



UNDSS Travel Advisory – Medellin- Colombia

Emergency Contact Information	
UN/UNDSS Security Security officials & location of the security office	<p>Laura Certuche, Chief Security Adviser +57 323 284 9627 Daniel Cerezo Gamarra, Deputy Chief Security Adviser +57 311 259 8441 Guillermo Vicente, Deputy Chief Security Officer a.i. +57 320 353 9698 Ricardo Cabarcas, Field Security Coordinator Officer +57 310 275 5503 Javier Garcia, Field Security Associate +57 311 259 8974 Fernando Tavera, Field Security Associate +57 318 589 4111</p> <p>Location of security office: Calle 7 # 39 – 215 Office 801, Medellín</p>
UN Radio Room / Security Operations Centre	<p>The Security Operations Center (SOC) is available 24/7. In case of an incident/accident, you may contact the SOC, which will assist you in following the protocols and direct you to the Duty Officer.</p> <p>- Mobile Phones : +57 311 259 8976 +57 313 885 8390 +57 320 830 0881 +57 320 830 0882 - Satellite Phones : Iridium : 881 63264 5070 Inmarsat: 008 707 761 97630. - E-mail : cos.seguridad-co@undp.org</p>
Host country emergency services Police, fire department, ambulance	<p>- If you are a victim or a witness of safety and security incidents such as assaults, robberies, thefts, burglaries, road accidents, fire incidents, arsons, floodings, landslides, medical emergencies, or pets in danger, you can call the single emergency hotline: 123 Have your personal information, telephone number, address and description of the event to be reported ready.</p> <p>Other emergency numbers: 147 Anti-kidnapping and extortion cases (National Police) 165 Anti-kidnapping and extortion cases (Armed Forces) #767 Transit and Transportation Police 01 8000 919621 Anti-terrorist hotline (National Police) 01 8000 127627 Anti-terrorist hotline (Military Forces) 01 8000 919748 Emergency line of the Attorney General's Office. 01 8000 112137 Purple Line (First attention to any case related to violence against women).</p>
Security Situation	
Location-specific security conditions, threats/risks	
<p>Security Level for the Medellín and Metropolitan Area in Colombia: MODERATE (3)</p> <p>The United Nations Department of Safety and Security (UNDSS) welcomes UN personnel and consultants who travel to Colombia. Security and protection factors become a priority so that missions are fulfilled and permanence in the Country is successful.</p> <p>The country's general security context includes the following guidelines: Colombia is still suffering from an internal armed conflict, which involves recurring hostilities, confrontations, and attacks between Non-State</p>	

Armed Groups (NSAGs) and State Security Forces (SSF) and among Non-State Armed Groups (NSAGs) in rural areas, despite the continuing peace efforts of the National Government. In addition, due to the pandemic period, several NSAGs took advantage of the situation and the low presence of the State to grow and expand their influence in various areas of the country. There are some isolated terrorist attacks, but above all, common crime continues to affect significant cities such as Medellín, where homicides occur, and the surge in petty crime against citizens is observed.

Regarding Medellín, the increase in crimes related to common delinquency has generated a greater sense of insecurity among citizens and visitors. Local authorities face a significant challenge in designing and implementing strategies to prevent and mitigate the city's most common crimes, such as robberies and thefts. Therefore, it is necessary to address and take individual preventive measures and recommendations oriented towards risk mitigation provided by UNDSS. Armed theft has increased in the city, and robberies have escalated the level of violence against victims. Mobile phones, headphones, and bags with valuables are the most common assets targeted by criminals. UNDSS strongly recommends being alert and reporting all incidents to the UNDSS Security Operations Center (SOC/COS – 24/7).

It should be noted that United Nations personnel and visitors can carry out their work in a safe environment, mainly in urban areas. There are no current direct threats to UN personnel or operations within the country. However, it is recommended that the UNDSS security contact card be requested upon arrival and always carried. Downloading the eTA (Electronic Travel Advisory) application on your mobile phone is also suggested. Keep mobile phones accessible so the SOC/UNDSS can be contacted when necessary. Be cautious during movements in the city, avoid using informal taxi services, and stay away from unfamiliar/deserted or construction areas, walking especially at night. If any threat arises, it must be communicated on time through the different means of UNDSS communication.

In Medellín.:

- 1) Several UNSMS staff faced different threat-related security incidents involving criminal incidents, civil unrest, and traffic accidents. The security threat level is moderate. In recent years, the use of bladed weapons and firearms to intimidate and sometimes injure the victim in cases of robbery has increased in Medellín.
- 2) At the Jose Maria Cordova International Airport in Rionegro (which serves Medellín), hand luggage, wallets, and travel documents can be stolen; therefore, do not leave your luggage unattended and always be attentive to all your personal belongings. At tourist sites, criminals sometimes pose as false authorities to inspect and steal your belongings. Likewise, scam-related cases can be presented where counterfeit money is exchanged in commercial transactions in restaurants, cafeterias, and stores.
- 3) The criminal activities that occur most frequently in Medellín are robberies, thefts (including pickpocketing), and muggings at commercial places. Analyzing the phenomenon of robberies, the increase in cases where bladed weapons and firearms are being used to intimidate the victim is noticeable.

