

WELCOME TO MALAWI

An Orientation Guide for UN Staff, their
Spouses and Families Working in Malawi

April 2011

Welcome to the UN system in Malawi (Takulandilani)¹

Congratulations on your appointment to the UN Malawi, and welcome to the country!

This orientation guide is intended to help UN personnel and families / spouses / partners settle into day-to-day life in Malawi. The guide contains sections on housing, schools, health care, general culture and living conditions and highlights some of the typical problems that can be encountered and overcome in your day-to-day life. While this brief information pack may not answer all of your questions, it will hopefully provide a guide to help you quickly arrive at the best alternatives.

While we realise that UN personnel may be assigned to different duty stations across the country, this information pack provides only general information with a focus on the major cities where staff members are primarily assigned. Essential information to facilitate new staff induction and integration at the agency level, including the orientation to UN Staff Regulations and Rules, is provided by the respective employing agency.

The information in this document is subject to regular changes in order to keep the document dynamic and up-to-date. All staff members are therefore encouraged to bring forward your comments and suggestions through the Administration/HR Units of your respective agencies.

¹ Means “welcome” in Chichewa

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Disclaimer

To the extent possible, the compilation of this information pack has been done with adequate care to ensure that the provided information is both accurate and up-to-date. The UN System in Malawi does not accept liability for any inconvenience, or damage claims resulting from the use of this Orientation Guide.

TABLE OF CONTENTS

WELCOME TO THE UN SYSTEM IN MALAWI (TAKULANDILANI)	2
TABLE OF CONTENTS	4
SECTION ONE: GENERAL INFORMATION ON MALAWI	8
1.1 Geography and Climate	8
1.2 Malawi's History and Political System	8
1.3 The Malawi National Coat of Arms and the Motto	9
1.4 National Flag	9
1.5 Economy	10
1.6 Major Cities	10
1.7 Population	11
1.8 Religion	12
1.9 Language	12
1.10 Culture	12
Social Patterns and Structure	13
Day-to-Day Interactions	13
Non-verbal Communication	14
Clothing	14
Important Cultural Events	14
1.11 In-Country Information Sources	15
SECTION TWO: THE UNITED NATIONS IN MALAWI	17
2.1 The UN System in Malawi	17
2.2 UN Country Team and the Resident Coordinator system	17
2.3 Current and future UN programmes in Malawi	17
2.4 UN Reforms and UN Malawi Joint Resource Mobilisation Strategy	18
2.5 UN Plus and UN Cares	18
2.6 UN Staff Associations	18
2.7 UN Local Expatriate Spouse Association (UNLESA)	19
2.8 UN Agency-Specific information	19
Food and Agriculture Organisation of the United Nations (FAO)	19
The Joint United Nations Programme on HIV/AIDS (UNAIDS)	20

United Nations Development Programme (UNDP)	20
United Nations Educational, Scientific and Cultural Organisation (UNESCO)	21
The United Nations Population Fund (UNFPA)	21
The United Nations Human Settlements Programme (UN-HABITAT)	22
United Nations High Commission for Refugees (UNHCR)	23
United Nations Children's Fund (UNICEF)	23
The United Nations Volunteer Programme (UNV)	24
The United Nations World Food Programme (WFP)	24
World Health Organisation (WHO)	25
2.9 UN Official Working Hours and Public Holidays	26
SECTION THREE: PREPARING FOR YOUR MOVE	27
3.1 Calling Malawi	27
3.2 Immigration Requirements	27
3.2 What to Bring – Documentation and Paperwork	27
3.3 What to Bring – Household and Personal Effects	28
3.4 Bringing Domestic Pets	29
3.5 Customs Regulations for Shipping of Vehicles and Personal Effects	29
Duty Free Importation Privileges	29
Transport / Port Options	30
Importing or Purchasing a Car	30
SECTION FOUR: HOUSING AND ACCOMMODATION	32
4.1 Temporary Accommodation upon Arrival	32
Lilongwe: Recommended Hotels, Lodges and Guest Houses	32
Blantyre: Recommended Hotels, Lodges and Guest Houses	33
4.2 Locating Permanent Lodging	33
Lilongwe Residential Area Descriptions	34
Blantyre Residential Area Descriptions	34
Before You Sign Your Lease	35
4.3 Setting up Utilities	35
Electricity	35
Water	36
Satellite Television	37
Telephone Companies	37
Internet Service Providers	38
4.4 Rubbish and Waste Disposal	39
4.5 Residential Security	39
4.6 Domestic Staff	40
Contracts	40
Wages / Salaries	41
Working Hours / Leave	41
Other Benefits	41
Tax Issues	42
Tips / Precautions	42

SECTION FIVE: BANKING, SHOPPING AND OTHER SERVICES	43
5.1 Banking	43
Banking Hours	43
Opening Bank Accounts	43
Unit of Currency and Exchange Rate	43
Commercial Banks and Bureaux de Change	43
ATM Cards	44
Credit Cards	44
5.2 Shopping	44
Lilongwe Major Commercial Centres	44
Other Lilongwe Grocery Stores	46
Lilongwe – Furniture and Household Goods	47
Lilongwe – Clothes and Shoes	47
Local Lilongwe Markets	47
Blantyre Major Commercial Centres and Other Grocery Stores	48
Blantyre – Furniture and Household Goods	48
Blantyre – Clothes and Shoes	48
Local Blantyre Markets	49
5.3 Postal and Courier Services	49
Postal Services	49
Courier services	49
5.4 Other Services	50
Hair dressers and Beauty Parlours	50
Photo Processing	50
DVD and Video Rentals	51
Dry cleaning / Laundry services	51
SECTION SIX: TRANSPORTATION AND DRIVING IN MALAWI	52
6.1 Bus Service	52
6.2 Taxi Service	52
6.3 Car Rental	53
6.4 Air Transportation	53
Airports and Taxes	53
Major Airlines Serving Malawi	54
6.5 Driving in Malawi	54
Driver's Licenses	54
Vehicle Registration and Insurance	55
Rules of the Road	56
Road Safety and Security	56
Petrol and Diesel	57
Parking	57
Vehicle Maintenance and Repair Services	58
Batteries, Tyres, Wheel Balancing and Alignment Services	59
Vehicle Towing Services	59
SECTION SEVEN: SECURITY IN MALAWI	61
7.1 General Security Situation	61

7.2	UN Security Arrangements	61
7.3	Pedestrian Safety and Security	62
SECTION EIGHT: HEALTH IN MALAWI		63
8.1	Common Health Issues in Malawi	63
8.2	Vaccinations	65
8.3	Hospitals, Doctors and Medical Insurance Issues	65
	UN Recognised examining Physicians/Doctors-2011	66
8.4	Pharmacies	67
8.5	Opticians	67
8.6	Dental Care	67
8.7	Veterinary Clinics	68
SECTION NINE: EDUCATION		69
9.1	School Calendar	69
9.2	Options for Expatriate Schools	69
	Pre-Schools (Baby Sitting, Play School or Kindergarten)	69
	Reception, Primary and Secondary / High Schools:	70
SECTION TEN: PLACES OF WORSHIP		72
SECTION ELEVEN: ENTERTAINMENT		74
11.1	Restaurants	74
11.2	Bars, Discos and Other Nightlife	76
11.3	Sports	78
11.4	Tourism	79
ANNEX 1: IMPORTANT NUMBERS		80
ANNEX 2: BASIC CHICHEWA WORDS AND PHRASES		81
ANNEX 3: SAMPLE DOMESTIC STAFF DUTIES		83
ANNEX 4: EMPLOYMENT CONTRACT SAMPLE (DOMESTIC STAFF)		85

SECTION ONE: General Information on Malawi

1.1 Geography and Climate

Malawi is a small but beautiful, landlocked, tropical country located in East Central Africa. It is nearly 900 km in length and 80 to 160 km in width, with a land area of nearly 120,000 square kilometres. It is bordered by Tanzania in the north and northeast, Zambia in the west and Mozambique in the southeast and southwest.

The Rift Valley is the Malawi's most striking geographical feature comprising mountain ranges, high plateaus, plains, valleys, lakes and rivers. It runs the entire length of the country from Lake Malawi in the northern and central regions, to the Shire Valley in the southern region. Lake Malawi, a fresh water lake is another prominent feature. It takes up 20 percent of the country's surface area and it is Africa's third and the world's ninth largest lake. The country has a diverse array of flora and fauna including of a variety of woodlands, tropical rain forests, open savannah, high altitude grasslands and plateaus.

The climate in Malawi is largely categorised as tropical with three distinct seasons: the cold-dry season between May and September, the hot-dry season in October / November, and the warm-wet season between December and April. Temperatures average between 14 and 32 degrees Celsius, but can drop to as low as 5 degrees Celsius during the cold season.

Malawi local time (Central African Time-CAT) is GMT +2 hours. On average, day light hours are between 6:00 am and 6:00 pm throughout the year.

1.2 Malawi's History and Political System

Early settlers: Formerly a British colony known as Nyasaland or British Central Africa, Malawi ("the flames") got its name from a Bantu ethnic group now called the Chewa people who formed the Maravi Empire around the 15th century. The Amaravi people migrated from southern Zaire, now the Democratic Republic of Congo (DRC) and drove away the Akafula people who were the first settlers. Beginning in the 16th century, the Amaravi people enjoyed trade with the Portuguese and Arabs in ivory, iron and slaves. The Portuguese traders introduced maize in Malawi and the neighbouring countries. In the 19th century, the Ngoni people from South Africa, Yao people from Mozambique, and later the Tumbuka from the DRC invaded and ended the Amaravi Empire. There are no longer tribal conflicts, but there are strong underlying feelings of ethnic affiliation among many Malawians. In the late 19th century, British missionaries and traders ended the slave trade, but paved the way for the establishment of the British Protectorate.

The British Occupation: The British established Nyasaland as their Protectorate in 1891. In the early 1900s, Malawians led by Rev. John Chilembwe mounted a series of attempts to obtain independence but were unsuccessful. Between 1953 and 1963, the British joined Nyasaland with Northern and Southern Rhodesia (now Zambia and

Zimbabwe) into one British territory known as the Federation of Rhodesia and Nyasaland. In the late 1950s, the Malawi Congress Party (MCP), then Nyasaland African Congress, led by Dr. Hastings Kamuzu Banda, successfully spoke against colonialism and attained independence. Dr. Banda dissolved the federation in 1963 and was made Prime Minister.

Self Government and One Party Political System: On 6th July 1964, Malawi earned its initial independence from the British. On 6th July 1966, Malawi adopted a new constitution with a single party political system with Dr. Banda as its first president. In 1971, a constitutional amendment declared Dr. Banda the Life President for Malawi. President Banda ruled the country for 31 years with dictatorial powers. It was Dr. Banda who made Chichewa, previously one of multiple tribal dialects, the official language of Malawi.

Modern Democracy: In 1992, amidst a changing regional and international climate, Malawi saw open dissent for the first time since independence. Under political pressure, Dr. Banda announced a referendum on multi-party elections. Voting revealed an overwhelming desire for change. On 17th March, 1994, Bakili Muluzi became the second President of Malawi in an election that was declared free and fair. A second peaceful transition took place when Bingu wa Mutharika was installed as president in May 2004.

1.3 The Malawi National Coat of Arms and the Motto

The lion and the leopard guard the national crest. The rising sun at the top and bottom symbolises the dawn of freedom in Africa. The fish eagle and the blue and white wavy bands symbolise Lake Malawi while the rough land at the base represents Mulanje Mountain. The scroll holds the motto 'Unity and Freedom.'



1.4 National Flag

The Malawian flag, originally created in 1964, was changed in July 2010. The current flag is made up of three equal horizontal stripes of red, black and green. The red stripe represents the blood of martyrs for African freedom, the black stripe represents the African people and green represents Malawi's ever-green nature. Rather than a rising sun (as in the 1964 version), the new flag has a full white sun in the centre symbolising Malawi's development and economic progress.



Malawian Flag 1965-2010



Modern Malawian Flag 2010-

1.5 Economy

Malawi's economy is predominantly dependent on smallholder agriculture with about 90 percent of its population engaged in mixed subsistence farming. Most of the population generates very low levels of income, leading to wide spread poverty. Approximately 39 percent of Malawians live below the international poverty line and, as of 2009, 15 percent were living in 'ultra poor' households.

Agriculture accounts for one-third of gross domestic product (GDP), 90 percent of export earnings, and three-quarters of total employment. The principal exports are tobacco, sugar, tea and coffee. Tobacco accounts for 70 percent of Malawi's export earnings and is mainly grown by smallholder farmers. Tea and sugar are grown in large plantations and comprise 20 percent of export earnings. Maize is the staple crop for local consumption, supplemented with cassava and rice.

The growth of Malawi's agricultural economy is limited by land constraints, low productivity and high marketing costs. There are a number of additional barriers to general economic development in Malawi including ongoing shortages of foreign currency, high transportation costs and frequent petrol shortages, unreliable and expensive communication systems, and persistent energy constraints.

The Malawi government has invested in the tourism industry and road infrastructure and has pushed private companies to improve communications infrastructure. The Kayelekera Uranium Mine was also commissioned in Karonga District in 2009 with hopes of increasing export earnings.

Although Malawi's consumer price inflation averaged 7.4 percent in 2010, it is relatively higher in major cities. Most durable goods are imported from South Africa, Zimbabwe, Japan and the UK and are relatively expensive due to the high cost of transportation.

1.6 Major Cities

Malawi has four major cities. Lilongwe, the capital city, is located in the central region. Blantyre (the commercial capital) and Zomba (the former capital city) are located in the southern region while Mzuzu is the administrative capital for the northern region.

Lilongwe City: With a population hovering near one million at the start of 2011, Lilongwe (which takes its name from the Lilongwe River) has been the capital city since 1975 and is now the largest city in Malawi.

Lilongwe has two faces. The Old Town, though it is now changing, retains the character and atmosphere of an old trading centre with many buildings dating back to the early 1900s. The location of the originally much smaller city, Old Town remains the main centre of commerce. Capital City Centre was established in 1975 with the construction of many ministry buildings on Capital Hill, and is also the home of the parliament building, most of the foreign embassies, bank headquarters, and international NGO offices.

Beyond the clear separation between Old Town and City Centre, Lilongwe is divided into areas which are numbered chronologically by their date of establishment beginning with Areas 1-4 (Old Town). A discussion of the character of the various residential areas is included in the section on housing (section 4).

Blantyre City: Blantyre, formerly known as Kabula, is one of the oldest cities in not just Malawi, but the region. Established by a Church of Scotland mission in 1876, Blantyre was named for a Scottish counterpart town, the birthplace of famous explorer David Livingston. Blantyre, home to approximately three quarters of a million people, has long been Malawi's commercial hub, although Lilongwe has recently become nearly equal in this respect due to population growth and the presence of international aid money in the capital city.

Blantyre is settled on hills and mountains with a very pleasant climate and, as an older city, has a compact and bustling central business district. There is also a great deal of business and activity towards Limbe, a formerly separate city incorporated with Blantyre in 1956, including the country's only cinema (at the Chichiri Mall), and the Kamuzu stadium.

Mzuzu City: Mzuzu, established in 1985, is the administrative capital for the Northern Region and the third largest city, population-wise, with approximately 200,000 residents. The city is situated in Mzimba District and is surrounded by agricultural areas specialising in tea, coffee and rubber. South of the city lies the Viphya Forest on Viphya Plateau, the largest man-made forest in Africa. The city has an airport and it is the home to Mzuzu University established in 1997.

Zomba City: The former capital city (in colonial days) has approximately 100,000 residents. Despite the relocation of the capital city, Zomba remained the seat of Parliament until 1994 and still hosts the National Archives and the main campus of the University of Malawi. Located at the foot of Zomba Plateau, and with plenty of historical, colonial architecture, the city is one of the most attractive of Malawi's urban areas.

1.7 Population

Malawi's population was 13.1 million as of the 2008 census. The population growth rate is 2.8 percent. Only 15.3 percent of the total population resides in the urban

areas – the four major cities, gazetted town planning areas and district headquarters also known as British Overseas Military Administrations (BOMAs). Life expectancy has improved from less than 40 in 2000 to 52.2 years in 2009. HIV prevalence (for age range between 15-49 years) stands officially at 12 percent. About 52 percent of the population is below 18 years old and 6 percent are orphans. Literacy rates stand at 59 percent for females and 69 percent for males.

About 45 percent of the population lives in the south, 42 percent in the centre and 13 percent in the north. Malawi has many ethnic groups / tribes which are distributed roughly along the same regional lines. The Chewa and Nyanja in the southern and central regions are the largest groups. Others include the Yao and Lomwe in the southern region, the Ngoni in the northern and central regions; and the Tumbuka, Tonga and Nkhonde in the northern region. Minorities of Asians and Europeans live mainly in towns and cities.

Issues of ethnicity and origin remain a big concern, as many Malawians are very conscious of their ethnic origins. In the workplace, people may openly discuss and joke about their origins and even form alliances. There are traditional cultural heritage associations along ethnic lines that promote ethnic identity.

1.8 Religion

Christians make up 83 percent of the population, the majority of which are Roman Catholics and Presbyterians. Anglicans, Evangelicals, Baptists, Adventists, Pentecostals and Methodists are also present in relatively small numbers. Muslims make up 13 percent of the remaining population. Finally, 4 percent belong to other religions including the Hindu, Baha'i, Jewish and Rastafarian faiths, atheists and other traditional African religions.

1.9 Language

There are 16 known living languages across Malawi, but Chichewa and English are the official or national languages. English is taught in schools, and many people in urban areas may speak at least basic English. Residents in most rural communities speak Chichewa and other local languages according to their ethnic identity.

1.10 Culture

Most people living in remote rural communities have not been very much exposed to other cultures, races and lifestyles. In the city, Malawians often have a broader perspective, but it is still important to be aware of cultural practices that may impact day-to-day interactions. The following sections highlight some characteristics of the Malawian culture:

Social Patterns and Structure

- **Traditional Leaders:** Traditional chiefs command very high respect such that any activity taking place within their jurisdiction requires their consent. In general, status is a very important among Malawians such that juniors may not openly challenge their senior employees, leaders or older people.
- **Family:** In Malawi, most family relations are very strong such that in most cases, family demands may take precedence over work considerations.
- **Women:** Traditionally, women have been classified as inferior, so that decision making power at the family, organisational and national level mostly remains in the hands of men. However, efforts to promote women in politics and the education of girls, as well as the influence of global media, have increased women's ability to take leadership.
- **Homosexuality:** In Malawi, acts of homosexuality are culturally taboo and illegal.
- **Religion:** Most Malawians are active practitioners of religious beliefs, and may not be very accepting of non-believers. Religion is a subject to be approached with caution, especially as it is common for Malawians to ask about place of worship.

Day-to-Day Interactions

- **Greeting:** Greeting is a very important gesture in the Malawian culture and emphasis is usually placed on shaking hands. The traditional handshake is right hand to right hand, with each person supporting his / her right forearm with his / her left hand. A slight bow (men) or curtsy (women) emphasises respect for the one being greeted. Kneeling shows even greater respect and it is very common to be greeted in this way by children and women, especially in rural communities.
- **Topics of Conversation:** As mentioned previously, family is very important in Malawi. It is common to ask about family composition and wellbeing as well as regional origins. Occupation / place of employment, football and religious affiliation are other common topics for first meetings.
- **Respect:** The Chichewa equivalent for "please" (chonde) is not frequently used, and is more often associated with begging or pleading in the local language. Respect is shown more often by tone of voice, thus Malawians are not necessarily being rude if they do not say "please."
- **Maintaining Relationships:** Most Malawians value relationships such that they will avoid saying or doing anything that will damage the relationship or network. This avoidance leads to two common characteristics of Malawians:
 - Most Malawians are averse to confrontations. Colleagues will not be willing to openly say if they have a problem. It is advisable to listen about what is happening around the workplace as other staff and drivers may be more likely to know about and share information about conflicts. If you have a problem with a colleague, it is best to settle things quietly on one-on-one basis.
 - In some cases, it can be quite rather difficult to get straight answers from Malawians. Mostly people will not want to disappoint you. As such, they may try to tell you what you think you wanted to hear. They may ask for additional time before answering, delaying indefinitely to

avoid saying 'no.' or they may start by saying, 'No problem...' but this will shortly be followed by '...it is only that...'

- **Sadness and Grief:** These emotions are openly displayed in public, especially upon learning about the death or bad fortune of a relation. It is common for Malawians to share detailed information about their own or family members' illnesses and / or cause of death.
- **Socialising:** Partly due to economic constraints including lack of transport, most Malawians do not expect to socialise with foreigners outside of work. Extended family demands and occupation with family issues also play a role in this lack of socialising.

