

s22(1)(a)(ii)

From: DFAT Talking Points s22(1)(a)(ii) @dfat.gov.au>
Sent: Wednesday, 16 January 2019 9:53 AM
To: s22(1)(a)(ii)

Subject: Kamath, Gita
AUTHOR UPDATE - DFAT Talking Points - Kenya: Attack at DusitD2 Hotel - 15 January 2019 - v1.02 [DLM=For-Official-Use-Only]

[Kenya: Attack at DusitD2 Hotel - 15 January 2019](#) version 1.02 has been shared with:

- s22(1)(a)(ii)
- Kamath, Gita

FOR OFFICIAL USE ONLY



**MEDIA TALKING POINTS
DISTRIBUTION: CRISIS**

Topic: CRISIS MANAGEMENT

Originating Division: MAD

Subject: Kenya: Attack at DusitD2 Hotel - 15 January 2019

Version Date: 16/1/2019

Reason for Update: Updated talking points

Version: 1.02

Expiry: 16/04/2019

Talking Points

- The Australian Government strongly condemns the attack at the DusitD2 Hotel in Nairobi, Kenya on 15 January (local time)
 - our heartfelt sympathies are with the families and loved ones of those affected.
- The Australian High Commission in Nairobi *is making urgent inquiries of local authorities to determine whether any Australians were affected by the attack*
 - *at this time, we are not aware of any Australians being affected.*
- *We have updated the travel advice for Kenya, to advise Australians to keep clear of the area and follow the instructions of local authorities*
 - *the level of advice has not changed*
 - we continue to advise Australians to exercise a high degree of caution in Kenya due to the high threat of terrorist attack.
- Australians who have concerns for the welfare of family and friends in the area should attempt to contact them directly.

Any use or disclosure of personal information about individuals and the incidents contained in this background should not be made public. To do so may constitute a breach of the Privacy Act 1988 (Cth).

Background

At approximately 1530 hrs on Tuesday 15 January local time (2330 hrs AEDT) an explosion followed by gunshots was heard at the DusitD2 Hotel complex in the Riverside area of Nairobi.

The hotel is approximately 700 metres from the Australian High Commission. Staff at the Australian High Commission reported gunshots being fired directly outside the building. All staff are safe and accounted for.

Open source media have reported that police are treating the incident as a terrorist attack. Al-Shabaab, a Somali-based militant group has reportedly claimed responsibility.

In September 2013, Al-Shabaab militants entered the Westgate shopping mall in Nairobi, killing 67 people. In 2015, the group killed 150 people at Garissa University.

Handling Notes

Media Interest

High - international and domestic reporting

Approval	
Consultation	Nairobi post
Author	Global Watch Office; MAD; s22(1)(a)(ii)
Cleared by	s22(1)(a)(ii) CPB/CCD

Distribution
s22(1)(a)(ii)

Title: Nairobi: Terrorist Attack: Situation Report 1
MRN: s47E(d) 16/01/2019 05:42:43 PM
To: Canberra
Cc: PP : Africa Posts, UN New York, Washington, Wellington, s47E(d)
Ministers: Prime Minister
From: Nairobi
From File:
EDRMS
Files:
References:
Response: Priority, Information Only

Summary

A suspected terror attack at the Dusit Hotel and office compound in Nairobi, 700 metres from the Australian High Commission on Riverside Drive occurred on the afternoon of 15 January and the situation is still not contained. The attack included grenades and a suicide bomber. All Australian Government officials are safe. No Australians are understood to be among the fatalities or injured. However, Post will continue to monitor. s47E(d)
No further staffing assistance is required. The mission will be closed today.

A suspected terror attack at the Dusit Hotel and office compound in Nairobi, 700 metres from the Australian High Commission on Riverside Drive occurred in the afternoon of 15 January and the situation is still not contained. The attack included up to six attackers (including a suicide bomber), a vehicle, and grenades.

2. All Australian High Commission staff (DFAT, Home Affairs, Austrade and ACIAR) and visiting Australian Government officials from the Department of Environment and Energy s22(1)(a)(ii) and the Attorney-General's Department s22(1)(a)(ii) are safe. The JLL Facilities Manager, s22(1)(a)(ii), who was staying at the Dusit but was not at the hotel at the time, is now staying at the HOM Residence.

3. The AHC activated the Crisis Action Plan immediately following confirmation that the explosions were related to an attack. s47E(d)

4. As the situation is not yet contained, the Australian High Commission will be closed today, 16 January. GWO have been advised and phone line switched to Canberra. Post has updated social media and website accordingly. s47E(d)

. No further staffing support is required at this time.

5. At this time, we have no report of Australian casualties but will continue to monitor. Post has checked with four major hospitals reported to have taken injured - Avenue Hospital, Aga Khan, MP Shah and Nairobi Hospitals - and the Red Cross - which have all advised no Australian casualties are among those admitted, at this time.

6. Post LO Reports of fatalities indicate 13 dead of which 7 are foreigners. One British and one American confirmed among the dead.

7. Timeline and Details of Incident and AHC Response Actions

15 January

1525 Suspected terrorists arrive at Dusit Hotel in silver 5 seater hatchback and walk towards security officers at hotel gate. They fired shots at the guards and detonated an explosive vest at the Secret Garden café heard from the AHC Chancery.

1528 This was followed by more gunshots heard from AHC Chancery

1535 AHC confirms location of all A-based, spouses and LES

1540 AHC assembled staff s47E(d)

1543 s47E(d)

1550 Reports of three vehicles on fire at Dusit

1600 Kenyan armed forces and the Recce Team (SWAT equivalent) arrive at Dusit

Social media awash with claims of occupants trapped in hotel and offices

1611 Students from Nairobi University hostel evacuated

1625 Ambulances arrive at scene. Kenyan security team advances on hotel

1636 Kenyan security team gains access to Dusit hotel

1700 Al-Shabaab claimed responsibility for ongoing attack

1710 s47E(d)

1730 Police detonated explosives on second vehicle

1733 Post LO advised of Australian trapped in hotel

1800 Post LO confirms Australian out and safe

1800 s47E(d)

2300 Cabinet Secretary for Interior gave press conference advising all buildings secured and they were 'mopping up and starting evidence collection'

2300 Post (LO) advised that situation still ongoing

Wed 16 Jan

0553 Further gunshots and explosion at Dusit hotel

0634 LO and US Regional Security Officer confirmed siege still ongoing

8. Post is still seeking to obtain hotel manifest.

9. Kenyan security forces continue in efforts to secure the Dusit compound. We understand there is still an active shooter in the complex.

s33(a)(iii)

11. Travel Advice. We recommend updating our advice in line with the UK travel advisory, note that the Australian High Commission will be closed on 16 January.

text ends

s22(1)(a)(ii)

s22(1)(a)(ii)

Title: Nairobi: Terrorist attack: Situation report 2
MRN: s47E(d) 16/01/2019 07:19:51 PM ZE10
To: Nairobi
Cc: RR : Africa Posts, s47E(d) , UN New York, Washington, Wellington
From: Canberra
(CHCH/DFAT/CCD/CPB/GWO)
From File:
EDRMS
Files:
References:
Response: Routine, Information Only

Summary

At 1028 hrs (local time) on 16 January 2019, Post received confirmation that the incident at the Dusit Hotel was over with the last attacker being neutralised. Reports confirm that there were five attackers in total including four shooters and one suicide bomber. The President has announced that 14 individuals were killed in the attack, s33(a)(iii)

Post
will remain closed today but will resume normal operations on 17 January. Post will continue to monitor.

text ends

s22(1)(a)(ii)

Title: Nairobi: Terrorist attack: Situation report 3
MRN: s47E(d) 16/01/2019 11:39:11 PM ZE10
To: Nairobi
Cc: RR : Africa Posts, s47E(d) UN New York, Washington, Wellington
From: Canberra
(CHCH/DFAT/CCD/CPB/GWO)
From File:
EDRMS
Files:
References:
Response: Routine, Information Only

Summary

With an end to the security incident in Nairobi, Kenyan security efforts have now shifted to forensic analysis and follow-up operations. Post is aware of only three Australians directly involved in the incident who were all evacuated safely. The Australian High Commission will reopen on 17 January and resume normal operations.

At approximately 1520 hrs on 15 January 2019, five individuals commenced an attack on the Dusit Hotel complex in Nairobi approximately 250 metres from the Australian High Commission (AHC). The attackers included four gunmen and one suicide bomber. Over the following 19 hours, Kenyan security officers neutralised the attackers and rescued hundreds of individuals. The AHC was informed at 1028 hrs on 16 January that the incident was over.
s47C

2. All AHC staff were accounted for and evacuated safely s47E(d)
3. Kenyan authorities are now conducting follow-up operations with reports of a number of arrests. A forensic analysis of the hotel site is being undertaken.

