

	AUTHORITY AND RESPONSIBILITY	Anex 02
		Versión: 01
		Date: 10/02/2017

It is the Responsibility of all employees, customers and suppliers of **QUINTA GENERACIÓN S.A.S Y JAIMES COBOS SONIA** to implement good practices and Procedures to meet Sustainable Tourism practices. For This reason, the following Commitments need to be Understood in Their respective areas.

1. SOCIAL

- Support Behaviors That Contribute to good relations in the workplace, tolerating Differences in people.
- Respect the People that come in contact With **QUINTA GENERACIÓN S.A.S Y JAIMES COBOS SONIA**, Regardless of race, creed, gender, status, etc.
- Maintain a friendly and respectful attitude towards co-workers, suppliers and customers.
- Report any anomalies That May Affect any issues related to this social category, taking into account sex tourism and the exploitation of child and adolescent labor.
- Meet safety standards
- Not engage in discussions with superiors, employees, suppliers in public. If we do not Agree with an observation, WAIT UNTIL That the person is calm to try to reason and Demonstrate your point of view privately.
- Respect hierarchies, ages and others, since These protocols must Also be Followed with respect to the elderly, Regardless of That position the the elderly exercise.
- Inform suppliers and customers about sustainability Commitments by the company acquired. Let them know our Efforts towards the environment, in areas of print Placing and electronic communication, symbols and indicators of our commitment. This way you Also will Contribute to Their awareness and sustainability education.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

2. ECONOMIC

- Comply with the guidelines set by General Management, as it Relates to the economic development of the company.
- Report any problem or failure That Could adversely impact the economy of the company.
- Propose, actions related to sustainability, which lead to generating additional revenue for staff, the company, the suppliers or local community in Which it Operates

3. ENVIRONMENT

- Respect the office areas and Their environment, Assigned for specific activities (eg. disabled parking, etc.).
- Help conserve and illicit trafficking.
- Help keep the the places and artifacts defined culture as heritage of the country and the illicit trafficking therein.
- conserve and Properly use culture the heritage artifacts That are found Within the company.
- Choose materials, inputs and products That eats from renewable resources, manufactured by Processes That use a minimum of water and energy or are products coming from recycled materials. "Seal Biodegradable or recyclable or environmentally friendly raw materials."
- Acquisition of computers take into account the That health of workers (eyesight, for example) and the environment (energy saving systems, noise reduction, etc.).
- Promote knowledge about "green "labels.
- Do not use cleaning products That hurt the environment such as non- phosphate detergents or corrosive products.

3.1 Water

- ✓ Properly close the faucet handles.
- ✓ When you brush your teeth or wash your hands, do not leave the taps open, preferably use a glass. On average 19 liters of His saves water.
- ✓ Do not use water to move debris into the garbage disposal of the sink. It must be thrown into a Collected and garbage can of organic waste.
- ✓ When washing the dishes use the minimum amount of detergent.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

- ✓ Do not use the toilet as a garbage dump for napkins, cigarette butts, tissues, feminine products, etc.
- ✓ Properly use water saving systems installed in public and private toilets (dual flush systems or voluntary interruption discharge toilets), using adequate water for each need.
- ✓ Add to the toilet tank water saving devices or change the toilet tank for a smaller one ... if it is .example 16 liters, exchange it to 6-liter tank.
- ✓ do not discharge harmful substances in sinks or toilets and educate About the correct way to dispose of harmful substances.
- ✓ In meetings do not serve glasses of water, wait for the request so as not to waste if it is not it wanted.
- ✓ Reduce consumption of plastic water bottles. Reusing the same bottle, filling it from the water cooler or faucet is more economical and less harmful on the environment.
Control Agency of the water consumption through billing.
- ✓ Select dry cleaning methods That Promote or low water requirements.
- ✓ A periodic preventive maintenance reviewing the status of all the water and sanitation facilities
- ✓ Report through the Appropriate channels water leaks.
- ✓ Apply informative instructions Regarding saving water THROUGHOUT the Agency.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

