

**RISK REPORT**

Date: 20/03/2017

Classification : **Confidential**

These information are intended as a summary of the travel security environment; however, the risks can change at short notice during a crisis or evolving situation

**Madrid**



**ORIENTATION**

Central Madrid is small and easy to get around. The heart of the city lies between the Prado Museum and the Royal Palace. The main business and banking area is located around Nuevos Ministerios, just off the main street of Paseo de la Castellana. The major tourist areas in the city are the Royal Palace, Puerta del Sol, Plaza Mayor, El Escorial and Huertas.

**SECURITY OVERVIEW**

Madrid, the capital of Spain, is a lively city, especially at night. Although violent crime against foreigners is rare, petty crime is a serious problem. Personnel should avoid the Lavapiés, Plaza Dos de Mayo and Calle Orense areas at night, and take precautions against pickpockets in the city centre. Security has been increased since the commuter train bombings in March 2004. Although the possibility of further attacks by Islamist militants remains low, they cannot be ruled out. There is also a risk of attacks by domestic terrorists, though these usually target government-related facilities and only pose an incidental risk to visitors.

**OVERALL RISK RATING**

**CRIME**

**TERRORISM**

**SOCIAL UNREST**

**HEALTH AND MEDICAL**



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**CRIME**

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Petty crime is a major problem in tourist-frequented locations such as the Atocha train station, Puerta del Sol, Santa Ana, in popular areas of old Madrid and on Plaza Mayor. Foreign personnel should keep an eye on their belongings at all times, especially at Barajas Airport, metro stations, local hotels and in El Rastro (Madrid's flea market), where thieves are known to operate. Pickpockets tend to operate in teams in places frequented by tourists, including hotels, the airport, sightseeing locations and ATMs. Children are sometimes involved. The crime rate is usually highest during the holiday periods.

Common distraction tactics employed by conmen include asking for directions; 'inadvertently' spilling something on to the victim; helping to clean up 'bird droppings' thrown by an unseen accomplice; or surrounding the victim in a crowded place. Only after the conmen have left does the victim realise that he/she has been robbed.

Although the incidence of sexual assault is very low, the authorities have warned of the availability of 'date-rape' drugs that can be used to spike a victim's drink.

**TROUBLE SPOTS**

Pickpockets operate on the crowded metro and buses and at the Rastro, the Sunday flea market. Pickpockets and muggers are a particular risk in the poorly lit streets off the Gran Vía in Old Madrid; the city's main shopping areas around Puerta del Sol; and at night in the areas of La Latina, Lavapies and Chueca, around the Plaza Dos de Mayo and in the Calle Orense. There are occasional muggings around Chamartin, Atocha and Norte railway stations, as well as in open spaces, notably the Casa de Campo and in the Azca commercial area in the city centre.

Drug-traffickers and tramps frequent underpasses, particularly at night. The crime risk is lower elsewhere, but visitors should take precautions against pickpockets and bag-snatchers at all times.

**TERRORISM**

As Madrid was directly affected by a major Islamist terrorist attack on 11 March 2004, when ten devices exploded on commuter trains in the city during the morning rush hour, killing more than 190 people and injuring 1,800 others. The bombings were carried out by extremists linked to the Moroccan Islamic Combatant Group (GICM), with links to international cells elsewhere in Europe and the Middle East. There is a credible risk of further attacks, though the capabilities of local security forces have developed considerably since 2004.

The Basque separatist group Euskadi Ta Askatasuna (ETA) group announced an end to its four-decade-old armed struggle in October 2011.

Under Jose Maria Aznar, the Spanish government's decision to participate in the US-led military campaign in Iraq arguably contributed to make it an even more attractive target for extremist Islamist groups. On 11 March 2004, 191 people were killed and more than 1,800 others injured when bombs exploded on the public transport network in Madrid. The socialist government that replaced Aznar's withdrew Spanish troops from Iraq, but this is not believed to have lessened the risk of a terrorist attack.

Home-grown radicals and returnees pose the primary terrorist threat. The authorities estimate that a number of Spanish jihadists left the country to fight with the extremist Islamic State (IS) movement in Syria and Iraq. The country's training of the Iraqi army in the fight against IS makes it an attractive target for terrorist attacks. Spanish authorities have already arrested several people in the North African enclaves of Ceuta and Melilla on suspicion of belonging to jihadist networks and recruiting individuals to join IS fighters.

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**SOCIAL UNREST**

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Trade unions, political parties and other interest groups frequently stage demonstrations over a range of issues in the capital. Demonstrations against budget cuts in the education and health sectors can be boisterous, particularly when they are initiated by civic groups such as the youth-led 15M, also known as Indignados, or by student organizations.