AHC

4. The AHC will resume normal operations on Thursday, 17 January. s47E(d)

Consular

6. At time of writing, there are no further indications of Australian deaths or injuries. Post is aware of only three Australians directly involved in the incident who were all evacuated

safely.

7. Post is trying to source the hotel guest list to ensure no other Australians were involved.

Other Government Agencies

8. Post has remained in contact with the two visiting officials from the Department of the Environment and Energy s22(1)(a)(ii) and Attorney-General's Department s22(1)(a)(ii). Officers confirm that their conference is continuing, and on Post advice, currently plan to remain in Nairobi until its completion at the end of the week.

s47E(d)

s33(b)

Follow-Up

s47E(d)

12. Post will continue to monitor and provide more details of the attack as they become available.

text ends

s22(1)(a)(ii)

Title: Nairobi: Terrorist Attack: President issues statement and two suspects arrested
MRN: s47E(d) 17/01/2019 03:10:41 AM
To: Canberra
Cc: RR : Africa Posts, London, s47E(d) UN New York, Washington, Wellington
Ministers: Prime Minister
From: Nairobi
From File:
EDRMS
Files:
References: s47E(d)
Response: Routine, Information Only

Summary

Kenya's President has issued a statement announcing the end of the terrorist attack at the Dusit Hotel in Nairobi, thanking responders and assuring Kenyans and the international community of Kenya's resolve to maintain security and continue to build the nation. (<http://www.president.go.ke/2019/01/16>). Later this afternoon, two suspects were arrested in Eastleigh and Ruaka estates in Nairobi.

text ends

s22(1)(a)(ii)

Title: Nairobi: Security Attack: Situation Report 4
MRN: s47E(d) 17/01/2019 10:33:41 AM ZE3
To: Canberra
Cc: PP : Africa Posts, London, UN New York, Washington, Wellington
Ministers: Prime Minister
From: Nairobi
From File:
EDRMS
Files:
References: s47E(d)
Response: Priority, Information Only

Summary

Following the cessation of security operations at the Dusit Hotel complex, Nairobi Post reopened for business on 17 January and is now operating normally. At present a total of 21 individuals are known to have been killed in the attack. Some media are reporting the death of an Australian citizen. Post is following up these reports as a priority. Post management is addressing staff welfare issues. The latest Al-Shabaab statement cited that this attack was in response to the US declaration of Jerusalem as the capital of Israel. s47E(d)

Following the cessation of security operations at the Dusit Hotel complex, Post reopened for business on 17 January and is now operating as per normal.

s47E(d)

Casualties

3. As of 17 January, Kenyan authorities are now reporting 21 deaths resulting from the attack. This includes 16 Kenyan nationals, one UK citizen, one US citizen and three unidentified individuals of African descent. Included within the Kenyan figures is a police officer who succumbed to injuries received during the clearance operation. The Kenyan Red Cross is reporting 18 individuals are still unaccounted for. In addition, five attackers were killed in the operation

4. Some international media are reporting the death of an Australian citizen who had recently flown into Nairobi from Australia. Post is not aware of any Australians killed but is presently following up all leads, as a priority, including the possibility that one of the unidentified individuals is Australian. Post will revert as soon as we have any information.

Threat

5. Al-Shabaab have released a follow-up statement to the attack claiming it was in "response to the witless remarks of the US president, Donald Trump, and his declaration of

Al-Quds (Jerusalem) as the capital of Israel". s47E(d)

7. Post will advise further on any travel advice updates.

text ends

s22(1)(a)(ii)

Title: Nairobi: Terrorist Attack: Situation Report 5
MRN: s47E(d) 17/01/2019 04:56:33 PM ZE3
To: Canberra
Cc: PP : Africa Posts, London, UN New York, Washington, Wellington
Ministers: Prime Minister
From: Nairobi
From File:
EDRMS
Files:
References: s47E(d)
Response: Priority, Information Only

Summary

After extensive enquiries in Nairobi, Post confirms that the reported death of an Australian individual in this week's terrorist attack is false (s47E(d)). Following questioning by Post, the partner of the individual has confirmed that the man in question is not Australian. However, we will continue to maintain contact with hospitals and morgues to determine any possible consular cases. The number of people unaccounted for continues to fluctuate with reports ranging from 18 to 50.

text ends

s22(1)(a)(ii)

Title: Nairobi: Terrorist Attack: Situation Report 6
MRN: s47E(d) 18/01/2019 02:48:28 PM ZE3
To: Canberra
Cc: RR : Africa Posts, London, UN New York, Washington, Wellington
From: Nairobi
From File:
EDRMS
Files:
References: s47E(d)

Response: Routine, Information Only

Summary

The final death toll from the terrorist attack in Nairobi stands at 21 with one individual, of African descent, yet to be identified. Two of those injured remain in intensive care. The Kenyan Red Cross has confirmed that all missing individuals have been accounted for. Kenyan authorities continue to make arrests connected to the attack. The DusitD2 Hotel Complex is expected to be handed back to the owners by 19 January, following completion of forensic work. s47E(d)

text ends

s22(1)(a)(ii)

Title: UNSC: Kenya: Council press statement on terrorist attack in Nairobi
MRN: s47E(d) 18/01/2019 02:32:06 PM EST
To: Canberra
Cc: RR : Africa Posts, Europe Posts, Geneva UN, Middle East Posts, UNSC Posts
From: UN New York
From File:
EDRMS
Files:
References:
Response: Routine, Information Only

Summary

Below is a press statement issued by the UNSC on 16 January 2019 regarding the 15 January terrorist attack in Nairobi. The Council paid tribute to Kenya's role in the fight against terrorism, particularly in the struggle against Al-Shabaab.

The members of the Security Council condemned in the strongest possible terms the terrorist attack in Nairobi on 15 January 2019 which caused numerous deaths and injuries.

The members of the Security Council expressed their deepest sympathy and condolences to the victims and their families, as well as to the people and Government of Kenya. The members of the Security Council wished a speedy recovery to those injured.

The members of the Security Council paid tribute to Kenya's role in the fight against terrorism particularly in its role in the African Union Mission in Somalia (AMISOM) in the struggle against Al-Shabaab.

The members of the Security Council reaffirmed that terrorism in all its forms and manifestations constitutes one of the most serious threats to international peace and security.

The members of the Security Council underlined the need to bring perpetrators, organizers, financiers and sponsors of these reprehensible acts of terrorism to justice and urged all States, in accordance with their obligations under international law and relevant Security Council resolutions, to cooperate actively with the Government of Kenya and all other relevant authorities in this regard.

The members of the Security Council reiterated that any acts of terrorism are criminal and unjustifiable, regardless of their motivation, wherever, whenever and by whomsoever committed.

The members of the Security Council reaffirmed the need for all States to combat by all means, in accordance with the Charter of the United Nations and other obligations under international law, including international human rights law, international refugee law and international humanitarian law, threats to international peace and security caused by terrorist attacks.

text ends

s22(1)(a)(ii)

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Australian Government
Department of Foreign Affairs and Trade

MEDIA TALKING POINTS
DISTRIBUTION: CRISIS

Topic: CRISIS MANAGEMENT**Originating Division: MAD**

**Subject: Kenya: Attack at DusitD2 Hotel - 15
January 2019**

Version Date: 18/1/2019**Reason for Update:** Updated talking points**Version:** 5.02**Expiry:** 16/04/2019**Talking Points**

- The Australian Government strongly condemns the terrorist attack at the DusitD2 Hotel in Nairobi, Kenya on 15 January
 - our heartfelt sympathies are with the families and loved ones of those affected.
- *The Australian High Commission in Nairobi has confirmed that an individual reported by some media as an Australian victim of the attack on the DusitD2 hotel complex was not an Australian citizen.*
 - *the High Commission continues to seek further information from local authorities to confirm whether any Australians were affected by the attack.*
- We updated the travel advice for Kenya twice on 16 January
 - the level of advice has not changed
 - we continue to advise Australians to exercise a high degree of caution in Kenya due to the high threat of terrorist attack.
- Australians who have concerns for the welfare of family and friends in the area should attempt to contact them directly.

Any use or disclosure of personal information about individuals and the incidents contained in this background should not be made public. To do so may constitute a breach of the Privacy Act 1988 (Cth).

Background

At approximately 1530 hrs (local time) on Tuesday 15 January (2330 hrs AEDT) five terrorists commenced a coordinated attack at the DusitD2 Hotel complex in the Riverside area of Nairobi. A suicide bomber detonated an explosive device in the hotel and four gunmen opened fire and threw grenades at hotel guests, staff and members of the public.