Non-verbal Communication

- **Personal Space:** Culturally, most Malawians like to keep some distance when communicating as a courtesy for each other. It is advisable to keep at minimum an arm's length distance when talking to a person of your sex and at least one and half arms length for the person of opposite sex.
- **Eye Contact:** Most Malawians do not make eye contact when talking, although this is more common with the less educated. You may keep the conversation going; they are still listening even if you do not get hold of their gaze.
- **Public Displays of Affection:** PDAs are mostly restricted to firm and long lasting handshakes. It is not uncommon to see people of the same sex walking down the street holding hands, although it is somewhat taboo for couples of the opposite sex to do the same.
- **Hugging:** Women tend to welcome a long missed female friend (and not a man) with a loud and strong noise often followed by a hug. Hugging the opposite sex is not typically common among most Malawians.

Clothing

- **General Practices:** For many years, Dr. Banda imposed a strict and conservative dress code. Women were not allowed to wear trousers and skirts stretched, at a minimum, to below the knee – more frequently to the ankles. In the city, women today frequently wear pants, but the practice is not widely accepted in rural villages.
- **Professional Dress:** Office attire tends towards formal business attire. Men should wear a button-down shirt and tie, at a minimum, and should have a full suit for more formal occasions (meetings, interviews). Women should wear conservative (below the knee) skirts and dresses or tailored trousers with blouses or jackets. Many professional Malawian women also wear high heels.

Important Cultural Events

- **Funerals:** Malawian funerals are an important sign of respect for the dead and a means of reaffirming solidarity and kinship with those who are still alive. If you are ever invited to attend a funeral, graciously accept the invitation and ask a Malawian about proper etiquette. Malawians will often prioritise funerals over

work and other commitments. Neighbours, family members, co-workers and employers are expected to assist with the costs associated with large funerals.

- **Marriages:** Traditionally, a marriage between two people includes a bridal shower, engagement party and wedding. Material gifts are not the norm in Malawi. Rather, the three events are used as fundraisers for the new couple. Guests may be asked to purchase tickets to the events to help cover costs, and to raise money for the new bride and groom. There are also times during the programmes of each event when guests will give Kwachas (in small denomination bills), which are also collected as gifts.
- **Sickness:** It is expected in Malawi that one will receive visitors when sick, and in turn, visit those who are ill in either their home or the hospital.

1.11 In-Country Information Sources

Once you are based in Malawi, you will find that there are many ways to get more information about local culture and important news. The following resources and ideas may be useful:

- **Newspapers and Magazines:**

- The Daily Times: Blantyre-based daily newspaper, www.bnltimes.com
- The Nation is another Blantyre-based, daily newspaper, www.nationmw.net
- Weekend Nation is a Blantyre-based weekly newspaper, issued on Saturdays, www.mwnation.com
- Nation on Sunday is a Blantyre-based weekly newspaper issued on Sundays.
- Malawi News is a Blantyre-based weekly newspaper, www.malawinews.bnltimes.com
- Nyasatimes is web-based whistle blower news site: www.nyasatimes.com
- Moni Magazine [(can be purchased from Central Africana Bookshop (Chichiri Mall – Blantyre, Old Town Mall – Lilongwe)]
- The Eye Magazine (can be found in bars, restaurants, travel agencies, etc.) and provides up-to-date listings of common services: www.theeye.co.mw

- **Radio Stations**

Radio station	City and frequency	
	Lilongwe	Blantyre
Adventist Radio (Seventh Day Adventist)	102.0 FM	90.8FM
African Bible College Radio	88.3 FM	-
BBC	98.0 FM	98.0 FM
Capital FM	102.8 FM	102.5 FM

CFAN (Assemblies of God)	105.8 FM	-
Joy Radio	89.3 FM	89.6 FM
Malawi Institute of Journalism (MIJ) FM	98.5 FM	90.3 FM
MBC Radio 1	94.7 FM	95.4 FM
MBC Radio 2	92.5 FM	92.2 FM
Radio Islam	97.6 FM	97.7 FM
Star Radio	98.5 FM	88.7 FM
Zodiak Broadcasting Station (ZBS)	95.1 FM	97.0 FM

- **Websites for country information on culture:**
 - <http://www.malawi.com/>
 - <http://www.cia.gov/cia/publications/factbook/geos/mi.html>
 - <http://www.lonelyplanet.com/destinations/africa/malawi/>
 - <http://www.africaguide.com/country/malawi/index.htm>
 - http://www.friendsofmalawi.org/learn_about_malawi/index.html
- **Television:** MBC TV (especially the Zakwathu Programme)
- **Cultural Events and Locations**
 - Mua Mission cultural village in Dedza district
 - The Museum of Malawi at Chichiri in Blantyre
 - Local cultural shows such as those performed by the Kwacha Cultural Troupe
 - Drama shows at the French Cultural Centre (in Blantyre, near Chichiri Centre) and other centres in Lilongwe as advertised, mostly in the newspapers
 - Malawian village
 - Wedding ceremony and / or funeral
 - Soccer games at Civo and Silver Stadiums in Lilongwe and MDC and Kamuzu Stadiums in Blantyre.

SECTION TWO: The United Nations in Malawi

2.1 The UN System in Malawi

The United Nations System in Malawi comprises seven organisations: UNDP, FAO, UNFPA, UNHCR, UNICEF, WFP, WHO and one programme, UNAIDS. The UN affiliated organisations, the World Bank and International Monetary Fund (IMF) are also resident in Malawi. Non-resident agencies including UN Habitat, UNCDF and UNIFEM are represented by the UNDP Resident Representative. Other non-resident agencies with projects activities include: ILO, IFAD, UNESCO, UNV, UNOCHA, UNIDO, UNOPS, UNEP, UNODC and IAEA. For more information, visit www.unmalawi.org.

The UN has had a working relationship with the Government of Malawi for about 40 years. In these years, the UN has established a track record of impartiality and support for country ownership of development strategy and policy.

2.2 UN Country Team and the Resident Coordinator system

All UN activities in the country are led and coordinated by the UN Country Team (UNCT). UNCT Malawi comprises the heads of all resident UN funds, programmes and specialised agencies. The IMF and World Bank are also members. Each UNCT agency is responsible for responding to the national development plans, as formulated by the government, to guide their own agency programmes within their mandate.

UNDP hosts the Resident Coordinator (RC) system which is funded through resources raised by UNDP, UN Development Group and with contributions from agencies. The RC system aims to bring together all UN agencies to improve the efficiency and effectiveness of collective UN activities. It supports national development efforts by coordinating activities within the UN family and between the UN and its development partners, donors, civil society, the private sector and the Government of Malawi.

2.3 Current and future UN programmes in Malawi

The United Nations Development Assistance Framework (UNDAF), implemented on a five year time span, is a joint UN programming tool, which aims to strengthen the impact and efficiency in delivery of development activities by the UN. The Assistance Framework includes specialised and non-resident agencies. It is implemented within the context of one leader (the RC), one budget framework and common services and premises, in close cooperation with other international development partners and national partners and civil society organisations.

The UNDAF supports the national priorities in line with the Malawi Growth and Development Strategy (MGDS) and the principles of the Paris Declaration. This UNDAF is also based on the objectives of the UN reform process that began in 1997.

2.4 UN Reforms and UN Malawi Joint Resource Mobilisation Strategy

In 2006, the UN Secretary General's High-Level Panel on System-Wide Coherence recommended the devising of more cohesive, effective and efficient UN business practices at the country level through the pursuance of the “Delivering as One (DaO)” initiative in 8 pilot countries. Although Malawi is not officially a pilot country of this initiative, the UN system in Malawi has embarked on a process of reform as a self-starter country.

The Delivering as One initiative attempts to harmonise tools and procedures, reduce bureaucracy between UN, donor organisations and host governments and turn the concept of national ownership into reality. The UN is implementing the Delivering as One concept through a strategic framework which has two interrelated and interdependent pillars; the One Plan and the UN Business Plan. For more information access: http://www.unmalawi.org/un_mal_un_reform.html.

2.5 UN Plus and UN Cares

UN+ is a group of UN staff living with HIV, established in 2005. It supports all members in the UN system who are living with HIV and AIDS, regardless of their levels of disclosure. UN+ has an e-workspace for the HIV-positive UN Staff Group which enables them to discuss issues, based on personal experiences, as people living with HIV working within the UN system. Further information and a list of contact persons can be obtained at: <http://www.unmalawi.org/unplus>.

2.6 UN Staff Associations

The UN staff association is an umbrella body for all agency specific associations for resident UN agencies. The association committee comprises representatives from the agency associations and it is chaired by UNDP. The association handles all matters related to staff welfare including get-togethers / parties, supporting staff when bereaved, engagements, weddings, dealing with sickness and upon the birth of babies. At the agency level, there may be two associations, one for service contractors and the other for permanent staff. Details on membership and other issues can be referred to the Chairperson of the UN Staff Association at UNDP. Tel: 01 773 500 or through the chairpersons of agency specific associations.

2.7 UN Local Expatriate Spouse Association (UNLESA)

The UNLESA in duty stations and headquarters was established as part of the Global Expatriate Spouse Association (UN/GESA) to support and help find solutions to employment and career concerns of UN equally well qualified expatriate spouses. It especially aims at joining efforts in search of country specific information and resources to assist international expatriate spouses in finding employment. Its membership comprises expatriate spouses from all UN agencies and organisations affiliated with the UN. An expatriate spouse chairs the association.

UNLESA can be contacted through the UN Resident Coordinator Office, Inter Agency Support Unit at the following address:

P O Box 30135, Lilongwe 3

Tel: 01 773 500/01 773 797

Fax: 01 773 637

2.8 UN Agency-Specific Information

The following agencies are listed alphabetically by acronym:

Food and Agriculture Organisation of the United Nations (FAO)

FAO leads international efforts to defeat hunger and malnutrition. In Malawi, FAO supports the government and non-governmental organisations to modernise and improve agricultural techniques for food security. FAO's main contribution to the joint programming of the new UN system is through Cluster One of the One Programme-driving efforts to increase food security, diversify diets at the household level and defend against the threats of climate change, unreliable rainfall and impoverished soil. FAO provides technical support to the Ministry of Agriculture and Food Security, Ministry of Development Planning and Cooperation and the Department of Nutrition and HIV in the Office of President and Cabinet.

For more information visit www.fao.org or contact:

Food and Agriculture Organisation (FAO)

Evelyn Court, Area 13

P.O. Box 30750, Lilongwe 3

Tel: 01 773 255

Fax: 01 773 263

The Joint United Nations Programme on HIV/AIDS (UNAIDS)

UNAIDS brings together the efforts and resources of ten UN organisations to the global AIDS response, building on each organisation's mandate and competencies to effectively support national responses to AIDS in key areas. UNAIDS works to assist the government to realise its commitments, actions and goals as outlined in the Declaration of Commitment on HIV and AIDS and the Millennium Development Goals (MDGs).

UNAIDS leads the UNDAF cluster on HIV and AIDS, which comprises UNICEF, WFP, UNDP, UNFPA, ILO, UNHCR, WHO and the World Bank. This team strives to ensure that HIV and AIDS are included as a top priority on the nation's development agenda. UNAIDS has been instrumental in mobilising human, technical and financial resources as well as tracking how those resources have been used in the country.

UNAIDS is also the leading provider of up-to-date and reliable data and analysis. It tracks trends in the spread, management and impact of HIV in Malawi and places this data in the context of global and regional trends. UNAIDS support ensures that HIV Surveillance Systems are continually updated and strengthened.

For more information, visit www.unaids.org or contact:
Joint United Nations Programme on HIV and AIDS (UNAIDS)
C/o UNDP PO Box 30135, Lilongwe 3
Tel: 01 773 329/927
Fax: 01 773 992

United Nations Development Programme (UNDP)

UNDP supports the government to achieve the Malawi Growth and Development Strategies (MGDS) as well as the Millennium Development Goals. UNDP and the Government of Malawi aim to build capacity to reduce poverty by creating transparency and accountability in governance, and focusing on areas such as policy and strategy formulation, programme implementation and monitoring and evaluation. UNDP provides government with the tools to consolidate democracy and deliver social services more effectively.

Priority areas in UNDP programmes include:

- Localising MDGs and support to national and district level planning
- Public administration reform and capacity development
- Equitable economic growth and private sector development
- Gender machinery and women's empowerment
- Climate change and environmental sustainability
- Good governance and support to participatory democracy

Additionally, UNDP facilitates Delivering as One, coordinating the UN family and other development partners to create a streamlined response to government

priorities, such as economic planning, capacity for monitoring and evaluation, public sector reform and the decentralisation of governance.

UNDP also administers the UN Capital Development Fund (UNCDF) and UN Volunteer (UNV) programme.

For more information visit www.undp.org.mw or contact:

P O Box 30135, Lilongwe 3

Tel: 01 773 500/01 773 797

Fax: 01 773 637

Email: registry.mw@undp.org

United Nations Educational, Scientific and Cultural Organisation (UNESCO)

UNESCO in Malawi has the One Programme, which caters to various sectors, including education and heritage. UNESCO contributes to advocating and supporting quality education for all through supporting the development of national policies, plans and management systems including: statistical capacity building, early childhood education, inclusive education, adult literacy, girls in science education, technical and vocational education, and teacher quality education.

UNESCO also has core expertise in the development and marketing of Malawi's tangible and intangible cultural heritage. UNESCO programmes have resulted in the nomination of the Gule Wamkulu and Vimbuza Dance as Masterpieces of Oral and Intangible Heritage for Humanity. The Chongoni Rock Art Area was created as a World Heritage Site. UNESCO has also supported community radio programmes which serve as support mechanisms for all areas of the One Programme. Traditional knowledge is an important component of UNESCO's work, particularly as it relates to preserving biodiversity. UNESCO works with government to nominate new sites for enlisting under the Man and Biosphere site.

For more information, visit www.unesco.org or contact:

Maggie Mzumara

Liaison and Programme Officer

Email: m.mzumara@unesco.org

The United Nations Population Fund (UNFPA)

UNFPA promotes the right of every woman, man and child to enjoy a life of health and equal opportunity. UNFPA supports countries in using population data for policies and programmes to reduce poverty and to ensure that every pregnancy is wanted, every birth is safe, every young person is free of HIV/AIDS, and every girl and woman is treated with dignity and respect while gender equality and equity are also promoted.

UNFPA is the world's largest international source of funding for population and reproductive health programmes, focused on (i) ensuring universal access to sexual and reproductive health, (ii) supporting population and development strategies that

enable capacity building in population programming; and (iii) promoting deeper understanding of population and development issues.

UNFPA promotes the principles of the International Conference on Population and Development (ICPD) Programme of Action that aim at meeting the people's education, health, sexual and reproductive needs as a precursor to sustainable development.

In terms of Delivering as One in Malawi, UNFPA works closely with both UNICEF and WHO to deliver integrated solutions in youth reproductive health, streamlining HIV and AIDS prevention mechanisms, as well as preventing maternal mortality.

The data for the development component of UNFPA's work feeds into all areas of development. MASEDA is an invaluable and easy to use tool that provides statistical information for tracking all other areas of sustainable development. MASEDA is part of a joint programme on monitoring and evaluation, which includes UNICEF and UNDP.

For more information, visit www.unfpa.org or contact:

United Nations Population Fund (UNFPA)

Evelyn Court, Area 13

P.O. Box 30135, Lilongwe 3

Tel: 01 771 444/474/08828155/154

Fax: 01 771 402/01 773 637

The United Nations Human Settlements Programme (UN-HABITAT)

UN-HABITAT is the lead UN agency for shelter and local authorities. Its mission is to promote socially and environmentally sustainable urban development with the goal of providing adequate shelter for all. Only twenty percent of Malawi's population is classified as urban, making the country one of the least urbanised countries in Africa.

UN-HABITAT is committed to supporting the Government of Malawi to achieve sustainable urbanisation and adequate shelter for all and the achievement of the MDGs. Programmes in Malawi include Cities Without Slums, Malawi National Slum Upgrading, Managing HIV and AIDS at local level, Malawi National Housing Policy and the Malawi Award for Human Settlements (MAHS). In the future, UN Habitat aims to have a Country Programme Document as a guiding framework for its interventions in Malawi in support of the Malawi Growth and Development Strategy.

For more details visit www.unhabitat.org or contact:

John Chome

Habitat Programme Manager, Malawi

C/o UNDP Malawi

john.chome@undp.org

United Nations High Commission for Refugees (UNHCR)

UNHCR first began working in Malawi in 1986 when it responded to an influx of about 1.2 million Mozambican refugees. Since 1995, Malawi has opened its doors to other African refugees and asylum seekers mostly from the Great Lakes Region – the Democratic Republic of the Congo, Burundi, and Rwanda – and a recent influx from the Horn of Africa (Somalia and Ethiopia). The Government of Malawi currently operates one refugee camp at Dzaleka in Dowa district.

UNHCR deals with the logistics and management of running Dzaleka refugee camp to ensure that the refugees have access to the basic social services include shelter, health and medical facilities. All refugees and asylum seekers in camp benefit from food assistance, provided by WFP and non-food assistance provided by UNHCR, including construction materials to build their own houses in the camp. UNHCR also engages in extensive repatriation activities, helping refugees to either return to their home countries or find secondary countries of residence and opportunities for study.

UNHCR has a number of implementing and operational partners including:

- Office of the Commissioner for Refugees: government's office for the coordination of refugee programme.
- Ministry of Health: provides and manages health facilities including clinics for refugees
- World Food Programme: provides food items to refugees
- Malawi Red Cross Society: provides social services including counselling
- Jesuit Refugee Service: provides education services for refugees, including the running of schools
- World Relief Malawi: provides non-food items, construction materials, and loans

For more details, visit www.unhcr.org or contact:

United Nations High Commissioner for Refugees

PO Box 30230, Lilongwe 3, Malawi

Tel: 01 772 155/775 523

Fax: 01 774 128

Email: mlwli@unhcr.org

United Nations Children's Fund (UNICEF)

UNICEF started its operations in Malawi in 1964 to support the government to progressively realise the rights of children and women with a focus on the most vulnerable children. Guided by the Convention on the Rights of Child (CRC), the Convention on the Elimination of all Forms of Discrimination against Women (CEDAW), and the Millennium Development Goals (MDGs), UNICEF works to advocate for the protection of children's rights, to help meet their basic needs and expand their opportunities to reach their full potential.

UNICEF programme interventions are in line with the Malawi Growth and Development Strategy through the United Nations Development Assistant Framework (UNDAF) and contribute to sustainable economic development and food

security, social protection and disaster reduction and management, access to equitable basic social services, HIV and AIDS prevention, care and treatment, and good governance. UNICEF's country programme has integrated human rights, gender, disaster risk reduction and capacity development as cross-cutting themes of the UNDAF.

UNICEF works in partnership with the Government of Malawi, national institutions, civil society and the local communities to reach the most vulnerable children and women with assistance. The provided instance includes technical, material and financial support in the following priority interventions within the country programme

For more information visit www.unicef.org/malawi or contact:

UNICEF Malawi
P.O. Box 30375
Lilongwe 3
Malawi
Tel: 01 770 770

The United Nations Volunteer Programme (UNV)

The UNV programme operations started in Malawi in the early 1980s. Presence at the district level is one of the most relevant features of UNV in Malawi and is therefore nurtured and built upon. UNV volunteers support a wide range of development sectors including poverty reduction, governance, HIV/AIDS, reproductive health, environment, gender and human rights and peace building and ICT programs. The UNV programme is working to support the government to develop a national policy on volunteerism, which should cover internationals and nationals providing volunteer services in Malawi.

Although most of the UNV volunteers are assigned to UNDP projects, UNV also continues to support different UN agencies in the field of humanitarian aid, namely, UNHCR, WFP and UNAIDS.

Currently there are 93 UN Volunteers serving in Malawi and about 40 under different stages of recruitment making a total of more than 130. The majority of them are international UN volunteers, making the group the biggest representation of international UNV volunteers in a development related programme in Africa.

For more information, contact:

UN Volunteer Programme
UNDP
P.O. Box 30135
Lilongwe 3
Malawi.
Tel: 01 772 118

The United Nations World Food Programme (WFP)

WFP is the world's largest international food assistance agency. The organisation works to eradicate hunger and poverty and above all ensure food security. WFP operations in Malawi started in 1965 and it has been providing support to government through a number of programme activities including emergency, relief and recovery operations, and development. WFP's primary strength has been the ability to procure and deliver large quantities of food in difficult environments, quickly, efficiently and cost effectively.

WFP has its country office in the City Centre, Kang'ombe Building and a sub office in Blantyre. WFP has also field representation in most districts.

The WFP current programme portfolio includes nutritional support to children of under-5 years of age, support to education through a school meals programme, food security programmes, health related nutritional support to chronically ill and community based HIV/AIDS programs, as well as support to local farmers/markets through the Purchase for Progress (P4P) Initiative.

WFP works through partnerships with the government, donor agencies, sister UN agencies, NGOs and the private sector organisations. □

For more information on WFP Malawi visit www.wfp.org or contact:

World Food Programme
Kang'ombe Building
P.O. Box 30571, Lilongwe 3
Tel: 01 774 666
Fax: 01 773 785

World Health Organisation (WHO)

WHO started its operations in Malawi in 1965. WHO aims to focus its activities towards a more strategic role as adviser, broker and catalyst, building on synergies among health agencies and other stakeholders in the sector. WHO aims to respond to priority health needs of the people of Malawi and move away from more routine activities that can be delivered by the sector as a whole.

