

Delegationsreise Kenia - Agenda

Tues, 27th Oct 2026 Travel & Arrival in Nairobi

Evening Arrival at Jomo Kenyatta International Airport (NBO) in Nairobi by air
Transfers to hotel by taxi and check-in
Hotel (tbc.): Park Inn by Radisson, Waiyaki Way, Nairobi

Wed, 28th Oct 2026 Briefings & European BPO Kenya Case Studies

7:30 - 8:30 Breakfast at hotel
8:30 - 9:00 Transfer to GIZ office
9:00 - 10:00 Introduction to the programme by CCV & GIZ Kenya, Briefing with German Embassy
- Introductions
- Overview of the programme
- Country Briefing Kenya
Location: GIZ Office, Eden Square, Greenway Road, Westlands, Nairobi
10:00 - 10:15 Coffee & Tea Break
10:15 - 11:30 Ecosystem Roundtable with Outsourcing and Private Sector Associations
- Outsourcing Alliance of Kenya (OAK)
- Business Process Outsourcing Association of Kenya (BPOAK)
- Kenyan Private Sector Alliance (KEPSA)
Presentation by Genesis Analytics on the BPO sector in Kenya followed by discussion
with the private sector associations.
Location: GIZ Office, Eden Square, Greenway Road, Westlands, Nairobi
11:30 - 13:00 Networking Lunch
Venue: GIZ Office, Eden Square, Greenway Road, Westlands, Nairobi
13:00 - 13:45 Transfer
14:00 - 15:00 Company visit to Teleperformance
Location: TRIFIC
15:00 - 16:00 Company visit to the Special Economic Zone (SEZ) 'Two Rivers International Finance &
Innovation Centre (TRIFIC)'
Location: TRIFIC
15:00 - 16:30 Transfer to hotel
16:30 - 17:30 Free time
17:30 - 18:00 Transfer to Restaurant
18:00 - 20:30 Dinner at Crafty Chameleon Micro Brewery & Beergarden
Location: Crafty Chameleon, James Gichuru Road, Nairobi
20:30 - 21:00 Transfer to hotel

Thu., 29st October Kenya Outsourcing Environment & Frameworks Kenya Outsourcing

7:30 – 8:30	Breakfast at hotel
8:30 - 9:00	Transfer
9:00 - 10:00	Meeting with Invest Kenya Location: Invest Kenya
10:00 - 10:30	Transfer
10:30 - 11:30	Meeting with Ministry of Information, Communications and The Digital Economy Meeting with Principal Secretary (Staatssekretär) Eng. John Tanui from Ministry of ICT and Digital Economy (tbc) and Director John Kiria who is responsible for BPO at the Ministry. Location: Ministry of ICT and Digital Economy, Telposta Tower, Koinange Street, Nairobi
11:30 - 12:00	Transfer to Restaurant
12:00 - 13:00	Lunch Meeting with EU Delegation to Kenya & EuroCham Kenya Restaurant: Mawimbi Seafood Restaurant, Longonot Place, Kijabe Street, Nairobi
13:30 - 13:30	Transfer
13:30 - 14:30	Visit to In-house Call Centre / Safaricom or Kenyan Bank Location: tbc.
14:30 - 15:00	Transfer
15:00 - 16:00	Visit to Kenyan BPO / Nakama Tech or TechnoBrain (TBC.) Location: TBC.
16:00 - 16:30	Transfer
16:30 – 17:30	Free Time
17:30 - 18:00	Transfer
18:00 - 21:00	Evening Reception at the German Ambassador's Residence (tbc.) Location: Kofisi Riverside Square, 10th floor, Riverside Drive, Nairobi
21:00 – 21:30	Transfer to hotel

Fri. 30th Oct 2026 Talent Ecosystem & Market-entry Advisory

7:15 - 8:00	Breakfast at hotel
8:00 - 9:00	Transfer
9:00 - 10:00	Site visit to CCI Kenya, Kenya's largest BPO Location: CCI, Tatu City
10:00 - 11:00	CareerBox Talent Training Centre Tour - Meeting with Kenyan Youth & BPO Talent Location: CareerBox, Tatu City
11:00 – 12:00	Meeting with Tatu City Special Economic Zone (SEZ) Location: Tatu City
12:00 - 13:00	Lunch Location: CCI, Tatu City
13:00 - 13:30	Transfer
13:30 - 14:30	Visit to gevekom Kenya (tbc.) Location: Tbc.
14.30 - 15.00	Transfer
15:00 - 16:30	Discussions & Advisory on potential market entry steps Individual exchanges with select law firms, real estate agents and the outsourcing associations on potential market entry Location: Kofisi Riverside Square, 11th floor & 10th floor, Riverside Drive, Nairobi



16:00 - 16:30	Transfer to hotel
16:30 – 18:00	Free Time
18:00 - 18:30	Transfer
18.30 - 20.30	Closing Dinner & Debriefing Restaurant: La Villa Italian Restaurant & Wine Bar, Kitisuru Road, Nairobi
20.30 - 21.00	Transfer to hotel

Sat. 31st 2026 Safari, Souvenirs & Departure back to Germany/Europe

Morning	Safari at Nairobi National Park with visit to Giraffe Centre
Noon	Lunch at Tin Roof Café Langata
Afternoon	Guided Walk of Central Business District (CBD) / Biergarten visit
Evening	Farewell Dinner
Late Evening	Transfer to airport by car & departure by air back to Europe