Regarding the phenomenon of homicides in the city, official figures indicate a reduction in homicides. However, these figures contrast with a worrying reality in the town regarding the incidence of criminal actions. In short, 56 people are captured daily in Medellín (on average) after being caught by the authorities committing some crime.

Additionally, domestic violence has also increased; more than 10,000 cases of intrafamily violence were filed in Medellín during the first half of 2023. In the last three years, the capital of Antioquia has already adjusted a figure of more than 40,000 events of this type. (Source: Personeria de Medellín)

- 4) UNDSS recommends abstaining from walking around the city with valuable items such as jewelry, cash, high-tech items, etc. It is also recommended to avoid walking alone at night. Be careful with your belongings in common areas, and avoid using your mobile while walking through the streets. Don't

leave your belongings unattended in restaurants, cafes, shops, or any other public area, as criminals remain undetectable.

- 5) Most of the thefts and robberies against UNSMS personnel have occurred in the streets of the localities of Laureles and Poblado. In some of these events, the perpetrators have intimidated their victims with firearms, knife weapons, or blunt objects. Other common modalities are pickpocketing or “cosquilleo”, where the theft is done near the victim with a shove or an unnoticeable maneuver. Different modus operandi includes the use of substances such as “scopolamine,” a drug that produces unconsciousness and subdues the victims for several hours, and the drug is often placed in food or drinks. Although it is odorless and colorless, it may also be supplied through gels, alcohol, pamphlets, or paper. Victims are robbed and are forced to take a ride (usually in taxis) to withdraw money from ATMs. This is a common practice locally known as “Paseo Millonario”.
- 6) For women, public transportation represents an additional challenge. Many cases of gender-based violence and sexual harassment occur in bus stations and inside the vehicles that provide this service. Lonely and dark places or places where alcohol is consumed are common targets for aggressors; therefore, it is recommended to be especially careful in public parks, areas with bars/discos (e.g., Parque Lleras, Provenza, La 70 en Laureles, or downtown), or places away from the urban area.
- 7) Road travel outside major cities may be dangerous: Some buses may be attacked and burned by non-state Armed Groups (NSAG) in their areas of influence or by protestors during blockades on main roads across the country. Likewise, some criminal groups may steal passengers inside public transport buses. Due to the lack of adequate road infrastructure, there could also be traffic accidents and landslides. Transportation in public buses is not recommended when traveling outside urban areas.
- 8) The city of Medellín is home to the primary governmental and law enforcement entity, the Antioquia Department, which is why IED attacks can occur by organized non-state armed groups or organized criminal groups. Normally, the devices are left in public places. Military and police facilities may also be targeted.

Travel Preparation

Security clearance procedure	<p>Security Clearance is required before traveling to Colombia through the TRIP system at http://dss.un.org. Please note that the security clearance request must be submitted 7 days before the travel departure date.</p> <p>- Technical assistance for TRIP is available at dsshhelp@un.org Phone: +1 971 367 9438</p> <p>Field missions in land should be coordinated in advance through UNDSS-ISW Offices and conducted according to country SRMM requirements.</p> <p>- For internal traveling in Colombia, the SC must be requested through the SAS system at https://seguridad.nacionesunidas.org.co. It is recommended to consult your CSFP (country security focal point) of your UN Organization in the country who can assist you with the SC request, or the SOC 24/7 at cos.seguridad-co@undp.org +57 311 259 8976 +57 320 830 0881 +57 320 830 0882 +57 313 885 839</p>
Visa/entry permits	<p>For visa and entry permits, please consult: https://www.cancilleria.gov.co/tramites_servicios/visa/requisitos</p>
Required security training prior to travel	<p>Prior to travel, all UNSMS personnel must complete the BSAFE online course, available at https://training.dss.un.org, and update this information in the TRIP profile.</p>

