

## SUSTAINABLE TOURISM POLICY

Our travel agency Neva Travels S.A.S. has assumed the commitment to work with sustainability in the operation of our products and services from the security, environmental, socio-cultural and economical points of view. Accordingly, we have worked on the implementation of NTS - TS 003 in order to strengthen this commitment and contribute to the development of sustainable and responsible tourism.

In this context, we present the policy that indicates the commitments we have been acquiring and the development of good practices, given the importance of reducing the impacts within the operation of our travel agency in Bogotá and its surroundings.

### AUTHORITY AND RESPONSIBILITY

It is the responsibility and commitment of the internal and external workers of the company to implement each of the good practices, according to the scope of the job

**ENVIRONMENTAL:** Maximize the benefits for the environment and minimize the negative impacts of the activities.

#### 1. Efficient use of energy

- Adopt measures to ensure and control energy consumption, such as maintenance of facilities, use of efficient sources and suspension or shutdown of equipment during non-working hours.

#### 2. Solid waste management

- Implement the separation and final disposal of waste generated in all our activities.
- Reuse the paper printed on a single side and buy office materials environmentally friendly.

#### 3. Protection of natural heritage

- Encourage the visit to natural places respecting the species of fauna and flora
- Guide the tourists in the respect and care of the ecosystems present during the tour with awareness talks.

#### 4. Visual, noise and atmospheric pollution

- Development of tours with different transportation alternatives to the vehicle, such as cycling or walking
- Control the noise level generated during the development of the tour regarding the use of the horn of the cars, through educational talks with the staff, to later transmit the same information to the tourists.

**SOCIO-CULTURAL:** The purpose is to provide a good service to the client and generate an adequate local social dynamic, through the generation of employment and interaction between visitors and the community that does not impact or modify negatively in the culture.

### 1. ESCNNA - Code of Conduct

- Create and disseminate the code of conduct that indicates the commitments and responsibilities of the agency with the parameters established in Law 1336 of 2009.
- Participate and support the campaigns to prevent ESCNNA in travel and tourism, to sensitize our collaborators to adopt the code of conduct of tourism service provider.

### 2. Code of conduct for tourists

- Create and disseminate the code of conduct for the tourist, in order to minimize impacts and generate greater awareness in the development of tourist activity.

### 3. Cultural heritage

- Highlight in the different tourist routes the importance of the heritage. Also, make a dissemination with information that helps strengthen the wealth and cultural traditions of the destination.
- Promote the visit to cultural places, highlighting and respecting the local heritage.
- Carry out the dissemination of information in a different and accessible way for tourists.
- The groups with which the company operates will be small in order to cause the least impact possible in the environment, and guarantee the enjoyment of future generations of the different touristic attractions.

**ECONOMIC:** Pay special attention to the conditions of the environment so that the design of the products is consistent and that there is respect and inclusion of the local community, and to strengthen the multiplier effect of tourism.

### 1. Generation of employment and hiring

- Generate employment in decent conditions and according to the current legislation.

### 2. Local Community

- Integrate the local community to the different touristic products, generating greater profits and new income sources.

### 3. Alliances

- Make strategic alliances with different touristic establishments, integrating them and generating greater value for the demand.

#### 4. University Practices

- Collaborate with educational institutions in order to encourage the development and implementation of the knowledge acquired in the business field.

#### 5. Training

- Carry out training for the members of the organization (drivers, guides and administrative personnel), with the aim of increasing knowledge and quality of services.

**SAFETY:** Provide to the user the tranquility and maximum enjoyment of their experience. By means of adequate conditions in the development of the plans or tours.

#### 1. Contingency plans:

Development of an organized and coherent planning of the actions of the personnel in case of situations outside the expected, to guarantee efficient security and response to the tourist

## SUSTAINABILITY OBJECTIVES

- ✓ Ensure good practices as a tourism provider in the axes of sustainability: environmental, socio-cultural and economical.
- ✓ Contribute to the promotion of the cultural and historical heritage of the destinations in which we operate.
- ✓ Promote the conservation of natural resources and reduce the negative impacts of tourism.
- ✓ Contribute to environmental awareness programs aimed at tourists, workers and the community on the importance of protecting the country's environment and cultural wealth.
- ✓ Work with service providers that promote good practices for the sustainability and sustainable development of tourism for the destinations, and strengthening the value chain of the Colombian tourism sector.
- ✓ Offer quality products and services based on management, providing security and transparency to our customers.
- ✓ Project a responsible and committed image in front of customers and suppliers regarding the challenges of tourism activity, such as projects focused on issues of CSEC-law 679 of 2001, environmental education and local development.

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REVISADO Y APROBADO (DIRECCIÓN DE LA AGENCIA – LÍDER DE SOSTENIBILIDAD)