreed with the driver before departure. Ask for local advice or at your hotel for correct rates.

## ***Public transport***

### *Buses*

Buses can be boarded at any stop and tickets purchased on board. Buses also regularly run between most cities and towns. There are several bus companies with extensive inter-country networks. Buses also run across borders into Uganda, Tanzania and Ethiopia. Buses are an inexpensive way to travel the country. Some private bus companies now offer private bus shuttle services between Nairobi and Mombasa and Nairobi and Arusha (Tanzania) as well as city airports.

### *Matatu*

The most popular form of public transport in Kenya is the Matatu, which has become a national icon and a large part of Kenyan modern culture. A "matatu" is a minibus, usually a Nissan (the name originates from the original 30 cent fare, "Matongolo Matatu").

Matatus operate on set routes, and collect as many passengers as possible both from the outset and along the way. Matatus normally have a crew of two, a driver and a 'tout' who tries to encourage as many passengers as possible to board, and collects their fares, using an impressive cash handling and management system in which notes of different denominations are wedged between separate fingers.

The vehicles are also often spectacularly painted with designs based on Western album covers and sports logos.

### *Rail*

Kenya has a railway connection between Nairobi- Mombasa and Nairobi-Kisumu. It is also possible to take the train through to Kampala. The overnight Nairobi- Mombasa rail trip is the most popular rail route for visitors. Tickets can be bought from Nairobi's Railway stations, or in advance through local travel agencies. Kenya's railways are currently awaiting a planned upgrade of facilities and rolling stock.

For more information you can visit: [www.magicalkenya.com](http://www.magicalkenya.com)

## **Visas**

A visa is required prior to entry into Kenya. Although bona fide visitors to Kenya are eligible to purchase a visa on arrival, it is advisable to obtain the visa from the Kenyan Embassy/High Commission in your country prior to departure to avoid complications. Please allow two weeks for visa processing when applying for visas from Kenyan Embassies and consulates abroad.

Only US dollar, Euro or UK pound sterling cash are accepted when purchasing a visa on arrival in the country. The visa costs are as follows:

- Single Journey Visa (SJV)- \$50.

- Multiple Journey Visa (MJV)-\$100.
- Transit Visa (TV)-\$20.
- Referral Visa-\$20

Visas can be applied for online at the following address:  
<http://cibtvisas.co.uk/kenya-visa.php?login=WORL0223>

The conference organisers cannot assist in procuring passports and visas. All delegates will be personally responsible for ensuring that they are in possession of the correct documentation prior to their departure.

The organisers do not accept responsibility for any consequences whatsoever from a delegate failing to ensure that he or she has complied with the necessary health, passport and visa requirements.

Registered participants who require an official invitation letter for visa purposes should contact Ms. Daisy Onguti: [donguti@rba.go.ke](mailto:donguti@rba.go.ke)

## Practical Information

### **GENERAL INFORMATION**

Capital: Nairobi  
 Time: GMT +3  
 Population: Approximately 40 million  
 Area: 582,000 sq km  
 Language: Swahili and English  
 Local Currency: Kenyan Shilling

### **NAIROBI**

Nairobi has the rare boast of owing its existence to a railway line. The city was conceived at the turn of the century when the railway line from Mombasa to Lake Victoria reached a swampy stretch of land known to the Maasai as Nairobi or “a place of cool waters”. Here, a scruffy shanty town rose up and today, a century later, Nairobi is the largest city between Cairo and Johannesburg, with an average population of 3 million.

In Kenya, restaurants provide a wide variety of dishes ranging from European to Oriental and African. Nairobi has some excellent restaurants, which meet Western standards in all areas. Most also serve vegetarian meals, but often the Indian restaurants offer the most choice in vegetarian food.

Nairobi's nightlife is also extremely vibrant. For the safety and comfort of your group you may ask the hotel to organize for security escort to enable your groups enjoy the nightlife of Nairobi.

### **CLIMATE**

Kenya's climate varies across the country, from the tropical humidity of the coast, the dry heat of the savannah or semi-arid areas and the cool air of the highlands. Temperatures in these areas are fairly constant year round with an average of 27°C (80°F) at the coast, 21°C to 27°C (70°F to 80°F) in the hinterland, while in Nairobi and the highlands over 5,000 ft, the daytime temperatures normally range between 19°C and 24°C (66°F to 75°F).

Most parts of the country experience two rainy seasons: the 'long rains' falling over a ten week period between April and June, and the 'short rains' over a five week period between November and December. The rain tends to fall mainly at night and is usually a short and heavy tropical downpour.

#### Average Monthly Temperatures

Average Monthly Temperatures °C		J	F	M	A	M	J	J	A	S	O	N	D
<b>Nairobi City</b>	Ave Daily Min	12	13	14	14	13	12	11	11	11	13	13	13
	Ave Daily Max	26	25	26	24	22	21	21	21	24	24	23	23

#### **TIME ZONE**

Kenya is GMT + 3 throughout the year. Kenya maintains an almost constant 12 hours of daylight, sunrise and sunset being at around 6.30 am and 6.45 pm respectively, varying by only a half hour during the year.

