

GENERAL SAFETY RECOMMENDATIONS

ERM Colombia office is located near the 93 park in Chico neighborhood (kra 16 No 93A-36 Piso 6 Business center 93 building. In general terms, Colombia is a safe country to travel on roads, walk through cities and towns. Usually, cities have security guidelines by the National Police. Please, consider the following recommendations:

Notify your travel to the BU, complete the PATP or TRA before.

Be careful with your personal objects. Be especially careful in crowded places, as public transportation, events, downtown, or malls. Don't use flashy clothes.

Keep safe your personal documents, money, cellphone or any element of value. It is recommended not to use big jewels, briefcases or mobile phones when you go for a walk through the city, in some places are pickpockets.

If you do rural tourism, at all times go with your guide and qualified personnel for this kind of tours. Stay in with your group, keep in mind that Colombian geography is very complex and you could easily get lost.

When you need a taxi, always use a company's safety car. Malls, usually have defined points where you can ask for a cab, also you can call the company and make the request. Never take an available taxi on the streets. Please see the Key Phone numbers.

If you have a rental or borrowed car, please do not park on the street, always use an authorized parking service. Hotels, restaurants, airports and malls, usually have safe parking lots.

It's better to use cash, credit cards or debit cards, instead of traveler checks.

If possible, do not carry all the cash available with you nor any credit/debit cards. Only take the amount of cash necessary and if possible keep the rest of your money, credit and debit cards, documents and objects of value in a safety box in the hotel.

Always use official Money Exchange companies or banks to make your transactions. Do not exchange your money on the street or unauthorized places. In the airport you can find exchange sites.

If you are allergic or have health problems with some types of food, always ask what ingredients are being used when preparing the dish that you wish to eat in a restaurant. Colombia's gastronomy is varied and can use a lot of different ingredients. Potable water quality is bad in rural areas, so please, do not consume raw water, always ask for bottled water.

Always have with you a copy of your Passport, or your ID, as well as, the original documents for your health insurances or contacts card in case of emergency.

Before your journey, review Information regarding vaccinations. Remember you might need additional protection depending on the area where you will be. You can get or complete your vaccine card in national airports or landing terminals.

KEY PHONE NUMBERS



National emergency line	123
Gaula—Anti kidnapping Services	165
Traffic Police	#767
Farmatodo Drugstore—Bogota 24 hours	(031) 7469000
ERM Colombia Office HSSEQ local contact ivan.chaparro@em.com	(1) 7441222 +57—3183518904
Farmatodo Drugstore—Bogota 24 hours	7469000
Taxis libres Bogotá Tax Express Bogotá Tele taxi	(031) 2111111 (031) 4111111 (031) 6111111
Recommended Taxi App (easy taxi—cabify). UBER is an illegal Service in Colombia	
National Police	112 / 123



WELCOME TO COLOMBIA



Population: 48,2 millions

Language: Spanish

Principal city: Bogota, Approximate population: 8 millions.

Airport: El Dorado International Airport; Address: St. 26, Av. 110—00 (In Spanish: Calle 26 con Carrera 110).

Climate: Colombia is located in an inter-tropical area. The climate can be different depending on the specific region, winds and humidity. Colombia does not have 4 seasons, it just has 2 different types of weather: rainy season—from April to June, and dry and sunny season—from August to November.

Average temperature in Bogota: High of 19° C and a Low of 8° C. **Average humidity:** 76%

Attention: If you are going to travel to other regions on Colombia apply the yellow fever vaccine at least ten days before your visit.

Currency and Payment Colombia official currency is the peso (\$) - COP. Current existing bills are \$2.000, \$5.000, \$10.000, \$20.000 y \$50.000, and existing coins are \$50, \$100, \$200, \$500 y \$1000. There is a limited amount of cash that can be taken in and out of the country and must be declared on arrival or departure.

Money Exchange This activity should **ONLY** be made in recognized and secure Money Exchange offices, such as airports, hotels or banks; please **never exchange your money on the street**. The exchange rate varies daily and also its official benchmark US dollar .

i.e.