The main strategic priorities for WHO in Malawi have been identified as the strengthening of national health systems development, disease prevention and control including HIV/AIDS, family and reproductive health, including child survival, and partnership for health action.

For more information on WHO Malawi, visit www.who.int/en/ or contact:

World Health Organisation
ADL House
P.O. BOX 30390, Lilongwe 3
Tel: 01 772 755/450/215/ 1 775 008/011/016
Fax: 01 772 350

2.9 UN Official Working Hours and Public Holidays

UN official working hours are 7:30 am to 12:00 noon and 1:00 pm to 5:00 pm Monday to Thursday and 7:30 am to 1:30 pm on Fridays. In Malawi, public holiday falling on Saturdays or Sundays are taken the following Monday. At times, some public holidays are announced on an ad hoc basis and at a short notice. Not all public holidays apply to the UN system and some UN holidays are not public holidays. Public holidays observed by the United Nations in Malawi are marked with an asterisk*. The following are the public holidays in Malawi:

*New Year	01 January
John Chilembwe Day	15 January
*Eid el-Aldah	November/December/January (depending on moon)
*Martyrs Day	03 March
*Good Friday	Varies each year between end March-April
*Easter Saturday	Varies each year between end March-April
*Easter Monday	Varies each year between end March-April
*Labour Day	01 May
Kamuzu Day	14 May
Freedom Day	14 June
*Republic/Independence Day	6 July
Eid ul-Fitr (End of Ramadan)	August-October (depending on moon)
Mothers Day	15 October
*Christmas Day	25 December
*Boxing Day	26 December

SECTION THREE: Preparing for Your Move

3.1 Calling Malawi

Malawi's country code is +265. All numbers are listed in this document as local numbers. To call a number from outside the country, add +265 and drop the first zero (0) in the number.

3.2 Immigration Requirements

As of the publication of this document, visas are required EXCEPT for nationals of the following countries: Antigua & Barbuda, Australia, Bahamas, Bangladesh, Barbados, Belgium, Belize, Botswana, Brunei Darussalam, Canada, Cyprus, Denmark, Dominica, Fiji, Finland, France, Gambia, Germany, Ghana, Grenada, Guyana, Iceland, Ireland, Israel, Italy, Jamaica, Japan, Kenya, Kiribati, Lesotho, Luxembourg, Madagascar, Malaysia, Maldives, Malta, Mauritius, Mozambique, Namibia, Nauru, Nepal, Netherlands, New Zealand, Papua New Guinea, Portugal, Samoa (Western), San Marino, Seychelles, Sierra Leone, Singapore, South Africa, South Korea, Solomon Islands, Spain, Sri Lanka, St Kitts & Nevis, St Lucia, St Vincent & the Grenadines, Swaziland, Sweden, Tanzania, Tonga, Trinidad & Tobago, Tuvalu, Uganda, United Kingdom, United States of America, Vanuatu, Zambia, and Zimbabwe. All travellers from these countries will receive a free, 30-day visa upon arrival.

Since immigration regulations are constantly changing, it is advisable for travellers to confirm whether or not they need an entry visa. When travelling into Malawi by road, it is also advisable to confirm operating hours for the Immigration and Customs services at land borders to avoid getting stranded.

Nationals of other countries must obtain an entry visa irrespective of whether they are travelling on their national passport or on a United Nations Laissez-Passer. When travelling on a United Nations Laissez-Passer, an entry visa may be issued at the port of entry.

The UN agencies support incoming personnel and their families to obtain the required residence permits required for the duration of your contract.

3.2 What to Bring – Documentation and Paperwork

Personal identification documents:

- Identity cards including passport and driving license
- Two passport-size photographs are required for the identity card. It is advisable to have two or more additional passport-size photographs for each member of your family for processing visa and other official documents

- Copies of professional certificates, diplomas or degrees, especially for spouses who do not yet have employment
- Copies of birth certificates and marriage certificates (if applicable)
- Documentation to prove eligibility of children / dependents to enrol in school
- Documentation to prove eligibility of dependants including birth certificates and passports of spouse and children
- Separate list of account and contact numbers for all forms of identification, bank cards, etc.
- Personal health records / vaccination documentation (documentation of yellow fever vaccination is required to enter the country – see the health care section for additional recommendations)

3.3 What to Bring – Household and Personal Effects

It is possible to find nearly anything related to household and personal effects in Malawi (especially in Lilongwe and Blantyre)...at a price. High transportation costs and limited in-country manufacturing make household goods, clothing and non-local foodstuffs expensive. This list attempts to highlight items that may be particularly expensive or difficult to find. See the “Shopping” chapter (section five) for details on where to find the below items in country.

Clothing

There is a limited selection of imported clothing and foot wear at high prices. Although you can purchase things second-hand at the market and have clothing tailored locally for a relatively inexpensive cost, you may want to bring the following:

- Formal / semi-formal business attire
- Raincoats, jackets, sweaters / sweatshirts (it gets quite cold in winter!)
- Lightweight clothing for hot months (given the relatively conservative clothing culture, knee-length skirts and longer shorts are best)
- Long pants and long-sleeved shirts (for evenings, to minimise mosquito bites)
- Swimsuit and a good supply of undergarments
- Good quality sandals, dress shoes and hiking / walking shoes

Household Goods

Almost all commercially produced household goods are expensive in Malawi, so bring as much with you as you are able! You may want to focus particularly on the following:

- Bed sheets, blankets, duvets and towels and mosquito nets
- Personal electronics (computer, printer and toner, television, audio system, digital camera, external hard drive)
- Small kitchen appliances (blender, coffee maker, hand mixer, etc.)
- Good quality kitchen implements (pans, knives, etc.)
- Large household appliances (refrigerator, freezer, stove / oven, washer, dryer)
- Inverter / generator and headlamp / quality flashlights (for frequent power outages)

NOTE: Make sure that electronic items will function on 220-240V.

Leisure and Entertainment

High quality items in the following categories are mostly only available second-hand from other expatriates but also from Game Stores:

- Camping and hiking gear (tent, sleeping bags, travel stove, etc.)
- Sporting equipment (mountain bicycles, tennis racquets, fitness DVDs, etc.)
- E-readers (nook, kindle, iPad, etc.) and/or digital music players (iPod, etc.)
- Toys, books and games for children
- Musical instruments

Health Care

- Enough supplies of special food for the start if you have a special diet (gluten free and other specialised foods are more and more readily available, but it may take time for you to discover where to purchase supplies)
- Medical prescriptions and start up and/or possibly adequate supplies of medicine or pharmaceutical products including: contraceptives, asthma, diabetes, anti-hypertensives, general antibiotics and patent drugs, extra pairs of prescription optical lens and their care products, malaria prophylaxis and nutritional or vitamin supplements

3.4 Bringing Pets

Import permits must be obtained before bringing domestic animals into the country. UN personnel wishing to bring domestic animal(s) into Malawi should send relevant details to their respective UN offices in Lilongwe to help them obtain the necessary permit in advance. A rabies certificate must be obtained within 14 days prior to arrival. Quarantine is not required if animals have valid rabies vaccination certificates. It is a requirement that all dogs are registered with the government.

In general, South African Airlines is not very pet-friendly. Animals are not allowed in the cabin (no matter how small) and the Johannesburg airport is not equipped to deal with animals in cargo. Ethiopian Airlines is very pet friendly and it is worth contacting them if you intend to bring your animal in the cabin or in cargo. Kenya Airlines is also able to support animal travel.

3.5 Customs Regulations for Shipping of Vehicles and Personal Effects

Duty Free Importation Privileges

International United Nations personnel holding fixed-term (FT) or temporary fixed-term (TFT) contracts are entitled to duty free importation of their household and personal effects within the first six months of arrival. Imported items may include a car, refrigerator, radio, record player, tape recorder, electrical appliances, photographic and cinema and video equipment etc., provided these were owned or ordered before arrival. Invoices giving the dates on which orders were placed should therefore be retained to prove that the shipped items were ordered before arrival.

Some international UN personnel use mail order companies, mainly Peter Justesen (www.pj.dk) and Samtrex (www.samtrex.co.za), to purchase goods unavailable in Malawi. Peter Justesen is based in Denmark and caters to diplomatic communities worldwide, providing a range of duty-free products from perfume to food items and lawnmowers. Samtrex, a South African based company, sells grocery items including food, drinks and household items to expatriates in Africa. Samtrex also procures and ships car parts and computers, when these items are ordered with exact description. They do not accept credit cards or local currency.

Note: A Malawi import permit and preferably an export permit from the country of origin must be obtained before importing any non-automatic firearms and ammunition, sporting rifles, shotguns and pistols into Malawi. Firearms and ammunition which arrive without an import permit are confiscated by the Customs Department. It is illegal to use all fire arms for any purpose before obtaining a license from the police. Licenses must be renewed every year and the police must be notified of any sold, stolen or exported firearms or ammunition.

Transport / Port Options

Your respective UN office will support you with in-country customs clearance of the shipments and advise which shipping company to use from your point of departure. Malawi being a landlocked country, airfreight shipment is commonly used. Surface shipments from Europe and America can take up to six months. Ports of entry for surface shipping are Durban in South Africa, Beira in Mozambique or Dar Es Salaam in Tanzania.

Importing or Purchasing a Car

Public transportation is available to all commercial areas and some residential areas in large cities. However, mini buses can be crowded, trip time may be lengthy (as buses wait to fill before leaving for their destination) and buses do not generally run after dark. Taxis and car hire are available, but quickly become cost prohibitive for ongoing use. Lilongwe, in particular, is spread out over a large geographic area and it can be difficult to get around and deal with errands if you do not have a vehicle. Some UN offices provide transport for private use but not beyond the first three months.

It is advisable to check with the HR officer of your UN office if there may be some possibilities of partial reimbursement of the shipping costs of a vehicle purchased outside Malawi. UN personnel are entitled to one duty free car or motorcycle importation. Second-hand vehicles can also be purchased duty free during your first six months in country. It is however, always advisable to make a thorough check of the authenticity of the documentation and vehicle fitness. In either case, your respective UN office will assist you with vehicle registration.

Generally, cars with higher ground-clearances are recommended due to bad road conditions especially during the rainy season and four wheel drive vehicles are preferred for the out of the city trips. You will also frequently see “Duty Free” or “Duty Paid” in advertisements. The Malawian government leverages an extremely high duty on all vehicles imported by people without diplomatic privileges. Duty paid

vehicles will likely be relatively more expensive for purchase, as the duty cost will be passed on.

It is also worth noting that, due to ongoing forex shortages in Malawi, it is difficult to leave the country with large amounts of foreign cash. For this reason, many departing expatriates prefer to receive payment through direct bank transfer from one foreign account to another.

In Lilongwe, you can buy used cars from Japan (mainly) at Biwi Triangle and in Blantyre at Trade Fair Grounds. The Lilongwe Chat Google Group (<http://groups.google.com/group/lilongwe-chat>) list serve is also an excellent place to watch for duty-free listings.

SECTION FOUR: Housing and Accommodation

4.1 Temporary Accommodation upon Arrival

Depending on the specificity of your requirements for housing, as well as available supply, it may take up to a month to find appropriate accommodations. It may be advisable, especially if relocating with a family, to come alone in advance to locate housing.

In any case, there are good hotels in all the major cities of Malawi, and you should easily be able to locate a place to stay while you conduct your search. Prices at mid-range to up-market establishments range between \$80 – 120 for a single room. Double rooms go for \$110 - 180.

Lilongwe: Recommended Hotels, Lodges and Guest Houses

Name	Location	Contact Information
Crossroads Hotel	Crossroads Complex, Mchinji Roundabout	01 750 444/333 crossroadshotel@malawi.net
Sunbird Lilongwe Hotel	Old Town, Kamuzu Procession Road	01 756 333 lilongwehotel@sunbirdmalawi.com
Sunbird Capital Hotel	City Centre, near Capital Hill	01 773 388 capital@sunbirdmalawi.com
Wamkulu Palace	Area 12	01 776 764/ 762 info@wamkuluhotels.com
Kumbali Country Lodge	Capital Hill Dairy Farm near the New State House	0999 963 402 kumbali@kumbalilodge.com
Madidi Lodge	Behind Crossroads Complex, Old Town	01 920 901 info@madidilodge.com
Wendels Guest House	Area 12	01 770 237 / 0999 9 940167 wendels@africa-online.net
Ufulu Gardens	Ufulu Road, Area 43	01 794 060/79 ufulugardens@malawi.net
Heuglin's Lodge	Area 43	01 771 393/153 info@wilderness.mw
Korea Garden Lodge	Area 3	01 753 467 / 01 757 854 info@kglodge.net
Annie's Lodge	Area 10	01 794 572 annies@globemw.net

Blantyre: Recommended Hotels, Lodges and Guest Houses

Name	Location	Contact Information
Sunbird Mount Soche Hotel	Corner Glyn Jones Road and Victoria Avenue	01 820 588 mountsoche@sunbirdmalawi.com
Protea Hotel Ryalls	2 Hannover Avenue	01 820 955 ryalls@proteamalawi.com
Hotel Victoria	Victoria Avenue	01 823 500 reservations@hotelvictoriamw.com
Hostellerie de France	Corner Chilomoni Ring Road and Kazuni Avenue, Namiwawa	0 88 8 833 586 hostfrance@malawi.net
Shire Highlands Hotel	Limbe	01 840 359 / 088 8 206 644 marketing@alexanderhotels.net

4.2 Locating Permanent Lodging

Housing for expatriates is becoming increasingly expensive and it is difficult to find furnished rentals. Large appliances (stove, refrigerator, washer / dryer, etc.) are generally not included in unfurnished apartments. (See “What to Bring” for more details).

These concerns aside, many new rental houses have come on the market recently and local real estate agents stand ready to help in selecting a suitable house. Knight Frank is one of the leading real estate agents and can be reached, in Lilongwe at (01 772 834) and in Blantyre at (01 823 577) or via email / web: kfmw@knightfrankmw.com, <http://www.knightfrank.com>. The Eye Magazine (available from many lodges, restaurants and travel agencies) provides a broader list of real estate agents available across the country (<http://www.theeye.co.mw>). The Administration/HR Unit of your respective UN office and/or your predecessor can also put you in touch with reputable real estate agents and/or help arrange accommodation.

NOTE: Given the high cost of petrol and diesel, most Malawian real estate agents will expect the client to provide a vehicle and petrol for visits to potential properties.

Beyond agents, in Blantyre and Lilongwe, referrals and word of mouth can be extremely helpful in locating accommodation. Lacking recommendations, a good starting point for a house search is club (see entertainment section for details), supermarket and shop notice boards. You can also peruse adverts by local estate agents in the daily or weekly newspapers. Finally, the Lilongwe Chat Google Group (<http://groups.google.com/group/lilongwe-chat>) has frequent listings and is a good place to ask for advice.

UN international staff may also have access to low cost government housing. Most of these houses and flats are located in Lilongwe. The houses are mostly three-bedroom houses on one acre plots with cement floors that generally require painting

or covering. Rental charges are generally low but most of these houses may require considerable investment on the part of the tenant in order to make them habitable. If you wish to pursue this option, request your Administration/HR officer to contact the UN Housing Committee.

In Malawi urban areas, house hunting is usually governed by the following four parameters: location, electricity and constant water supply, security and telephone (see further details below). In Lilongwe, international UN staff can only live in Areas 3, 6 (specific areas), 9, 10, 11, 12, 14, 43 or 47 (sectors 4 and 5) while in Blantyre, Namiwawa, Mandala, Nyambadwe, Mount Pleasant, Sunny Side, Limbe and Mudi are popular residential areas for most international staff. All of these are low density areas and have decent utility services available.

Lilongwe Residential Area Descriptions

Area 3 and 9: Located next to each other, these areas are just south of Old Town. These areas are within easy reach of the Bishop Mackenzie International School, Sunbird Lilongwe Hotel (offers gym facilities), Crossroads Complex, Civil Service Stadium and various places of worship. Both business and working class people reside in these areas.

Areas 10 and 43: These high-end areas, to the northeast of City Centre are home to many ambassadors, and other high-ranking diplomats and officials. Most homes are large with significant security. The Pacific Parade complex boasts a shopping mall, small take-out pizza shop, and two nice restaurants, but the area is otherwise relatively devoid of commercial services.

Areas 11 and 12: Located east of the City Centre, these areas host a mix of upper-middle class Malawians and NGO employees, with enough high-ranking Malawian and diplomatic officials to ensure decent water and electricity supply. These areas are within easy reach of City Centre, the Four Seasons, The Sunbird Capital Hotel, and New State House.

Area 14: Located just to the west of the City Centre, Area 14 is close to the Nature Sanctuary and various embassy buildings, as well as the Bisnowaty Complex. Within this area you will also find the Mount Sinai International School, City Centre Clinic, Family Dental Clinic and some churches including those serving the Baha'i Faith, Baptist and Apostolic Faith.

Areas 6 and 47: Located to the north of Area 9 and the Crossroads Complex, these areas have houses which are mostly privately owned and occupied by middle class and business people. There are also many amenities within this area including the Lilongwe Academy, the ABC Academy and Clinic.

Blantyre Residential Area Descriptions

Namiwawa: Located west of, but within walking distance to the central business district, this area is close to the Presidential Sanjika Palace. The close proximity to city centre provides convenience in accessing many facilities.

Mandala: Located within city centre, less than 1 km from the Blantyre Market, the official residence of the Vice President of Malawi is also located within this area. Like Namiwawa, residents in this area access most of their amenities and facilities in city centre.

Mount Pleasant and Sunny Side: These residential areas are adjacent to each other, located within 1km of Blantyre city centre to the south along Victoria Avenue. These areas, together with Mandala, are close to the gym facilities at the Malawi College of Medicine Sports Complex.

Nyambadwe: Located 3-4km from the city centre along Chileka Road, this area hosts a mix of middle class Malawians and NGO employees. The area is within easy reach of Phoenix and St Andrews International Schools.

Limbe and Mudi: These residential areas are located within Limbe sub-city. These areas have houses which are mostly privately owned and dominated by business people, mainly Malawians of Asian origins. These locations are relatively closer to shopping facilities including Chichiri Shopping Mall, Choice Savers and many Asian shops in Limbe.

Before You Sign Your Lease

Newly arrived staff members are advised to seek advice from their Administrative/HR officer before entering into a lease agreement for the following reasons:

First, it is common for Malawian landlords to demand 3 or 6 and sometimes 12 months' rent in advance. It is advisable to pay as little in advance as possible, which may help to encourage the landlord to undertake repairs should anything go wrong during the term of the lease. It may be possible to negotiate a rental discount if you are prepared to undertake some renovations before occupying the house.

Second, before occupation / entering into lease agreement, all UN residences are required to be inspected by United Nations Department of Safety and Security (UNDSS) to determine their suitability and identify potential gaps in security. Staff members are encouraged to seek housing that already meets the Minimum Operating Residential Security Standards (MORSS). Where improvements need to be made, the UN will reimburse the staff member as indicated.

4.3 Setting up Utilities

Electricity

Electricity is supplied by the Electricity Supply Corporation of Malawi (ESCOM). Current is supplied in 50 cycles AC, 220/240 volts, single phase. Domestic electrical

fittings and appliances generally use the British type 13-amp fused square three-pin plugs.

Systems are set up as either pre-paid or post-paid depending on the type of meter at the house. With the newer, pre-paid system, electricity units can be bought from prescribed shops, while for the post-paid billing, the bills are paid to ESCOM at or after the end of each month.

It is advisable to get a house that has a prepaid system to avoid problems that may arise over payment and supply issues. Prepaid electricity is relatively cheaper than post paid electricity and its vouchers can be bought directly from ESCOM during business hours and/or BP service stations (even after business hours). Make sure to write down the meter number and bring it with you to purchase credits, as it is necessary for the transaction to take place.

If a house has the post-paid system, it is advisable to record electricity meter readings on occupying a new house and immediately change the accounts into your name in order to avoid run-ins over the previous tenant's unpaid bills.

Power supply is subject to year round frequent voltage fluctuations from the hydro-power stations. It is therefore vital to bring or buy voltage stabilisers and surge-protectors to safeguard electronic equipment. Computers will require a UPS system to avoid data loss. A stand-by generator or inverter is therefore recommended as a back-up measure.

ESCOM Contacts

Blantyre	Lilongwe
Address: Private Bag 2047, Blantyre	Private Bag 758, Lilongwe
Tel: 01 822 000	01 753 857/ 01 753 666
Faults: 01 823 253	01 750 555/ 01 750 528
Location: ESCOM House	Magetsi House in City centre

Water

All houses in the cities of Lilongwe and Blantyre get their water from underground pipes. In Lilongwe, water is supplied by the Lilongwe Water Board, in Blantyre by Blantyre Water Board.

There are frequent but short-time breaks or low pressure in water supply, especially during the dry season. It is advisable to have a water tank as back up to the disruptions in water supply. When water supply resumes, water often comes out with some dirt, although chlorination is guaranteed. It is recommended that you boil and/or filter water before drinking or drink bottled water.