3.2 Energy

- ✓ Turn off lights when not needed and use natural light as long as possible.
- ✓ Configure computers in "energy saving", with this we can reduce electricity consumption up to 50%.
- ✓ Adjust the brightness of the monitor screen to medium.
- ✓ Turn off screen monitors when you are not using (meetings, training, etc.).
- ✓ Set wallpaper in dark tones and black screensaver (screensaver preferably black "Empty"). It is desirable to set it to activate after 10 minutes of inactivity.
- ✓ Keep appliances clean and office tools. Keep clean computer keyboards and printers will help maintain its good working and avoid waste of time, waste of energy and materials.
- ✓ Turn off computers, printers and other electrical equipment when not in use and once the Day finished work.
progressively Replace saving bulbs old incandescent bulbs and fluorescent tubes, using inefficient technology that gives off more heat than light (against which, among other things, have to fight air conditioning in summer).
Use separate switches to light only needy areas of the same area.
- ✓ Preferring to clear for office walls this reduces the need for artificial light colors.
- ✓ Disconnect chargers teams when they have finished loading
- ✓ Disconnect all electrical appliances you not using or end working hours and during weekends, when connected consume energy (although not on).
- ✓ Keep clean the bulbs and fluorescent tubes and use lamps and translucent sconces instead of opaque, thus increase the effectiveness of lighting artificial.
- ✓ When required purchase computer equipment keep mind that a laptop uses 50% less than one table or flat screen consumes between 50-70% less than conventional.
- ✓ Perform periodic preventive maintenance reviewing the status of all facilities energy sources.
- ✓ Report to the Directorate detected damage, sources, equipment or power conductors.
- ✓ Apply the reporting instructions regarding energy saving diffuses the Agency.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

3.3 Waste / paper

- ✓ Purchase recycled paper or not is bleached with chlorine.
- ✓ Use as possible leaves 70g / m² instead of 90g / m², allowing a reduction of more than 10% of the amount of paper used.
- ✓ Separate and deposit waste in places assigned.
Print only when required maintain physical copies of documents and network sharing information with other processes or colleagues to avoid printing several times the same documents.
Print on both sides of sheets of paper when possible, using the savings option ink for printing.
- ✓ printing in draft quality and in black and white to avoid wasting ink and paper facilitate reuse.
- ✓ Reducing the size of the documents and sources when printing or photocopying. Besides a reading of the information to configure and correct screen before printing
- ✓ Use electronic media to the extent possible, to reduce the use of printers and faxes.
- ✓ Implement reception virtually the resumes and supporting documents that can be filed electronically or they will be removed immediately activity (interview, analysis of a quote, etc.) is completed
- ✓ Schedule measurement campaigns paper consumption, giving incentives to those areas that have the lowest rate consumption in proportion to the process type and number of people in it.
- ✓ Coordinate with general service staff, differentiation least organic, ordinary and recycling bins or bins green and blue, gray waste.is important that the personnel aware of what the waste generated and how they will manage.
- ✓ Include reuse in daily activities, to the extent possible, of waste generated or already used and potentially disposable resources, give them alternative uses (Ex: boxes, folders, envelopes, binding, clip, etc.)
- ✓ Subscribe to electronic versions of newspapers, magazines and other publications, when only physical publication is in form providers, media and others who want receive only one copy of each publication. Must be well organized library so that all staff can easily and quickly consult publications coming.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

- ✓ Replace paper towels air hand dryers, towels or cloth towels made from recycled paper.
- ✓ Perform preventive maintenance office equipment, particularly printers and photocopiers to avoid wastage of paper frequent breakdowns.

4. CULTURAL

- Inform tourists about the true values and traditions of the community
- Sensitize and explain to staff about the damage that can cause tourism to the community and how avoid. Staff report visitors about local culture.
- Communicating the tourist to avoid making negative donations to local customs as modern games for children, candy, outdated medicines, money, etc.
- Encourage the purchase by the tourist product and local handicrafts.
- inform the customer when visiting religious monuments, trybe dressed soberly, and ensure that it is allowed to take photos. This way you avoid problems with the locals. Enjoy your trip with open mind and a willingness to learn and enjoy.
- Invite the client to open to other cultures and traditions of theirs.
- help preserve the natural environment. Protect the flora and wildlife and their habitat, and do not buy products made from endangered plants or animal products. Avoid taking photographs with wildlife, it can cause these species move away from the place and not return, with the damage that will be harder for the next group of tourists observe these species.
- Respect cultural resources. Tourism activities should be conducted with respect for the artistic, archaeological and cultural heritage.
- Avoid tempted to take pieces of archaeological remains, plants, flowers, as if every tourist who visited the site a sample will take, very soon cease to exist recourse.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

AUTHORITY RELATING SO SUSTAINABILITY

Only the General Manager or their representatives to the management system are authorized to modify or establish guidelines related to sustainability.

