

CODE OF CONDUCT

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RIGHTS AND DUTIES

Duties and rights of employess

DUTIES

1. To promote and disseminate good sustainability practices including saving and efficient use of energy and water.
2. Reject and prevent Commercial Sexual Exploitation of Children and Adolescents.
3. Prevent discriminatory practices towards people in a position of weakness by their ethnicity, gender, age, functional ability, economic or cultural level.
4. Implementing the decisions to fulfill the requirements of the standard.
5. Inform customers and guests about the applicable law and the protection regime related to the fight against illegal trafficking of cultural assets in Colombia.
6. Report and responsibly guiding guests on the different attractions and activities related to the cultural heritage of the destination activities, as well as those of cultural interest with special declarations.
7. Promote responsibly local, regional or national cultural events
8. Design, operate, promote products or provide services that do not generate negative impacts on cultural heritage
9. Inform customers, guests and suppliers through visible means on the applicable legislation related to ESCNNA.
10. Preventing child labor.
11. Support communities and organizations that produce products or provide services that highlight the cultural characteristics of the destination.
12. Do not exercise any kind of discrimination or exclusion of vulnerable populations.
13. Give priority to hiring local suppliers based on fair and equitable basis according to market availability and applicable law.
14. Further actions to promote among customers buying goods, services, crafts and products made by local people or companies based on fair and equitable trading conditions, according to their availability.
15. Promote local, regional or national cuisine.

16. Advance training activities to help strengthen the capabilities of the target communities where it operates.
17. Promote actions for the purchase and consumption of goods and services produced and sold by the local population in the destinations it serves.
18. Designing purchasing criteria that include environmental, cultural and economic considerations.
19. Prioritize providers to include in their products and services sustainable considerations related to environmental, sociocultural and economic development, according to market availability.
20. Further actions to reduce the use of packaged products and promote their recovery, reuse or recycling.
21. Measure the satisfaction of customers and guests in relation to service quality improvement actions and advance according to the results.
22. Perform actions to permanently maintaining and improving sustainability management
23. To monitor and track the sustainability management programs, which ensure compliance with the sustainability policy and other requirements.
24. Having the emergency and contingency plan in accordance with applicable law.
25. Rejecting and denouncing the Commercial Sexual Exploitation of Children and Adolescents, in compliance with current legislation.

RIGHTS

1. Be informed of the Sustainability Policy of the company.
2. Be informed and sensitized for the promotion and dissemination of good sustainability practices.
3. Be trained in the requirements of the standard.
4. Be informed on good practices for saving and efficient use of water.
5. Be informed if the water is unfit for human consumption.
6. Be trained regularly in the applicable legislation related to ESCNNA.
7. Be able to prevent discriminatory practices against vulnerable populations.
8. Be given priority in hiring to employees of locally based, linking directly to operational, administrative or managerial level, fair and equitable basis according to market availability and applicable law.
9. promote its training and job skills are strengthened.
10. Having information available to promote savings and efficient use of energy.
11. Be trained periodically to provide information to guide and responsibly to customers about the different attractions and activities related to the cultural heritage of the destination activities, as well as those of cultural interest with special declarations.
12. Having the information available on the safety data sheets of chemicals used for consultation and management.

RIGHTS AND DUTIES OF SUPPLIERS

RIGHTS

1. Be informed of the Sustainability Policy of the company.
2. Be informed through visible means on the applicable legislation related to ESCNNA.
3. The recruitment of locally based suppliers is prioritized in fair and equitable basis according to market availability and applicable law.
4. providers to include in their products and services sustainable considerations related to environmental, sociocultural and economic development, according to market availability is prioritized.
5. clearly specify payment terms and requirements of the product or service requested.

6. The payment settled in a timely manner agreed for the services or products is performed.

DUTIES:

1. Comply with the regulations that apply to the company.
2. Provide complete, accurate and appropriate information concerning the products offered, as well as risks arising from the consumption or use.
3. Spreading the nature, origin, method of manufacture, components, applications, volume, weight or measure, prices, how to use the properties, quality, suitability or quantity, and any other characteristics or relevant reference regarding products.
4. Respond by defective products, and all damages resulting from inadequate or insufficient information.
5. Inform consumers clearly what these environmental benefits, determining the characteristics and environmental attributes of products, in order to promote sustainable consumption and production.
6. Reject and denounce the Commercial Sexual Exploitation of Children and Adolescents, in compliance with current legislation.

DUTIES AND RIGHTS OF CLIENTS AND GUESTS

RIGHTS

1. Be informed of the Sustainability Policy of the company
2. Be informed and sensitized for the promotion and dissemination of good sustainability practices.
3. Be informed about the applicable law and the penalty system related to the illegal trafficking of species of flora and fauna;
4. That will be promoted responsible behavior with the natural environment.
5. Have information natural areas with recreational use permitted destination and promote their views.
6. Having information that identifies your local and scientific name the most representative shrub and tree species establishment.
7. Be informed on good practices for saving and efficient use of water.
8. Be informed if the water is unfit for human consumption.
9. The quality of service when promoting the use of natural lighting and ventilation is not compromised.
10. Be informed about the applicable law and the protection regime related to the fight against illegal trafficking of cultural assets in Colombia.
11. Be informed and responsible manner geared to the different attractions and activities related to the cultural heritage of the destination activities, as well as those of cultural interest with special declarations.
12. Be informed through visible means on the applicable legislation related to ESCNNA.

DUTIES

1. Assume responsible behavior with the natural environment and natural areas for recreational use.
2. qualify for sustainability policy establishment and good sustainability practices.
3. Comply with applicable legislation related to the illegal trafficking of species of flora and fauna.
4. Refrain from collecting, trading and trafficking animals or plants that do not have the respective permits and licenses issued by the competent environmental authorities species;
5. Avoid consuming market or species or products derived from flora and fauna prohibited closures or as established by law.
6. Abide by the rules and regulations provided on site.
7. To reject and denounce the Commercial Sexual Exploitation of Children and Adolescents, in compliance with current legislation.

RESPONSABLE TOURIST TIPS

We share the advice of the World Tourism Organization, for the responsible traveler, we invite you to have them present during this and future trips:

<http://ethics.unwto.org/es/node/30923>

CULTURES AND NATURE

The following links provide information on tourist sites to see while visiting Santa Rosa de Cabal:

<http://www.carder.gov.co/web/es/ecoturismo-risaralda>

<http://paisajeculturalcafetero.org.co/>

ESCNA – SEXUAL EXPLOITATION OF CHILDREN TEENS

In Colombia the Sexual Exploitation of Children and Adolescents is a crime punishable with up to 25 years in prison, with no reduction in sentence. The penalty shall be increased by one third to half:

1. If the conduct is run by a local or foreign tourist or traveler.
2. If the conduct constituted for marriage or cohabitation, servile or forced.
3. If the conduct is committed by a member of an organized the illegal armed group.
4. If the act is committed on a person under fourteen (14) years of age.
5. The offender is a family member of the victim. (Law 1329 of 2009).

Help us to protect minors

Report on:Línea gratuita Nacional del ICBF 018000 112 440 or by dialing 106

Website: www.teprotejo.org

RENEWABLE ENERGY

It is called renewable energy to the energy obtained virtually inexhaustible natural sources, either by the immense amount of energy they contain, or because they are able to regenerate by natural means. Among the renewable energy sources as wind, geothermal, hydro, tidal, solar, wave, biomass and biofuels are counted.

Finca del Café harnesses solar energy through small lamps that auto loaded in the day and light up at night, they are located around the gardens.



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