Reports indicate that around 50 civilians in two groups were trapped in the hotel overnight and were rescued in a security forces operation launched at dawn on 16 January.

President Kenyatta announced later on the morning of 16 January that 'all the terrorists had been eliminated'. Kenyatta also said that 14 people had been killed in the attack, though consular partners believe that 15 people

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lost their lives, including one UK and one US national, 11 Kenyans and two of unknown citizenship. Kenyatta said that more than 700 people had been evacuated from the complex by security forces. On 17 January, Kenyan authorities reported 21 deaths, including 16 Kenyans, one UK citizen, one US citizen and three unidentified individuals of African descent. The Kenyan Red Cross is reporting 18 individuals are still unaccounted for. In addition, five attackers were killed in the operation.

The hotel is located approximately 700 metres from the Australian High Commission (250 metres as the crow flies). High Commission staff heard the nearby gunshots and explosions. All staff and dependents have been accounted for. *We are aware of three Australians who were evacuated safely from the hotel complex and the Australian High Commission has been in contact with them.* The post activated its business continuity plan and was closed to the public on 16 January due to the nearby police operation, with urgent consular and passport assistance remaining available through telephones switched back to the Consular Emergency Centre in Canberra. The post reopened on 17 January and is operating as per normal.

With an end to the incident, Kenyan security efforts are focused on forensic analysis and follow-up operations.

Al-Shabaab, a Somali-based militant group, has claimed responsibility for the attack.

In September 2013, Al-Shabaab militants entered the Westgate shopping mall in Nairobi, killing 67 people. In 2015, the group killed 150 people at Garissa University.

Handling Notes**Media Interest**

High - international and domestic reporting

Approval	
Consultation	Nairobi post
Author	s22(1)(a)(ii) MAD; s22(1)(a)(ii)
Cleared by	s22(1)(a)(ii) A/g AS AFB/MAD

Distribution
s22(1)(a)(ii)

**OFFICE CIRCULAR**

Australian High Commission, Nairobi

Distribution:	All AHC staff	Update:	1/2019
CC		File No.	s47E(d)
		Date:	17 January 2019
Subject:	Personal Security Awareness Briefing Notes		

s47E(d)

Security threats

Terrorism linked to al-Shabaab/al-Qaeda is a long-standing threat in the region. The most significant attacks in Kenya include:

- The Dusit Hotel complex in Nairobi was attacked in January 2019 killing 21 people.
- 67 people were killed in the attack on Westgate shopping mall in September 2013, including an Australian citizen and a Canadian diplomat.
- The US embassy in Nairobi was attacked in 1998 (killing 300) and an Israeli hotel and airline were attacked in Mombasa in 2002.
- In the first half of 2014, Nairobi and Mombasa experienced regular small-scale grenade and IED attacks targeting markets, churches, buses, bus terminals and police stations.
- Over 100 Kenyans were killed in Lamu county in June-July 2014 in attacks by gunmen on villages, towns and buses.
- In November 2014, 64 Kenyans were killed in Mandera, northern Kenya in two attacks on a bus and a quarry in November by al-Shabaab linked militants.
- On 3 April 2015, an attack at Garissa University in North-Eastern Kenya killed 148 people and injured a number of others.
- On 15 September 2016, three females linked to ISIL fire bombed the central police station in Mombasa. All three were killed as a result of police intervention

- On October 15 October 2016, A GSU officer was stabbed by ISIL linked member outside of the US Embassy in Nairobi. The GSU officer shot and killed the ISIL terrorist.
- Since the beginning of May 2017, more than 60 people, mainly security officers, were killed in a series of attacks in Lamu, Mandera and Garissa counties.

The **crime** rate is very high, with pickpocketing, muggings and car jackings. Three Australians were killed in home invasions in Nairobi by armed attackers between November 2013 and June 2014. s47E(d)

Incidences of sexual assault are high. Groups of motorcyclists have been known to target pedestrians for bag-snatching and motorists for car jackings. Muggings in and around the central business district are becoming common place. Attempted car jackings against diplomatic vehicles is not unknown.

Major **politically motivated violence** broke out across Kenya following the disputed 2007 elections, killing over 1,000. The 2013 elections proceeded relatively peacefully, s47C , with large numbers of unemployed youth and rising costs of living. The 2017 elections saw protests and demonstrations; some of which were violent and resulted in over 300 deaths.

Students regularly protest – while initially peaceful, these protests often turn violent as students throw rocks and engage in running battles with the police.

Kenyan roads are dangerous, with few street lights, poorly maintained vehicles s47C

. Newspapers regularly contain details of traffic fatalities. The rate of road accidents is high.

Tribal violence in Kenya's north-eastern regions is frequent, largely caused by tension over cattle, water and pasture lands. Following extensive drought, there has been an increase in incursions by herders, and associated violence, onto private ranches and wildlife conservancies in central and northern Kenya since late 2016. The herders have often been armed and the incursions have resulted in violence against property, wildlife and, in some cases, landowners. A dual British/Kenyan landowner was killed on his property on 4 March 2017 and a Swiss national was shot on 23 April 2017.

The threat of **kidnapping** remains. An Italian citizen was kidnapped in December 2018 from Kilifi County, north of Mombasa. Previously four Norwegian aid workers were seized from Dadaab refugee camp in July 2012. There were several incidents in 2011: in October 2011, a French national was attacked and kidnapped from her beachfront residence on Manda Island (adjacent to Lamu Island) by an armed group. She later died in captivity. In September 2011, two British nationals were attacked at a resort in Kiwayu, north of Lamu: one was killed and the other kidnapped and held in captivity for six months.

Locations

Coastal areas from Lamu county (south of Pate Island) to Mombasa and outskirts are "**reconsider your need**" destinations, due to the risk of crime, terrorism, and IED attacks.

Kenya's border regions with Somalia, Ethiopia and South Sudan are "**do not travel**" destinations because of the extreme threat posed by kidnapping, terrorism and violent conflict. The "**do not travel**" area along the border with Somalia includes Mandera and Garissa counties, Wajir and east of Wajir and the area north of Pate Island in Lamu county, including Kiwayu and Kiunga.

The border region between Kenya and Somalia, including Lamu, continues to see numerous militant attacks including grenades and IED, most recently in two attacks in Lamu in August 2018.

Smartraveller and the AHC also emphasise care to be taken in the Nairobi suburbs of Buruburu, Eastleigh, Kasarani, Kibera, Mathare, Pangani, South B and South C due to the threat of extremist attacks and violent incidents.

s47E(d)

s47E(d)

Politically motivated violence

- Avoid all demonstrations and monitor the media. It is a good idea to keep some contingency supplies (food/water/torch/candles/first aid supplies/medication/toiletries/pet food) in your home, should you need to remain at home for an extended period during a security emergency.
- You should also keep a grab bag with items you will need in case you need to depart at short notice. These items would include passport, drivers licence, USD and KES cash, cheque book, mobile phone and charger, AHC contacts, change of clothes, medications, bottled water, torch, rain coat.
- Always keep the petrol tank in your car at least half full, and have cash available in case ATMs shut down.

Terrorism

- Exercise heightened security awareness and take extra care in public places and at public events. Be aware that possible terrorist targets include hotels, airports, shopping areas, markets, bars, sports bars and nightclubs (including venues broadcasting international sporting events), restaurants and cafes, tourist resorts, churches and other places frequented by foreigners.
- In the event of an Active Shooter situation remember to **RUN HIDE ACT**

s47E(d)

Sexual Assault

- Victims of sexual assault should report the incident to the police and the Diplomatic Police Unit (Ph 0713 170 666 / 0708 589 522), and seek medical assistance quickly. Post (administration section) holds contacts for recommended hospitals and clinics, which include:
 - **Nairobi Hospital** (Argwings Kodhek Road) ph 020 2722 160 / 020 271 4400 / Mobile: 0722 204 114
 - **Aga Khan Hospital** (3rd Avenue Parklands) ph 020 374 2531 / 020 374 0000 / Mobile: 0733 640 770
 - **Nairobi Women's Hospital** (Hurlingham Branch) Mobile: 0722 760 146/ 0733 618 353