You can change water bills into your name by visiting any water board office and filling out a simple, one page form. Account numbers are attached to the house, and can sometimes be located by the water board customer service agents, but it is better if you can get the account number from previous tenants or the landlord. Bills are generally delivered to the house and must be paid in cash at an office or kiosk.

Please note that failure to pay the bills by the due date often result in disconnection of supply without further notice.

Water Board Contacts

Blantyre	Lilongwe
Address: Private Bag 30369, Blantyre 3	P O Box 96, Lilongwe
Tel: 01 872 000	01 750 366/ 01 753 630
Faults:	01 753 630/ 01 756 697
Location: Mudi opposite Kamuzu Stadium	Magetsi House in City Centre

Satellite Television

There is one commercial television station free to the public, which includes DOS WorldNet. This station is called the Malawi Broadcasting Corporation (MBC). In addition, Multichoice Malawi, a subsidiary of Multichoice Africa, markets and sells premium satellite television broadcast with a big selection of local and international channels including CNN, BBC, M-net, Discovery Channel, Sports Channel and several more. Multichoice also has channels in French, Portuguese and Asian languages, packaged to meet both family and business needs.

To get a Multichoice DSTV installation, you need a Multichoice Digital Satellite Decoder, a smartcard and dish kit. These items can be bought from Multichoice, who can also arrange installation. If you are planning to subscribe to DSTV you need a PAL 1 TV set. For more information, contact Multichoice:

- Lilongwe: 01 758 071 / 758 072 / 755 243 / 240
- Blantyre: 01 821 666 / 822 964
- Email: Multichoice@mw01.mck.co.za
- Web: <http://www.dstvafrica.com>

Telephone Companies

As with utilities, it is advisable to check that all past bills have been paid before transferring telephone or internet accounts into your name. If you need to set up communications infrastructure from scratch, the following information can be useful:

Land line Telephone Service Providers: There are currently only two.

Malawi Telecommunications Limited (MTL):

- Lilongwe: City Centre, City Centre Plaza, Tel: 01 775 555, and Old Town next to Old Town Post Office, Tel: 01 752 000
- Blantyre: At Chichiri, Tel: 01 878 000
- Contacts for other districts can be obtained from the MTL directory

ACCESS: (a new company on the market just rolling out its services)

- Tel: 0212 200 200 Email: switch@access.mw, www.access.mw

Unfortunately, due to the limited number of providers, establishing or repairing land line telephone service in your quarters / house can take a long time. The ICT Unit of your agency may be able to help if you require assistance.

Once you have your system is working, you may still experience some difficulty in connectivity with land line numbers during peak hours and during the rainy season. In the case of a post-paid account, bills are not itemised except for international calls. It is advisable to create a PIN number and take other appropriate security measures to avoid disputable bills arising from unauthorised calls by domestic staff and line theft.

Mobile Phone Service Providers: Telephone services are greatly improving but you may still experience frequent interruptions in service, especially during the rainy season. Calls are expensive, particularly outside your local network. Local mobile phone providers are:

Airtel:

- Lilongwe: Airtel House, Tel: 01 774 806
- Blantyre: Raynor Ave, Limbe, Tel: 01 844 02

Malawi Telecommunications Limited (MTL):

- Lilongwe: City Centre, Tel: 01 878 000, in Old Town, Tel: 01 752 000
- Blantyre: Lanya House, Chipembere Highway, Tel: 01 846 977

Telecom Networks Malawi (TNM):

- Lilongwe: City Centre, Tel: 01 756 711/0, 08888 30 600
- Blantyre: Livingstone Towers, Glyn Jones Rd, Tel: 01 830 888, in Chichiri, Tel: 01 876 001/246, 01 873 416, in Limbe, Tel: 01 840 510/28

Phone repairs can be undertaken by the Mobile Shop, which can be reached in Lilongwe at Tel: 01 744 595/7 and in Blantyre at Tel: 01 821 539.

Internet Service Providers

Internet users have a choice between a conventional connection via the telephone line and wireless broadband via satellite with coverage, at present, only in the major cities Blantyre, Limbe and Lilongwe. For most companies, customers must first purchase a router and other hardware (e.g., antennae) and then purchase bundles of service time (usually measured in megabytes or gigabytes). Internet service is expensive and for all service providers there are frequent disruptions in service. In addition to the companies listed below (which are primarily internet providers), the three major cellular phone companies sell dongles and bundles of internet time which work using the cell phone network.

Lilongwe:

- **Broadband Digital Solutions:** Mbelwa House, City Centre Tel: 01 771 688, Email: broadband@mw.com.
- **Burco Electronic System Ltd:** City Centre, Tel. 01 771 323
- **Globe Computer System:** Mantino Complex, Tel: 01 754 015, 0999 298 081, www.globemw.com

- **Globe Internet Limited:** Old Town, Manobec Complex, Tel: 01 754 015/750 858, City Centre, Ground Floor, ADL House, Tel: 01 776 341, email: info@globemw.net, www.globemw.net
- **Skyband Corporation:** Skyband House, off Paul Kagame Road, Tel: 01 757 757/ 0999 787 787, Email: lilongwe@skyband.mw, www.skyband.mw

Blantyre:

- **Globe Internet Limited:** Limbe, Shire Building, Raynor Ave, Tel: 01 841 044, Email: info@globemw.net, www.globemw.net
- **Malawi Net Limited:** Galaxy House, Tel: 01 822 436/01 822 596, Email: admin@malawi.net, www.malawi.net
- **Malawi SDNP:** Kamuzu College of Nursing in Lilongwe and Polytechnic in Blantyre, Tel: 01 874 063, www.sdnp.org.mw
- **Skyband Corporation:** Delamere House, off Victoria Ave, Tel: 01 820 200/ 0999 971 544, Email: blantyre@skyband.mw

There are also a number of Internet Cafés in all the urban areas; however, the charges are high and it can take a considerable time to download your mail.

4.4 Rubbish and Waste Disposal

Malawi like many other developing countries does not have developed rubbish and waste management system. The city or local councils collect waste weekly, unsorted from some designated areas both commercial and residential, and transport it to crude dumping sites. The city council domestic waste collection service is available in most international UN personnel residential areas. Where such a service is not provided by the council, usually a local collection agency may be available but a collection fee is charged. These local agencies will transport the waste to the official dumping sites.

For help on waste collection, contact Lilongwe City Assembly, Old Town Hall (Mr. Mwenefumbo – Cell phone 0999 369 068)

Sewage systems are not available in cities but most houses have their own septic tanks which need to be emptied every couple of years depending on size and usage.

4.5 Residential Security

The following are required measures for residential security:

- UN staff should employ at least one day and two night guards (either through a security company or privately) in order to ensure 24 hour coverage seven days a week. The UN will reimburse staff members for associated expenses up to a maximum of \$600 per month.
- UN residences should be installed with a security alarm system. The UN will reimburse the staff member for associated expenses up to a maximum of \$175 per month for the monthly response fee.

- UN residences should be protected with grilled (barred) doors and windows. The UN will reimburse the staff member for associated expenses up to a maximum of \$2,000
- The sleeping quarters of UN residences should be reinforced as a “safe haven” with a solid core or grilled doors with double turn locks or a sliding bolt. The UN will reimburse the staff member for associated expenses up to a maximum of \$500
- UN residences must have adequate perimeter protection. The UN will reimburse the staff member for associated expenses only up to a maximum onetime payment of \$1,500 for chain link fence enhancement; \$3000 for electric fence; \$3,000 for razor wire fence

Saleh Tembo, the UN Field Security Officer can be contacted for advice on contacts for installing security measures, if necessary.

4.6 Domestic Staff

It is common in Malawi to employ house staff, which may include cooks, a nanny, gardeners, a housekeeper and security guards. The decision to engage any of these staff members (aside from security guards) depends solely on whether one wants domestic help or not. Salaries are extremely reasonable in Malawi and domestic staff may add greatly to quality of life. Often, a staff is taken over with the house or recommended by expatriates that are leaving the country. If not, identifying and engaging suitable employees is fairly simple.

In Lilongwe, departing expats often share recommendations on the previously mentioned Lilongwe Chat. The Blantyre Sports Club notice boards also carry vacancy announcements for domestic staff. Job seekers will also knock at your gate seeking employment. Regardless of the method used to locate new staff members, it is advisable to carefully check references and employment records, and to ask potential employees for a medical check-up and police check. Ask the UN Security officer to help with these procedures.

It is vital to check with the Administration/HR Unit of your agency and / or the 2001 Employment Act to be sure that you are following the necessary provisions for the employees. It is also acceptable to establish a one to three month trial period before signing a long-term employment contract.

Contracts

You must have a written contract for all domestic employees. See Annex 4 for a sample. At a minimum, each contract should have:

- Name, age, sex, passport photograph and finger prints of the employee
- Permanent address of the employee
- Place of recruitment
- Date of commencement
- Form and duration of the contract
- Place of work

- Job description
- Hours of Work
- Remuneration and method of its calculation
- Taxation issues
- Details of any benefits or in-kind payments (including fringe benefits, medical benefits, loans)
- Termination of services (dismissal or resignation)
- Maternity / paternity leave, sick leave, family / home leave, compassionate leave and travel allowances
- Terminal benefits / severance allowances

Wages / Salaries

For the exact amount of salary packages, it is advisable to seek guidance from the members of UNLESA. Generally, experienced cooks earn the most, cleaners and nannies somewhere in the middle and gardeners the least. A nanny's and gardener's salary may be the same if the nanny is employed only to care for the children. But the nanny may get more pay if household responsibilities are also included. It is highly advisable to maintain a precise record of all monetary transactions and get your staff to sign receipts.

Working Hours / Leave

Usually, domestic staff work five full days and a half day on Saturdays. The domestic staff is entitled to one day off per week. Minimum benefits / entitlement as per the 2001 Malawi Employment Acts include:

- 18 days of annual leave per year, accrued at 1.5 days per month
- 8 weeks of maternity leave every 3 years
- Up to 4 weeks of paid sick leave (with medical certificate) and 2 weeks severance pay for each year worked (beyond three years)
- Employees are not required to work on national/public holidays

Staff will frequently request time-off to attend funerals, although it rarely requires a full day off if near the work station. Time off may be granted as compassionate leave at the employer's discretion, but it is essential to set up a policy from the beginning. It is advisable to allow funeral leave for close relatives only.

Other Benefits

- Usually, the employer is expected to provide uniforms or protective clothing and work shoes depending on the nature of work. In Lilongwe, these items can be purchased from Bauers in the Old Town Mall, Game Store, LMD Trading, and Bata Shoes or made by local tailors if you provide fabric. In Blantyre, Lamberts Store supplies both fabric and ready-made wear. Alternatively, domestic staff can be sent to buy from the second hand market.
- Some employers provide a daily tea break.
- It is common for servants to live in the servants' quarters within the compound with their family members as part of their remuneration package. For security purposes, it is advisable to establish from the onset how many people are

allowed to live in the quarters. This guideline should be followed up with frequent checks. If you do not have quarters available for your workers, it is usual to consider including transport and rent in the remuneration package.

- It is customary to give a Christmas bonus to all domestic workers. Usually, this bonus comprises one month's salary and/or any other gift items.
- Severance allowance is usually customary if you must terminate employment because you are leaving or your household needs change.

Tax Issues

It is normally the responsibility of the domestic worker to remit tax to the government.

Tips / Precautions

- Keep photos and fingerprints of your domestic staff and other valuable items particularly cash and chequebooks out of their reach.
- Always cross check on the background of your employees; the police can help with screening checks for a fee.
- Immediately terminate employment if a worker is caught in dishonesty. In such a case, no severance may be necessary in case of termination for cause (This could be treated on case by case basis). However, domestic staff members should be paid for the work completed before termination of their contracts.
- In most cases, maintaining a business-like relationship with domestic workers may help more in avoiding problems than keeping a "friend of the family" attitude. Although this may imply to your worker that you are not friendly and understanding, it helps to set boundaries, avoid over-involvement in the personal affairs of your workers and get the worker to act professionally in your home.
- It is essential to set up the rules and work requirements from the start. This may entail clarifying the terms and conditions in the contract including the hours of work and job description with clear guidelines for each work requirement for example food preparation, childcare, laundry, etc.
- In most cases, don't expect your employees to do things unless you have told them. It is important to show / demonstrate how you want things done.
- It is advisable not to assume that workers know how to use appliances.
- It is a must to regularly supervise your workers.

For details and further information related to laws for domestic workers, please refer to the HR/Administration staff in your office. Some agencies have excellent summary of labour laws and contract booklets.

SECTION FIVE: Banking, Shopping and Other Services

5.1 Banking

Banking Hours

Banks are open from 8:00 am to 3:00 pm, Monday through Friday, and 8:30 am to 11:00 am or 12:00 noon on Saturdays, varying by company. Banks are closed on Sundays and national holidays.

Opening Bank Accounts

UN personnel can open non-resident, foreign currency denominated current and savings accounts with the following currencies: Euro, US Dollar, British Pound and South Africa Rand. National, Standard and First Merchant Banks are recommended. In theory, monies from non-resident accounts can easily be converted into foreign currency; however ongoing forex shortages in the country mean that in reality, cash is rarely available. You may be able to obtain travellers' checks in the case that cash is unavailable. Remittance by draft or telex transfer is also possible. Local currency deposits, except from other non-resident accounts, are not accepted into non-resident accounts, but proceeds of the sale of household appliances and car upon completion of assignment can be deposited upon clearance by the Reserve Bank of Malawi.

The following documents are required for a foreigner to open a bank account:

1. Passport
2. Resident permit
3. Introductory letter from your employer
4. Sometimes a utility bill (either for water, electricity or phone) to help prove that the applicant lives in Malawi.

Unit of Currency and Exchange Rate

The unit of currency in Malawi is the Malawi Kwacha (MK). Theoretically, 100 Tambala make 1 Kwacha, however Tambala are no longer in use due to inflation. Notes are issued in denominations of 20, 50, 100, 200 and 500 MK. Additionally, there are 1, 5 and 10 Kwacha coins. Official exchange rates can easily be checked at www.xe.com and other similar websites.

Commercial Banks and Bureaux de Change

Commercial banks, forex bureaux (bureau de change) and some authorised hotels are the only legal institutions for trading forex. Licensed foreign exchange bureaux operate in the major cities. These undertake foreign currency transactions, including cashing traveller's checks and offer better rates than commercial banks and hotels. When buying forex, a minimum of a passport and evidence of travel are required to support the transaction. You may need a driver's license or some other form of photo

ID when selling forex, although this is not necessarily required. The most widely accepted currency for exchange is the US dollar.

There is a large black market for illegal forex in all of the major cities. You risk being prosecuted if you trade in forex in the streets, although the trade terms are much better.

ATM Cards

Standard, National and NBS banks are widespread (in cities) and generally friendly to foreign ATM cards. There is a per-withdrawal limit of MK20, 000, and a daily limit of MK60, 000 by any means (ATM or counter). However, these limits may not apply to overseas accounts.

Only Malawi Kwachas are dispensed (it is not possible to withdraw foreign currency) and there may be long queues at the beginning and end of the month, resulting in cash shortages at many locations.

Credit Cards

Credit cards are not widely accepted in Malawi. Establishments that do accept credit cards generally only take Visa and tack on a service charge . It is also common for networks and credit card machines to be out of service, such that it is a good policy to travel with a check book or enough cash to cover anticipated expenses.

5.2 Shopping

Besides the main Malawi-based chains (Sana and People's Trading Company (Peoples/Metro Cash and Carry), there are now a number of South African chain stores in both Blantyre and Lilongwe, as well as specialty shops that stock imported goods from across the globe.

Lilongwe Major Commercial Centres

Lilongwe's major shopping is as scattered as the city itself. Many locals make their purchases in the myriad of small shops (and two enormous Chinese import stores) located along Glyn Jones Road in Area 2 and the large markets (see later section.) There are also a number of more modern shopping centres, listed below. This section is organised alphabetically by shopping centre name. Each lists the major general or grocery store first, followed by additional restaurants, shops and services located within the complex. Please visit the "Restaurants" section for further details about the eating establishments mentioned.

- **Bisnowaty Shopping Complex:** This centre, located at the intersection of Kenyata Drive and Youth Drive, is one of the most popular among expatriates due to its convenient location near City Centre and the northeastern residential areas. The centre includes:
 - **Foodworth's:** This grocery store stocks food items from South Africa including fresh fruit, vegetables, cheese, beef, chicken, and fresh

flowers. They also boast a bakery that makes fresh bread daily, and sometimes has hard-to-find foods such as bagels. Stocks wine, beer and spirits. Hours: Mon-Fri: 7:00am-6:30pm; Sat: 7:00am-2:00pm; Sun: Closed

- **Restaurants:** Al Fresco's Café (pizzeria and café)
 - **Other Shops and Services:** Lifestyles Salon, Constantini Brothers auto shop, Offices for Ethiopian Airlines, GlobeMax 4G Internet Services, Wilderness Safaris, filling station and more.
- **City Mall complex:** Located at the Crossroads at the Mchinji Roundabout, this newer complex is dominated by a wide variety of shops and services including the following:
 - **Mr. Price:** Stocks the largest selection of imported fashion clothes. Hours: Mon-Sat: 9:00am-6:00pm; Sun: 9:00am-3:00pm
 - **Restaurants:** Debonairs (Pizza)
- **Crossroads Complex:** Located at the Crossroads Complex at the Mchinji Roundabout, this newer complex is dominated by the Crossroads Hotel, and boasts a wide variety of shops and services including the following:
 - **Foodzone:** This grocery store with a general selection of food and durable goods. The shop is particularly known for the large bins of spices and Indian cooking supplies. Hours: Mon-Fri 8:00am-10:00pm; Sun: 8:00am-7:00pm
 - **Restaurants:** Cappuccino's (coffee shop and café), Steers and Pizza Inn (chain fast food), Copper Pot (Indian and Chinese restaurant inside Crossroads Hotel)
 - **Other Shops and Services:** banks (with ATMs accepting foreign cards), bureaux de change, dry cleaning, various boutiques, BP petrol station, florist and more.
- **Four Seasons:** This shopping complex is located off the Presidential Way in Area 12, close to City Centre.
 - **Four Seasons Nursery:** The largest nursery in town, the Four Seasons has a wide variety of seeds, plant and tree starts and fresh cut flowers.
 - **Restaurants:** Buchannan's (International), Baba Delhi Durbar (Indian)
 - **Other Shops and Services:** Ishq and other gift shops, The Rose salon, Chameleon's Bar and more.
- **Lilongwe Shopping Mall:** The newly constructed Lilongwe Shopping Mall (opened 2010) faces the Shoprite Complex across Kenyata road.
 - **Game:** This is a big South African chain store that stocks the best (although not necessarily the cheapest) selection of appliances, household goods and sporting equipment in Lilongwe. It also carries non-perishable food items, wine, beer and spirits. Hours: Mon-Fri: 9:00am-6:00pm; Sat: 9:00am-5:00pm, Sun: 9:00am-1:00pm
 - **Restaurants:** Pizza Inn, Ice Cream Centre, Papaya, Galito's (all chain fast food)
 - **Other Shops and Services:** Kodak Camera shop, PEP Store (for clothing and minor household items), Woolworth (a South African

clothing retail chain store), Bata Shoes, and Capital Dry Cleaning and more.

- **Old Town Mall:** Located off Paul Kagame Rd in Old Town, this small, enclosed shopping centre is frequented mostly by expatriates and wealthy Malawians.
 - **Bauers:** This small imported food shop situated within the Old Town Mall offers a good selection of wine, frozen products and other specialty items (e.g. sushi ingredients, corn chips, gluten free flour) as well as some fresh vegetables grown by the Nature's Gift Permaculture Centre. Hours: Mon-Fri: 8:30am-5:00pm; Sat: 8:30am-1:00pm
 - **Restaurants:** Mamma Mia's (Italian), Moonlite Café and Gelateria
 - **Other Shops and Services:** African Habitat (gifts and gallery), Moonlite Video Rentals, Central Africana Book Shop, optician, boutiques and more.
- **Pacific Parade:** This centre is situated on Mphonongo Road in Area 10.
 - **Sana:** This mid-size supermarket stocks a good selection and variety of food and household goods. Their bread comes from the Capital Bakery.
 - **Restaurants:** Blue Ginger (Indian and Chinese), Surf n' Turf (Steak and Seafood), Al Fresco's Pizzeria (take out)
- **Shoprite Complex:** Located at the intersection of Kenyata Road and Kamuzu Procession Road in the heart of old town, this complex is dominated by the South African owned supermarket.
 - **Shoprite:** Shoprite stocks the largest selection of imported foodstuffs in town and also has four aisles of household goods, such as gardening items, lighting and bathroom fixtures and school supplies. Stocks wine, beer and spirits. Hours: Mon-Fri: 8:00am-8:00pm; Sat: 8:00am-5:00pm, Sun: 9:00am-1:00pm
 - **Restaurants:** Nando's Take-Away, Love Dat Chicken (chain fast food)

Other Lilongwe Grocery Stores

- **Chipiku:** Located along Paul Kagame Road, Chipiku is known for its low prices, but carries mostly staple foods. Stocks wine, beer and spirits. Hours: Mon-Fri: 8:00am-7:00pm; Sat : 8:00am-5:00pm: Sun: 9:00am-1:00pm
- **People's Supermarkets (a.k.a. PTC):** Owned by the Press Corporation, a Malawian Conglomerate, this chain has several supermarkets across all urban areas in the country. It stocks a wide variety of standard items, mostly locally-produced at relatively affordable price, along with local and imported wine, beer and spirits. Main supermarkets trade as Metro Cash and Carry. In Lilongwe, Peoples Metro Cash and Carry stores are located in the NICO Centre Shopping Mall (located next to Game Store), off the Kamuzu Procession (M1) Road in Old Town and in City Centre. Small supermarkets trade as Peoples KwikSave and are situated in many locations across the city. People's opens daily from Monday to Sundays from 6:30am to 7:00pm. In some locations, this supermarket accepts payment using VISA card.