1 USD (July 15, 2019)	\$ 3191 COP
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ATMs Capital cities in the country have a big ATM network, in most of cases ATMs are available 24 hours/day and offer the option for English language.

Debit Card In general, all department stores and shops, supermarkets, hotels and restaurants offer this payment option . **It is no recommended to use it during the night.**

Credit Cards are received in hotels, restaurants and commercial places. The most common credit cards are Visa and Master Card. **(smart cards preferably)**

Traveler's Check Before you get a traveler check in your original country, please get information about the existence of representations or branches in Colombia . In Colombia the most common traveler checks are from American Express and Citicorp. **It is uncommon to use.**

Communication Public phones are not very common in Colombia, sometimes it's possible find them in malls, though; some public phones work with coins or pre-paid cards. The principal mobile phone companies in Colombia are Movistar, Tigo, ETB and Claro; you can also find Virgin Mobile and Uff in the main markets (exito, Carulla)!

Country Code for calls The Country calling code for Colombia is + 57. Each city has an additional area code. Area codes for the principal cities:

Bogota 1	Cartagena / Barranquilla 5	Medellin 4
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How to call a cellphone?: Cellphones have 10 numbers, i.e. (888) 888-8888. If you are going to call from a cellphone to another cellphone, you dial the number as shown in the example.

Calling from a conventional phone to cellphone, you have to add 03 at the beginning, i.e. **03(888) 888-8888**.

Calling from a cellphone to a conventional phone, please add 03 plus the city code at the beginning. i.e. **(dialing to Bogota): 031(888) 8888**

Calling from a cellphone to an international conventional phone, you have to include the country code and the city code before the number that you want to dial. i.e. **(dialing to Houston, USA): +1 832 888 8888 (dialing to Munich, Germany): +49 89 888 8888**

Calling from a conventional phone to an international conventional phone, you should use the local operator code (009, 005 or 007), the country code, the city code and finally the number that you want to call. i.e. **(dialing to Paris, France): 009 33 1 888 8888**

Calling from international conventional phone to Colombian cellphone; you should use the operator code, Colombian code (57) and finally the number you want to call. i.e. **(from Ottawa, Canada): 011 57 315 888 8888**

Time—Hours in Colombia there are no seasons, therefore there are no schedule changes according to the date. Colombia shares the same time zone as Peru, Ecuador, Panama, Jamaica and Cuba. It also has the same Standard Time (EST) as in Florida, New York, Michigan, Ohio (Before DST), Ontario and Quebec, among others.

Health in Colombia Verify ISOS before your travel. In Bogota ISOS has support in Clínica El Country and Fundación santafe near to ERM office. Some of the most common symptoms for foreigners are altitude sickness and digestive disorders, also you can be exposed to serious illnesses such as Malaria and **Yellow Fever (especially if going to a forest area)**. If you are using an assist card during your travel be sure, the insurance offers you medical and emergency assistance.

Drugstores and Pharmacies You can get in most cases medicines without prescription; except those medicines that require special medical control. **Please verify the status of the package (not open or altered), check due date and price too.**

Recommended Hospital near the office: Clínica El Country
Dir: Kra 16 #82-57 - Tel: +57 (1) 5300470

Mail Services in Colombia If you need to send letters, money orders or packages, you can use national or international services. For national services we have Servientrega, Deprisa, Coordinadora, Encoexpress, etc.; for International services there are 4-72 postal service, FedEx, DHL, etc.

Website for these companies are:

<http://www.4-72.com.co/>
<http://www.fedex.com/co/>
<https://www.servientrega.com/>



Business/service hours: Usually commercial activities are from Monday to Saturday & start at 9:00/10:00 until 19:00/21:00. Some shopping centers could close at midday. Banks usually work from 10:00 to 15:00.

Tips: They are financial rewards that are given as a thanks for the good service and the product consumed. **Tips are voluntary and usually are 10% of the bill.**