

	COMPLAINT REPORT		Code I-GE-01
			Version 03
	Name	Title	Date:
Reviewed by:	Ruben Dario Jaramillo	Administrative Director	21/08/2020
Approved by:	Sonia Jaimes Cobos	General Manager	21/08/2020

In compliance with our sustainability management system, we inform our staff and clients: If you witness any activity that threatens flora and fauna, cultural goods and heritage, or engages in commercial or sexual exploitation of minors, or discrimination, among others, please report it via the following websites or phone numbers.

FLORA AND FAUNA	Telephone: 01 8000 414 123 Email: dipro.arpae@policia.gov.co Web page: https://www.policia.gov.co/proteccion-ambiental/reportar-afectaciones-ambientales
PROTECTION OF CULTURAL GOODS AND HERITAGE	Telephone: (1) 3 42 41 00 ext. 1629 Email: programanacionalcti@mincultura.gov.co
PREVENTION OF EXPLOITATION AND SEX TRAFFICKING OF MINORS	In any situation of risk or violation of rights in situations of sexual violence and CSEC, contact the following hotlines: <ul style="list-style-type: none"> • Social Line 123 of the Mayor's Office of Medellin. • Line 018000415300 of the Mayor's Office of Medellin. • Line 122 to file complaints with the Attorney General's Office. • Line 141 of the ICBF. (Colombian Institute of Family Welfare) • Line 01 8000 91 80 80 of the ICBF. • Report the situation through http://alertapp.satmed.co/alertapp/nueva Web page: Te Protejo (www.teprotejo.org)
DISCRIMINATION	Email: observatoriocontraladiscriminacion@mininterior.gov.co Telephone: (57-1) 2427400 ext. 3375. ATTORNEY GENERAL OF THE NATION Direction: Career 64c #67-300 Medellin- Antioquia Telephone: (4) 4446677
ENVIRONMENTAL COMPLAINTS	Attention line: 385 60 03 Email: emergenciaamva@metropol.gov.co

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

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At **QUINTA GENERACIÓN S.A.S AND JAIMES COBOS SONIA**, we explicitly declare that we act as intermediaries between the end client and service providers, such as transport companies, hoteliers, restaurants, etc. Therefore, we will inform you of the cancellation policies, penalties, restrictions, and particular conditions of each service through an agreement or contract delivered upon confirmation of services.

We fully accept the liability clause found in Tourism Law No. 1558 of 2012 and subsequent regulatory agreements, and we are also committed to:

* Compliance with Decree No. 2438 of 2010. Subsequently, we inform all our clients of a liability clause that can be found on our website www.qgeneracion.com.

* Preventing the trafficking of pieces and / or goods belonging to the cultural heritage of Colombia, according to Law No. 397 of 1997, Decree No. 833 of 2001, and Law No. 1185 of 2008.

* Preventing the trafficking of Colombia's threatened or endangered plant and animal species and illicit exploitation of renewable natural resources, according to Law No. 17 of 1981, Ministerial Resolution No. 1367 of 2000, and Law No. 1453 of 2011, Article 29.

* Preventing and counteracting sexual exploitation and pornography of minors and/or adolescents, according to Article 44 of the Colombian constitution, Law No. 679 of 2001 and/or Law No. 1336 of 2009.

* Preventing child labor exploitation according to the Law of Childhood and Adolescence No. 1098 of 2006.

* Guaranteeing the protection of a person, community, or larger population's rights which are violated in acts of racism or discrimination, according to Law No. 1482 of 2011, and Law No. 1752 of 2015, which mandates criminal punishment for those who carry out acts of discrimination against those with disabilities.

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