GLOBAL WATCH OFFICE LOG AND HANDOVER - Kenya - Hotel Attack in Nairobi

Date	Time	Shift	Officer 1	Officer 2	Type	Details	Event/Incident (if applicable)
16/01/2019	0005	Night	s22(1)(a)(ii)		After Hours Assistance Request	PMCs s22(1)(a)(ii) enquired about TPs and advised she had not been successful in contacting any of her people as yet.	Kenya: hotel attack in Nairobi
16/01/2019	0008	Night			Incident/Alert	GWO issued ALERT	Kenya: hotel attack in Nairobi
16/01/2019	0010	Night			Incident/Alert	GWO called A/g Dir GWO s22(1)(a)(ii) to relay information about the Nairobi attack in the event that she may wish to notify AS CPB and/or FAS CCD of the incident.	Kenya: hotel attack in Nairobi
16/01/2019	0015	Night			After Hours Assistance Request	Chief Security Officer (Williams) emailed GWO asking if GWO would be preparing TPs on Nairobi - GWO responded in the affirmative.	Kenya: hotel attack in Nairobi
16/01/2019	0030	Night			Incident/Alert	AHC Nairobi s22 provided situational update : unconfirmed reporting of suicide bomber in restaurant inside the hotel compound; further reporting indicates active shooters are making their way into the Dusit hotel and going room to room - 6 reported active shooters. s47E(d)	Kenya: hotel attack in Nairobi
16/01/2019	0038	Night			Incident/Alert	A/g Dir GWO s22(1)(a)(ii) emailed GWO to ask that Media DO be included (GWO had already included them on the Alert), TPs to be prepared (GWO already drafting), and social media actioned to advise of AHC shutdown.	Kenya: hotel attack in Nairobi
16/01/2019	0047	Night			Incident/Alert	A/g Dir GWO s22(1)(a)(ii) acknowledged email response from GWO.	Kenya: hotel attack in Nairobi
16/01/2019	0054	Night			Travel Advice	GWO emailed AHC s22 advising intentions to update social media and Travel Advice. GWO asked s22 to provide any information relevant and to pass on any advice from local authorities.	Kenya: hotel attack in Nairobi
16/01/2019	0102	Night			Incident/Alert	AHC Nairobi s22 - email received s47E(d) situation unfolding.	Kenya: hotel attack in Nairobi
16/01/2019	0105	Night			Travel Advice	Social media update sent.	Kenya: hotel attack in Nairobi
16/01/2019	0104	Night			Incident/Alert	GWO acknowledge email from AHC s22 .	Kenya: hotel attack in Nairobi
16/01/2019	0108	Night			Incident/Alert	AHC Nairobi s22 provided reported timeline of incident including unconfirmed reports of 15 hostages being taken.	Kenya: hotel attack in Nairobi
16/01/2019	0111	Night			Incident/Alert	GWO emailed AHC Nairobi s22 requesting AHC touch base with local authorities when able to do so.	Kenya: hotel attack in Nairobi
16/01/2019	0112	Night			Incident/Alert	AHC Nairobi s22 advised unable to get through to local authorities as yet, will advise GWO when they do, noting local authorities unlikely to provide information.	Kenya: hotel attack in Nairobi
16/01/2019	0118	Night			Incident/Alert	AHC Nairobi s22 advised they had spoken to local authorities s33(b) . Advised post would provide a factual update once confirmation received s47E(d)	Kenya: hotel attack in Nairobi
16/01/2019	0122	Night			After Hours Assistance Request	GWO emailed AHC Nairobi s22) advising GWO had shared and retweeted Kenya Police Service advice, requesting post do same on their social media accounts if possible. GWO advised we are preparing TPs required by 5:00am AEDT, and will update TA also.	Kenya: hotel attack in Nairobi
16/01/2019	0127	Night			After Hours Assistance Request	AHC Nairob s22 advised they had retweeted advice and on Facebook also.	Kenya: hotel attack in Nairobi

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16/01/2019	0227	Night	s22(1)(a)(ii)
16/01/2019	0230	Night	
16/01/2019	0300	Night	
16/01/2019	0315	Night	
16/01/2019	0324	Night	
16/01/2019	0326	Night	
16/01/2019	0326	Night	
16/01/2019	0347	Night	
16/01/2019	0338	Night	
16/01/2019	0343	Night	
16/01/2019	0416	Night	
16/01/2019	0503	Night	
16/01/2019	0536	Night	
16/01/2019	0545	Night	
16/01/2019	0621	Morning	
16/01/2019	0632	Morning	
16/01/2019	0633	Morning	
16/01/2019	0638	Morning	
16/01/2019	0643	Morning	
16/01/2019	0718	Morning	

Incident/Alert	AHC Nairobi s22 confirmed the safety of two visiting Australian officials, and that no other known Australians affected. No further reports of hostages, up to 10 - 20 killed. s47E(d)	Kenya: hotel attack in Nairobi
Incident/Alert	Post emailed update confirming the situation 'still not contained' and remains fluid, but shooting outside the AHC has currently ceased.	Kenya: hotel attack in Nairobi
Incident/Alert	s47E(d)	Kenya: Hotel attack: RCO availability
Travel Advice	Travel Advice sent for clearance.	Kenya: hotel attack in Nairobi
After Hours Assistance Request	Talking points sent for clearance.	Kenya: hotel attack in Nairobi
Incident/Alert	GWO sent an e-mail to Nairobi post advising them of RCO contact limitations and readiness to travel to post. Post undertook to contact RCO.	Nairobi: Hotel attack in Nairobi: RCO availability
Travel Advice	A/g AS CPB s22(1)(a)(ii) approved Travel Advice.	Kenya: hotel attack in Nairobi
Travel Advice	GWO promoted Travel Advice update on social media (Twitter & Facebook)	Kenya: hotel attack in Nairobi
Incident/Alert	A/g AS CPB s22(1)(a)(ii) provided edits to the draft TPs and approved.	Kenya: hotel attack in Nairobi
Incident/Alert	Post HOM (Alison Chartres) emailed updated at 1900hrs (local time).	Kenya: hotel attack in Nairobi
Incident/Alert	Post HOM (Alison Chartres) copied GWO and MLS into media enquiry.	Kenya: hotel attack in Nairobi
Products	Talking Points distributed.	Kenya: hotel attack in Nairobi
Travel Advice	GWO sent Travel Advice email.	Kenya: hotel attack in Nairobi
Procedure / Technical	CCC s22 called GWO to discuss revising the numbers of deceased in the attack from one to three. GWO advised that unless the death toll was from official sources (which it was not), GWO would hold the line that 'at least one deceased'.	Kenya: hotel attack in Nairobi
Travel Advice	Mass mailout sent by email to registered Australians in Kenya.	Kenya: hotel attack in Nairobi
Incident/Alert	Daniel Sloper (CPO) emailed to thank GWO for its handling of the situation in Kenya. s47E(d)	Kenya: hotel attack in Nairobi
Travel Advice	GWO emailed CIN with PDF of travel advice and emailed approvals from s22(1)(a)(ii) for their files.	Kenya: hotel attack in Nairobi
Incident/Alert	MLS emailed requesting draft response to questions from various media outlets. GWO sent holding response s47E(d)	Kenya: hotel attack in Nairobi
Incident/Alert	FAS CCD emailed CPO to advise the current protocols have issues such as the Kenya attack escalated to the relevant line area(s). In this case, it was CSO/OSB. Line areas are then responsible for managing their own internal notification procedures.	Kenya: hotel attack in Nairobi
Incident/Alert	s22(1)(a)(ii) called to request any updates on the Nairobi situation. GWO advised no updates available at this stage.	Kenya: hotel attack in Nairobi