Arrival

Arrival arrangements at airport / seaport / road entry	<p>Normally, UN Agencies work from 8 AM to 5.30 PM Monday through Friday. Local cabs are available at the National and International Arrival Deck for national and international UNSMS personnel.</p> <p>Visitors should inform the Security Operations Center (SOC) upon their arrival. They must also appropriately report any changes in their accommodation arrangements or foreseen itinerary (including national travel) while in the country.</p> <p>The UN does not provide official visitors with airport pickup unless specifically requested by the hosting Agency. Once in the city, you can call transportation services from the hotel or mobile phone.</p>
Specific border entry requirements & restrictions	<ul style="list-style-type: none"> - All travelers must fill out the Government Check-Mig 72 hours before the flight; please refer to the website https://migracioncolombia.gov.co/ - For specific Colombian border entry requirements & restrictions, please consult: https://estoyenlafrontera.com/soy-migrante/estas-son-las-nuevas-condiciones-para-entrar-colombia - For PETS entry requirement in Colombia, please consult: https://www.ica.gov.co/importacion-y-exportacion/otros-procedimientos/requisitos-para-importar-mascotas.aspx
Currency restrictions change/usage	<p>Official country currency is COP (Colombian pesos); you may consult exchange rates at: https://www.banrep.gov.co/es/estadisticas/comportamiento-del-mercado-del-dolar-durante-el-dia-informacion-tiempo-real</p>
Security Briefing / SSAFE	<ul style="list-style-type: none"> - Security briefings are conducted as needed and coordinated; please contact cos.seguridad-co@undp.org for an appointment. - Before deployment to field locations outside the main cities in Colombia, it is mandatory to attend a regional security briefing; please contact cos.seguridad-co@undp.org for an appointment. - SSAFE is not mandatory for missions in urban areas or for traveling between main cities by air. However, it is a requirement for UNSMS personnel deployed or developing field missions in rural areas within the country. <p>In addition to the BSAFE, the Security Induction Program (SIP—also available online) is mandatory for all UN personnel based in Colombia, as is the SSAFE training certification for all missions conducted in rural areas within the country.</p> <ul style="list-style-type: none"> - Visitors can only travel to or within rural areas when accompanied by SSAFE-certified resident personnel and external UNSMS personnel. It is recommended to consult at UNDSS/ISW: https://seguridad.nacionesunidas.org.co

Movement, Accommodation, Security Advisories and Restrictions	
Transport to accommodation/office	<p>Within the city, you can contact Taxi Companies by phone (+57 604 444 8882, +57 604 444 0000) or through mobile applications that will give the passenger complete information about the driver, plates, prices, and follow-up on the corresponding route (such as Uber and Cabify).</p> <p>Public transportation, such as Metro and Metroplus (public buses), may be used. Nevertheless, certified taxi cabs are recommended for external travelers.</p>

	<p>Official vehicles are mandatory for road missions. Missions may also be carried out in rented vehicles meeting specified SRMMs for non-UN vehicles (please refer to the SRM Area-5 document).</p>
Curfew or other movement restrictions	<p>- When and where applicable, security alerts, security information, and specific recommendations. You should download the eTA app on your mobile device to receive UNDSS security information on time. Please consult the UN Security Operations Centre (24/7) to obtain updated information.</p> <p>- Road & river movements are restricted to daylight: 06:00/18:00 hrs.</p> <p>- Official vehicles are mandatory for road missions; nevertheless, they may be carried out in rented vehicles meeting specified SRMMs for non-UN vehicles</p>
Accommodation Recommended hotels and guesthouses, restricted zones/areas, accommodation arrangements where staff is required to reside in UN compounds	<p>UNDSS recommends the following hotels:</p> <ul style="list-style-type: none"> • Intercontinental. Calle 16 No. 28-51, Variante las palmas • Medellin Royal. Carrera 42 No. 5 Sur 130, El Poblado • San Fernando Plaza. Carrera 42 No. 1-15, El Poblado • Novotel Tesoro. Carrera. 25 A No.1 A Sur 45, El Poblado • Estelar Milla de Oro. Calle 3 Sur No. 43 A-64, El Poblado • Poblado Alejandria. Carrera 36 No. 2 sur 60, El Poblado <p>- You may also contact your parent organization, as many UNSMS organizations have identified hotels to be used by their personnel.</p>
Communications equipment, mobile phone networks, internet	<p>- Cellular phone and internet service are available in the country via local providers. Colombia country code: +57</p> <p>- For Medellín, any of the following mobile networks operate Claro, Movistar, Avantel, Tigo, Virgin Mobile, and Éxito. Sim cards can be obtained through any of the operators and in certain public places such as markets. Some Internet service providers are Claro, Direct TV, and Tigo.</p> <p>- Radios (VHF-HF) and Satellite Phones may be used.</p>
Security equipment	<p>UNSMS organizations personnel developing field missions should carry an emergency bag (no more than 15 kg) with items for staff, a first aid kit, personal documents and medicines, cash, drinking water, spare clothing and footwear, and items for protection from rain and sun.</p>
UN security advisories and restrictions	<p>- All security advisories are sent from the 24/7 Security Operations Center (SOC) through mail to UNSMS Organizations and through eTA, related to incidents that may affect or directly impact United Nations Operations.</p> <p>- Medellín and the metropolitan area are generally considered safe. Threats to UN staff are considered low, and there are no restrictions regarding family accompaniment at the duty station or travel restrictions.</p> <p>- Visitors developing field missions in Colombia, which include road travel, must receive a previous security briefing related to the security conditions of the mission area before initiating any out-of-town road travel.</p> <p>- You should contact your Organization's CSFP (Country Security Focal Point) or Security Personnel in Colombia to be included in the UNDSS/ISW notification and security alert.</p> <p>- For internationally recruited personnel, before undertaking any internal travel for personal reasons (sick, leave, rest and recuperation, etc.), it's highly recommended</p>

