



SECURITY
COLOMBIA

Security Overview

SANTIAGO

September 2024

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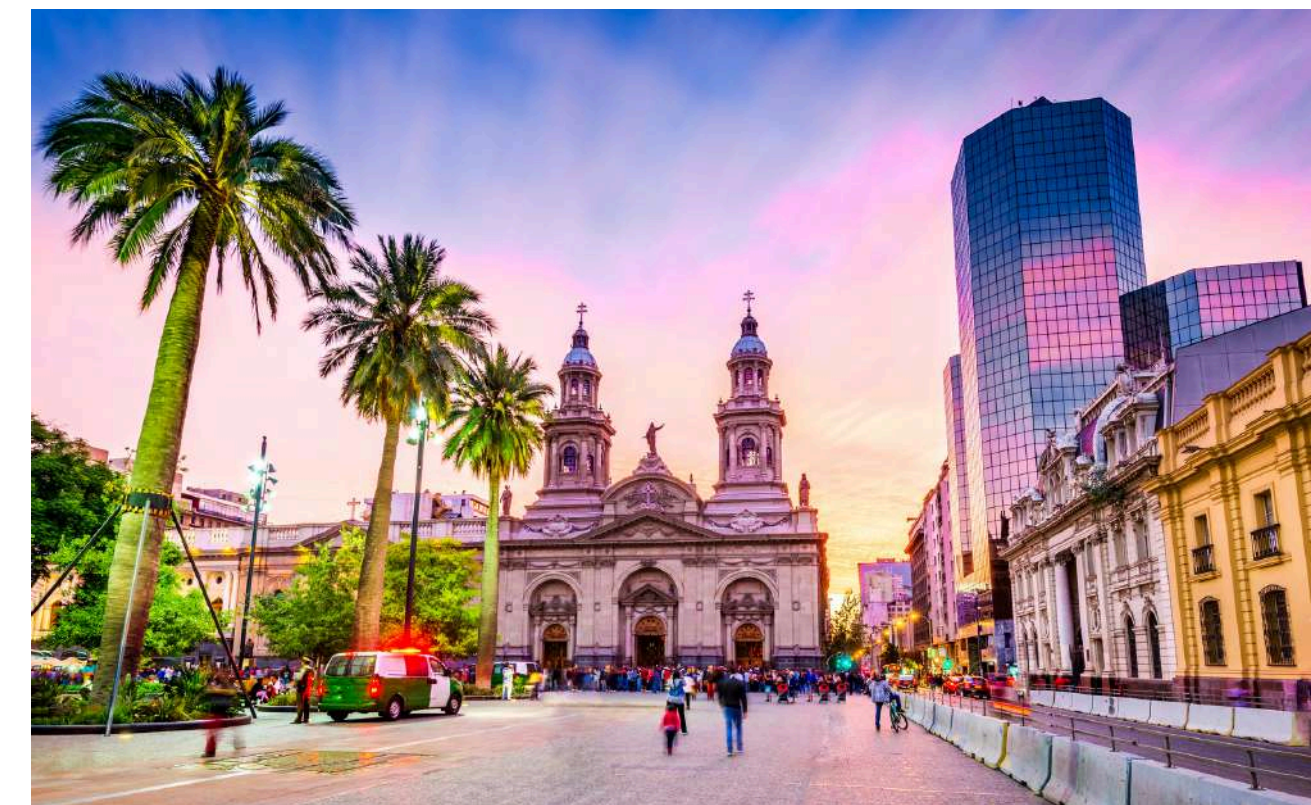
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The Security Overview Santiago 2024 aims to conduct a statistically based analysis of the city's security situation in order to build prospective scenarios.

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1. Situational Analysis

In this document the Unidad de Análisis Político y Seguridad Corporativa (UAPSC) of 3+SC will carry out a Security Overview for Santiago, analyzing the dynamics that impact security, risk generating factors and criminal behavior based on statistics, with the main objective of making known the security situation of the city in order to establish prospective scenarios and recommendations that are useful for the management, treatment and control of risks.

The city of Santiago is the capital of Chile and the most populated city in the country, which means that foreign investment comes primarily to this city, and at the same time many of the largest national companies have their center of operations in the metropolitan area.

The population and economic density means that criminal structures come to the city of Santiago to take advantage of the possibilities that open up to exploit illicit rents. So far in 2024 there have been incidents of insecurity that have worried both the inhabitants of the Metropolitan Region of Santiago and its leaders, as for example in August in the area surrounding the Chilean capital there were 22 homicides in 10 days. This provoked the governor of the Metropolitan Region of Santiago, Claudio Orrego, who is close to the center-left movement of President Boric, to request assistance from the national government to confront this wave of crime related to organized crime (El País, 2024).