In 2011-12, such protests intensified alongside the growing social toll of austerity measures, to involve occasionally 'direct action' by leftist groups on perceived symbols of financial power of capitalism, such as banks. Although peaceful, anti-austerity rallies have witnessed frequent small-scale scuffles between security forces and ultra-left-wing, anti-capitalist groups since early 2013. Popular rallying sites in the city include Puerta del Sol, Plaza de España, Paseo del Prado, Plaza de Neptuno and Plaza de Cibeles, as well as key ministry buildings.

**HEALTH AND MEDICAL****Food and water precautions**

Travellers have a small risk of developing diarrhoea in any country. It may be advisable to drink bottled water only, especially on short trips. Always wash your hands with soap before eating, or use an alcohol-based hand sanitizer. See the following country-specific recommendations.

**Water and Beverages**

Tap water is considered safe.

**Food Risk**

Food is considered safe.

**Standard of Health Care**

The Spanish medical system offers an international standard of care. Medical facilities in smaller cities and towns may be limited, but there is a well-developed emergency internal medical transportation system.

English speaking physicians are often found in both the public and private facilities. Generally, public hospitals offer a broader and higher level of care than private hospitals, especially for major medical and surgical emergencies and highly complex procedures. However, the emergency rooms of public hospitals are usually crowded with long wait times. Waiting list for elective surgical procedures may be long.

Private hospitals are generally small to medium-size facilities with 40 to 150 beds. They will often have an emergency room, intensive care unit, surgical facility, EKG, laboratory and pharmacy. However, not all private hospitals have a fully staffed and equipped emergency room or intensive care units. Specialists are on call.

**Paying for Health Care**

Private physicians will usually expect cash payment. However, some medical facilities will accept credit card payments. Foreign insurance plans will not be accepted without a guarantee of payment.

Citizens of the EU and certain other countries where a reciprocal health agreement is in place are entitled to emergency public medical treatment, as per the old E111 form. As of January 2006, the form has been replaced with a European Health Insurance card, or EHIC. A valid card must be presented to take advantage of the agreement. Service under the EHIC may involve expenses that might be provided free of charge in your home country.

New regulations affect patients whose medical expenses would be covered by private insurance. Their private insurance will be claimed initially, and the public system will be claimed on an in-excess-of basis.

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**USEFUL TIPS**

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**Practicalities****DIALLING CODES**

- Country Code 34
- IDD Prefix (International Direct Dialling) 00

**EMERGENCY NUMBERS**

Ambulance	061/112
Fire	080/112
Police	091/112

**WORKING WEEK**

- Working week: Monday to Friday
- Banking hours: 09.00-14.00 and until 13.00 on Saturday
- Office hours: 09.00-19.00 with a two-hour lunch break at 14.00

**CLIMATE**

Spain has a warm Mediterranean climate. The summer (May-September) is hot and dry, particularly in the south. Cities in summer can be uncomfortably hot, notably Seville, where temperatures regularly exceed 40°C (104°F) in July-August. The winter is mild in the south, cool and rainy along the coasts, and cold on the central plateau (including Madrid) and in the northern mountains. There is often a sharp drop in temperature at night. Travellers can check the latest weather updates on the official meteorological agency's website.

**ELECTRICITY**

- Voltage: 220 volts
- Frequency: 50 Hz



## Language

There are five official languages in Spain: Spanish, Catalan, Euskera (Basque language), Galician and Valencian. Regional differences are strong and the use of Spanish may not be appreciated in all regions, notably in Catalonia autonomous community. English is the most commonly spoken foreign language; French can also be useful, especially in Catalonia. More people speak foreign languages in the capital Madrid and in Barcelona than elsewhere (with the exception of the coastal tourist resorts).

## Money

Spain is a member of the European Economic and Monetary Union and the euro is the official currency. ATMs accepting international cards are widely available. Credit cards and euro-denominated traveller's cheques, accompanied by a passport or an ID card, are widely accepted in larger hotels, shops and restaurants; MasterCard, American Express and Visa are commonly used. Smaller establishments may only accept cash. Currency can easily be exchanged at banks or currency exchange offices at hotels and resorts. Exchange counters at airports and railway stations have longer opening hours than those elsewhere.