- **Sana Supermarkets:** The main Sana supermarket is located behind the Shoprite. It stocks a variety of grocery and household items at a relatively cheaper price than anywhere else in town. It also has an in-store stationery supplies store, with very low prices. Hours: Mon-Fri: 7:30am-8:00pm; Sat: 7:30am-6:00pm; Sun: 8:00am-1:00pm.
- **Santa Plaza:** A relatively small shop located along Kamuzu Procession Road between the Shoprite and Crossroads complexes, this store offers a good selection of grocery and household items. Hours: Mon-Sun: 8:00am-9:00pm.
- **Tutla Supermarket:** Located in the Old Town behind NBS Bank, this shop stocks cheap grocery items including spices and herbs, as well as a wide variety of household goods. Hours: Mon-Fri: 7:30am-8:00pm; Sat: 7:30am-6:00pm; Sun: 8:00am – 1:00pm.

Lilongwe – Furniture and Household Goods

- **A.A.M Exclusive Furnitures:** Tel: 01 758 328
- **Carnival:** Near Sana Cash and Carry, opposite Kwikfit. Tel: 01 759 043/044/045
- **Game Store:** Located within the Lilongwe Shopping Mall
- **Mapanga Furniture:** along Paul Kagame and behind Argos Superette: Tel:01 759 043
- **Supreme:** Opposite Wenera BP Filling station. Tel: 01 757 511

Lilongwe – Clothes and Shoes

- **IQs Enterprise:** Located within the Crossroads Complex. Tel: 01 725 547
- **Mr. Price:** Located at the City Mall
- **PEP Store:** Game Complex Tel: 01 725 920
- **Topman:** Located at Crossroads Complex. Tel: 01 750 498
- **Tikambe Shoppings:** Located in the Shoprite Shopping Mall: Tel 01 725 200

Local Lilongwe Markets

The quality of fresh produce is not generally high in even the best supermarkets in Lilongwe. Luckily, the local market supplies a wide variety of locally grown fruit and vegetables. 'Lizulu Market' is located along the Kenyatta Drive few meters north of the Game and Shoprite complexes, and provides an informal town market for fresh fruits and vegetables including bananas, apples, mangoes (seasonal), carrots, cabbage, tomatoes, onion, Irish potatoes, cassava, sweet potatoes (seasonal), fresh beans, peas, watermelon (seasonal), strawberries, cucumber, fresh green and red pepper, etc.

Street vending is illegal in all cities. There are designated areas for street vending sometimes known as flea markets. In Lilongwe, the flea market is established in the Old Town by the Lilongwe Bridge along Kamuzu Procession (M1) Road. The market mostly stocks second hand items including clothes, shoes, carrier bags, etc. When

visiting this market, it is advisable not to carry valuable items, as the place is extremely over crowded with vendors, mongers and pick-pocketers.

Blantyre Major Commercial Centres and Other Grocery Stores

Blantyre has been a major city for much longer than Lilongwe. As such, the Central Business District (generally located around Glyn Jones Road, Victoria Avenue and Halle Selassie Road) has a much more concentrated number of commercial shops. Newer commercial development has largely taken place on the Kamuzu Highway between Blantyre proper and Limbe.

- **Chichiri Shopping Mall:** Far and away Blantyre's most important shopping centre, this mall contains the city's Game and Shoprite stores as well as the only cinema in the country and a wide array of other shops and restaurants:
 - **Game:** Same general selection as Lilongwe store. Hours: Mon-Fri: 9:00am-6:00pm, Sat: 9:00am-5:00pm, Sun: 9:00am-1:00pm.
 - **Shoprite:** Even larger than the Lilongwe shop, but with the same general selection. Hours: Mon-Fri: 8:00am-8:00pm, Sat: 8:00am-5:00pm, Sun: 9:00am-1:00pm
 - **Restaurants:** Curry Corner, Jungle Pepper, Café Rogue
 - **Other Shops and Services:** banks (with foreign-friendly ATMs), exchange bureaus, bookshops, boutiques, and more.
- **People's:** These shops carry the same items nationwide. The main shop is located along the Victoria Avenue opposite National Bank.
- **Saver's Choice:** Saver's Choice is a small supermarket located at Maselema in Limbe along the Chipembere Highway. It stocks a variety of good imported items. It also has an in-store bakery that produces whole meal and non-wheat flour breads. Hours: Mon-Fri: 7:00am-6:00pm, Sat: 7:00am-5:00pm
- **Chitawira Shopping Centre:** This shopping centre is a locally owned supermarket with a wide selection of grocery and household items. Open daily: 6:00am-7:30pm.

Blantyre – Furniture and Household Goods

- **Carnival Furniture:** Situated along Livingstone Avenue. Tel: 01 821 758/172
- **Mapanga Furniture:** Next to independence ark along Kamuzu Highway. Tel: 01 661 736
- **Supreme Furniture:** Situated in Limbe. Tel: 01 824 313
- **Sunder Furniture Ltd:** Situated along Kamuzu Highway in Yianikis. Tel: 01 844 025

Blantyre – Clothes and Shoes

- **Bombay Bazaar:** Along Haile Selassie Road. Tel: 01 820 933
- **BHIMJI Shopping:** Along Haile Selassie Road. Tel: 01 824 941
- **Chichiri Shop:** Chichiri Mall, Tel: 01 873 011
- **Mr. Price:** Located at Ginnery Corner next to Automotive Products Ltd.

- **PEP Stores:** Limbe Shop. Tel: 01 844 302
- **Talk of the Town:** Chayamba Building. Tel: 01 821 869

Local Blantyre Markets

Located along the Mandala Road near INDE Bank, the market provides a good informal local shopping experience with a wide selection of fresh fruits and vegetables. The flea market is situated opposite the Blantyre Market across the bridge.

5.3 Postal and Courier Services

Postal Services

Sending items from Malawi to other countries through ordinary parcel post can be relatively cheap but unpredictable and very slow. Delivery of mail from outside Malawi may vary between five days and six months. Delivery may not be guaranteed and mail may be opened prior to arrival. It is therefore advisable to register any packages with items of value as registered mail, which is more reliable.

Postage within the country takes about a week, between main centres and longer for other areas. Malawi Post Office has an Express Mail service which is quick and reliable but relatively expensive and available for only large urban centres.

There is no house-to-house mail delivery in Malawi, so most expatriates rely on the mail systems in their offices to receive packages and other mail. Each of the UN Agencies has their own Post Office Boxes, which are generally used by agency staff. Some UN expatriates prefer to use the postal address of the Government office to which they are deployed. The HR/Administration Unit of your respective UN agency can assist you with finding the best address to use.

Opening hours for post offices are: Mon-Fri: 7:30am- 5:00pm; Sat: 8:00am-12:00pm.

Courier services

DHL, FedEx, TNT and Skynet are available in Malawi and offer some discounts on UN parcels. Airmail from the United Kingdom normally takes 4 to 9 days, while airmail from other countries in Europe, USA, Canada, Asia, Japan, Australia and New Zealand can take up to three weeks. Mail from within Africa, including neighbouring countries, can be subject to delays of up to six weeks. Contact information for courier services follows:

Lilongwe:

- **DHL (www.dhl.com):** Off Presidential Way, City Centre, Tel: 01 772 020/01 772 366/01 773 360/01 772 691
- **FedEX (www.fedex.com):** Manobec Complex, behind 7-Eleven, Tel: 01 753 500/01 750 841/01 750 842
- **G4S Malawi (Pony Express):** Old Town, Tel: 01 754 618
- **Mexpress:** Skyband House, Off Paul Kagame Rd, Tel: 01 758 580

- **SkyNet (www.skynetwe.com):** St Martins Building, City Centre, Tel: 01 773 896/770 703, Email: customerservice@skynetmalawi.com
- **TNT:** Centre House Arcade, City Centre, Lilongwe, Tel: 01 773 381

Blantyre:

- **DHL:** New DHL House, off Chipembere Highway, Tel: 01 870 688
- **FedEX:** Corner Masauko Chipembere Highway and Johnstone Rd, Ginnery Corner, Tel: 01 876 692/01 877 501/01 877 503, in
 - **SkyNet:** Kabula House, Chilembwe Road, Tel: 01 833 185/835 790, in Zomba, MTL Building, Tel: 01 525 196, Email: customerservice@skynetmalawi.com
 - **G4S Malawi (Pony Express):** Located within Peoples Blantyre main shop along Victoria Avenue. Tel: 01 983 358.

The UNDP Office in Lilongwe maintains a weekly pouch service to and from New York / Geneva for official correspondence and documents. The present pouch schedule is: Mail to Geneva and New York, Friday noon; mail from New York Monday, from Geneva Wednesday. Private mail (including magazines), prescriptions, eyeglasses, audio and videocassettes, and films are allowed to be pouched in certain quantities. For the appropriate address for pouching personal mail, personnel should contact their agency.

5.4 Other Services

Hairdressers and Beauty Parlours

Lilongwe:

- **K&K Beauty Parlor:** City Centre, opposite AC Opticals, Tel: 01 772 636
- **Lifestyle Hair and Beauty Salon:** at Bisnowaty Complex, Tel: 01 775 834, 08888 21 541
- **The Rose:** Area 12, Four Seasons, Tel: 01 773 631/360, 0999 281 099/ 0999 971 657
- **Salon Mystic:** Crossroads Complex, Tel: 01 920 235
- **Splendour Beauty Salon:** Crossroads Complex, Tel: 01 751 094

Blantyre:

- **Impact Looks:** Chichiri Shopping Mall, Tel: 01 880 686/817, 0999 558 858
- **Perfect Nails and Beauty:** Kidney Crescent, Tel: 01 911 246, 0888 829 961, email: molee72@africa-online.net
- **Salon Xpression:** Chichiri Shopping Mall, Tel: 01 880 686

Photo Processing

Lilongwe:

- **Lee Photo Studio:** NICO Centre Shopping Mall, Tel: 01 757 886
- **Kodak Express:** Lilongwe Shopping Mall (Game Complex), Tel: 01202022
- **Photo Express:** Shoprite Shopping Complex, Tel: 01 756 400/1/2

- **Photo Plaza:** Crossroads Complex, Tel: 01 750 971/2

Blantyre:

- **Foto Studio:** Chichiri Shopping Mall, Tel: 01 873 55
- **Photo Express:** Kanabar House, opposite Mount Soche Hotel, Tel: 01 835 174/84
- **Photo Express:** Aram Mall, near Peoples, Churchill Road, Tel: 01 846 165/7:
Email: ces@malawi.net

DVD and Video Rentals

Lilongwe:

- **Moonlight Video:** Old Town Mall, Off Paul Kagame Rd, Tel: 01 754 521

Blantyre:

- **French Cultural Centre:** Corner Kasungu Crescent and Moi Road, Chichiri, Tel: 01 871 250, Email: direction@ccfmw.org
- **Video World:** Delamere House, Victoria Ave, Tel: 01 821 445

Dry Cleaning / Laundry Services

Lilongwe:

- **Capital Dry Cleaners:** City Centre; City Mall, Bwalo la Njovu; Area 3 next to Argos, Tel: 01 725 786 / 724 819
- **Modern Dry Cleaners:** Area 2; City Centre near Post Office, Tithokoze Building in Wenera (Old town) Tel: 01 755 090/770 236/724 418
- **Snow White Dry Cleaners:** Crossroads Complex, Tel: 01 751 311

Blantyre:

- **City Dry Cleaners:** Limbe, Tel: 0888 876 786
- **Executive Dry Cleaners Ltd:** Off Kidney Crescent Road Behind S.R. Nicholas, Tel: 01 876 795 / 0888 256 786
- **New Spot on Dry Cleaners:** Opposite Portugalia, Tel: 01 824 478

SECTION SIX: Transportation and Driving in Malawi

6.1 Bus Service

There is currently no public transport system in Malawi; the only public bus company has now been privatised.

Within cities, privately owned mini-buses provide transport services. There are bus and coach services between the major cities and other urban areas. There is an umbrella body known as the Minibus Owners Association of Malawi (MOAM) that controls routes and conduct of all member mini-bus operators. This oversight ensures that routes and fares are pre-determined, although there are no fixed schedules. Expatriates are not generally overcharged. As previously mentioned, mini bus routes do not serve many of the residential areas inhabited by UN staff, making a personal vehicle essential.

Mini-buses also run between major cities for low cost, but vehicles are often unsafe, and drivers may speed and employ other unsafe driving techniques to try to get fares. Mini-buses are also routinely overfilled, and it may not be a very comfortable ride. There are a few companies running large coach buses between major cities. Favourites include the AXA and National Bus Lines. Contact information and bus stop locations below:

AXA Bus Lines

Blantyre	Lilongwe
Address: P O Box 51238, Limbe	
Tel: 01 879 540	01755 233
Location: Chichiri Head Office	AXA CGC Office next to Immigration offices

National Bus Lines

Blantyre	Lilongwe
Address: P. O. Box 30776, Blantyre	
Tel: 01 870 416	
Location 1: Total Filling Station next to Ryalls Hotel	Capital Hotel, 01971 451
Location 2: Head Office in Makata	Behind Mbowe BP Filling Station, next to Mr. Price, 01 971 452

6.2 Taxi Service

Taxi service is cheap by American or European standards, but relatively expensive otherwise due to the high cost of petrol and vehicle importation. For example, a ride between City Centre and Old Town was a standard MK 1500 (USD \$9-10) in 2010 and has gone up since then. There are relatively standard fares working on something like a zone system with prices for a trip agreed upon in advance. Taxi

drivers are more likely than bus conductors to overcharge, so it is a good idea to ask a neutral party about standard fare before agreeing on a price.

The Sunbird Capital Hotel in Lilongwe and other similar major hotels keep stables of vetted taxi drivers, and periodically inspect all of the vehicles they endorse. Alternately, smaller lodges will generally have a few trusted drivers on speed-dial and can call a driver at your request. Most taxi drivers are happy to give you their personal cell phone numbers, so once you've found someone, you can generally use him (almost all drivers are male) on an ongoing basis.

6.3 Car Rental

Car rental market is a booming industry in all the major cities with many companies joining the market and offering a wide choice of vehicles either self or chauffeur driven:

Lilongwe:

- **Andrews Car Hire:** Tel: 01 755 201
- **Apex Car Hire:** Area 4 along Chilambula road, Tel: 01 754 610/612/615
- **AVIS:** Chief Kilupula House, 3rd floor, Tel: 01756 105
- **Best Car Hire:** Opposite old town mall, Tel: 01 751 097
- **J&K Car Hire:** Opposite Malawi Housing Corporation and next City Motors Ltd, along Mzimba Street. Tel: 01 756 591/491
- **Planet Car Hire:** Tel: 01 753 121
- **Rainbow Car Hire:** Tel: 01 755 517
- **Silver Car Hire:** Tel: 01 752 335
- **SS Rent a Car:** Tel: 01 750122
- **Star Car Hire:** Tel: 01 762 800/688/655
- **Zoom Car Hire:** Tel: 01 750 892/1

Blantyre:

- **AVIS:** Along Makata road, Tel: 01 870 230
- **SS Rent a Car:** Opposite First Merchant Bank, Tel: 01 821 597/822 836
- **Star Car Hire:** Tel: 01 875 022/611
- **Zoom Car Hire:** Tel: 01 874 889/09

6.4 Air Transportation

Air transport remains a comparatively small industry in Malawi. Both airports are small, and not many international flights come to and from the country, which means that air travel is relatively expensive. The following provides basic information on the airports and airlines serving Malawi.

Airports and Taxes

Kamuzu International Airport (KIA) situated 28 km north of Lilongwe City and Chileka International Airport located 16 km north of Blantyre City are the two major airports in

the country. Usually a departure tax of US\$30 is charged for passengers on international flights and MK200 (US\$1.32) for domestic flights. It is generally a good rule of thumb to check in at the airport one hour before the departure time for domestic flights and two hours before the departure time for international flights.

Major Airlines Serving Malawi

- **Air Malawi:** The state-owned national flag carrier, Air Malawi, operates across all of the major cities and other important tourism destinations within the country. It also flies to Lusaka in Zambia, Harare City in Zimbabwe, Johannesburg in Republic of South Africa, Dar Es Salam in Tanzania, Nairobi in Kenya and Dubai in the United Arab Emirates (UAE).
 - Lilongwe: Capital Hotel, Tel: 01 772 132/773 680, at Kamuzu International Airport, Tel: 01 700 811; Email: cd@airmalawi.net, www.airmalawi.com
 - Blantyre: 4 Robins Road, Tel: 01 820 811/030; At Chileka International Airport, Tel: 01 692 322;
- **Air Zimbabwe:** Lilongwe, Tel: 01 770103/7, email: utas@globemw.net
- **Ethiopian Airlines:**
 - Lilongwe at Bisnowaty Centre, Tel: 01 771 002/308, Email: llwam@ethiopianairlines.com
 - Blantyre: Finance House, Tel: 01 843 676/833 048, in
- **Kenya Airways:** in
 - Lilongwe: ADL House, Tel: 01 774 330/227, at Kamuzu International Airport, Tel: 01 700 267, www.kenya-airways.com
 - Blantyre: 1st Floor, Mount Soche Hotel, Tel: 01 820 877, In
- **South African Air:**
 - Lilongwe: Capital Hotel, Tel: 01 772 242/770 310/317, 08888 78 028
 - Blantyre: Ground Floor, Livingstone Towers, Glyn Jones Rd., Tel: 01 820 629/617/627/991, 0995 991 991;
- **Jakamaka Air Charters:** serves the main tourist destinations within the country, including the Nyika and Liwonde National Parks and Likoma Island. www.jakamaka.net
- **Nyassa Air Tax:** It flies to Likoma, Zambia, Blantyre and can also be privately rented Tel: 01 761 443, plot no 47/5/348, Mbabvi road, Lilongwe. www.nyassa.mw

6.5 Driving in Malawi

In Malawi, traffic travels in the left-hand lane and all traffic/road signs are in English. All motorists are subject to the laws of Malawi and may be fined and/or imprisoned for non compliance with regulations.

Driver's Licenses

Malawi authorities require that drivers should carry a valid driving license or a certified copy. A valid foreign driving license is acceptable during the first three months after arrival, after which you must convert your license into a Malawian Driving License. Malawi Road Traffic Directorate convert a foreign valid driving licence to the equivalent code and issue a Malawian driving licence without taking a driving proficiency test. The HR/Administration Unit of your respective UN agency

will assist you to obtain your Malawian Driving License. The basic process is outlined below.

To obtain a Malawi driving license, an orientation course must be taken. The test is accompanied by an oral and road test. Those with a valid international license are exempt from taking a road test. Those without a valid international license are required to attend a local driving course at their own expense, and can then take the driving exam.

Staff members who are on fixed-term contracts (and their dependents above 18 years of age) are entitled to diplomatic privilege, which allows them to obtain a Southern Africa Development Community (SADC)-Malawi driving license with a valid driving license from another country. The following documents are needed to apply for a Malawi driving license: A copy of a valid driving license with a translation to English certified by the staff member, a copy of the applicant's passport and a copy of the applicant's Temporary Resident / Employment Permit.

Vehicle Registration and Insurance

The road traffic laws also require that vehicles operating on Malawi roads be in good working condition. Once a year, vehicles must pass an inspection at a Malawi Road Traffic Office at which time you will be presented with a certificate of fitness (should be displayed on windshield). There is a sometimes-changing list of required safety items which, as of 2011 included reflective stickers at the four corners of the vehicle, reflective emergency triangles (to be deployed in case of break-down) and a fire extinguisher.

Vehicle registration fees are also payable annually (at Road Traffic) and come with proof of payment, which should be displayed on your windshield.