The perception of security of the citizens of the Metropolitan Region has been deteriorating according to the National Urban Survey of Citizen Security (ENUSC) conducted by the Subsecretaría de Prevención del Delito and the Instituto Nacional de Estadísticas:



Perception of insecurity in the country has increased by

86%



Perception of insecurity in the communes has reached

72.6%



Perception of insecurity in neighborhoods reaches

57.9%



10.3%

of respondents state that they or some member of their family has been a victim of robbery with violence or intimidation



2. Crime Analysis

High-impact crimes in Santiago 2024

Increase:



Based on figures provided by the Centro de Estudios y Análisis del Delito (CEAD), it is possible to show that between January and March 2024, three high-impact crimes experienced an increase.

CRIME STATISTICS IN SANTIAGO	YEAR 2022	YEAR 2023	VARIATION % 2022 VS 2023	JAN-MAR 2023	JAN-MAR 2024	VARIATION % JAN-MAR 2023 VS 2024
Homicides	47	42	-11%	15	5	-66%
Theft Froms Persons	10984	13767	25%	3151	3448	9%
Threats	2895	2953	2%	694	777	12%
Residential Theft	479	359	-25%	99	101	2%
Motor Vehicle Theft	5183	4129	-20%	1097	843	-23%
Retail Theft	1206	1298	8%	290	275	-5%
Total	20794	22548	8%	5346	5449	2%

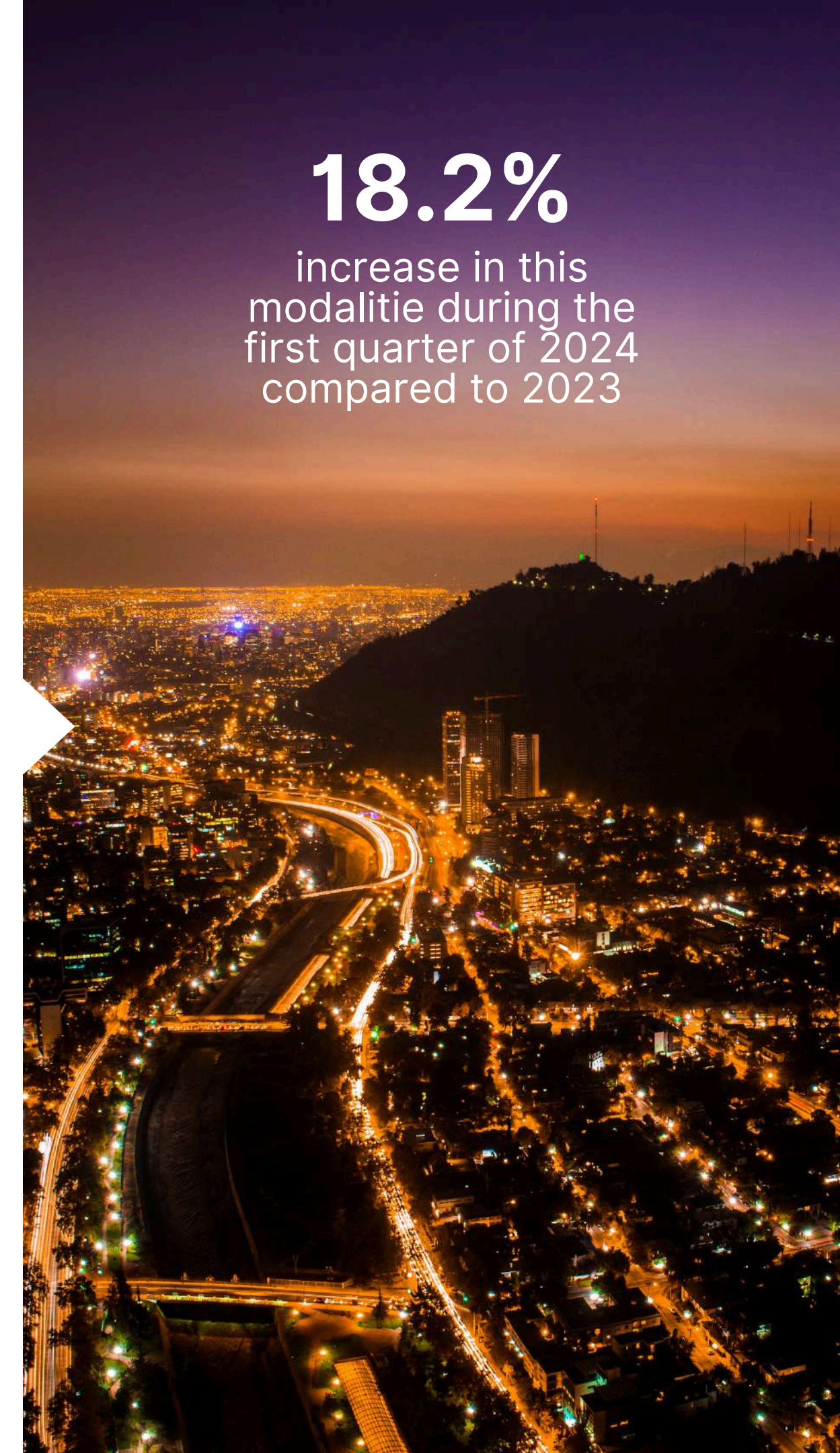
Source: Own elaboration with information from the Centro de Estudios y Análisis del Delito (CEAD).