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16/01/2019	0758	Morning	s22(1)(a)(ii)	Incident/Alert	Austrade s22(1)(a)(ii) called to ask if GWO had any further information on the situation in Nairobi. s22 said there was one Austrade LES based in the High Commission and Austrade was interested in DFAT plans for the next couple of days (e.g. was there any plan for the High Commission to close) s22 asked if we could include the following group email address s47E(d) @austrade.gov.au in any further updates.	Kenya: hotel attack in Nairobi
16/01/2019	0805	Morning		Incident/Alert	Dir GWO s22(1)(a)(ii) confirmed GWO should prepared a response for MLS on questions from various media outlets using standard lines about no Australians known to be affected, post making inquiries of local authorities etc. s47E(d) . Following discussion with FAS CCD, s22(1)(a)(ii) advised we could make a reference to all staff being safe.	Kenya: hotel attack in Nairobi
16/01/2019	0821	Morning		Incident/Alert	GWO emailed MLS cleared proposed response to media questions. MLS emailed final response as sent to media outlets at 0901.	Kenya: hotel attack in Nairobi
16/01/2019	0910	Morning		Incident/Alert	Dir GWC s22(1)(a)(ii) asked GWO to update and reissue the talking points to reflect the language used in the response to the media questions. Due to technical issues with the Media Talking Points Database, we were not able to get the updated talking points out until 1000. s22(1)(a)(ii) , Director East Africa and Indian Ocean Section, confirmed EIS would take over the talking points and coordinating with MLS on responding to any further media questions.	Kenya: hotel attack in Nairobi
16/01/2019	0919	Morning		Incident/Alert	CCC called to say they were planning to issue an updated incident notification and asked if we had any information Australians being affected. We confirmed we were not aware of any Australians affected and that post was making inquiries with local authorities (as per the talking points). We noted we were in the process of tweaking the language in talking points and would reissue an updated version shortly.	Kenya: hotel attack in Nairobi
16/01/2019	0929	Morning		Incident/Alert	s47E(d) . Dir GWO s22(1)(a)(ii) sought views from AS OSB (Mauro Kolobaric) on the reference to Australian High Commission Facilities. Mauro confirmed this was fine from his perspective at 1028. GWO sent email to MLS at 1030 confirming the proposed additional language was fine for inclusion.	Kenya: hotel attack in Nairobi
16/01/2019	1017	Morning		Incident/Alert	CCC s22(1)(a)(ii) called in relation to the updated talking points, asking whether DFAT could confirm whether Post would be open tomorrow, and noted that AFP had circulated a timeline of events. GWO said we could not confirm at this stage whether Post would be open tomorrow.	Kenya: hotel attack in Nairobi
16/01/2019	1230	Morning		Incident/Alert	In the process of filing emails from overnight, we noticed the update from HOM as at 1900 local time (email at 0343 AEDT) reference to 'We will monitor developments overnight and report as the situation changes. All staff have been told to stay at home tomorrow (Wed) until advised it is safe to return to the office'. We flagged this with Dir GWC s22(1)(a)(ii) noting this information needed to be disseminated more formally within the system and also the need to inform the public if the post was closed. s22(1)(a)(ii) said she would email HOM (Alison Chartres) for confirmation that post would not be open and arrangements for contacting A-based etc. In the event post is closed, either GWO will need to send a cable on post's behalf. s47E(d) We noted there could be an issue with the standard language now in the talking points, '...at this time we are not aware of any Australians being affected' s22(1)(a)(ii) said she would also send an email to s22(1)(a)(ii) about this issue.	Kenya: hotel attack in Nairobi

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16/01/2019	1400	Morning	s22(1)(a)(ii)
16/01/2019	1400	Morning	
16/01/2019	1450	Afternoon	
16/01/2019	1511	Afternoon	
16/01/2019	1745	Afternoon	
16/01/2019	1745	Afternoon	
16/01/2019	1805	Afternoon	
16/01/2019	1845	Afternoon	
16/01/2019	1849	Afternoon	
16/01/2019	1915	Afternoon	
16/01/2019	1930	Afternoon	
16/01/2019	2134	Night	
16/01/2019	2143	Night	
16/01/2019	2239	Night	
16/01/2019	2346	Night	
17/01/2019	0236	Night	
17/01/2019	0239	Night	
17/01/2019	0252	Night	
17/01/2019	0300	Night	
17/01/2019	0500	Night	
17/01/2019	0645	Night	

Incident/Alert	Further to line 60 above, afternoon shift to follow up with s22(1)(a)(i) if have not heard whether we (GWO) need to send the post closure cable on behalf of Nairobi post. Also, need to think about sending a SitRep depending on developments, including post response to email from s22(1)(a)(i) (see email sent at 1339 in inbox). Note as per line 55, EIS has agreed to take over the talking points and responding to any further media questions.	Kenya: hotel attack in Nairobi
Incident/Alert	s47E(d) . ALL SHIFTS please remember to include as a minimum Dir GWO, Dir CMS, CMS, CIN and CEC group email addresses on all emails with posts about incidents. s22(1)(a)(ii) questioned the time it took between the alert being sent and the talking points being prepared (3hrs and 20 mins), noting the situation took many hours to unfold and reliable, accurate information was not forthcoming from local authorities. Media reporting was speculative.	Kenya: hotel attack in Nairobi
Incident/Alert	GWO seeing twitter reports on active events. Incident seems to not be over. Notified s22(1)(a)(i)	Kenya: hotel attack in Nairobi
Incident/Alert	HOM emailed Dir GWO: post will send cable; s47E(d) ; request NOC to switch phones to Canberra.	Kenya: hotel attack in Nairobi
Incident/Alert	Africa desk s22(1)(a)(ii) said post will be sending a cable at some point. Could GWO update TPs if necessary based on cable content. GWO confirmed we had editor access s22(1)(a)(i) said s22(1)(a)(ii) to clear TPs.	Kenya: hotel attack in Nairobi
Incident/Alert	Cable received from Nairobi. GWO emailed to CCD colleagues.	Kenya: hotel attack in Nairobi
Incident/Alert	GWO emailed HOM with some queries and suggestions re doing the requested TA update. s47E(d)	Kenya: hotel attack in Nairobi
Incident/Alert	DHOM advised the incident is over. s33(b) . This prompted a discussion with CIN and FAS CCD on the need to reflect post closure in the travel advice, despite measures underway to adjust the post's website and the fact that risks were now on the downside.	Kenya: hotel attack in Nairobi
Incident/Alert	DFAT Digital Production report that Kenya website has been updated with information on the post closure today 16 January.	Kenya: hotel attack in Nairobi
Products	Travel advice for Kenya reissued to reflect the closure of the post.	Kenya travel advice
Incident/Alert	GWO sent cable on behalf of post who said they were having trouble using remote cable access. Sitrep 2. CE927650L	Kenya: hotel attack in Nairobi
Incident/Alert	HOM replied to GWO's advice on social media messaging from post, agreeing to drop the consular reference and await advice from the bilateral desk on the political angle.	Kenya: hotel attack in Nairobi
Incident/Alert	Nairobi post DHOM s22(1)(a)(ii) emailed GWO requesting assistance to cable Sitrep 3.	Kenya: hotel attack in Nairobi
Products	Post's Sitrep 3 cabled by GWO.	Kenya: hotel attack in Nairobi
Products	GWO emailed DHOM to advise cable ref. of Sitrep 3.	Kenya: hotel attack in Nairobi
Products	GWO emailed DFAT Website Management and Internet Publishing with a request to update Kenya embassy website with current information about resumption of normal operations.	Kenya: hotel attack in Nairobi
Products	Nairobi HOM (Chartres) advised GWO and others of a new tweet and Facebook post commending the work of the responders and expressing condolences and thoughts for those affected.	Kenya: hotel attack in Nairobi
Products	DFAT Website Management s22(1)(a)(ii) sent email confirming removal of notice about closure from the Nairobi post website.	Kenya: hotel attack in Nairobi
Products	GWO retweeted and shared post from HOM.	Kenya: hotel attack in Nairobi
After Hours Assistance Request	GWO called A/g AFG Branch s22(1)(a)(ii) to alert to draft TPs requiring clearance - emailed draft. Morrison asked for copies of Sit Reps from post.	Kenya: hotel attack in Nairobi
After Hours Assistance Request	TPs approved and issued.	Kenya: hotel attack in Nairobi