#### **OPENING HOURS**

Businesses open at 8.00am up to 5pm on weekdays

#### **CURRENCY**

The local currency in Kenya is the Kenya Shilling. The ATM network in Kenya is extensive covering every major town in the country. You thus can use internationally recognized debit cards to withdraw money in local currency. The ATMs have almost replaced Traveler's Cheques which have been until recently the most convenient means of payment. American Express, Visa, Master Card, JCB, Euro Card, Diners are among the major credit cards widely accepted in East Africa. However you should confirm with your tour operator whether the facilities you are booked in accept credit cards. US Dollars and UK Pounds are widely accepted along with other major international currencies. There are licensed "Forex Bureaus" in all major towns providing a generally better rate than banks.

#### **TAX**

Value added tax (VAT) of 16% is charged on most items.

#### **ELECTRICAL SUPPLY**

Voltage: Voltage in Kenya is 220-240 Volts. The plugs are the same square 3-pin plugs as those used in Britain. You are advised to check your appliance before travelling to see whether you need a plug adaptor or a voltage transformer. Multi-voltage appliances (laptops, etc.) require a plug adapter. 110-120V appliances require a plug adapter + step-down transformer (some examples below).

#### **TIPPING**

Although service is included in the bill, a 5% to 10% tip will be appreciated.

## **WATER**

**It is not advisable to drink the tap water.** Bottled water is readily available for purchase in the majority of hotels and at roadside and garage cafes. On a drive-through safari, a **constant supply of bottled mineral water** is kept in the vehicle cooler box for guest consumption.

## **CUSTOMS**

### ***Duty-Free Imports***

The following limits apply for alcohol and tobaccos if you want to avoid paying duties: one carton of 200 cigarettes or 50 cigars or 225 grams of tobacco; and one bottle of liquor or wine. At Customs, you may be asked if you're bringing any photo cameras or camcorders etc. with you. Unless you're a professional with lots of gear with you, you shouldn't have to pay any duties. But some officials may make notes in your passport to check if you also take your equipment with you when leaving Kenya.

### ***Wildlife Products***

Note that the regulations for taking wildlife products out of the country are strict. It's not allowed to export any product made from rhino, sea turtle or elephant. Taking ostrich eggs out of Kenya is only allowed if you can prove that they come from a certified farm.

## **CULTURE**

**Welcoming People:** Kenyans are very warm and welcoming even to strangers. Swahili, the national language of Kenya does not have the word for "Stranger". Everyone coming to our borders is a "Mgeni" meaning "Visitor".

**Traditional terms of address:** For addressing a man, whether you know him or not, the accepted form of polite address is "Bwana", which is a cross between "mister" and "sir". For anybody clearly over 40 years old, the term "mzee" ("old man") is considered a polite form of address, expressing respect for the person and his wisdom and experience. For women the word "mama" (mother) carries the same connotation, but is used for women of all ages.

**Manners and visitors:** Kenyans lay great emphasis on the need for respect and good manners. Upon meeting it is customary to shake hands and to enquire for several minutes after the health of the person whom you are meeting and the welfare of their immediate family. It is considered gravely insulting to shout at anybody, even with words of praise. Losing one's temper, going red in the face, swearing or using demeaning language will be viewed by a Kenyan as a demonstration of poor upbringing and extreme weakness of character; and will be treated with polite embarrassment and disdain.

**Photography:** It is considered courteous to ask people whether you may take their picture before doing so, particularly in the more far-flung rural areas where superstition may still suggest that the camera is a stealer of souls. Payment for the photograph is often expected.

**Shaking hands:** Kenyans shake hands all the time and at every occasion; indeed it would be considered very impolite not to shake hands on meeting someone, regardless of whether you met the person earlier or have never met them before in your life. Sometimes both hands are used; sometimes a special handshake (involving clasped thumbs) is used.

**Gestures and body language:** Pointing with your finger is considered very rude, as is summoning with a crooked finger or beckoning with the palm up (beckon with the palm down).

**Dress codes:** In cities and towns, western business conventions prevail, and tailored suits, shirts and ties or smart casual wear for men is the norm. Female office workers and businesswomen normally wear smart suits (skirts or trousers), dresses and jackets or elegant separates, and heels. Increasingly, however, corporations encourage the wearing of jeans and chic casual wear on Fridays. At the coast and in areas where Muslim culture prevails, women are often veiled (the black cover-all is known as a “bui bui”, which means “spider”).

**Smoking:** Smoking is not permitted in public places, and violations are punishable by heavy fines or prison sentences.

### ***SECURITY***

Like all major cities in the world, Nairobi is not free of crime. Visitors are advised to exercise caution and ensure that all valuables including tickets, passports and documents, are kept in a safe place at all times. Most hotels and lodges will have safe deposits in the rooms or at the reception. For personal safety, avoid walking in lonely areas.

### ***IMMUNIZATION***

There are no compulsory vaccinations required for entry to Kenya unless you are arriving from an area infected with Yellow Fever, in which case a Certificate of Inoculation against Yellow Fever is required from travelers older than one year.

Malaria: Malaria does occur in Kenya and it is essential that guests consult their doctor prior to travel and it is always a good idea to carry insect repellent at all times.

### ***MEDICAL ASSISTANCE***

Kenya has got one of the best hospital facilities in the continent with an efficient Flying doctors service in the event of an emergency. Private hospitals such as the Nairobi Hospital, Aga Khan and Karen Hospital, etc have ultra modern medical equipments and acclaimed practitioners. It is suggested that you take out personal medical insurance for the duration of your trip.

### ***INDEMNITY***

While every care is being taken in all arrangements, please note that the organizers will not be liable for any accident, loss or damage during the congress period. Delegates must make their own personal insurance arrangements.