Note: Figures subject to change based on source update processes.



2.1 Theft from persons

One type of robbery that has persistently occurred in Santiago is the so-called “lanzazos” in which the offender takes the victim by surprise and quickly removes his personal items, thus consummating the crime. 3,840 robberies were carried out with violence. For Eduardo Hernandez, manager of the company specialized in crime prevention ALTO, this type of crime does not generate a high level of violence but it does worsen the perception of security of citizens ([El Reporte Diario](#), 2024).



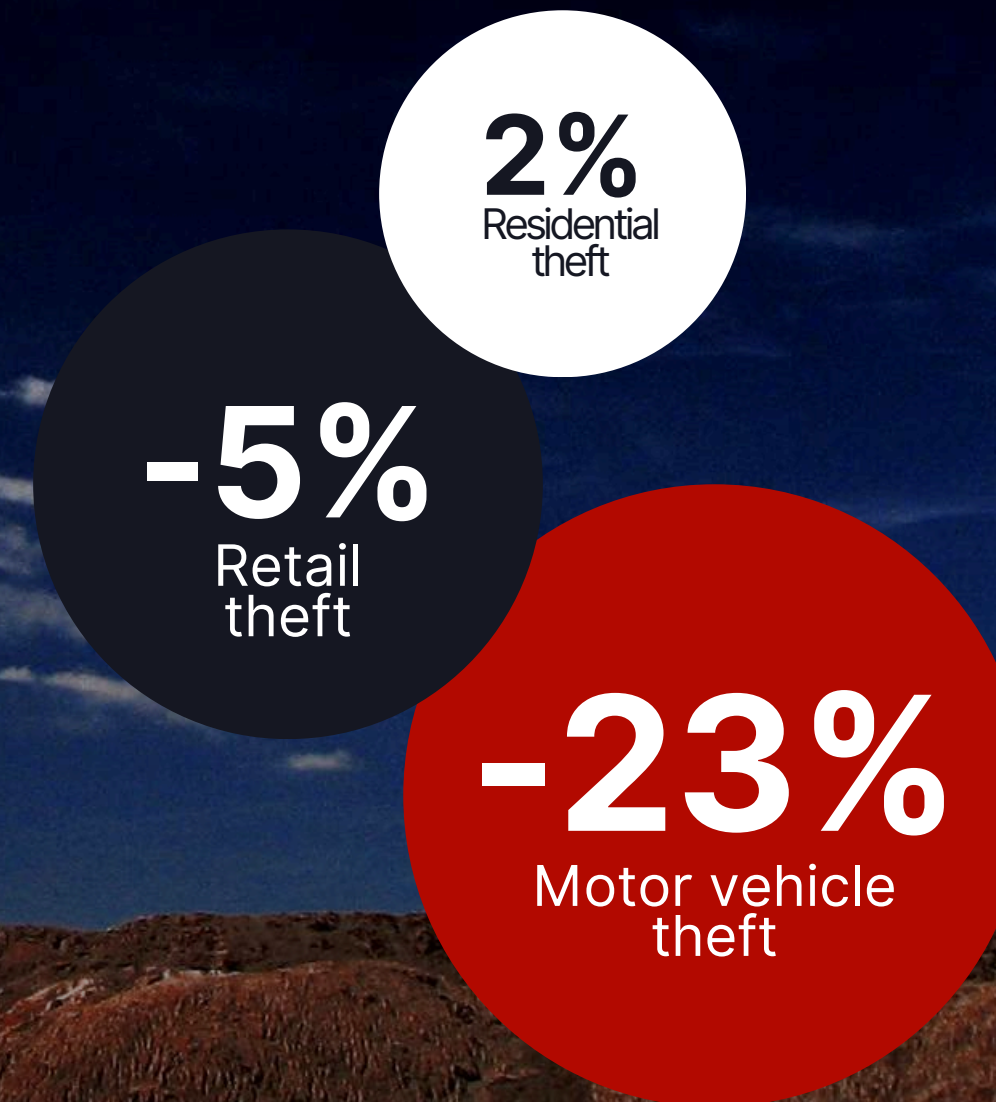
18.2%

increase in this modalitie during the first quarter of 2024 compared to 2023

2.2 Theft in different modalities

Regarding retail theft, there have been reports by the press, as well as by the authorities, about a modality that has become recurrent in recent times called "Turbazos". This consists of an assault on a store by several people who enter the establishment and quickly and intimidatingly loot the place of products and money. This modality has evolved, and criminals have begun to use this tactic to enter the homes of individuals to steal their belongings quickly (El País, 2024).

Variation 2023 vs. 2024



Cases january-march:



101

Residential theft



843

Motor vehicle theft



275

Retail theft



-11%

Variation homicides
2022 vs. 2023



-66%

Variation january-march
2023 vs. January-
march 2024



5

Homicidios 2024

2.3 Homicides

Due to the wave of homicides experienced by the city of Santiago in 2024, different authorities have requested greater intervention from the national government to make available some resources from the national budget to support crime control in the city. For example, several mayors of the Metropolitan Region have asked the Ministro del Interior, Carolina Tohá, to make available the country's military