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17/01/2019	1503	Afternoon	s22(1)(a)(ii)	Incident/Alert	HOM sent a short update email, noting a cable update would be sent shortly. GWO forwarded to others in CCD not included in the distribution.	Kenya: hotel attack in Nairobi
17/01/2019	1725	Afternoon		Incident/Alert	Following a phone call from Nairobi post, CEC s22(1)(a)(i) gave a heads up of local media reporting an Australian had been killed in the attack on the DusitD2 hotel complex. Post s22(1)(a)(ii) Second Secretary and Consul) subsequently emailed providing a link to a media report. GWO forwarded email to Dir GWO s22(1)(a)(i) , FAS CCD and A/g AS CPB s22(1)(a)(ii) for information, noting if confirmed the talking points would need to be tweaked.	Kenya: hotel attack in Nairobi
17/01/2019	1750	Afternoon		Incident/Alert	Further to above, AS CNB dropped in to touch base. Claire said the Conops Duty Officer s22(1)(a)(ii)) was working on a language for the talking points. s47E(d) We noted MLS would likely direct any media questions to CEC. Claire said she would contact MLS about an appropriate response drawing on updated talking points.	Kenya: hotel attack in Nairobi
17/01/2019	1830	Afternoon		Incident/Alert	AS CNB emailed cleared language for the updated talking points, including on information to include in the background.	Kenya: hotel attack in Nairobi
17/01/2019	1834	Afternoon		Incident/Alert	Cable received from Nairobi for Sitrep 4.	Kenya: hotel attack in Nairobi
17/01/2019	1846	Afternoon		Incident/Alert	CCC s22(1)(a)(i) called to touch base on the cable from Nairobi post. In particular, CCC wanted to check on the likely timeframe for confirming whether or not an Australian had been killed. Scott said he did not want to include speculative media reporting in the incident update CCC was looking to prepare. We noted post was working to verify the report but had no advice on how long this could take. We said we were in the process of preparing updated talking points taking into account the media reporting.	Kenya: hotel attack in Nairobi
17/01/2019	1910	Afternoon		Incident/Alert	GWO sent draft talking points to A/g AS AFB s22(1)(a)(ii) for review and clearance. Grant responded by email at 1934 confirming the updated talking points were fine from his perspective, with one suggestion for the background.	Kenya: hotel attack in Nairobi
17/01/2019	1924	Afternoon		Incident/Alert	MLS emailed seeking a proposed response to a media question on reports of an Australian being killed in the attack. In advance of the talking points being cleared and distributed, GWO emailed AS CNB to confirm she would be happy for us to prepare a response drawing on the language in the talking points. GWO sent holding response to MLS at 1937.	Kenya: hotel attack in Nairobi
17/01/2019	2013	Afternoon		Incident/Alert	GWO issued updated talking points (version 4).	Kenya: hotel attack in Nairobi
17/01/2019	2019	Afternoon		Incident/Alert	Following AS CNB clearance, GWO emailed proposed response to MLS. MLS emailed response as sent at 2049.	Kenya: hotel attack in Nairobi
17/01/2019	2150	Afternoon		Incident/Alert	Post emailed - the woman claiming that an Australian died has been contacted and she says she has found out he is Canadian. GWO forwarded email to AS CNB and FAS CCD (cc Dir GWO s22(1)(a)(ii) for information.	Kenya: hotel attack in Nairobi
17/01/2019	2200	Afternoon		Incident/Alert	We have agreed with A/g AS MAB that GWO will update and issue the talking points without clearing with him if the only updates are factual and to the background. Note: it is likely the only thing that could warrant an update to the substance of the talking points would be confirmation either way of the reports of an Australian being killed in the attack. In this case, we would need to work with the Conops Duty Officer s22(1)(a)(ii) to clear the language with AS CNB.	Kenya: hotel attack in Nairobi
17/01/2019	2025	Night		Incident/Alert	Further to line 116, AS CNB (Claire) emailed GWO to advise that there was no need to update TPs at this point. If TPs needed to be reissued (for other reasons) please advise Claire. Otherwise, update can wait for business hours.	Kenya: hotel attack in Nairobi

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17/01/2019	2030	Night	s22(1)(a)(ii)	Incident/Alert	CCC s22(1)(a)(ii) called to seek update and noted they intend to put out an incident notification and will retain the line that DFAT is still investigating whether any Australians have been affected. GWO mentioned advice from post (at line 116) and noted that we would not publicise until official information was received. Also noted recent media coverage on ABC as 'breaking news' of local Kenya media reports of an Australian being killed.	Kenya: hotel attack in Nairobi
17/01/2019	2244	Night		Incident/Alert	AG's s47E(d) called to seek an update on Australian media reports that an Australian was among the casualties in the Nairobi attack. GWO outlined advice from Nairobi post (line 116) s22(1)(a)(ii) would provide this 'unofficial' information to a selected group of 'seniors' for their awareness.	Kenya: hotel attack in Nairobi
17/01/2019	2318	Night		Incident/Alert	GWO issued SITREP 1 including updated casualty figures and noting Kenyan and Australian media reporting (ABC and Sky) that an Australian was among those killed had been recanted by the woman who made the claim.	Kenya: hotel attack in Nairobi
17/01/2019	2322	Night		Incident/Alert	GWO emailed Nairobi post s22(1)(a)(ii) to ask if post was planning to contact the Canadians about the claim and to welcome any additional info post can provide so that media lines can be updated in the morning.	Kenya: hotel attack in Nairobi
17/01/2019	2358	Night		Incident/Alert	GWO noted ABC TV reporting that the 'girlfriend' has now said that her (missing/deceased) 'boyfriend' wasn't Australian.	Kenya: hotel attack in Nairobi
17/01/2019	0002	Night		Incident/Alert	GWO advised post s22(1)(a)(ii) of latest media reporting (line 125 refers).	Kenya: hotel attack in Nairobi
18/01/2019	0641	Morning		Incident/Alert	MLS emailed GWO seeking update on media line re: possibility of an Australian being killed in the Nairobi attack, noting 7 requests overnight. After enquiry from GWO, confirmed response was due ASAP.	Kenya: hotel attack in Nairobi
18/01/2019	0711	Morning		Incident/Alert	GWO sent a draft response to AS CNB for clearance.	Kenya: hotel attack in Nairobi
18/01/2019	0736	Morning		Incident/Alert	AS CNB cleared the response with minor amendments. GWO sent a cleared response to MLS.	Kenya: hotel attack in Nairobi
18/01/2019	0925	Morning		Incident/Alert	PMC s22(1)(a)(ii) called GWO and asked whether a new set of TPs is expected to be released on the attack in Kenya. GWO responded that TPs were expected to be released sometime today reflecting new advice from post in Nairobi that the victim reported as an Australian is in fact not an Australian citizen.	Kenya: hotel attack in Nairobi
18/01/2019	0939	Morning		Products	Following discussion with s22(1)(a)(ii), GWO forwarded MLS response on media enquiry re: Australian death. They will update TPs including that line. s22(1)(a)(ii) went around to s22(1)(a)(ii) to assist with issuance of TPs s22(1)(a)(ii) called back to ask where info on the 3 Australians confirmed safe came from, GWO advised was email from AS CNB who asked for its inclusion, so retain but unitalicise.	Kenya: hotel attack in Nairobi
18/01/2019	0950	Morning		Incident/Alert	Based on advice from A/g Dir GWO, Mr Birmingham's office did not receive TPs on Kenya attack. GWO called Dir MLS s22(1)(a)(ii) and advised of this. s22(1)(a)(ii) will look into it.	Kenya: Media TPs
18/01/2019	1025	Morning		Products	GWO noted v5 of talking points had removed the line about being aware of 3 Australians. Checked with AS CNB who confirmed did not need to reissue now, but should go back in next version. Left phone message accordingly with s22(1)(a)(ii) at 1042.	Kenya: hotel attack in Nairobi
18/01/2019	1357	Afternoon		Incident/Alert	Nairobi post s22(1)(a)(ii), Second Secretary and Consul) emailed to confirm she had spoken with Canadian colleagues and they had confirmed with the woman that her putative boyfriend was not Canadian but Dutch-Israeli.	Kenya: hotel attack in Nairobi
19/01/2019	1252	Morning		Incident/Alert	MLS requested advice on the current status of the confirmation that the victim reported as an Australian is in fact not an Australian citizen. GWO responded that it remains as current and correct. The response was copied into CCD contacts as well as desks s22(1)(a)(ii).	Kenya: hotel attack in Nairobi

21/01/2019	0600	Night	s22(1)(a)(ii)
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Incident/Alert	Further to line 123 above, we will need to think about sending a 'Sitrep XX and Final' on the attack in Nairobi. This is subject to any further reporting from post.	Kenya: hotel attack in Nairobi
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s22(1)(a)(ii)

From: DFAT Talking Points s22(1)(a)(ii) @dfat.gov.au>
Sent: Wednesday, 16 January 2019 5:05 AM
To: CHCH CCD Consular and Crisis Management Division
Subject: DFAT Talking Points - Kenya: Attack at DusitD2 Hotel - 15 January 2019 - v1
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**MEDIA TALKING POINTS
DISTRIBUTION: CRISIS**

Topic: CRISIS MANAGEMENT

Originating Division: CCD

Subject: Kenya: Attack at DusitD2 Hotel - 15 January 2019

Version Date: 16/1/2019

Reason for Update:

Version: 1

Expiry: 16/04/2019

Talking Points

- The Australian Government strongly condemns the attack at the DusitD2 Hotel in Nairobi, Kenya on 15 January (local time)
 - our heartfelt sympathies are with the families and loved ones of those affected.
- The Australian High Commission in Nairobi is monitoring developments in relation to the attack
 - we are not aware of any Australian casualties at this time, but are checking hospitals and with Kenyan authorities.
- Our travel advisory for Kenya has been updated to urge Australians to keep clear of the area and follow the instructions of local authorities
 - we continue to advise Australians to exercise a high degree of caution in Kenya due to the high threat of terrorist attack.
- Australians who have concerns for the welfare of family and friends in the area should attempt to contact them directly.

Any use or disclosure of personal information about individuals and the incidents contained in this background should not be made public. To do so may constitute a breach of the Privacy Act 1988 (Cth).

Background

At approximately 1530 hrs on Tuesday 15 January local time (2330 hrs AEDT) an explosion followed by gunshots was heard at the DusitD2 Hotel complex in the Riverside area of Nairobi.

The hotel is approximately 700 metres from the Australian High Commission. Staff at the Australian High Commission reported gunshots being fired directly outside the building. All staff are safe and accounted for.