Finally, all vehicles must be insured against either third party or own damage claims. There are many local companies providing insurance coverage. Premiums for comprehensive insurance coverage are much higher than those of third party coverage and they may insist on the car being fitted with an approved type of burglar alarm. Terms of payment for the premiums can be negotiable. Once insured, proof of insurance should be displayed alongside proof of registration and fitness on the windshield. A list of popular companies is below:

Lilongwe:

- **Guardian Insurance Services:** Suite 21, NICO Centre, Tel: 01 755 925/754 292, Email: gis@malawi.net, www.gismalawi.com
- **Hubertus Clausius:** Top floor of Toptech Building, Old Town, Tel: 01 752 678/750 624.
- **NICO General Insurance Company:** NICO Centre, Tel: 01 751 366/750 987;
- **Real Insurance:** ADL House, City Centre, Tel: 01 771 152, Email: lilongwe@realinsurance.co.mw
- **Reunion Insurance Company:** Ground Floor, East Wing, Amina House, Tel: 01 757 158/166, Email: Reunionll@sdnp.org.mw

Blantyre:

- **NICO General Insurance Company:** NICO House, Tel: 01 822 699 Email: nicogen@nicogeneral.com
- **Old Mutual:** 30 Glyn Jones, Tel: 01 820 677.
- **Hubertus Clausius:** Clausius House, Hannover Avenue. Tel: 01 834 465/651, 01 836 678
- **Guardian Insurance Services:** Suite 33, NBS House, Victoria Ave, Tel: 01 822 967; Email: gis@malawi.net, www.gismalawi.com
- **Real Insurance:** Hannover House, Independence Drive, Tel: 01 824 044, Email: blantyre@realinsurance.co.mw
- **Reunion Insurance Company:** Ground Floor, Adam Court Building, Henderson Street, Tel: 01 821 887/822 727, Email: Reunionll@sdnp.org.mw
- **United General Insurance Company:** Michiru House, Victoria Ave, Tel: 01 821 577, Email: ugi@ugimalawi.com, www.ugimalawi.com

Rules of the Road

Seat belts are required for all passengers.

Speed limits are not always posted. The following are general guidelines:

Inside Lilongwe and Blantyre proper and trading centres: 50 km/hr

Outside built-up areas: 80 km/hr

Speed traps with radar guns are increasingly common. There is a flat fee of MK 5,000 for all speeding tickets, payable on the spot. Officers may also complete spot checks, both at permanent road blocks and random road-side checks, for certificates, reflective triangles, etc. and award fines, also payable on the spot. To avoid having the police confiscate your license in lieu of payment, it is advisable to be sure to carry a minimum of MK 5,000 when travelling.

Drunk driving is not allowed in Malawi and the police have introduced breathalyser tests. The blood alcohol limit is 0.08g per 100ml of blood.

When you get involved in an accident in Malawi, you fall under the jurisdiction of the local police. Make sure the accident spot has been marked, names and numbers exchanged, and that the incident has been reported to the UN security personnel before getting hold of the local police station. Take photos if possible.

You have the right to lodge a complaint against a police officer, if you think they have acted illegally. This will require you to obtain the officer's name, rank and number and address of their duty station.

Road Safety and Security

Malawi is reported to have the highest number of road traffic accident fatalities in the Southern Africa region. Driving can be dangerous due to poor road conditions including pot holes, poorly maintained vehicles, inadequate street lighting, domestic livestock on highways, vehicles travelling at night without lights and vehicles abandoned on roads. There is also generally a high quantity of pedestrian and

bicycle traffic, even along major highways. To reduce the risk of being a victim of crime and road accidents, UN staff members are advised to:

- Remain alert at all times: drive defensively, expecting the worst from the most unlikely sources
- Keep to main roads and known parts of the city
- Become familiar with your route before you leave to avoid having to stop and look at a map
- Keep doors locked and windows up while driving
- Always carry a cellular phone or hand-held radio in case of emergency
- Make sure your car is in a good working condition and equipped with spare tyre, jack and spanner
- Strive never to drive outside the city limits after dark. If you must, exercise extreme caution and, if possible, drive in a convoy with others
- For long trips, start your journey with a full tank of petrol or diesel and take food, water and a first aid kit
- Never stop for people seemingly in need of assistance (this is a common ploy)
- Do not pick up hitchhikers
- Be wary of small groups of men loitering in unpopulated areas
- Be wary of cars that follow you
- Exercise caution at traffic lights, leaving enough space for an escape route
- If you notice suspicious behaviour near a traffic light, just slow down - don't stop
- If you are attacked by carjackers, do not resist – violence is likely in that case
- If you are involved in a road accident, call Sierra Base and the police immediately. Don't stop if you are at all concerned about your safety (from local passersby)– instead, drive to a police station and report the accident

Petrol and Diesel

For a variety of reasons, there are ongoing issues with petrol and diesel shortages in Malawi. Newspapers and word of mouth will sometimes inform you of upcoming anticipated shortages. At other times, shortages will arise unexpectedly, leading to lengthy queues at filling stations. If a station has no petrol or diesel on hand, attendants will often place a fire extinguisher or orange cone in front of the pump to alert motorists.

It is advisable to keep your tank at least half full at all times, in case of an unexpected shortage, and to take advantage of opportunities to fill up your tank. Most filling stations are cash-only.

Parking

Blantyre and Lilongwe City Councils have recently introduced parking fees in many public parking areas within the city at MK25 and MK50 per hour respectively. In the applicable areas, parking attendants wearing reflective vests will ask you for payment and provide a receipt. In practice, you will only pay per time you park (regardless of the length of your stay), not per hour.

Vehicle Maintenance and Repair Services

Most family cars require frequent service and maintenance – generally every three months or 5000km – due to dust and rough road conditions. It is advisable to select a reputable and convenient garage. Most garages in Malawi will accept any make of car, although some will only accept cars for which they are dealers. It is always advisable to take note of the following before entrusting your car with a dealer:

- The dealer should take note of fuel and mileage
- Take out all tools and documents before leaving the car
- Specify exactly what you want to be done
- If possible, agree on the service and maintenance charges before hand.

In some cases, you may also be asked to purchase the spare parts on your own and give them to the dealer for your vehicle servicing. As list of respected garages is below:

Lilongwe:

- **CFAO Malawi:** Paul Kagame Road, Tel: 01 755 341, email: equiries@cfaomw.com, www.cfaomw.com/www.cfaogroup.com
- **City Motors:** Mzimba Road, Tel: 01 756 896/752 466
- **Constantini:** Corner of Kenyatta & Murry Roads, Tel: 01 753 047
- **Lotus Motors:** Paul Kagame Rd, Tel: 01 755 432/779/776, 01 753 026
- **Mike Appel & Gatto:** Kamuzu Procession Road, Tel: 01 753 736
- **M. A. Motors:** Along new Chilambula road, opposite Maula Prison, Tel:01 751 726/727
- **Pegas Panel Beating:** Kenyatta Road, Tel: 0999 971 720, 0888 208 799, 0888 830 034, email: pegas@africa-online.net
- **Stansfield Motors:** Off Murry Road, Tel: 01 754 400, email: admin@stansfieldmotors.com
- **Toyota Malawi:** Off Murry Road, Tel: 01 755 661/2/3/6
- **(Car Spares) Kwicktrack:** Off Paul Kagame road, opposite TATA Zambia Ltd, Tel: 01 750115/757 831, 0888 843 081, email: ktms@globemw.net
- **(Car Spares) Motor-Quip:** Off Paul Kagame Road, in Lilongwe, Tel: 01 756 757/ 751 407/754 407, 0999 941 856, 0888 841 856

Blantyre:

- **Autofit:** Chipembere Highway, Limbe, Tel: 01 842 234/60, Email: autofitlimbe@africa-online.net
- **Auto Trader:** Ginnery Corner, Tel: 01 874 761/ 877 918/843, email: dada@malawi.net
- **CFAO Malawi:** Kaoshiung Road, top Mandala, Tel: 01 879 011, email: equiries@cfaomw.com, www.cfaomw.com/www.cfaogroup.com
- **Chirimba Garage:** Ginnery Corner Tel: 01 871 781
- **Mike Appel & Gatto:** Limbe, Tel: 01 845 152/955, 01 840101, email: mikeappel@malawi.net, www.aromotorgroup.com
- **Speed's:** Limbe, Tel: 01 841 624/586, email: riazspeedys@malawi.net
- **Stansfield Motors:** Ali Hassan Mwinyi Road, Tel: 01 871 687, email: admin@stansfieldmotors.com
- **Toyota Malawi:** Chipembere Highway, Tel: 01 841 933

- **(Car Spares) Agason Motors Spares:** Limbe, Tel: 01 843 369/901, email: info@agasonmotors.com, www.agasonmotors.com
- **(Car Spares) Pick-A-Part:** Haile Sellassie road next to DHL. Tel: 01 823 574/822 437, email: papsales@inet.mw

Batteries, Tyres, Wheel Balancing and Alignment Services

Lilongwe:

- **Kwik Fit:** Kirk Road, opp. Carnival Furniture, Tel: 01 757 116/755 086/01 751 553, email: sales@kwikfitmw.com, www.kwikfit.com
- **Fast Wheels:** Crossroads Complex, Tel: 01 753 393, Email: treadmasters@globemw.net
- **Nu-Tread:** Corner Downs & Paul Kagame Road, Tel: 01 751 061/044, 0999 971 418
- **M. A. Motors:** Along new Chilambula road, opposite Maula Prison, Tel:01 751 726/727
- **Treadmasters:** Off Paul Kagame Rd, Tel: 01 757 645/758 826, email: treadmaster@globemw.net
- **Trentyre:** Murray Rd, Tel: 01 752 460/461, email: trentyre@africa-online.net
- **Uni Spares:** Quadri House, behind NBS Bank, Tel: 01 754 251/758 262/063, email: jaisons@globemw.net

Blantyre:

- **Kwik Fit:** Hannover Avenue, Tel: 01 835 808/ 822 013, 0888 900 400
- **Autofit:** Chipembere Highway, Limbe, Tel: 01 842 234/60, Email: autofitlimbe@africa-online.net
- **Entyre, Marathon Tyres:** Ginnery Corner, Tel: 01 877 170/025/523, 01 870 360, in Limbe, Tel: 01 844 976
- **Taurus Battery Centre:** Haile Selassie road opposite Sachas bakery Tel: 0999 983 786, 0888 928 582, Email: taurus@africa-online.net
- **Jussab:** Ginnery Corner, Tel: 01 880 555, along Glyn Jones Rd, Tel: 01 822 721, 0999 912 209
- **Tyre Leaders:** Chileka road, Tel: 01 684 534/6, Email: ihb@malawi.net
- **Trentyre:** Kidney Crescent, Tel: 01 878 017/01 872 936/01 875 460

Vehicle Towing Services

Lilongwe:

- **AA Vehicle Rescue Services:** Next to Old Town Mall, Tel: 0999 447 447, 0999 022 196, email: aamalawi@gmail.com
- **M. A. Motors:** Along new Chilambula road, opposite Maula Prison, Tel:01 751 726/727

Blantyre:

- **AA Vehicle Rescue Services:** Maone Park, Tel: 0888 447 447, 0995 326 169

- **A.B. Mechanical and Towing Services:** Namiwawa opposite Namiwawa Peoples Superette. Tel: 01 835 319, 0999 932 100, email: es@africa-online.net
- **Top Cars Services:** Limbe, Tel: 01 677 058, email: topcarsservices@yahoo.com

SECTION SEVEN: Security in Malawi

Residential and driving security have already been covered in the respective sections (three and six). The following section provides additional information about other types of security:

7.1 General Security Situation

Malawi is categorised as Security Level One (Minimal) which means that the threat level to members of the UN system is Minimal. There is no ongoing armed conflict, no known or active terrorist groups operating in the country and the political situation in the country is fairly stable. There is no indication of a major deterioration of the situation in the short term. There has been a limited history of political tension manifested in the form of violent demonstrations between the opposition and government resulting in some casualties. The UN has not been targeted in these situations. However, in the event that agitation resulting from political or economic dissatisfaction takes place, staff members are advised to avoid crowds. As in any travel situation, pay attention to your personal security and monitor the media for information about possible new safety or security risks.

The major threat facing the UN system in Malawi is crime. UN staff and their families experience higher rate of criminal incidents compared to the national average. This indicates that UN staff members are perceived as more wealthy and hence may be profiled for criminal activities. The most common crimes are thefts of all kinds; burglary; robbery; mugging; and carjacking. Police reports indicate an increase in the sophistication of criminals including increased use of firearms and bigger and more organised groups. The urban locations are most prone to criminal activities while the rural areas are most affected by petty crime for survival.

The Malawi police service is increasing its capability; however their ability to effectively deter crime, investigate and apprehend criminals is limited by poor funding, communication, training etc.

7.2 UN Security Arrangements

The United Nations Department of Safety and Security (UNDSS) oversees a 24-hour security operations from a station room called "Sierra Base". These operations are supported by a mobile Emergency Response Team (ERT), comprising 9 armed police officers that stand ready to respond to emergency calls, especially during the night. Upon arrival, all new UN personnel are advised to obtain a security briefing from the UNDSS. Sierra Base can be reached at any time by calling: Tel: 01 773 190; 0999 500 709

7.3 Pedestrian Safety and Security

Cities and other urban areas in Malawi are not generally pedestrian-friendly. There are very few designated pedestrian crossing areas and most drivers do not stop for pedestrians in any case. If you do decide to walk, adhere to the following guidelines:

- If possible, walk in groups
- Keep to main streets and avoid deserted areas
- In Lilongwe, avoid crossing to the south bank of the Lilongwe River on foot
- In Lilongwe, exercise extreme caution if visiting the Old Town market and its environment
- Be particularly careful in the car parks of hotels and view any group with suspicion
- Do not display valuable items – either leave them at home or conceal them
- Avoid engaging in conversation with strangers
- Never walk after dark

SECTION EIGHT: Health in Malawi

8.1 Common Health Issues in Malawi

The high level of morbidity and mortality among Malawians is attributed to the very high degree of risk for major infectious diseases including:

- **HIV/AIDS:** About 12 percent of the population is HIV positive. It is advisable to take precautions in order to avoid contact or exchange of bodily fluids either during medical treatment, sexual relations or when assisting an injured or sick person. Post Exposure Preventative (PEP) emergency treatment is available to staff members concerned that they may have contracted the virus through a normal accident or occupational hazard. In this case, you are advised to immediately contact the UN doctor (Dr. John Kimani -0999960188) or Area Security Focal Point for possible administration of PEP. PEP will not be given in cases of voluntary contamination through sexual activity.
- **Malaria:** Malaria is an endemic health problem prevalent across the country year round, but the highest risk period is between December and May (rainy season). The type of malaria in Malawi has developed resistance to Chloroquine and Fansidar. For a short visit, taking anti-malarial pre-exposure prophylaxis is recommended. Regular prophylaxis is the best prevention option while minding the side effects. Medication is mostly taken for a set period before departure, continued on arrival and upon return.

For long term stay, it is advisable to seek doctors' advice prior to arrival in Malawi. It is disputable whether treatment or prophylaxis is better for a long term stay in malaria zone. Malaria can be fatal when not immediately attended to. It is advisable to seek doctors' attention when you have fever or feel unwell.

The Queen Elizabeth Central Hospital is said to provide the best malaria test. Service is available 24-hours, costs only 100 kwacha, and results are available within a few minutes. Entry is at the back near Moyo House nutritional rehabilitation unit (NRU). In Lilongwe, any of the hospitals / clinics listed can complete a malaria test for you.

To reduce the risk of mosquito bites:

- Sleep under insecticide treated bed nets
- Cover yourself with long-sleeves and long trousers after dark
- Use mosquito repellent recommended by your doctor or pharmacist especially between dusk and dawn when mosquitoes come out in large numbers. DEET, autan and citronella are common repellents in Malawi. Clothing can also be sprayed with Permethrin repellent
- Ensure that all windows have screens (wire gauze).
- At night, use coils, electric mosquito burners and candles to keep mosquitoes away
- Walls of the house can also be treated with insecticide

- **Bilharzia (schistosomiasis):** Bilharzia has no vaccine but it is treatable. Visiting lakeside resorts of Lake Malawi risks bilharzia contamination if you swim or wade in bilharzia-infested water. Lake shore hotels have beaches that are usually cleaner but this does not guarantee avoidance of infestation. It is advisable to swim in clear water away from reeds and snails, stay in water for only 15 minutes at a time and towel dry immediately afterwards. It is recommended to go for a single pill treatment once a year or 12 weeks after leaving Malawi if you have possibly been exposed.
- **Rabies:** Rabies is a serious problem in Malawi. It is a fatal viral disease transmitted to humans through direct contact with the saliva of a rabid animal via bites, scratches, or licks on broken skin. Prophylaxis vaccination is strongly recommended. If bitten by a dog, cat or monkey, it is advisable to scrub the wound with soap and water for 10-15 minutes and immediately seek medical attention. You should also capture and confine the animal for observation. Ensure that your pet's vaccinations are kept strictly up to date. It is also advisable to have vet personnel check the pets check for rabies when buying/adopting them.
- **Diarrhoea:** A change of water, food or climate may cause some diarrhoea. If you get diarrhoea, be sure to drink a lot of fluids to avoid dehydration. Juice, broth, or oral re-hydration solutions (your medical officer will discuss this with you) are best. Avoid coffee, milk products, and alcohol when you have diarrhoea. As a general rule, it is better not to use any medications unless provided by the medical officer as they can prolong the recovery period.
- **Cholera:** Cholera is a fatal (if not immediately treated) water borne and food borne disease. In Malawi, cholera is highly prevalent in the rainy season due to poor sanitary conditions. No vaccine is available and as such, it is advisable to pay attention to food and personal hygiene.
- **Mphutsi Fly:** This fly is a maggot which looks like a black housefly and is common in the rainy season. It causes a painful boil in the skin that looks red and swollen with a black centre. The fly lays eggs on damp clothes and it is often attracted by smells of the armpits of shirts on a line, underwear, dog's blanket or manure. To avoid infection, hot iron all clothing dried outside or dry clothes in a drier. If infected, apply Vaseline on the boil and cover it with a band overnight to suffocate the maggot and make it come out in search for air. Upon removing the band, gently squeeze out the maggot and wash the affected area well with antiseptic.
- **Snake bites:** Snake bites are not common in Malawi, however, incidences do occur especially during the rainy season and in bush or dark areas. To prevent snake bites, it is advisable to take the following precautions:
 - Wear long trousers and boots when travelling into the bush and don't place your hands where you cannot see
 - Avoid walking in poorly lit areas of your yard/compound (at night)
 - Clear bush and vegetation growth in your yard that would likely harbour snakes

- When you see a snake, freeze to ensure it is not about to bite and then back away slowly
- In case of a snake bite, seek medical attention immediately

8.2 Vaccinations

Vaccinations are very expensive and yet most of them have a very short shelf life. Thus, no Malawian hospital will have all the vaccinations you may need. It is very important to ensure that you and your family have been immunised appropriately before arrival and if possible, bring some small stock for your back up. In addition to the rabies vaccine mentioned above, it is recommended that you get the following vaccines before arriving: Typhoid, Tuberculosis, Tetanus, Diphtheria and Pertusis (DPT), Poliomyelitis, Hepatitis A, B, Meningitis A+C, Rabies and Yellow Fever.

8.3 Hospitals, Doctors and Medical Insurance Issues

UN personnel are covered by the medical insurers such as Van Breda and others. Therefore, additional medical coverage may not be needed. The following are medical centres that UN personnel and their recognised dependants visit in Lilongwe and Blantyre. The choice will vary with the prescription / agreement with the medical insurance.

Lilongwe:

- **UN Clinic/UN Doctor:** Staffed by a qualified doctor, a nurse and laboratory technician, the UN clinic provides basic medical care, laboratory services and most essential drugs to UN personnel and their recognised dependants. The doctor also facilitates medical evacuation for specialised treatment. It is currently located at Partners in Hope.
- **Partners in Hope:** An American missionary hospital with modern facilities and several expatriate doctors, Partners in Hope is located on the M1 road to Blantyre, approximately 4km from the Area 2 Roundabout. It offers Direct Payments Agreement. Tel: 01 727-155, 01 725 818, 0999 287 974, 0884 135 965, Email: madanyoni@gmail.com
- **African Bible College (ABC) Clinic:** An American missionary clinic with modern facilities and several expatriate doctors, located off the Mchinji Road in Area 47. Tel: 01 761 670.
- **Lilongwe Private Clinic:** A local private clinic run by Dr. Patrick Chirwa, a well-respected Malawian surgeon (although he is not always available). It also offers Direct Payments Agreement. It is located off Mphonongo Road in Area 10, Road near PACE Shopping Mall. Tel: 01 774-972.

Note: Staff members are further advised to contact Mr. Salleh Tembo, the UN security focal person for help or guidance on availability and locations of other health facilities.