capabilities to deal with the crime that is increasing every day in the territory. The mayoress of Peñalolén, a municipality east of the Santiago metropolitan area, called for the use of the technologies and some logistical processes of the national army to support the monitoring and patrolling of the Santiago metropolitan area.

In response to this, the Ministro del Interior replied that the government of President Boric has never seen with bad eyes the possibility of collaborating in this way, however, in order to carry it out in a legitimate and legal way, a State of Emergency should be called in the Metropolitan Region, and according to experts in both the Police and the Army, this would not be so beneficial ([El País](#), 2024).

2.4 Extortion, kidnapping and threats

According to figures from the Ministerio Público de Chile, kidnapping in the country suffered a 68% increase between 2021 and 2022, the most significant in a decade. By 2023, 850 cases were registered in the trans-Andean country, and its capital, Santiago, is one of the territories most affected by this. One of the most recent cases was the kidnapping of Venezuelan ex-military officer Ronald Ojeda by the Venezuelan transnational criminal group “Tren de Aragua” in Maipú, in the southwest of Santiago. The criminals subsequently killed Ojeda in one of the so-called “torture houses” they have in this sector. Authorities have yet to determine the motive for this particular crime, however, investigations by the Fiscalía suggest that it was all orchestrated by alias “El Turco” from the city of Bogota in Colombia. For the specialized portal Insight Crime, the wave of kidnappings that have occurred has been correlated with the arrival and expansion of the Aragua Train's operations, as this criminal group uses kidnapping, extortion and threats as a way to show power and presence in Santiago ([Insight Crime](#), 2024).