Open source media have reported that police are treating the incident as a terrorist attack. Al-Shabaab, a Somali-based militant group has reportedly claimed responsibility.

In September 2013, Al-Shabaab militants entered the Westgate shopping mall in Nairobi, killing 67 people. In 2015, the group killed 150 people at Garissa University.

Handling Notes

Media Interest

High - international and domestic reporting

Approval	
Consultation	Nairobi post
Author	s22(1)(a)(ii), CCD: s22(1)(a)(ii)
Cleared by	s22(1)(a)(ii); A/g CPB/CCD

Distribution
s22(1)(a)(ii)

s22(1)(a)(ii)

From: DFAT Talking Points s22(1)(a)(ii) @dfat.gov.au>
Sent: Wednesday, 16 January 2019 9:59 AM
To: Global Watch Office
Subject: DFAT Talking Points - Kenya: Attack at DusitD2 Hotel - 15 January 2019 - v2
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**MEDIA TALKING POINTS
DISTRIBUTION: CRISIS**

Topic: CRISIS MANAGEMENT

Originating Division: MAD

Subject: Kenya: Attack at DusitD2 Hotel - 15 January 2019

Version Date: 16/1/2019

Reason for Update: Updated talking points

Version: 2

Expiry: 16/04/2019

Talking Points

- The Australian Government strongly condemns the attack at the DusitD2 Hotel in Nairobi, Kenya on 15 January (local time)
 - our heartfelt sympathies are with the families and loved ones of those affected.
- The Australian High Commission in Nairobi *is making urgent inquiries of local authorities to determine whether any Australians were affected by the attack*
 - *at this time, we are not aware of any Australians being affected.*
- *We have updated the travel advice for Kenya*
 - *the level of advice has not changed*
 - we continue to advise Australians to exercise a high degree of caution in Kenya due to the high threat of terrorist attack.
- Australians who have concerns for the welfare of family and friends in the area should attempt to contact them directly.

Any use or disclosure of personal information about individuals and the incidents contained in this background should not be made public. To do so may constitute a breach of the Privacy Act 1988 (Cth).

Background

At approximately 1530 hrs on Tuesday 15 January local time (2330 hrs AEDT) an explosion followed by gunshots was heard at the DusitD2 Hotel complex in the Riverside area of Nairobi.

The hotel is approximately 700 metres from the Australian High Commission. Staff at the Australian High Commission reported gunshots being fired directly outside the building. All staff are safe and accounted for.

Open source media have reported that police are treating the incident as a terrorist attack. Al-Shabaab, a Somali-based militant group has reportedly claimed responsibility.

In September 2013, Al-Shabaab militants entered the Westgate shopping mall in Nairobi, killing 67 people. In 2015, the group killed 150 people at Garissa University.

The travel advice for Kenya has been updated to advise Australians to avoid the area and to follow the instructions of local authorities. Level of advice remains 'exercise a high degree of caution'.

Handling Notes

Media Interest

High - international and domestic reporting

Approval	
Consultation	Nairobi post
Author	Global Watch Office; MAD; s22(1)(a)(ii)
Cleared by	s22(1)(a)(ii) CPB/CCD

Distribution
s22(1)(a)(ii)

s22(1)(a)(ii)

From: DFAT Talking Points s22(1)(a)(ii) @dfat.gov.au>
Sent: Thursday, 17 January 2019 5:59 AM
To: Global Watch Office
Subject: DFAT Talking Points - Kenya: Attack at DusitD2 Hotel - 15 January 2019 - v3
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**MEDIA TALKING POINTS
DISTRIBUTION: CRISIS**

Topic: CRISIS MANAGEMENT

Originating Division: MAD

Subject: Kenya: Attack at DusitD2 Hotel - 15 January 2019

Version Date: 17/1/2019

Reason for Update: Updated talking points

Version: 3

Expiry: 16/04/2019

Talking Points

- The Australian Government strongly condemns the terrorist attack at the DusitD2 Hotel in Nairobi, Kenya on 15 January
 - our heartfelt sympathies are with the families and loved ones of those affected.
- At this time, we are not aware of any Australians among those killed or injured
 - the Australian High Commission in Nairobi continues to maintain contact with local authorities to determine whether any Australians are otherwise affected.
- We have updated the travel advice for Kenya twice on 16 January
 - the level of advice has not changed
 - we continue to advise Australians to exercise a high degree of caution in Kenya due to the high threat of terrorist attack.
- Australians who have concerns for the welfare of family and friends in the area should attempt to contact them directly.

Any use or disclosure of personal information about individuals and the incidents contained in this background should not be made public. To do so may constitute a breach of the Privacy Act 1988 (Cth).

Background

At approximately 1530 hrs (local time) on Tuesday 15 January (2330 hrs AEDT) five terrorists commenced a coordinated attack at the DusitD2 Hotel complex in the Riverside area of Nairobi. A suicide bomber detonated an explosive device in the hotel and four gunmen opened fire and threw grenades at hotel guests, staff and members of the public. Kenyan security forces worked overnight to clear occupants trapped within the complex and apprehend the attackers.

Despite a claim by a minister late on 15 January that the area had been cleared, fighting continued in the morning of 16 January. Reports indicate that around 50 civilians in two groups were trapped in the hotel overnight and were rescued in a security forces operation launched at dawn.

President Kenyatta announced later on the morning of 16 January that 'all the terrorists had been eliminated'. Kenyatta also said that 14 people had been killed in the attack, though consular partners believe that 15 people lost their lives, including one UK and one US national, 11 Kenyans and two of unknown citizenship. Kenyatta said that more than 700 people had been evacuated from the complex by security forces.

There are no reports of any Australians among those killed and injured. Post continues to liaise with local authorities on Australian interests.

The hotel is located approximately 700 metres from the Australian High Commission (250 metres as the crow flies). High Commission staff heard the nearby gunshots and explosions. All staff and dependents have been accounted for. The post has activated its business continuity plan and was closed to the public on 16 January due to the nearby police operation, with urgent consular and passport assistance remaining available through telephones switched back to the Consular Emergency Centre in Canberra. The post will reopen on 17 January and resume normal operations.

With an end to the incident, Kenyan security efforts are focused on forensic analysis and follow-up operations.

Al-Shabaab, a Somali-based militant group, has claimed responsibility for the attack.

In September 2013, Al-Shabaab militants entered the Westgate shopping mall in Nairobi, killing 67 people. In 2015, the group killed 150 people at Garissa University.

Handling Notes

Media Interest

High - international and domestic reporting

Approval	
Consultation	Nairobi post
Author	Global Watch Office; MAD; s22(1)(a)(ii)
Cleared by	s22(1)(a)(ii) AFB/MAD

Distribution
s22(1)(a)(ii)

s22(1)(a)(ii)

From: DFAT Talking Points s22(1)(a)(ii) @dfat.gov.au>
Sent: Thursday, 17 January 2019 8:13 PM
To: Global Watch Office
Subject: DFAT Talking Points - Kenya: Attack at DusitD2 Hotel - 15 January 2019 - v4
 [DLM=For-Official-Use-Only]

FOR OFFICIAL USE ONLY



MEDIA TALKING POINTS DISTRIBUTION: CRISIS

Topic: CRISIS MANAGEMENT**Originating Division: MAD****Subject: Kenya: Attack at DusitD2 Hotel - 15 January 2019****Version Date:** 17/1/2019**Reason for Update:** Updated talking points**Version:** 4**Expiry:** 16/04/2019

Talking Points

- The Australian Government strongly condemns the terrorist attack at the DusitD2 Hotel in Nairobi, Kenya on 15 January
 - our heartfelt sympathies are with the families and loved ones of those affected.
- *We continue to seek further information from local authorities on Australians who may have been affected*
 - *the Australian High Commission in Nairobi is urgently seeking to verify media reports that an Australian has been killed.*
- We updated the travel advice for Kenya twice on 16 January
 - the level of advice has not changed
 - we continue to advise Australians to exercise a high degree of caution in Kenya due to the high threat of terrorist attack.
- Australians who have concerns for the welfare of family and friends in the area should attempt to contact them directly.

Any use or disclosure of personal information about individuals and the incidents contained in this background should not be made public. To do so may constitute a breach of the Privacy Act 1988 (Cth).

Background

At approximately 1530 hrs (local time) on Tuesday 15 January (2330 hrs AEDT) five terrorists commenced a coordinated attack at the DusitD2 Hotel complex in the Riverside area of Nairobi. A suicide bomber detonated an explosive device in the hotel and four gunmen opened fire and threw grenades at hotel guests, staff and members of the public. Kenyan security forces worked overnight to clear occupants trapped within the complex and apprehend the attackers.