## Cultural issues and etiquette

- Expect lunch and dinner to be served quite late, usually around 14.00-15.00 and 21.00 or 22.00 respectively.
- Meals are eaten late. Lunch – considered the main meal – is from 13.30, but usually taken after 14.30.
- The evening meal does not begin until at least 21.00. It is quite common for restaurants to be very crowded at midnight, particularly in summer months. Restaurants generally open no earlier than 13.00 and again at 21.00, except in coastal resorts that are accustomed to tourists.
- If you are invited to a home, decline initially. Accept if the invitation is repeated.
- Social events rarely start on time. Arrive about 15-20 minutes after the scheduled time for most non-business dinners and visits. Performances, such as plays and concerts, usually start on time.
- Bringing flowers, chocolates, wine or pastries to your host is appropriate. Avoid dahlias or chrysanthemums, which are reserved for funerals.
- Although casual dress is widely acceptable, it should be conservative. Shorts and very casual attire (T-shirts, jeans, athletic shoes) may be inappropriate.
- In some parts of the country, it is unlawful to wear swimming costume in the street.
- On the whole, Spaniards like to dress up for good restaurants and nightclubs. However, men will be allowed into most restaurants without ties and in smart casual clothes.
- Good topics of conversation include your travels and home country, sports, and family. Avoid other personal topics with people you have just met, and do not discuss religion or politics with recent acquaintances.
- Some establishments will use more alcohol in a mixed drink than other nations commonly use. Be aware when drinking to avoid over consumption.
- Some regional governments have barred the consumption of alcohol in the street.
- The use of Burka or Niqab is not allowed in some Town Councils building.



- Take account of Catalan, Basque and Galician sensibilities. For example, some Catalans and Basques do not appreciate being called Spaniards.

### Business Tips

- The Spanish workday can vary widely. Many people start rather late (09.30). Some offices slow or stop work between 14.00 and 16.00, reopening in the late afternoon (16.00 or 17.00). These employees often work into the evening hours. Check with your host to see what is customary for their organization.
- Due to schedule variability, it may be best to make appointments for mid-morning.
- Schedule appointments well in advance, and confirm them by phone, text message (SMS) or e-mail just before arrival.
- Arrive on time for appointments, but be prepared to wait. Spaniards are not always punctual, and their lateness is not considered rude.
- A handshake is the customary greeting, but Spanish men will add a pat on the back or hug when with close friends, while women often embrace lightly while kissing the air.
- Business cards are usually exchanged at first meetings, which are initially formal, but often quickly become informal, including the use of first names. Use titles and the formal 'usted' in Spanish until addressed with the familiar 'tu'.
- Have business cards printed in both English and Spanish, and present your card with the Spanish side facing your counterpart.
- Eating is primarily a social activity, and although business may be discussed it is best to wait until your Spanish partners initiate the conversation. Much of the meal may be spent building social relationships.
- Business dress is conservative: a dark suit for men, a formal dress, separates or a suit for women.
- Confirmation of business should be obtained in writing because a positive oral response is a standard courtesy.
- Business lunches are common, but not working breakfasts. Accept any invitation to lunch or dinner, though business will not necessarily be discussed. Invitations to a Spaniard's home for a meal are rare.



### TIPPING

- Tipping is not compulsory, but a small tip can be given for good service.

### COMMUNICATIONS

Public telephones accept euro coins and some accept credit cards. It is also often possible to make a local call from a café or bar (ask the bartender). All good-quality hotels have direct-dial telephones in every room and provide fax services. Mobile telephones are widely used and coverage is excellent in the main cities; most major international networks will have roaming arrangements with Spanish network operators. GSM services are provided by Orange, Movistar, Vodafone and Yoigo.

A number of internet cafés are available in the metropolitan areas. Wi-Fi facilities are available in airports, railway stations, bus depots, shopping centres and at various hotels. The postal system is efficient and reliable. Airmail to European nations generally takes five days. There are numerous courier services offering swift and guaranteed delivery. Mail can be held at a specific post office if addressed to Lista de Correos in that town. The address should include the town's province in parentheses: for example, Bilbao (Vizcaya) or Mérida (Badajoz). Travellers should use international courier agencies such as FedEx or DHL.

## EMBASSIES IN MADRID

### Embassy of Australia

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Torre Espacio Planta 24 Paseo de la Castellana, 259D  
Madrid 28046  
Spain

Phone: +34 91 3536600  
Fax: +34 91 3536692  
Email: [pilar.sanchez@dfat.gov.au](mailto:pilar.sanchez@dfat.gov.au)  
Website: <http://www.spain.embassy.gov.au/>

### Embassy of Belgium

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18 Paseo de la Castellana, 6th floor  
Madrid 28046  
Spain

Phone: +34 91 5776300  
Fax: +34 91 4318166  
Email: [Madrid@diplobel.fed.be](mailto:Madrid@diplobel.fed.be)  
Website: <http://spain.diplomatie.belgium.be/es>

### Embassy of Canada

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Torre Espacio, Paseo de la Castellana 259 D  
Madrid 28046  
Spain

Phone: +34 91 3828400  
Fax: +34 91 3828490  
Email: [mdrid@international.gc.ca](mailto:mdrid@international.gc.ca)  
Website: <http://www.Spain.gc.ca>

### Embassy of China

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Arturo Soria, 113  
Madrid 28043  
Spain

Phone: +34 91 5194242  
Fax: +34 91 5192035  
Email: [chinaemb\\_es@mfa.gov.cn](mailto:chinaemb_es@mfa.gov.cn)  
Website: <http://es.china-embassy.org/esp/>

