Colombia57
Tours - Travel - Logistics

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COLOMBIA57 TOURS TRAVEL & LOGISTICS SAS

SUSTAINABILITY POLICY
Responsible inbound tourism in Colombia

Integrity statement

This policy sets out commitments and decision-making criteria. It does not, in itself, imply that every measure has been implemented or that Colombia57 has achieved Travelife Partner or Certified status. Any recognition will only be communicated after official confirmation and with current supporting evidence.

Purpose and scope

Colombia57 Tours Travel & Logistics S.A.S. is a Colombian inbound Destination Management Company (DMC) that designs, quotes, books and coordinates travel within Colombia, mainly for international agencies and tour operators. This policy integrates environmental, social, cultural, economic and governance considerations into decisions Colombia57 controls and promotes them where decisions depend on agencies, travellers and suppliers.

It applies to staff, management, offices and remote work, as well as product design, commercial communication, reservations, operations, and the selection of accommodation, transport providers, excursion operators, guides and other partners. Colombia57 does not own hotels or a fleet; its role is to select responsibly, communicate expectations, verify available information, retain evidence and promote improvement without claiming direct control over third parties.

Principles: legal compliance, prevention of harm, human and child rights, biodiversity and heritage, local benefit, truthful information, continuous improvement and traceability, balanced with safety, quality, comfort, price, availability and client preferences.

1. Sustainability management and legal compliance

Colombia57 will integrate sustainability into its management and maintain a documented process of continuous improvement proportionate to its size and capacity.

- Comply with Colombian law applicable to tourism, employment, environment, commerce, data protection, safety and prevention of commercial sexual exploitation of children and adolescents (CSEC).
- Maintain a sustainability coordination function supported by Management and involve each department in relevant actions.
- Implement a plan with owners, deadlines, resources, indicators and evidence, distinguishing between policy, planned actions, implementation, results and supporting evidence.
- Review progress, gaps, risks and opportunities with senior management at least annually.
- Communicate honestly and never claim certifications, percentages or third-party compliance without verification.

Expected evidence: *approved policy, action plan, management reviews, training, indicators and criterion-based files.*

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2. Internal management, people and human rights

The company will promote a decent, safe, inclusive and respectful working environment.

- Reject child or forced labour, harassment, exploitation, discrimination and all human-rights violations.
- Promote equal opportunity using objective criteria for recruitment, pay, training and development.
- Meet employment and health and safety obligations, respect freedom of association and provide confidential reporting channels.
- Include sustainability, ethics, anti-corruption, child protection and responsible operations in induction and training.
- Support internships, learning and professional development where feasible, including educational partnerships.

Expected evidence: *employment records, inductions, attendance, materials, reporting channels and improvement actions.*

3. Internal environmental management and community

Colombia57 will reduce impacts where it has control or influence, recognising that the Manizales office is leased and part of the team works remotely.

- Reduce energy and water consumption through responsible habits, efficient settings and awareness; request building data when available and never claim savings without a baseline.
- Apply the 5Rs, reduce printing and physical materials, favour digital solutions and separate waste according to local infrastructure.
- Reduce single-use plastics and packaging; favour reusable, durable, local or credibly eco-labelled purchases where feasible.
- Manage paper, cardboard, batteries, inks and special waste through authorised collectors or programmes.
- Reduce unnecessary business travel through remote work and virtual meetings; measure before setting emission or offset targets.
- Support and document community or environmental initiatives without calling them carbon offsets unless they meet a verifiable standard.

Expected evidence: *available utility data, campaigns, purchasing, waste, travel, training and records; document building constraints.*

4. Partner agencies and business partners

As a mainly B2B company, Colombia57 will seek to ensure commercial relationships reinforce responsible practices and consistent traveller communication.

- Identify key partners and prioritise follow-up by volume, influence and risk.
- Share expectations on law, labour rights, anti-corruption, child protection, waste, biodiversity and truthful information.
- Promote Travelife training or other resources without treating encouragement as proof of compliance.
- Progressively include sustainability in agreements, addenda, emails or cooperation terms, including relationships without a historical formal written contract.

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- Review or end relationships after serious, substantiated and uncorrected breaches, especially of law, anti-corruption, human rights or CSEC.

Expected evidence: *inventory, communications, responses, accepted conditions, training and follow-up decisions.*

5. Transport

Colombia57 does not own a fleet; it selects transport providers and coordinates domestic flights according to the itinerary. It will reduce impacts without compromising safety, logistics or agreed service.