Reports indicate that around 50 civilians in two groups were trapped in the hotel overnight and were rescued in a security forces operation launched at dawn on 16 January.

President Kenyatta announced later on the morning of 16 January that 'all the terrorists had been eliminated'. Kenyatta also said that 14 people had been killed in the attack, though consular partners believe that 15 people lost their lives, including one UK and one US national, 11 Kenyans and two of unknown citizenship. Kenyatta said that more than 700 people had been evacuated from the complex by security forces. *On 17 January, Kenyan authorities reported 21 deaths, including 16 Kenyans, one UK citizen, one US citizen and three unidentified individuals of African descent. The Kenyan Red Cross is reporting 18 individuals are still unaccounted for. In addition, five attackers were killed in the operation.*

Local media outlets are reporting the death of an Australian citizen (named as Marcus Rodriguez) who had recently flown to Nairobi from Australia. According to movement records, no Australian passport holder of that name is currently offshore. The Australian High Commission in Nairobi is working to verify the media reporting. We are aware of three Australians who were evacuated safely from the hotel complex and the Australian High Commission has been in contact with them.

The hotel is located approximately 700 metres from the Australian High Commission (250 metres as the crow flies). High Commission staff heard the nearby gunshots and explosions. All staff and dependents have been accounted for. The post has activated its business continuity plan and was closed to the public on 16 January due to the nearby police operation, with urgent consular and passport assistance remaining available through telephones switched back to the Consular Emergency Centre in Canberra. The post *reopened on 17 January and is operating as per normal.*

With an end to the incident, Kenyan security efforts are focused on forensic analysis and follow-up operations.

Al-Shabaab, a Somali-based militant group, has claimed responsibility for the attack.

In September 2013, Al-Shabaab militants entered the Westgate shopping mall in Nairobi, killing 67 people. In 2015, the group killed 150 people at Garissa University.

Handling Notes

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Approval	
Consultation	Nairobi post
Author	Global Watch Office;, MAD; s22(1)(a)(ii)
Cleared by	s22(1)(a)(ii) A/g AS AFB/MAD

Distribution
s22(1)(a)(ii)

s22(1)(a)(ii)

From: Global Watch Office
Sent: Thursday, 17 January 2019 11:18 PM
To: s22(1)(a)(ii)

Subject: SITREP 1 : Nairobi : Attack on Dusit Hotel Complex: 15/01/2019 2330 AEDT (1530 GMT+3) [DLM=For-Official-Use-Only]

Categories: Filed

For-Official-Use-Only



Australian Government
Department of Foreign Affairs and Trade

GLOBAL WATCH OFFICE SITUATION REPORT

Developments as at 17/01/2019, 23:15 AEDT

- Kenyan authorities have confirmed that 21 people were killed in the terrorist attack on the Dusit Hotel complex. This includes 16 Kenyans, one UK citizen, one US citizen and three unidentified persons of African descent. The Kenyan Red Cross has reported 18 individuals are still unaccounted for.
- The Australian High Commission has followed up on claims made in the Kenyan media earlier today that an Australian was among those killed. Latest advice indicates that the Kenyan national claiming that her 'Australian boyfriend' had been killed has now advised that her boyfriend was Canadian, not Australian. Post continues to make enquiries with local authorities, including hospitals, to ensure no Australian citizens have been affected.
- The Australian High Commission reopened on 17 January and is functioning as normal.

Media trends

[Standard Digital \(Kenya\)](#): Australian killed in terror attack had come to see Kenyan girlfriend

[SkyNews](#): DFAT investigating if Australian killed in Nairobi terror attack (covered also by ABC TV)

Australian Government Global Watch Office
Department of Foreign Affairs and Trade

Consular and Crisis Management Division

s22(1)(a)(ii)

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s22(1)(a)(ii)

From: s22(1)(a)(ii)
Sent:
To:
Subject: Consular Log 15-16 Jan 2019 [SEC=OFFICIAL]

OFFICIAL

s22(1)(a)(ii)

Nairobi: Terrorist attack DusitD2 Hotel Complex	Nairobi	Emails	2347 – ongoing, 15/01	Post provided information on mission lock-down and terrorist event at DusitD2 Hotel Complex. GWO updated Travel Advice, social media updates and issued Talking Points. All A-based and LES are accounted for.	Y	N
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s22(1)(a)(ii)

From: Global Watch Office
Sent: Wednesday, 16 January 2019 12:08 AM
To: s22(1)(a)(ii)

Subject: ALERT : Nairobi : High Commission lockdown: 15/01/2019 2330 AEDT (1530 GMT+3) [DLM=For-Official-Use-Only]

For-Official-Use-Only



GLOBAL WATCH OFFICE ALERT

ALERT : Nairobi : High Commission in lockdown 15/01/2019 2330 AEDT

The Australian High Commission in Nairobi has reported an explosion, followed by gunshots, at approximately 15:30 (2330 AEDT) at the nearby Dusit Hotel compound, approximately 700 metres from the AHC.

Staff report gunshots being fired directly outside the AHC. The Australian High Commission in Nairobi is currently in lockdown.

All staff are safe and accounted for.

Post will provide updates in due course.

Australian Government Global Watch Office
Department of Foreign Affairs and Trade

Consular and Crisis Management Division

s22(1)(a)(ii)

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CEC HANDOVER: 17-18 January 2019

TOPIC	DETAILS
HOT & ACTIVE ISSUES/CASES	<ul style="list-style-type: none"> s22(1)(a)(ii)
POSSIBLE & JIC ISSUES/CASES	
Tasking from Conops and CEC	<ul style="list-style-type: none"> s22(1)(a)(ii)
Major events and country specific actions	<ul style="list-style-type: none"> s22(1)(a)(ii) Nairobi – 16/01 – terrorist attack at Dusit2 Hotel 700m from Post. Post closed today (16/1) and calls re-directed to CEC. Post monitoring and advised they received confirmation the incident at the Dusit Hotel was over and last attacker neutralised. Believed to be approx. 15 including UK and US casualties. No Australians known to be dead/injured. Local media report 1 Australian died s22(1)(a)(ii). Post trying to confirm. May not be an Australian citizen. Note: CEC also got a call from an Australian (accompanied by his mother, also Australian citz.) who was staying at Dusit Hotel but managed to escape and confirmed they were both safe. Emails in Conops Actioned folder. s22(1)(a)(ii)
Technical issues Local and Posts	<ul style="list-style-type: none">

s22(1)(a)(ii)

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GWO: Input on incidents/events, travel advice, security threats, consular policy and kidnapping and special references issues

*Issue/Event	Post	Cable Ref	Time and date received	Action/Comments	Media Y/N	Action Y/N
Kenya: Terrorist attack: Situation Report 1	Nairobi	s47E(d)	1743, 16/01	Cable provides update on incident and recommends TA update. No Australians are known to be among the fatalities or injured. All Australian government officials are safe. Post has activated the CAP. The mission is closed on 15 January. GWO actioned 'ad-hoc' TA update.	Y	N
Kenya: Terrorist attack: Situation Report 2	Nairobi	Emails s47E(d)	1921, 16/01	Cable reports that the incident is over as at 1028 (local time) on 16 January. Post will remain closed on 16 January but will resume normal operations on 17 January (post website updated). Cable sent by GWO on behalf of post.	Y	N
Kenya: Terrorist attack: Social media	Nairobi	Emails	2331, 16/01	Emails between MLS/post/GWO about lines for post's social media messaging.	Y	N
Kenya: Terrorist attack: Situation Report 3	Nairobi	s47E(d)	2339, 16/01	Cable reports that Kenyan security efforts have now shifted to forensic analysis and follow-up actions. Post is aware of only three Australians directly involved in the incident who were all evacuated safely. Post will reopen on 17 January and resume normal operations. Post will conduct a 'lessons learned' exercise. Cable sent by GWO on behalf of post. GWO reposted Nairobi HOM social media messages. For CIN action (to update TA).	Y	Y

s22(1)(a)(ii)

SENSITIVE: PERSONAL

44 of 47

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s22(1)(a)(ii)

Kenya: Terrorist attack: Nairobi post website	Nairobi	Emails	0252, 17/01	DFAT Website Management confirmed that the notice about post closure has been removed from the Nairobi post website, as requested by GWO.	Y	N
Kenya: terrorist attack: President's statement and arrest of suspects	Nairobi	s47E(d)	0311, 17/10	Kenya's President issued a statement announcing the end of the attack at the Dusit Hotel. Two suspects have also been arrested.	Y	N

s22(1)(a)(ii)

Note: 'Y' in the 'Media' column indicates there has been media reporting of the event/incident—either Australian, international or both.

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