3. Risk Generating Factors

3.1 Micro-trafficking and criminal groups

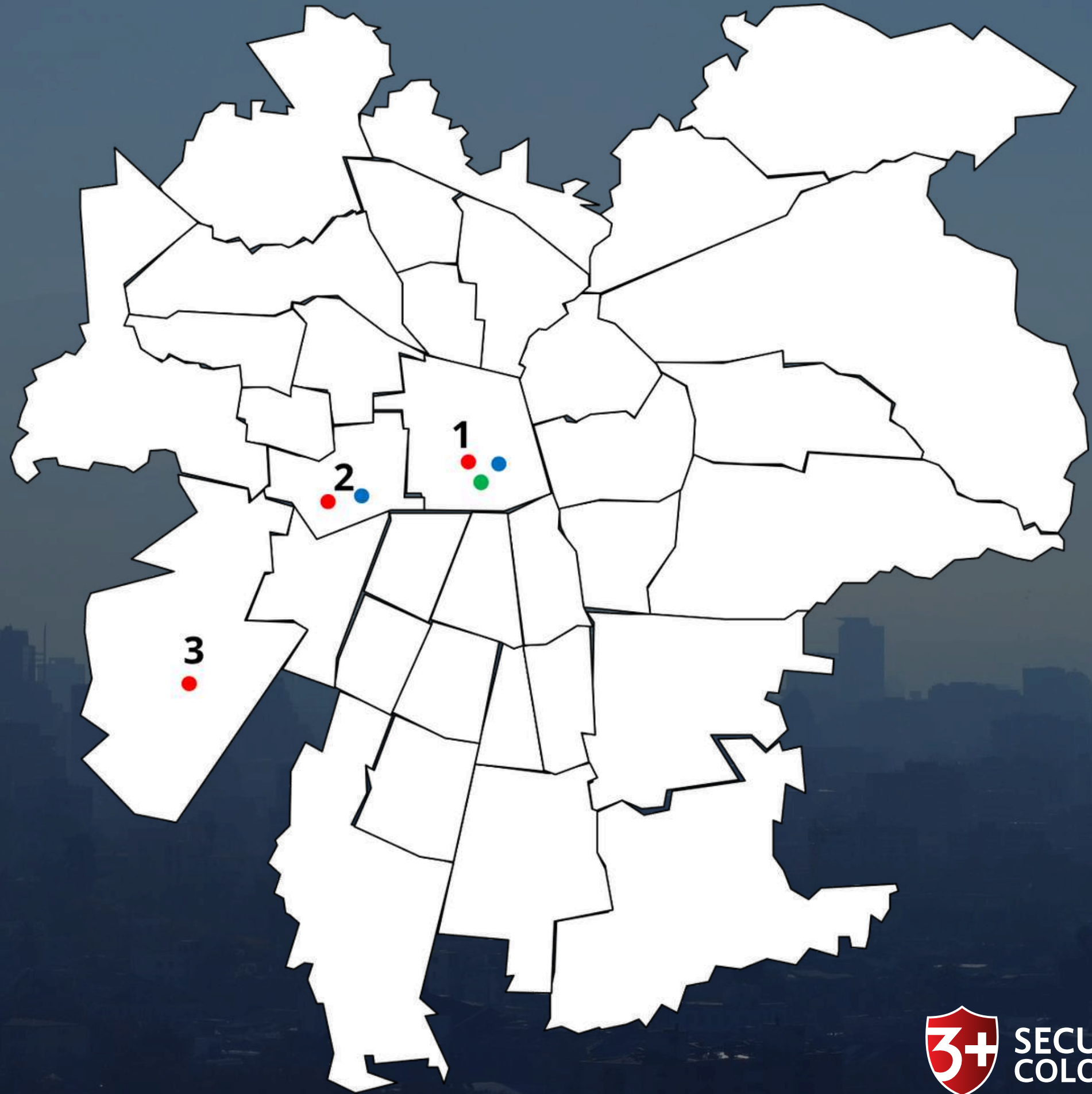
Distribution of GDO and GDCO in Santiago

According to security experts in Chile, since the social outbreak in 2019 and the pandemic in 2020, transnational organized crime groups have been settling in the country, especially in the capital. This because of the possibilities of having easily accessible illicit rents such as drug trafficking, kidnapping or extortion. Although in the past there were already some common crime groups in the territory that handled this type of illegal business, the arrival of transnational groups has made the situation even more complex, increasing the number of violent crimes such as homicides, extortions, kidnappings, personal injuries or threats. The main groups that have arrived from other countries and have begun to have a presence in the city of Santiago are the “Tren de Aragua” from Venezuela, “Los Espartanos” from Colombia and “Los Pulpos” from Peru. Territorial disputes have become one of the main factors generating violence among these transnational criminal groups, leading to violent confrontations with high caliber weapons in order to gain the upper hand over their rivals. It should be clarified that Chile, having the status of being one of the safest countries in the region, does not have as much experience in combating this type of risk, while the territories from which criminal groups arrive have a long history of deep conflicts, so the impact of their actions profoundly affects the perception of security of the inhabitants of Santiago ([DW](#), 2024).

Interference of transnational criminal groups in the municipalities of the Santiago metropolitan area

- Tren de Aragua
- Los Pulpos
- Espartanos

- 1: Santiago Centro
- 2: Estación Central
- 3: Maipú



3.2 Social Unrest

In past years there have been large citizen mobilizations, such as those that occurred in 2019, which began due to the discontent of university students with the high price of public transportation in Santiago, and then evolved into a popular demand for the socioeconomic model of the country.