Blantyre:

- **Mwaiwathu Hospital:** A local, privately owned hospital located in Blantyre about four hour drive from Lilongwe. A Private Hospital located opposite Stansfield Motors in Blantyre. P O Box 3067 Blantyre. Tel: o1 834 999 or 01 834 989
- **Blantyre Adventist Hospital:** A missionary hospital located in Blantyre, off Glyn Jones Road in Kabula Area. Tel: 01 820 488/ 01 820 006

UN Recognised examining Physicians/Doctors-2011

City	Name	Specialty	Location	Phone	Email
Lilongwe	Joseph Arye	General Practice	43/2/269, Lipulu Road, Area 43	01 795 018 01 794 036	marsintl@malawi.net
Lilongwe	Patrick Chirwa	General Practice	Lilongwe Private Clinic	01 927 035 01 774 972	llwpc@malawi.net
Lilongwe	Perry Janson	General Practice	Area 36, Plot 8	01 727 155 01 727 156	divector@pihmalawi.com
Lilongwe	Douglas Lungu	General Practice	Daeyang Luke Hospital	01 711 398	dlungu@sdup.org.mw
Blantyre	Wendy Kondowe	General Practice		01 840 901 01 822 696	wkondowe@yahoo.com
Blantyre	Gertrude Mateo	General Practice	A. A. Azizi Building, St. Andrews Rd	01 822 442 01 822 696	getudeleza@yahoo.co.uk
Blantyre	C.M. Nyirenda	General Practice	Soche Clinic	01 630189	
Blantyre	Jack J.W. Wirima	General Practice	Mwaiwathu Pvt Hospital	01 621 626 01 691 190	
Mzuzu	Chuma Mkandawire	Trop. Med.	Mumbwe Medical Centre	01 332 339 01 334 586	
Zomba	Dinesh Pandya	Gen. Pract. & Gyn.	A.H.I. Clinic, Kamuzu Hwy.	01 522 561 01 523 058	

8.4 Pharmacies

Lilongwe:

- **Bwaila Pharmacy:** 7- Eleven Complex, Tel: 01 757-892
- **Capital Hotel:** Tel: 01 773-388
- **Mayfair Pharmacy:** Shoprite Building, Tel: 01 750-060/101, 0888 546 080. Email: pclbt@noorgrp.co.mw
- **Maula Pharmacy:** At crossroads behind seven-11 Tel: 01 753-955, 0999 964 753, 0999 511 375. Email: med-vet@sdpn.org.mw
- **One Stop Pharmacy:** Opp. Maula BP Filling Station, along Kamuzu Procession (M1) Road, Tel: 1 753 113, 0999 459 227
- **Phamacare:** NICO Centre, Old Town, Tel: 01 753-230

Blantyre:

- **CitiPharm:** Limbe, Tel: 01 841 314, 0888 920 930, 0999 920 930, Email: pharmacist@citipharm.com, <http://www.citipharm.com>
- **Kabula Pharmacy:** Ginnery Corner, Tel: 01 872 767, 0999 916 860, 0999 676 034. Email: ndzabala@yahoo.co.uk
- **Limbe Pharmacy:** Churchill Road, Tel: 01 845 506, 0999 922 615, Email: lbpharmacy@globemw.net
- **Livingstone Pharmacy Ltd:** Located in Apollo Building, Tel: 01 822 633/01 830 520
- **Michiru Pharmacy:** Next to Delamere house, Tel: 01 821 014/ 01 923 729
- **Mudi Pharmacy:** Chichiri Shopping Mall, Tel: 01 876 229, 0999 954 76

8.5 Opticians

Lilongwe:

- **A.C. Optical:** At Old Town Mall, Tel: 01 756 161, at City Centre, Plaza House, Tel: 01 770 493. Email: a.c.lilongwe@malawi.net
- **Lions Sight First Eye Clinic:** Located within Kamuzu Central Hospital, Tel: 01 750168
- **Visioncare:** At Lilongwe Adventist Health Centre, Presidential Way, Tel: 0999 107 909

Blantyre:

- **A.C. Optical:** Chichiri Shopping Centre, Tel: 01 872 120, at Development House, Tel: 01 820 597. Email: a.c.blantyre@malawi.net
- **Visioncare:** At Blantyre Adventist Hospital, along Glyn Jones Road, Tel: 01 836 931, 0999 531 443.

8.6 Dental Care

Lilongwe:

- **Crossroads Dental Clinic:** Crossroads Complex, Lilongwe, Tel: 01 751 706
- **Family Dental Clinic:** Area 14 next to Mount Sinai Schools, Lilongwe, Tel: 01 770 853/772 228

- **Minoo's Dental Clinic and Services:** Old Town Mall, Off Paul Kagame Road, Tel: 01 757 112, Email: minoosdentalclinic@gmail.com
- **Sanctuary Dental Clinic:** Bisnowaty Complex, Lilongwe, Tel: 01 770 511

Blantyre:

- **Blantyre Adventist Hospital:** Robins Road, Kabula, Tel: 01 820 399/488, 01 823 104. Emergencies: 01 839 655, Email: bah@malawi.net
- **Hope Dental Surgery:** Chichiri Shopping Centre, Tel: 01 876 966, in Zomba: 01 527 655
- **Oracare Dental Clinic:** Chayamba Building, Victoria Avenue, Tel: 01 824 686/822 081
- **Shalom Dental Surgery:** Aram Mall Building, Churchill Road, Tel: 01 843 764. Email: shalomds@yahoo.com

8.7 Veterinary Clinics

Lilongwe:

- **Care Vet Clinic:** Dr Kristina Cuisinier, located in Area 3, Lilongwe, Tel: 01 754 418
- **Lilongwe Society for the Protection and Care of Animals (SPCA):** Dr Richard Ssuna, Tel: 0995 550 560, email: adopt@lilongwespca.org, <http://www.lilongwespca.org>

Blantyre:

- **The Vet Clinic:** Corner of Laws and Chilembwe Roads, Tel: 01 821 246 (office), 01 910 231/0 (home), 0999 960 041/0888 825 346, email: animalkingdom@yahoo.com

SECTION NINE: Education

9.1 School Calendar

For all schools, the academic year runs from September to late June / early July, with three terms of the following approximate time break down:

- Term One: 1 September - 10 December
- Term Two: 10 January - 30 March
- Term Three: 1 April - 30 June

9.2 Options for Expatriate Schools

There are many schools in Lilongwe and Blantyre that offer reasonable facilities for multi-national children. However, the school fees are extremely high and places are limited. It is advisable to contact the UN in Lilongwe prior to arrival as early as possible to help in securing a place at the schools as there may often be waiting lists.

Pre-Schools (Baby Sitting, Play School or Kindergarten)

Children may be enrolled into pre-school until the age of 4 when they can move on to reception school. Some schools may combine baby-sitting and play school / kindergarten while others will not have baby-sitting care. Most expatriates, foreign mission and UN personnel usually send their children to the following popular schools:

Lilongwe:

- **Acacia:** Area 43, Tel: 0888 824 494.
- **African Bible College (ABC):** Mchinji Road in Area 47, Tel: 01 762 533/761 617, Email: abcchristianacademy@gmail.com
- **First Steps:** Area 12, Tel: 0999 962 858 (Isabel Alves)
- **Mount Sinai:** Off Presidential Way, Lilongwe, Area 14, Tel: 01 772 210
- **Peter Pan:** Area 11, Tel: 01 770 407
- **Rainbow Play school:** Close to Bishop MacKenzie International School in Area 3, Tel: 01 758 560.
- **Tom and Jerry:** Close to Bishop MacKenzie International School in Area 3, Tel: 0888 828 738

Blantyre:

- **Happy Days:** Within the Hillview School, in Limbe, Tel: 0888 821 002
- **Mary Pop-Ins Montessori Nursery School:** Mount Pleasant, Tel: 0888 861 140/0888 960123; Email: irish@afriac-online.net
- **Mini Me Montessori:** Corner Chilembwe and Sharpe Road, Namiwawa, Tel: 0881 358 896

Reception, Primary and Secondary / High Schools:

Lilongwe:

- **Bishop Mackenzie International School:** (primary and secondary) offers a well designed and balanced international curriculum including GCSE (General Certificate for Secondary Education) and IB (International Baccalaureate). Located in Area 3, along Barron Avenue on Plot No. 3/3/019, Tel. (+265) 01 756 364, Tel. (+265) 01 756 631/984
- **African Bible College (ABC) Academy:** (primary and secondary) offers an American curriculum with a Christian perspective. Located off the Mchinji Road in Area 47, Tel: (+265) 01 761 617/ 762 533, Email: abc@malawi.net
- **Acacia International School:** (pre-nursery, nursery, reception and primary) A relatively new, but quickly popular school using a UK curriculum. Situated in Area 43 on Plot 79/2, Tel: 0888 824 494, Email: acaciainternationalschool@gmail.com
- **Christian Heritage School:** (reception and primary) Christian Heritage provides high quality education at a low cost to economically disadvantaged children within Lilongwe. Located at the Capital City Baptist Church in Area 14, off Presidential Way. Cell: 09 99 389 747
- **Lilongwe Academy International School:** (primary and secondary) An English medium that uses a UK curriculum, this school serves both the local and international community. Located in Area 47, behind Silver Stadium, Tel: 01 925 142/01 761 262, 0995 262 266, 0888 969 711, Email: info@llacademy.net
- **Mount Sinai International School:** (nursery, reception and primary) Located in Area 14, next to City Centre Clinic, off Presidential Way. The school provides care for children from nursery through to standard 5. It uses UK curriculum. Tel: 01 772 210

Blantyre:

- **Central High School:** (secondary) This school is an international school that uses Cambridge University's IGCSE curriculum and prepares students for 'A' levels. Located at Maone Park: Tel:01 845 232
- **Hillview School:** (secondary) This school is an international school that uses Cambridge University's IGCSE curriculum and prepares students for 'A' levels. Located in Newlands, Limbe, Tel: 01 843 540
- **Phoenix International Primary School:** (reception, primary) Located at HHI, along Chileka Road, opp. the Grace Bandawe Conference Centre, Tel: (+265) 01 824 845, Email: phoenixschool@africa-online.net, www.phoenixschoolmalawi.com

- **Saint Andrews International School:** (reception, primary and secondary) An English medium school, serving members of all nationalities within Blantyre. The Nursery and Primary is located in Cathoric Institute (CI). The high school campus is located in Nyambadwe and follows the Cambridge International Curriculum (Forms 1 – 6) Primary: Tel. (+265) 01 833 428, High School: Tel: (+265) 01 822 585/470, 01 823 688, Email: info@saints.mw, www.saips.mw
- **Saint Patricks Academy:** (nursery, reception, primary and secondary) The primary and high school uses the Cambridge International Curriculum. The school is located in Sunnyside, Tel. (+265) 01 551 193, Email: stpat@africa-online.net, office@hillviewschool.mw

SECTION TEN: Places of Worship

Many different Christian denominations are represented in almost all big urban centres. There are also many mosques across the country.

Lilongwe:

- **Anglican Church:** St. Peter's Church, Glyn Jones Road (near Lilongwe Golf Club), Tel: 01 752 812; St. Thomas Church, Area 18 off the M1, Tel: 01 797 858
- **Assemblies of God:** International Christian Assembly, along Paul Kagame Road, Tel: 01 761 706
- **Baha'i Faith:** Baha'i Temple, Area 14, off the Presidential Way, Tel: 01 757 112
- **Baptist Church:** Capital City Baptist Church, Area 14, along Presidential Way, Tel: 01 774-514
- **Church of the Nazarene:** Ufulu Road in Area 43, Tel: 01 795 312
- **Hindu Temple:** Hindu Temple, Area 2, Tel: 01 726-652
- **Lutheran Church:** Lutheran Bible Institute Chapel, next to SOS Children's Village, along the Lilongwe-Blantyre Road, Tel: 01 724 917
- **Muslim Mosque:** Lilongwe Islamic Movement in City Centre, Area 13, near City Council Nursery. Tel: 01 726 859
- **Pentecostal Church:** Lilongwe Pentecostal Church, Area 18, M1, Tel: [265] 796-008
- **Presbyterian Church:** Lingadzi Church of Central Africa Presbyterian (CCAP) Church, Area 12, along Umodzi Road, Tel: 01 771 528
- **Roman Catholic Church:** Maula Cathedral, along Kamuzu Procession (M1) Road, Tel: 01 755 846; Saint Patricks Parish, in Area 18A, along Kamuzu Procession (M1) Road, Tel: 01 755 846
- **Seventh Day Adventist:** Area 14, Presidential Way, Tel: 01 773-814
- Note: There is also a small Jewish community in urban areas in Malawi, but with no synagogues. In Lilongwe, David and Miri Bisnowaty (Tel: 01 771-764) welcome fellow Jews for worship and social gatherings.

Blantyre:

- **Anglican Church:** Saint Pauls Cathedral, Opp. Ryalls Hotel next to Adventist Hospital; St Matthews Church, along Chipembere Highway, opp. Toyota Malawi at Maselema in Limbe.
- **Assemblies of God:** Kenyatta Drive, opp. Limbe Police Station in Limbe.
- **Baha'i Centre:** Tel: 01 840 996
- **Blantyre Baptist Church:** Chipembere Highway, opp. Independence Arch at Chichiri, Tel: 01 873 639
- **Blantyre Christian Centre:** Word Alive Ministries, Off Mandala Road, behind Blantyre Market, E-mail: bccword@malawi.net, Tel: 01 674 451/ 674-372
- **CCAP:** St Michael and All Angels Church, located off Chileka Road at the Henry Henderson Institute (HHI), Tel: 01 836 744
- **Catholic Church:** St Louis Montfort Parish, Catholic Institute (CI), Junction Victoria Avenue / Chikwawa Road in Mount Pleasant, Tel: 01 637 905 ; Limbe Cathedral, along Zomba Road in Limbe, Tel: 01 843 898
- **Church of Christ:** Ginnery Corner, Tel: 01 864 223

- **Hindu, BAPS Swaminarayan Sanstha:** Temple Road, Limbe, Tel: 01 840 990, website: www.swaminarayan.org
- **Lutheran Church (Beautiful Savior):** Opposite Blantyre Market, Tel: 01 875 214
- **Muslim Mosques:** Limbe Mosque, Tel: 01 843 328; Noor Mosque, Tel: 01 692 046; Taqwa Mosque, Tel: 01 876 031; Blantyre Mosque, Tel: 01 821 110
- **Pentecostal Church:** Adjacent Supreme Furniture, along Livingstone avenue, City Centre ; along Kenyatta Drive in Soche,

SECTION ELEVEN: Entertainment

A number of popular venues are listed below. It is also worth watching Lilongwe Chat for weekly updates about special events, and subscribing to the weekly 'Friday Team' newsletter run by the internet provider Skyband. To do so, go to www.zikomo.net and type in your email address.

11.1 Restaurants

There are several restaurants in Lilongwe and Blantyre catering to expatriates,. In general, expect American or European prices (MK 1,000 – 2,500 per meal) at restaurants catering to expatriates. Prices at spots aimed at serving locals can be significantly cheaper.

Lilongwe – Old Town:

- **Chili Pepper (Italian, Mexican):** This new restaurant serves spicy Italian food, including pizza, and Mexican food. Located in the International Commercial Bank complex off Kamuzu Procession Road (entrance at the Metro).
- **Don Brioni's Bristro (International):** Along Mandala Road, opposite Muscco House in the Old Town. Tel: 01 920 221 / 0999 933 627
- **HUTS Restaurant (Indian):** Serving good quality Indian food, located along the Kamuzu Procession (M1) Road near Argos Supermarket and the Sunbird Lilongwe Hotel.
- **Korea Gardens Restaurant:** Run by a Korean family, this restaurant offers good food at a decent price. Located in Area 3, Old Town. Tel: 01 753 467 / 01 757 854
- **Mamma Mia (Italian):** A popular spot for dining with children – good food at a reasonable price. Situated in the Old Town Mall, along Paul Kagame Road. Tel: 01 758 362
- **Nando's (Fast Food):** Located at the Shoprite Complex in the old Town, this South African fast food chain offers chicken, chips and a variety of burgers.
- **Noble China (Chinese):** Located in Area 3, just off Kamuzu Procession, this spot offers quick and inexpensive Chinese food and has a wide and varied menu. They make and sell fresh tofu.

Lilongwe – City Centre:

- **Al Frescos (Pizza, Café):** This spot, popular at lunch time, serves wood fired pizza, salads and pasta. Located in Bisnowaty Centre.
- **Flavours Café:** Located behind the British Council in City Centre, this spot is always packed at lunch time. Food is cheap and plentiful.
- **Gazeebo Restaurant (Local Cuisine):** Serving inexpensive, Malawian-style food, this restaurant is a popular lunch spot. Situated at Gemini House in City Centre.
- **The sanctuary Lodge:** Good for a relaxed business lunch, dinner. this place is quite and rarely crowded. Service is good. Located in City Centre.
-

- **The Causerie (Indian, Seafood):** Good for a relaxed business lunch, this place is rarely crowded. Service is good and prices are reasonable. Located in City Centre.

Lilongwe – Areas 10, 11 and 12:

- **Al Fresco's Take Away (Pizza):** This take away pizzeria is located in the Pacific Parade complex.
- **Baba's Delhi Darbar (Indian):** Decent food at a reasonable price. Located in the Four Seasons in Area 12. Tel: 01 725 705
- **Blue Ginger (Indian and Chinese):** Delicious food, but on the expensive side. Located at Pacific Shopping Complex in Area 10. Tel: 01 795 225 / 0888 214 444
- **Buchanan's Restaurant (Grill):** Situated in the Four Seasons gardens along the Presidential Way, Buchanan's is frequented by many expatriates and a good place for eating out with kids. Tel: 01 772 859/46
- **Capital Tidye Restaurant (African):** One of the most exclusive (and expensive) spots in town, Tidye serves excellent African dishes. Located in Sunbird Capital Hotel in area 11, City Centre.
- **Queen of Sheba (Ethiopian):** Located on Plot 10/338 in Area 10, along Mtendere Road, the restaurant offers authentic Ethiopian cuisine in a quiet and homely atmosphere. Tel: 01 794 829/0888 830 017/0999 215 724

Lilongwe – Crossroads and City Mall Complex:

- **Cappuccinos (Coffee Shop):** Café serving good coffee as well as lunch fare and cakes.
- **Copper Pot (Indian, Chinese):** Located inside the Crossroads Hotel, the restaurant has a nice atmosphere and serves decent food at a reasonable price.
- **Debonair's (Pizza):** Fast food restaurant especially pizzas: Mon-Friday:
- **Steers and Pizza Inn (Fast Food):** located in the Crossroads Complex. Offers fast foods. New Pizza Inn has just opened next to Game Store in the Old Town.
- **7-Eleven Restaurant (Local, Pizza):** Located at the 7-Eleven complex (across from Crossroads) it is mainly good for local-style take-away and pizzas.

Blantyre – Central Business District:

- **Ryalls Restaurant (International):** Located on Hannover Street, at Protea Hotel Ryalls, this spot offers cooked buffet-style breakfast on Sundays. Also offers the best apple pie. Usually expensive menus but attractive service.
- **21 Grill (International):** Located on Hannover Street, at Protea Hotel Ryalls, 21 Grill offers a wide variety of the standard lunch dishes at reduced prices compared with dinner. It also has a comfortable bar and pre-dining area. Tel: 01 820 955
- **Alem (Ethiopian):** This Ethiopian owned spot, located along Victoria Avenue, offers Malawian favorites as well as authentic Ethiopian dishes served in

bowls straight from Ethiopia. The Ethiopian coffee with cloves and salt is a must-have for any coffee lover. Tel: 01 822 529

- **Bab's Delhi Darbar (Indian):** Located in the Pagat Mall along Victoria Ave, this spot offers many Indian dishes wide variety of vegetarian meals. Tel: 0888 205 607
- **Cappineros (XX):** Along Victoria Ave. past the Casino, Cappineros offers a relaxing outdoor and indoor setting with a feel out of the city. Tel: 0999 939 260 / 0999 571 157
- **Scoops & Shakes (Ice Cream):** Located at Malawi Sun Hotel & Conference Centre near Mount Soche, this has become a popular place for homemade ice cream in exotic flavours also milk shakes, Tel: 0888 827 613.
- **Hong Kong Restaurant (Chinese):** Located along the Glyn Jones Road near Mount Soche Hotel. It offers good food and generous portions. Tel: 01 820 859
- **Vegetarian Restaurant (Indian Vegetarian):** Located next to the Hindu temple down from Mount Soche Hotel along the Glyn Jones Road, this spot offers vegetarian meals and wholesome curries.

Blantyre – Other:

- **Ambrosia Restaurant (Game Heaven):** along the Limbe-Thyolo Road, 14 km from Blantyre. Tel: 0999 971 287/8, Email: gameheaven@broadbandmw.com
- **Greens Restaurant (Grill):** Located in Sunnyside, offers grilled meat, braai style. The spot, which opens late, does not allow children. Tel: 01 836 375 / 0888 833 518
- **Hosteria (Italian):** Situated along the Kidney Crescent, off Chipembere Highway, Hosteria offers excellent food including pizzas and is a friendly environment for eating out with kind. Tel: 01 636 025
- **Hostellerie de la France (French):** Situated in a guest house within Namiwawa residential area, off Chilomoni Ring Road, is good for a special evening-night out though the menu can be expensive. Guests arriving on foot are not allowed entry. Tel: 0888 833 586, Email: hostfrance@malawi.net, www.hostellerie-de-france.com
- **Mandala House (Café):** The café serves lunch, coffee, ice cream and cakes. It opens 08:30am-4:15pm, Mondays to Fridays and Saturday mornings. The house also accommodates a gift shop and a museum. Hours: Mon-Fri 8:30-4:15, Sat Tel: 01 871 932, Email: lacaverna@malawi.net
- **Merriman (Chinese):** Situated along Chileka Road (look out for look for the red Chinese lanterns to get there!), Merriman offers excellent food with fresh ingredients and fresh tofu.
- **Chez Maky (International):** Situated on the Kabula Hill past the Blantyre Adventist Hospital. It offers a bar, and a restaurant with special meals, real coffee with desserts and grilled meat. Tel: 0999 203 029, 01 833 764.