- Verify, as applicable, FUEC, compulsory insurance (SOAT), roadworthiness inspection, licences, policies and authorisations.
- Favour well-maintained, efficient vehicles suited to passenger numbers and terrain; gradually record fuel, age and environmental practices.
- Group activities and design routes to avoid unnecessary travel, considering time, safety, quality, comfort, cost and emissions.
- Offer shared, electric, collective or lower-impact options when safe and feasible, while respecting the final agency or traveller decision.
- Record operational reasons when a lower-impact alternative is not feasible.

Expected evidence: *provider files, criteria, inspections, routes, offered alternatives and relevant decisions.*

6. Accommodation

Accommodation providers are independent suppliers. Colombia57 will favour legal, safe, high-quality options with verifiable practices.

- Gradually maintain an inventory of practices and certifications, checking issuer, scope and validity before communication.
- Prefer, where comparable, recognised certifications or sound evidence on water, energy, waste, local employment, purchasing, child protection and community.
- Value local ownership or management and respectful integration of culture, architecture, food and local suppliers.
- Communicate requirements through email, questionnaires, visits, checklists or addenda according to supplier relevance.
- Do not confuse marketing claims with certifications or automatically exclude non-certified options where quality, safety, availability or client needs require assessment of equivalent practices.
- Review cooperation after serious harm, exploitation, illegality or uncorrected impacts on essential services.

Expected evidence: *supplier database, certificates, questionnaires, communications, inspections, clauses and corrective actions.*

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7. Excursions and activities

The company will select experiences that respect people, communities, animals, biodiversity and heritage.

- Do not offer activities involving human exploitation, animal abuse or unjustified harm to flora, fauna, resources or culture.
- Do not promote wildlife captivity, consumption, display or trade outside legal, regulated and responsible activities.
- Identify sensitive activities and apply codes for nature, protected areas, wildlife, marine activities, communities and heritage.
- Work with suitable authorised operators and guides, communicate expectations and follow up on findings.
- Favour local benefit through employment, purchasing, food, crafts and projects while respecting intellectual property, consent and carrying capacity.
- Inform travellers about conduct, photography, waste, water, culture, safety and species protection.

Expected evidence: *inventory, codes, communications, licences or competence, inspections and incidents.*

8. Guides, local representatives and contracted personnel

Guides and representatives connect travellers with destinations. Colombia57 will promote fair relationships and professional service.

- Prefer suitably qualified and authorised local professionals whose language skills and destination knowledge match the service.
- Communicate clear conditions and meet contractual and payment obligations while promoting dignity, safety and non-discrimination.
- Inform them about this policy, ethics, CSEC, emergencies and relevant sustainability guidance.
- Build their capacity to brief travellers on biodiversity, heritage, cultural norms, resources and local purchasing.
- Use feedback and monitoring, with proportionate corrective action where necessary.

Expected evidence: *documentation, agreements, communications, training, assessments and corrective actions.*

9. Destinations

Colombia57 will seek to ensure tourism supports destination wellbeing and conservation without adding pressures that outweigh local benefits.

- Consider law, safety, accessibility, seasonality, carrying capacity, biodiversity, heritage, local benefit and risks.
- Comply with and require respect for protected-area, heritage and land-use rules.
- Favour routes that spread benefits and responsible alternatives to overcrowded places where feasible.
- Support conservation and local development through documented products, partnerships or contributions without unmeasured impact claims.
- Do not promote souvenirs involving threatened species, illegal materials or restricted cultural property.

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- Modify or withdraw products after serious unmitigated impacts that Colombia57 cannot reasonably help correct.

Expected evidence: *product files, risks, permits, criteria, local suppliers, guidance and product decisions.*

10. Customer communication and protection

Travel agencies are usually the direct commercial clients and travellers are end users. Colombia57 will inform each party through agreed channels and responsibilities.

- Present products, prices, conditions and sustainability attributes clearly and with evidence, without promising more than can be delivered.
- Protect personal and commercial data through authorised access and responsible use of systems and communications.
- Offer more sustainable alternatives where available, explain differences and respect the client's final decision.
- Provide information on health, safety, emergencies, nature, culture, heritage, responsible conduct, CSEC and restrictions on flora, fauna and cultural property.
- Maintain assistance channels and procedures for changes, emergencies, incidents and complaints.
- Gather feedback and include sustainability where feasible to improve products and procedures.

Expected evidence: *proposals, itineraries, terms, privacy, pre-travel material, emergencies, incidents, complaints and surveys.*

Governance, implementation and review

- Management approves the policy, sets priorities and allocates resources within company capacity.
- The sustainability coordinator consolidates the plan and annual review; every department remains responsible for implementation.
- Quantitative targets will be set after defining the scope, source, period, baseline and responsible person. Missing data will be marked as pending, not recorded as zero.
- The policy will be reviewed at least every two years or earlier after changes to law, Travelife, structure, risks or operations.
- External communication of results requires management approval and current evidence.