This social outburst also resulted in riots and clashes between protesters and the security forces, which generated insecurity for the rest of the citizenry. In more recent times, similar events have taken place as the social changes promised by President Boric, and by the Asamblea Nacional Constituyente in charge of drafting the new constitution, have not arrived in the timeframe people expected.

For example, in April multiple unions, labor unions and student associations marched through the streets of downtown Santiago to demand Congress to unblock the social reforms being processed in the legislature, and thus fulfill the promises made by the executive ([France 24, 2024](#)).



4. Risk Level

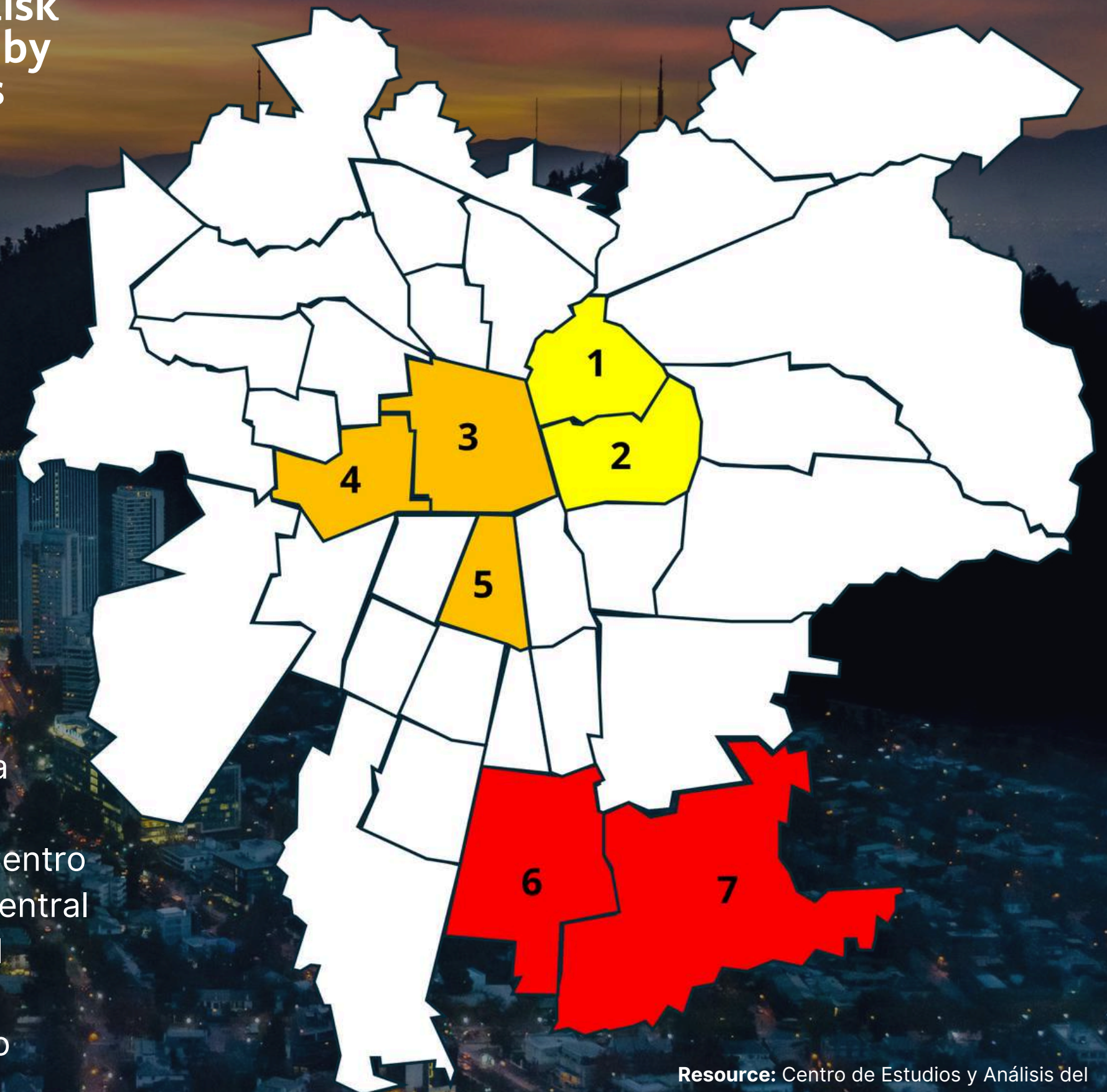
Risk Analysis

The purpose of the risk level analysis is to identify the areas where, according to institutional statistics, there is a greater likelihood of violence and high-impact crime. In the case of this Security Overview-Santiago, the characterization will be based on security and crime statistics from the Centro de Estudios y Análisis del Delito (CEAD) and the Ministerio del Interior. The most problematic areas of the city will then be identified through two indicators: homicide and theft from persons.