11.2 Bars, Discos and Other Nightlife

Most bars and discos offer inexpensive drinks (KM100-200 for a local beer, KM 350-600 for a glass of wine) and space to sit and chat. Live music is generally only

offered on set, specific nights of the week (in which case there is rarely a cover) or advertised as a specific concert event.

Lilongwe:

- **Alexandra's Pub:** Is a popular joint located along Paul Kagame Road
- **The American Pirates Casino (and bar):** located off Paul Kagame Road. Tel: 01 751 254 / 0999 266 361
- **Chameleon's:** Located in the Four Season Complex, this Scottish owned relaxed bar offers drinks, snacks, and hookahs. There is live jazz Sundays from approximately 4:00-6:30pm and sometimes Friday and Saturday evenings.
- **Chez Ntemba (Night Club):** Located in Area 47, Sector 4 at Bwandilo, this night club is one of the most popular discos in Lilongwe. Friday and Saturday nights are the best time to go and it's open until the next morning.
- **Harry's Bar:** is a British-owned pub is located on Mandala Road, near Old Town, that is most happening Friday afternoon when a crowd gathers for sundowners. Tel: 01 757 979.
- **James Joint:** Located along Mchinji Road in Area 9. Tel: 0999 493 626 / 0888 618 352
- **The Shack:** This laid back and largely outdoor bar is located along Paul Kagame Road between Riverside Hotel and Lingadzi Inn. The main weekly event is the Wednesday night volleyball tournament (with dancing later in the evening).
- **Twigga Lounge:** This club, located at Pacific Parade in Area 10, offers good lounge music and the chance to play pool/ snooker if you are so inclined.
- **Zanzi:** Located just off of Paul Kagame Road, this newly opened lounge offers good music and dancing, with nightly themes.

Blantyre:

- **Blantyre Sports Club:** Located off Victoria Avenue, near the Old Town Hall and Regional Government administrative offices, the club offers golf, gym and pool facilities exclusive to members. It also provides a venue for many public functions / events and serves drinks and meals during such events on arrangement, etc.
- **The Colony Club Casino:** Located in Mount Pleasant, at south end of the Victoria Avenue.
- **Doogle's Bar:** Located just past the Wenela Bus Depot, this is a popular tourist and expatriates place with a pool table. Tel: 0888 837 615
- **The Warehouse:** is located near the clock tower and it offers live music by popular local musicians and performing arts, and a bar with with pool table.
- **TUSCA:** Located along Haille Selassie Road, TUSCA offers drinks, snacks (serviced by the Melting Pot upstairs) and dancing.
- **Twigga Lounge:** This bar is located opposite Hosteria restaurant, along the Kidney Crescent Road. It offers good lounge music and is frequented by many expatriates. Tel: 0888 841 002
- **The Blue Elephant:** Situated along Kidney Crescent, Ginnery Corner, this establishment offers a lively casino, weekend discos and braii's and, on

weekdays, scrumptious starters and a wide choice of excellent meals. Tel: 0999 965 850, Email: blueelephant@africa-online.net

11.3 Sports

Lilongwe:

- **African Bible College:** The Olympic swimming pool is open during lunch and on the weekends.
- **Capital Hotel:** The Sunbird Capital Hotel allows non-guests to pay membership fees in order to access the gym, swimming, squash and massage facilities. Tel: 01 773 388
- **Crossroads Hotel:** The Crossroad Hotel allows non-guests to pay membership fees in order to access the gym and swimming facilities. Tel: 01 750 444/333
- **Heaven Bird Gym:** This gym also offers a beauty salon and spa. It is located in Area 43. Tel: 0888 679 391
- **Kumbali Country Lodge:** This beautiful lodge, located in area 44, offers horse back riding opportunities. Tel: 01 771-041 / 0999 963 402, Email: kumbali@kumbalilodge.com. For more info. Visit: www.kumbali.com
- **Lilongwe Golf Club:** With facilities for swimming, squash, tennis, golf, cricket, etc, the club, located on Likuni Road, Area 3, is a good resource. Tel: 01 753 118 / 598
- **Lilongwe Sailing Club:** The group meets at Kamuzu Dam, 45 minutes past the Likuni / Chigwirizano Trading Centre. For more information visit www.lilongwesailing.com
- **Rose:** Located in the Four Seasons Complex, this day spa also has a workout space and offers Aerobics and Pilates.
- **Hash House Harriers:** Meet for weekly runs of varying length and difficulty. Email for more information: lilongwehhh@yahoo.com
- Yoga and dance classes, ultimate Frisbee games, other league play, etc. are organised less formally and are generally announced over Lilongwe Chat.
- Yoga is also offered at UNICEF weekly for UN staff members

Blantyre:

- **Blantyre Sports Club:** Located along Victoria Avenue behind Delamere House, the club offers aerobatics, golf, a gym, swimming pool, tennis, squash, darts and snooker, Tel: 01 821 173, 01 835 095 , Email: btssportsclub@africa-online.net
- **The College of Medicine Sports Complex:** Located within the College of Medicine campus near the Queen Elizabeth Central Hospital, the college boasts a private, well equipped gym which non-students paying a small user fee.
- **Fitness Centre Physique:** Offers aerobatics and Pilates classes.

- **The Hostellerie de France:** Allows non-guests to use the gym and swimming pool.
- **Limbe Country Club:** Situated in Limbe, the club offers aerobatics and Pilates classes. Tel: 01 841 022
- **Phoenix and St Andrews International Primary Schools:** Offer aerobics and pilates.
- **Protea Hotel Ryalls:** Allows non-guests to use the swimming pool. Tel: 01 820 955 Email: ryalls@proteamalawi.com

11.4 Tourism

Malawi is home to some of the most striking natural beauty in all of Africa. Lake Malawi is unique, with over 500 and maybe as many as 1000 species of fish, and with 350 species occurring nowhere else in the world. Buy a guidebook to help you plan visits to some of the country's most popular locations including:

- **Dedza Pottery:** Located in Dedza Town about 1 hour drive south of Lilongwe, the shop offers reasonably priced, export quality pottery. It's also a popular stopping spot for tea/coffee and scones on the drive between Lilongwe and Blantyre. Tel: 01 223 069, 0888 853 425
- **Cape MacClear National Park:** One of the most beautiful sections of the lakeshore, Cape MacClear offers water sports, hiking and accommodations in every price range.
- **Mulanje Mountain:** The highest mountain in Central Africa Malawi, Mulanje is surrounded by beautiful scenery including tea plantations and varieties of cedar trees unique to the mountain.
- **The Museum of Malawi (Chichiri Museum):** in Blantyre, located at Chichiri next to the Civic Offices, this is a major exhibition centre for Malawi's history and cultural heritage.
- **Salima:** Located about 100km (1 hour drive) from Lilongwe City, Salima has beautiful beaches and is a fun place for a quick getaway.

ANNEXES

Annex 1: Important Numbers

Local Service:

- Ambulance/Hospital: 998
- Fire Brigade: 999 or 01 871 999 (Blantyre), 01 757 999 (Lilongwe)

Police:

- Rapid Response Emergency Service: 997
- Lilongwe Police: 01 754 644
- Lingadzi Police: 01 977 783
- Blantyre police: 01 670 200 /01 823 333
- Limbe Police: 01 641 333

UN System Security Service “Sierra Base” – 24/7 hours: Tel: 01 773 190

Utilities

Water:

- Blantyre: 01 872 000
- Lilongwe: 01 753 630 / 756, 0888 580 849, 8000 5000

ESCOM:

- Blantyre: 01 636 000 /01 823 253 (Faults)
- Lilongwe: 01 753 666 / 01 744 166 (Faults)

Annex 2: Basic Chichewa Words and Phrases

Chichewa	English
Ine	Me
Iwe	You
Inu	You (Plural/Respect)
Ife	Us/We
Iwo	Them/They
Inde/Eya	Yes
Ayi/Iyai	No
Cha bwino	Good, Fine, Okay
Moni	Greetings / hello
Muli bwanji?	How are you?
Ndiri bwino, kaya inu	I am fine, and you?
Mwadzuka bwanji	Good morning?
Ndadzuka bwino, kaya inu?	Good morning, and you?
Mwaswera bwanji	Good evening / afternoon;
Ndaswera bwino, kaya inu?	Good afternoon/evening, and you?
Mumalankhula Chizungu/Chingelezi?	Do you speak English?
Takulandilani	You are welcome here
Zikomo	Thank you or excuse me
Odi	Excuse me / us
Tiwonana	See you soon
Pitani bwino	Go well
Tsalani bwino	Stay well
Chonde	Please
Mpaka liti...?	Until when... ?
Ndikufuna ku...	I want to...
Sindikufuna	I don't want...
Kodi ndi patali?	Is it far?

Kodi ndi pafupi?	Is it near?
Ndili ndi njala	I'm hungry
Ndili ndi ludzu	I'm thirsty
Ndimachokera ku	I come from
Chambo	Popular local type of fish
Kachewere	Irish potatoes
Madzi	Water
Mazira	Eggs
Mbatata	Sweet potatoes
Mkaka	Milk
Mpunga	Rice
Nanazi	Pineapple
Nsomba	Fish
Nthochi	Banana
Nyama	Meat
Zipatso	Fruits
Abambo	Father / man (polite form)
Amai	Mother / woman (polite form)
Mzungu / Azungu	White person / people / foreigner
Kwacha	Dawn
Masana	Noon/afternoon
Dzulo	Yesterday
Mawa	Tomorrow
Lero	Today
Mmawa	In the morning
Madzulo	In the evening
Usiku	Night

Annex 3: Sample Domestic Staff Duties

Here is a brief guide to the domestic worker duties that must be clearly understood by both the employer and the domestic staff.

Cook:

- Reading and following recipes/ food preparation
- Making the table
- Compiling a shopping list
- Shopping
- Planning meals
- Storing food
- Cooking for pets and feeding them
- Cleaning the kitchen area and dining room

Driver:

- Normal driving duties
- Taking vehicles for service
- Keeping vehicles clean
- Dropping and picking up kids to and from school and after-school activities
- Transporting visitors
- Regularly checking vehicle condition including tyres, battery, water, oil, lights, brakes
- Running errands
- Paying bills

Housekeeper:

- House cleaning including dusting appliances, windows and sweeping and mopping
- Vacuuming carpets
- Cleaning toilet, bathroom, store room, veranda, walls and window panes
- Removing household refuse for collection
- De-frosting and cleaning freezer
- Dish washing
- Laundry work including machine washing, hand washing and ironing
- Shopping
- Making beds
- Doing mending work- replacing buttons, hems, etc.
- Answering phone
- Assisting the cook as needed

Nanny:

- Looking after the children and their needs and the needs of the family
- Preparing snack and lunch for children
- Bathing the children
- Washing children's clothing

Gardener:

- Taking care of the lawn; keeping it tidy and the grass short
- Watering flowers
- Planting flowers/vegetables
- Weeding, pruning and maintaining garden
- Removing garbage/refuse for collection
- Trimming hedges
- Cleaning dustbin
- Cleaning all lawn equipment
- Cleaning all garden paths

Security Guard / Watchman:

- Inspecting all external locks, lighting and security equipment
- Patrolling all property within the compound
- Safeguarding all property within the compound
- Reporting all unusual movements, trespasses, theft or similar occurrences

Annex 4: Employment Contract Sample (Domestic Staff)

EMPLOYMENT CONTRACT-SAMPLE

Signed Between:

(hereinafter referred to as "the employer")

Address of employer:

and

(hereinafter referred to as "the employee")

Address of employee:

1. Employment Period
Based on the employee's successful completion of the Probationary Period of _____month(s), employment will be considered to have begun on _
date / month / year, and will continue by mutual consent until terminated as
set out in clause 6 of this Employment Contract.
2. Place of work
The residence of _____at Area_____Plot No: _____
3. Job Description
Job Title:
List of Duties:
4. Hours of Work
The normal working week will consist of 48 hours of work per week. The
employee agrees to report to work on time and leave on time each day, based
on the following working hours:
Monday – Friday: xx (morning Shift) and/or xx (afternoon shift)
Saturday: xx (morning shift) and/or xx (afternoon shift)

Morning Tea Break: xx

Mid-day Meal Break: xx

Overtime and extra working days beyond the normal 48-hour working week
(including Sundays and night work between 18.00 hrs and 06.00 hrs) will only
be worked as mutually agreed by both parties and will be paid at the rate of
twice the daily wage applicable for the employee that for that month. The daily
wage is calculated as: Monthly Wage/24 working days.

5. Wages

5.1 As from _____date/month/year, the employee's wage shall be in the amount of Malawi Kwacha xx,xxx, to be paid in cash in Malawi Kwacha on the 15th day and the last working day of every month.

5.2 The employer shall review the employee's annual performance in their job and, based on this review, adjust the employee's salary/wage annually on or before _____ of every calendar year.

5.3 The Housekeeper will be provided with accommodation for as long as the employee is in the service of the employer, and it shall be considered part of her remuneration package. The provided accommodation may only be occupied by the Housekeeper and her dependent children. The employee has no permission to allow entry of any other person to the employer's premises, and all visitors for the Housekeeper or her family must be met at a location outside of the employer's residence compound or elsewhere.

6. Termination of Employment / Dismissal

6.1 Termination: Either party can terminate this agreement for any reason whatsoever upon giving four weeks' notice of termination, or the payment of one month's salary in lieu of notice on the part of the employer. This condition only applies to those who leave the job of their own choice or by decision of the employer. It does not apply to those who are dismissed for cause.

6.2 Written Notice: Notice of termination must be given by either party in writing except when it is given by an illiterate domestic worker. In the case where the domestic worker is illiterate, notice must be explained orally by or on behalf of the employer, and an acknowledgement of receipt of the notice given will be signed by the employee.

6.3 Final Wages: All monies due to the employee for any wages that have not been paid, paid time-off not taken and pro-rata leave accumulated will be paid upon termination of the employment by the employer or the employee.

6.4 Dismissal: It is impossible to list every possible offense that might lead to immediate dismissal from the employer's service. You will be liable for instant dismissal, as examples, for:

- Theft or misappropriation of employer's property
- Refusal to obey a reasonable/lawful instruction, gross discourtesy to officials, other employees, guests.
- Drunkenness or drug use on the job
- Disclosing information about or destroying, altering or concealing employer's property
- Absence without permission or other acceptable reason
- Incompetence
- Accumulating 3 written warning letters for inappropriate behaviour on the job
- Habitual or substantial neglect of duties
- Consistent failure to meet responsibilities as listed on your job description

An employee has a right to defend himself / herself and to be heard before a decision of dismissal is taken. The employee has the right to file a complaint with the Labour Office within 3 months of the date of dismissal if they so choose.

6.5 Severance Allowance: Upon termination of employment by the employer, and after the satisfactory completion of at least three years of service with the employer, the employee will benefit from an additional severance allowance equivalent to one full month's wages for each year of service with the employer.

This extra severance allowance will only be paid only to those employees who have worked for at least three full years of service. Employees who are dismissed for cause or who resign their employment of their own accord are not eligible for this payment.

6.6 Lodging: In the case of the Housekeeper, the employer agrees to provide the Housekeeper – who resides in accommodation provided by the Employer on the Employer's premises – with accommodation for the duration of the termination notice period stipulated in section 6.1 above. The Housekeeper agrees to vacate the employer-provided accommodation before the end of the employment termination notice period.

7. Public Holidays

The Employee is entitled to benefit from those annual Public Holidays officially announced in advance by the Government of Malawi and acknowledged by the United Nations System as official Holidays in their annual Public Holiday guidance, up to a maximum of 12 working days in the calendar year.

Any additional general public holidays announced by the Government of Malawi over and above a total of 12 days in the calendar year will be granted subject to the discretion of the employer in discussion with the employee.

Any work on official general public holidays will be by agreement and will either be paid according to clause 4.2 of this Employment Contract or subject to an exchange of days resulting in an equal amount of time off within the same working month at the mutual agreement of the parties.

8. Annual Leave

The employee is entitled to a total of 18 days paid leave for every 12 months of continuous service, accumulated at the rate of 1.5 days of leave per month worked. Such leave is to be taken at times convenient to the employer and the employer may require the employee to take his/her leave at such times as coincide with that of the employer. All annual leave days taken should be based on prior agreement between the employer and employee, and preferably agreed at least one month in advance.

The employee may also chose to forgo the use of annual leave and receive a cash payment in lieu of annual leave days, to be paid on an annual basis by the employer at a mutually agreed moment.

9. Medical Care and Sick Leave

9.1 Insurance: Employers do not provide any medical care or insurance, which is the responsibility of the employee to organise through their wages and either the public or private health services available to them in Lilongwe. A first aid kit is available at the place of employment should the employee have need of it while on duty.

9.2 In Case of Absence: The employee is to notify the employer as soon as possible in case of his/her absence from work through illness, and within no more than 24 hours if the employee is unable to report for regular duty.

9.3 Required Documentation: An employee absent from duty for medical reasons is required to present a medical certificate from a recognised medical practitioner (approved by the employer) if absent for more than 1.5 consecutive days of work, or if absent for medical reasons on more than two occasions during any eight-week period.

The entitlement to absence from duty on sick leave is only valid for an employee requiring hospitalisation or certified by a medical practitioner as needed full bed rest. The employer reserves the right to refuse any sick leave should there be no satisfactory conditions warranting the granting of the sick leave.

9.5 Uncertified Sick Leave: The employee will be allowed uncertified sick leave of no more than 5 (five) working days in any calendar year. Any uncertified absence from duty for medical reasons over and above these five days per calendar year will be considered unexcused absences and deducted from the annual leave days due the employee.

9.6 Serious Illness: In the event the employee suffers a serious illness requiring absence from work for more than four working days, the employee agrees to provide a second medical opinion on the employee's medical condition from a medical practitioner selected by and paid for by the employer.

10. Family responsibility / Compassionate Leave

The employer agrees to provide the employee, on an exceptional basis, with up to five (5) days of supplementary Family Responsibility/Compassionate Leave during each annual leave cycle as, when and if needed. Any employee leave requirements over and above these five days will be debited to the employee's annual leave entitlement for that calendar year.

Family Responsibility/Compassionate Leave is leave to allow for employee absences to attend to immediate pressing family obligations (e.g., birth of the employee's child, illness of the employee's child, or the death of the employee's spouse or life partner, parent or child).

It should be noted that family responsibility leave for dependants is a discretionary benefit, and as such:

- The employee is required to provide particulars of eligible spouse and dependent children in Form A attached; and
- This discretionary leave is NOT calculated as part of the annual leave calculation for purposes of paying out unused leave days for the year.

11. Clothing/Uniform

The Employer agrees to provide the employee twice per calendar year with the following clothing/uniform items:

Gardeners:

- Overall
- Socks
- A hat (once a year).

Housekeeper:

- Shirt
- Skirt
- Apron
- Shoes

The uniform is to be considered the employer's property and must be looked after by the employee as such. It must be properly worn only at work and not for personal purposes. The employee will be required to sign for any uniform given in acknowledgement of it having been provided. Should the uniform be lost or damaged due to negligence on the part of the employee, the employee will be required to pay for its replacement cost.

12. Special Provisions

12.1 Funeral Support: In the case of death of the employee, spouse / partner, or child (as listed by the employee on Form A below), a standard assistance grant of Malawi Kwacha \$\$\$ will be paid by the employer as a contribution to funeral expenses incurred. Funeral assistance to dependants is restricted to once in any calendar year. Any calamities occurring more than once in any calendar year will be subject to review on case-by-case basis.

12.2 Salary Advances: The employer does not provide loans, but will consider providing up to the value of one month's salary as a salary advance for exceptional needs or circumstances. Any salary advance must be completely recovered from the subsequent salary payment (unless otherwise agreed by both parties), and no future salary advance is payable until all previous salary advances have been liquidated by the employee.

Salary advances will not be payable every month on a regular basis, and the employee is encouraged to manage their salaries in an efficient and cost-effective manner.

12.3 HIV/AIDS Support: The employee is encouraged to be aware of the risks of HIV transmission in Malawi, and is encouraged to practice safe personal behaviour that will minimise the employee's risk or vulnerability to HIV infection. The employee is encouraged to know their own HIV status through use of the voluntary HIV counselling and testing services available in Lilongwe, and the employer guarantees the personal security and confidentiality of status of the employee, as well as the security of employment of the employee for as long as they can effectively fulfil their duties under this employment contract.

13. General

Any changes to this Contract will only be valid if agreed to in writing by both parties.

Agreed to the above terms and conditions of employment:

Employer

Date

Employee

Date