

	<i>NTS-TS 003</i>	<i>Código</i>	<i>GA-D- 01</i>
	POLITICA DE SOSTENIBILIDAD	<i>Versión</i>	<i>001</i>
	Responsable administración	<i>Fecha</i>	<i>NOV 2016</i>

SUSTAINABILITY POLICIES

Our objective is to determine our policy of sustainability defining the guidelines of sustainable development with the aim of creating ecological conscience in our costumers and staff, and in our suppliers and neighbor communities as well while we foster the fulfillment of the current legal requirements, improving the productivity, assuming the commitment of doing an efficient usage of water, a good management of the generated waste, recognizing the fair salary payments according with the law, contributing with the local economy and fostering the acknowledgement of the touristic places of the region through the cooperation and commitment of all. This policy will be pronounced according with the environmental, social, economic and cultural matter. Furthermore, a guide will be established for the documentation and records that allow **COLOMBIA RAFTING EXPEDICIONES SAS** a continuous improvement.

Scope

1. It involves all people who may visit us, the touristic guides and staff of the company, and the community as well.
2. **General guidelines:**
 - 2.1. Every exception to the sustainability policy must be authorized by the legal representative.
 - 2.2. The repeated breach of this policy will mean a prompt breaking of the employment contract for all workers that incur in a fail. Likewise, the breach of a tourist could mean the finishing of a hired service delivery.
 - 2.3. A warm welcome will be offered to all tourists and a small description of the place will be provided together with a brief outline with the most important guidelines of the touristic sustainability policy, the different tours with schedules, descriptions, security and weather conditions.
3. **Social guidelines of the sustainability policy:**
 - 3.1. The labor relationships management with workers will be strictly attached to the applicable national legislation.
 - 3.2. We will provide everyday shirts and sweaters, and for protection, we will demand its care and usage. All guides must wear it complete and in good condition while the hired service is being delivered.

- 3.3. We won't allow the selling or consumption of cigarettes (without the adequate age range), the same rule govern for workers in labor hours.
- 3.4. We won't allow the distribution, selling or consumption of drugs or any kind of illegal substance with narcotic effects.
- 3.5. We will give preference to all people from the neighbor communities to contract workers with no genre distinction, religion, ethnic or politic preference.
- 3.6. We will offer a security talk to all participants in outdoor activities (suggested trips) where it is indicated as minimum the following steps: duration, topography, recommended outfit, usage of the security equipment, and possible risks.
- 3.7. We will train periodically all staff about the management according with the training schedule.
- 3.8. We will keep commercial relationships only with tour operators that have a corresponding coverage and the recommended security measures in each activity. They all will be respected with no exceptions.
- 3.9. We will reject and report all kinds of sexual tourism, child abuse and pornography. If any case is detected, we will proceed to denounce before the competent authority.
- 3.10. We will reject all commercialization of wildlife and flora species. If any case is detected, we will proceed to denounce before the competent authority.

4. Environmental guidelines of the sustainability policy:

- 4.1. We will inform all tourist and guides about our commitment with the sustainability and we will invite them to collaborate within friendly environmental practices.
- 4.2. We will promote water bottle filling in the dispensers located in public areas so it is possible to diminish plastic waste.
- 4.3. We will promote a responsible usage of water, the faster elimination of water leakage and fault repair, and we will give preference to the acquisition and usage of faucets and toilettes that optimized the consumption.
- 4.4. We will politely and permanently invite tourists so they collaborate voluntarily within the internal actions that favor the saving of water consumption (taking a shower in less time after rafting activities).
- 4.5. All recyclable waste will be storage (paper, cardboard, glass and plastic) in separate ways in wastebaskets to avoid contamination with other substances. Tourist people will be invited to collaborate with this purpose. This waste will be delivered to all people who recycle with the aim of helping them buffer their economy.
- 4.6. We will give preference to the acquisition and usage of materials and biodegradable solid and liquid substances required for cleaning activities in the

office and operation base, and in vest washing. This material must have such characteristic that do not harm the environment.

4.7. We will keep in good condition all electrical installations.

5. Economic guidelines of the sustainability policy:

5.1. A program for paper recycle will be implemented in a way that it can be benefit to its maximum.

5.2. We will use environmental friendly paper when we print and only when is necessary. In general, we will send all quotations and information to tourists by e-mail. Environmental friendly paper must be in all documents that take part of the office documents.

5.3. We will give priority for buying an equipment that allows a more efficient and economic operation. This equipment must be made with biodegradable material with a less impact over the environment.

5.4. We will use specialized transportation which fulfills a special service for tourists accomplishing the rafting technical standard. These services have the characteristic that every three months they must have a preventive revision to give more security and protection to the tourist, and at the same time, they have an annual gas certificate to avoid the impact in the environment.

5.5. Fire extinguishers will be located in all office areas. Every year a revision will be done with the aim of recharging them and this will be done by the fire department of San Gil with the purpose of helping them economically. Every guide must be trained for managing the extinguishers.

5.6. We will deliver a minimum of 24 hours of obligatory training every year, in topics that are considerate important for the good performance of workers. The strategic topics of interest are: language, customer service, emergency handling and first aids, and upgrading other courses. Every action on training must be registered in a format designed for that purpose.

5.7. We will keep all legal statements obligations updated.

6. Cultural guidelines of the sustainability policy:

6.1. We will promote among all tourists to visit different towns from Santander, to try the province gastronomy, to buy local handicrafts, and to live our customs and cultural expressions.

GUIDE FOR DOCUMENTATION AND REGISTRATION OF THE SUSTAINABILITY POLICY

- The written register for made activities in **COLOMBIA RAFTING EXPEDICIONES SAS** is very important as evidence for future certification processes.

- Every printed document will be safeguarded in an adequate and convenient way with the purpose of preserving it in good condition for a minimum of time of five years.
- Every electronic or digital document will be supported in a secondary memory device (CD or USB) at least once a month. Such backup will be safeguarded in an adequate place that avoids its detriment, lost or robbery with the purpose of preserving it in good condition for a minimum of time of five years. A responsible person will be designated for the compilation, safeguard and administration.
- Water and electricity consumption control must be adequately documented. The register will be preserved in the corresponding place.
- All circulating document inside the company must respect the controlled document format.