	to request security clearance (Unofficial travel) through the TRIP platform (for this kind of travel SAS will redirect to TRIP), as well as, to adhere to Security measures and recommendations included in SRM A- 5, such as the time of traveling from 6:00 am to 6:00 pm and the restrictions to use shared public transportation means.
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Health	
Health advice to be obtained from UN Medical Services Division and/or local UN physician; Chief Medical Officer in mission environments	
Health advisory and recommendations	<p>- When and where possible, you should consult your travel healthcare practitioner before departure.</p> <p>- If traveling with prescription medication, check with Colombian custom restrictions https://www.minsalud.gov.co/salud/publica/epidemiologia/Paginas/salud-al-viajero.aspx</p> <p>- To import medicines and/or to be sure your medicine is available locally, always carry your medicine in its original package and your doctor's prescription.</p> <p>- As of April 5, 2023, neither a COVID-19 vaccination certificate nor a negative test is required.</p> <p>- It is mandatory to fill in the Check-Mig form https://apps.migracioncolombia.gov.co/pre-registro/public/preregistro.jsf before taking the flight if it is not filled in; the airlines may not allow boarding.</p>
Vaccination requirements	The yellow fever vaccine is required if arriving from Angola, Brazil, the Democratic Republic of the Congo, or Uganda. It is also needed for specific regions in Colombia, such as Medellín, Barranquilla, Cali, and Cartagena.
Hospitals	<p>These are some of the recommended clinics in Medellín:</p> <ul style="list-style-type: none"> • Clínica Las Vegas. Cl. 2 Sur #46-55, El Poblado, Medellín (+57) 604 315 9000 (+57) 604 322 03 80 • Hospital Pablo Tobón Uribe. CL 78B #69-240, Medellín. (+57) 604 445 9000 • Clínica del Rosario. (+57) 604 4441555 (+57) 604 326 9179 • Clínica Medellín. Cl. 7 #39-290, El Poblado, Medellín (+57) 604 311 2800 <p>For more information, call UNDSS SOC (24/7).</p>
UN doctor / clinic	UNVMC / Doctor Jaime Pedraza. +57 323 208 2855, +57 745 59977 Ext. 2682

Gender	
Security threats and risks related to sex, sexual orientation, gender expression and gender identity	
Types of incidents, social and legal aspects affecting women and LGBTI personnel	<p>Security threats and risks related to sex, sexual orientation, gender expression and gender identity.</p> <p>Types of incidents, social and legal aspects affecting women and LGBTI personnel:</p> <p>- In Colombia, LGBTI people have rights recognized by the State, such as the prohibition to be discriminated against and the right for same-sex couples to contract marriage and for the adoption of minors. However, because of traditional social norms about gender and sex, LGBTI people may suffer prejudiced violence in public spaces. As a result, acceptance of LGBTI people is lower in rural areas.</p>

	<ul style="list-style-type: none"> - In violence against women, gender-based violence (GBV) occurs more frequently through psychological, physical, and sexual violence. The most frequent crimes are physical violence, domestic violence, and street harassment. - According to the Police, cyberbullying (virtual sexual harassment) and sextortion (extortion by former sexual partners who have photographic or audiovisual material of the victim) have increased in the last year in Colombia, being the main cities where these crimes are more frequent.
<p>Advisory to mitigate risks for women and LGBTI personnel</p>	<ul style="list-style-type: none"> - Criminals may attack or attempt to extort money from the LGBTI community. - Ignore any inappropriate comments. - UNDSS will respect your privacy and inform us about any inappropriate treatment or harassment you experience. - If you or someone you know is facing or has been a victim of sexual assault / Gender Based Violence (GBV) / domestic violence, you can contact SCU/UNDSS and UNDSS, who will provide you with assistance in the protocols to follow and guidance to receive support in the area of the incident, guaranteeing the protection and confidentiality of the information and identity of people involved, so that it is not disclosed without their consent. SCU / UNDSS Mobile: +57 314 470 2622, email: consejeria.estres@undp.org - PEP KIT - HIV: In case of sexual assault or other incidents with possible exposure to HIV, United Nations personnel may request the application of post-exposure treatment. Several kits have been distributed in custody to United Nations Organizations with Field Offices in Colombia. You can contact your agency, the SOC / UNDSS, the CSA, FSCO, or any UNDSS official for more information.