Santiago Risk Level Map by communes




- HIGH
- MEDIUM /HIGH
- MEDIUM

- 1: Providencia
- 2: Ñuñoa
- 3: Santiago Centro
- 4: Estación Central
- 5: San Miguel
- 6: La Pintana
- 7: Puente Alto





**Analysis of the dynamics of risks in the city of Santiago de Chile so that companies can evaluate their operations
(qualification based on ISO 31000 and quantitative risk analysis).**

Risk	Main factors that generate risk	Consequences	Implications for private companies	Risk Level
 <p>Deterioration in the security situation</p>	<ul style="list-style-type: none"> • Unemployment. • Presence of transnational criminal groups • Influence of the micro-trafficking phenomenon in common and organized crime, developing networks of hired killings and their strengthening. 	<ul style="list-style-type: none"> • Citizen distrust • Decrease in local and foreign investment in the city. • Affectation of small and medium-sized businesses. • Decrease in tourism potential. • Increase in complaints of extortion, threats and homicides. 	<ul style="list-style-type: none"> • Potential impact on the supply or value chain due to the permeability of crime. • Non-fulfillment of services or commitments. • Leakage of personnel with intentions of harming companies. • Fear of market expansion due to criminal networks. 	<p align="center">High</p>
 <p>Impact on the economic and financial system</p>	<ul style="list-style-type: none"> • Corruption in the public and private sector. • Increasing poverty and inequality. 	<ul style="list-style-type: none"> • Decrease in foreign investment in the city. • Low wages. • Labor informality. • Inflation. • Limitation and inadequate use of public space. • Low business generation. 	<ul style="list-style-type: none"> • Reduced demand for services and products. • Decrease in revenues. • Increased costs due to phenomena such as inflation. • Limitation of operating capacities. 	<p align="center">Medium-High</p>
 <p>Social protest</p>	<ul style="list-style-type: none"> • Dissatisfied communities • Failure to comply with agreements between citizens and the government. • Insufficient government management and lack of public resources. 	<ul style="list-style-type: none"> • Governmental destabilization. • Interruption of economic activities. • Increase in public spending. • Increased violence. • Resurgence of social conflicts. 	<ul style="list-style-type: none"> • Financial losses. • Affectations in the supply chain. • Unfavorable business climate. • Loss of business opportunities. 	<p align="center">Medium</p>

5. Foresight Design



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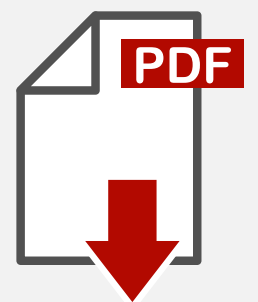
Santiago de Chile is a metropolis with a diverse population and high density, which generates significant challenges in terms of security. In recent years, public policies have been implemented that have contributed to the reduction of violent crime, which has helped to partially restore citizens' trust in institutions. However, the perception of insecurity persists, especially with regard to common crimes such as robberies and assaults. Despite improvements in public safety, many citizens continue to feel unsafe when carrying out everyday activities, such as withdrawing money from ATMs or using their cell phones on the street. These incidents have generated a sense of vulnerability among the population, which is reflected in the concerns expressed by citizens.

Organized crime also represents a major challenge in Santiago, with powerful foreign criminal gangs such as the “Tren de Aragua” increasing their presence in certain communes. This phenomenon has contributed to a climate of violence and the perception that security policies are not fully effective. Activities related to drug trafficking and other forms of organized crime affect security in several areas of the city.

The local administration must address Santiago's complexity and diversity in formulating effective security policies. It is essential that these strategies not only focus on combating organized crime, but also address the daily concerns of citizens, thus improving the quality of life and security in the Chilean capital.

Initiatives carried out by different leaders of the Santiago metropolitan area such as collaborating with the national government to have Army resources to fight organized crime should be evaluated so that there can be fluid communication and multisectoral solutions to such serious problems. Proposals such as that of the national government to allocate resources for the construction of a more robust penitentiary center that can better accommodate criminals may prove to be a good alternative to combat this problem that afflicts the people of Santiago.