### Embassy of Finland

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Paseo de la Castellana 15  
Madrid 1 E-28046  
Spain

Phone: +34 91 3196172  
Fax: +34 91 3083901  
Email: [sanomat.mad@formin.fi](mailto:sanomat.mad@formin.fi)  
Website: <http://www.finlandia.es/es/>

## Embassy of France

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Calle de Salustiano Olózaga 9  
Madrid 28001  
Spain

Phone: +34 91 4238900  
Fax: +34 91 4238901  
Email: [chancellerie@ctv.es](mailto:chancellerie@ctv.es)  
Website: <http://www.ambafrance-es.org>

## Consulate of France

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Calle Marques de la Ensenada 10  
Madrid 28004  
Spain

Phone: +34 91 7007800  
Fax: +34 91 7007801  
Email: [ecrire@consulfrance-madrid.org](mailto:ecrire@consulfrance-madrid.org)  
Website: <http://www.ambafrance-es.org/>

## Embassy of Germany

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Calle de Fortuny 8  
Madrid 28010  
Spain

Phone: +34 91 5579000  
Fax: +34 91 557 90 70  
Email: [info@madrid.diplo.de](mailto:info@madrid.diplo.de)  
Website: <http://www.madrid.diplo.de>

## Embassy of Italy

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Calle Lagasca 98  
Madrid 28006  
Spain

Phone: +34 91 4233300  
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Email: [segreamb.ambmadrid@esteri.it](mailto:segreamb.ambmadrid@esteri.it)  
Website: [http://www.ambmadrid.esteri.it/Ambasciata\\_Madrid](http://www.ambmadrid.esteri.it/Ambasciata_Madrid)

## Embassy of Japan

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Calle Serrano 109  
Madrid 28006  
Spain

Phone: +34 91 5907600  
Fax: +34 91 5901321  
Website: <http://www.es.emb-japan.go.jp/>

**Embassy of Netherlands**

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Phone: +34 91 3537500  
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Email: [mad-info@minbuza.nl](mailto:mad-info@minbuza.nl)  
Website: <http://spanje.nlabassade.org/>

**Embassy of South Africa**

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Madrid 28006  
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Phone: + 34 91 4363780  
Fax: + 34 91 5777414  
Email: [embassy@sudafrica.com](mailto:embassy@sudafrica.com)  
Website: <http://www.sudafrica.com>

**Embassy of Sweden**

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Email: [ambassaden.madrid@foreign.ministry.se](mailto:ambassaden.madrid@foreign.ministry.se)  
Website: <http://www.swedenabroad.com/es-ES/Embassies/Madrid/>

**Embassy of Switzerland**

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Calle de Nunez de Balboa 35 A, 7th floor, Edificio Goyath  
Madrid 28001  
Spain

Phone: +34 91 4363960  
Fax: +34 914363980  
Email: [mad.vertretung@eda.admin.ch](mailto:mad.vertretung@eda.admin.ch)  
Website: <http://www.eda.admin.ch/madrid>

**Embassy of United Kingdom**

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Torre Espacio, Paseo de la Castellana 259D  
Madrid 28046  
Spain

Phone: +34 91 7146300  
Fax: +34 91 7146301  
Email: [spain.consulate@fco.gov.uk](mailto:spain.consulate@fco.gov.uk)  
Website: <http://ukinspain.fco.gov.uk/en/>

## Embassy of United States

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Calle Serrano 75  
Madrid 28006  
Spain

Phone: +34 91 5872200  
Fax: +34 91 5872303  
Website: <http://madrid.usembassy.gov/>

## Document sources

### Control Risks

<http://www.travelsecurity.com>

<https://www.internationalsos.com>

### CIA

<https://www.cia.gov/library/publications/the-world-factbook/>

### Département fédéral des affaires étrangères (DFAE)

<https://www.eda.admin.ch>

### Switzerland global enterprise

<http://www.s-ge.com/suisse/export/fr>

### France Diplomatie

<http://www.diplomatie.gouv.fr/fr/dossiers-pays/>

## Articles for latest developments

<http://www.travelsecurity.com>

## Legend of the risk analysis (internal scale)

Low risk	1	No impact on the course of business.
Medium risk	2	Businesses follow a normal process but may be sporadically impacted or slowed down by malfunctions related to authorities or suppliers.
Medium-high risk	3	Business cannot be completed in a normal way, it is impacted on regular and long durations (+ 1 week). Personnel security cannot be guaranteed at all times. Staff must be informed of the behavior to be followed in the event of an emergency and of any protective measures (work at home, grouping of journeys, and cessation of activity).
High Risk	4	Complete shutdown of business and personnel security is not assured. Repatriation of business in another market on the same basis as the expatriate staff of the house.