OTHER COMMITMENTS WITH SUSTAINABILITY

Do not commercialize or traffic illegally with cultural property, as it is penalized by means of Colombian Laws, decrees and resolutions, specifically the laws of prevention and protection of the patrimony: Law 103 of 1991 and its decree 904 of 1991, law 397 of 1997 and its decree 833 of 2002, law 1185 of 2008.



Do not commercialize or traffic with wildlife species, as it is penalized by Law 17 of 1981 and by Ministerial Resolution No. 1367 of 2000. Decree 1608 can not be hunted, kept as a pet and / or transported. Wildlife individual. Report and prevent trafficking of flora and fauna. Law 599 of the 2000 Colombian Penal Code. Law 165 of 1994 United Nations Convention on Biological Diversity.



We protect the rights of a person or group of people, community or people, who are harmed in acts of racism or discrimination law 1482 of 2011 and law 1752 of 2015 criminal punishment for those who perform acts of discrimination against people with disabilities.



QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

Keep in mind that exploitation, pornography, and sex tourism with children and adolescents is illegal, as it is penalized through Law 1336 of 2009, which strengthens Law 679 of 2001.



In development of the provisions of Article 17 of Law 679 of 2001, the organization warns the client that the exploitation and sexual abuse of minors in the country are penalized and administratively sanctioned, in accordance with the laws in force. Likewise, and in order to comply with Resolution 3840 of December 24, 2009 and according to Article 1 of Law 1336 of July 21, 2009, the organization adopted a model of Code of Conduct, in order to prevent and prevent the sexual exploitation of children and adolescents in tourism.

If you want to visit some Site or Natural Areas, keep in mind:

- ✓ Speak in a low voice.
- ✓ Avoid consuming any type of food or drink.
- ✓ Have a responsible behavior with the environment.
- ✓ Do not collect plants belonging to the habitat you visit.
- ✓ The waste generated during your visit, put it in a bag and bring it back with pleasure back to the establishment, here you will have an adequate form.

OTHER DUTIES

Mr. Customer, we inform you that you must:

1. Make proper use of the event facilities.
2. Make rational use of natural resources .
3. Respect the social spaces of the establishment .
4. Comply with the contractual conditions for the provision of the service.
5. Respect human rights. Any form of exploitation violates the fundamental objectives of tourism. Child sexual exploitation is a punishable offense, both in the place where it is carried out and in the country of residence of the person who commits it.
6. Help preserve the natural environment. Protect the flora and fauna and their habitat, and do not buy products made from endangered plants or animals. Avoid taking pictures with the fauna, it can cause these species to move away

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

from the place and not return, with the prejudice that it will be more difficult for your next group of tourists to observe these species.

7. Do not consume species derived from flora and fauna that are prohibited or according to time limits established by law.
8. Respect cultural resources. Tourist activities must be practiced with respect for the artistic, archaeological and cultural heritage.
9. Do not be tempted to take pieces of archaeological remains, plants, flowers, and so on if every tourist who visited the place took a sample, very soon the resource would cease to exist.
10. When buying local crafts and products to support the economy of the place adhere to the principles of fair trade. When haggling, keep in mind the concept of fair wages. Handicrafts are the most important reflection of the local culture and identity and their benefits go directly to the populations of the visited localities. In addition, they are produced with very low impact for the environment and contribute to increase the appreciation of local culture.
11. Inform yourself of the current legislation so as not to commit any act that is considered criminal in the visited country. Do not deal with drugs, weapons, antiquities, protected species, or products or substances that are dangerous or prohibited by national regulations.
12. Maintain order and cleanliness in the places you visit, thus avoiding potentializing the different risks that threaten the facilities, protected natural area and other.
13. Do not throw food remains in the places visited. Take special care in protected natural areas; the remains of fruits may contain seeds that can grow in the place and then become an invasive species damaging native species.
14. Close the faucets, turn off the air conditioning and lights when you leave the place of lodging. Thus, you help not to waste water and energy, valuable resources for the entire planet.
15. Minimize the generation of garbage, reject products with unnecessary packaging and choose to use recyclable packaging.
16. Avoid giving alms to people on the street. It is better to go to places such as organizations or schools where they will better manage this help.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /

E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

SOME OF YOUR RIGHTS

1. Enjoy the tourist sites of the destination
2. Enjoy the facilities
3. Know the information about the legal requirements applicable to clients for tourism activities, accommodation and the event
4. Know the policies and guidelines for the provision of services by the organization
5. Right to smoke in the designated areas.
6. Know about the organization's sustainability policy
7. To be respected by the staff of the organization and other clients
8. Be informed of the tourist attractions of the region.
9. Know about the campaigns or activities carried out by the establishment for the promotion of sustainability.
10. Make requests, complaints, claims or suggestions if they are relevant and obtain solutions in the shortest possible time
11. Receive information about the security of the event, that is, emergency exits, meeting points, evacuation routes, etc.
12. Receive truthful and timely information about the services and products offered by the organization

SUPPLIERS:

DUTIES:

- Comply with the legal requirements regarding tourism, permits and registrations.
- Develop programs aimed at sustainable development in the field of tourism.
 - Maintain the quality of the products or services offered to the travel agency.
- Do not maintain discriminatory practices towards vulnerable populations.
- Use ecological or renewable raw materials as much as possible.
- Do not exceed the use of plastic bags or packaging when making deliveries.
 - Do not make statements that affect the good name of the Establishments to which it provides services or supplies products.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

- Do not promote the commercialization for gastronomic purposes of wildlife species that are closed or in danger of extinction.
- Maintain fair trade conditions with their own suppliers.
- The supply of services must be performed by qualified personnel.

RIGHTS:

- Receive timely payment for their services or for the products provided.
- Negotiate the commercial conditions, delivery, and supply, in a fair environment for both parties.
- Receive cordial treatment from the staff of the Establishment.
- Be heard in relation to proposals that favor the sustainability of the Establishment.
- Not be discriminated against by any condition.

COLLABORATORS:

DUTIES:

- Use resources rationally while using the facilities of the establishment
- Use biodegradable cleaning products that do not contaminate and preferably use them in low quantities with water, avoid applying them directly.
- During the nights or weekends, leave your work team turned off, as well as printers, monitors; this helps reduce energy consumption
- Try to take advantage of the sun's lighting during the activities that take place during the day.
- Print if strictly necessary.
- Maintain the good image of the Establishment before the clients.

RIGHTS:

- Receive fair treatment from your employer.
- Not be discriminated against by any condition.
- Right to be heard in relation to proposals for improvement towards sustainability.
- Work in a safe and healthy environment.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS

- Receive uniforms, equipment or personal protection elements that are required to perform their work.
- To receive continuous training for the improvement of their labor competencies.

CUSTOMERS:

DUTIES:

- Use energy, water and other natural resources rationally while making use of the facilities of the establishment and the providers of tourist services. • Classify solid waste correctly in the points provided by the providers of tourist services operated.
- Comply with current legislation related to the protection of flora and fauna, as well as cultural heritage
- Do not exceed tolerable noise while using the services offered by the providers.
- Dispose of solid waste in the spaces provided for it, avoiding depositing it in masonry, ornaments or other sites not suitable for it.

RIGHTS:

- Receive quality services
- Have the necessary security during their stay in the Establishment and during the tourist services contracted.
- Be courteously attended when making requests to the Establishment.
- Decide their participation in the environmental programs carried out by the Establishment.
- Not be discriminated against due to any condition in the Establishment.
- Be heard regarding complaints or suggestions.
- Communicate your degree of satisfaction in relation to the service provided.
- Negotiate business conditions in a fair environment for both parties.
- Not be discriminated against by any condition.

QUINTA GENERACIÓN S.A.S. – JAIMES COBOS SONIA

CARRERA 32 N° 13 – 49 Oficina 402 EDIFICIO C13, Medellín / PBX: 574 6043742 /
E-mail: eventos@qgeneracion.com / Colombia

LOGÍSTICA INTELIGENTE PARA SUS PROYECTOS