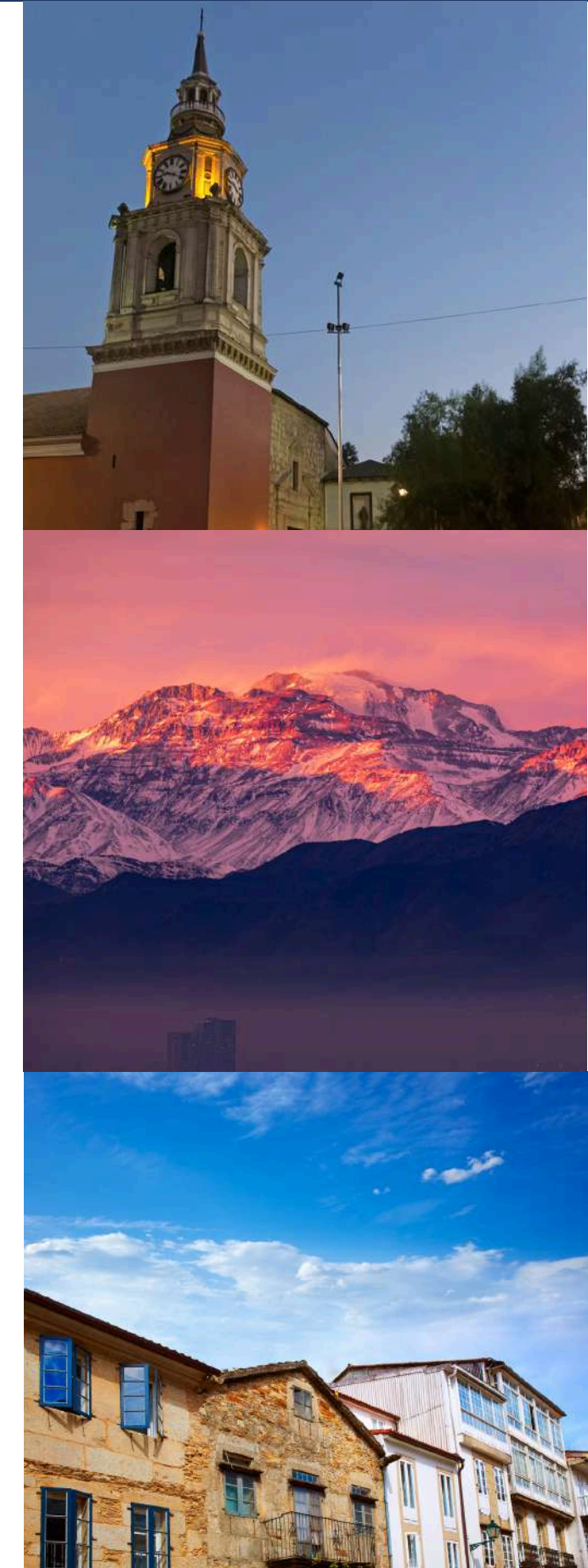
***Find the full
version of this
document here:***



6. Recommendations

- 1** Always maintain a high degree of situational awareness, which allows you to identify risks or threats derived from situations external to the place or areas where you travel.
- 2** Taking into account the description of the Risk Level provided in this document, identify the communities with a high risk level. This in order to foresee safety and self-care plans.
- 3** In case of travel in a private vehicle, perform a route analysis and have alternate routes that allow you to resolve any new developments on the route.
- 4** Do not transit or travel late at night.
- 5** For the movement of expatriates or foreigners within Santiago, evaluate the likelihood of having systems to monitor their movements remotely from a Command Center.
- 6** If you are in crowded places such as restaurants, shopping malls or bars, always take care of your personal belongings and avoid conversations with people who suddenly ask for favors or want to approach you.
- 7** Avoid having detailed or sensitive information about your family members and the organization you work for on your cell phone.
- 8** Be careful with the information you publish on your social networks, bearing in mind that the less privacy you have, the greater the risk of extortion or kidnapping.
- 9** If you are a victim of telephone extortion, do not hang up, try to take notes, do not give your name or your identity number and, if possible, record the call.
- 10** If you are a victim of threats in any of its modalities, contact the authorities immediately and do not give in to the requests of the criminals.
- 11** If possible, train yourself in defensive and evasive driving to increase your ability to save your life or that of your family in the event of an assault on public roads.
- 12** If you find yourself in a highly vulnerable situation and prone to be a victim of robbery, mugging or robbery, do not put up any resistance.

Note. The investigative work and analysis recorded in this security assessment is exclusive to **3+ Security Colombia**. Therefore, it is recommended not to disclose the document in question.





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