



**GOOD PRACTICES FOR
SUSTAINABLE TOURISM**

Walk without destroying,
Visit without leaving a negative footprint,
Know without making a mess,
Discover without destroying,
Consume without polluting,
Offer services that respect the environment,
All this and much more is part of sustainable tourism.

At Avia Caribbean S.A.S. we work to provide the best tourist experience to our clients, basing our activities on compliance with national and international legislation for each port of operation.

We are committed to being generators of sustainable development through fair commercial relations with our supply chain and permanent communication with tourism authorities in such a way the activities we carry out generate value for interested parties and are aligned with local efforts to protect and enhance tourist destinations, thus reducing the possible negative environmental and social impacts that may be generated as a result of tourism operations.



We are committed to respecting the laws, regulations and norms in force:

Law 679 of 2001 Prevention of CSEC

Law 63 of 1986 Protection of Cultural Property

Law 1185 of 2008 Protection of Cultural Heritage

Law 17 of 1981 Wildlife Protection

Law 611 of 2000 Sustainable Management of Wildlife and Aquatic Species.

Law 1333 of 2009 Environmental Sanctions

Law 376 of 2009 Prevention of consumption of tobacco, alcohol and other psychoactive substances in minors.

Law 9 of 1979 Preservation and Conservation of health of workers.

Law 1558 of 2012 Conservation, protection and use of national tourist resources and attractions, safeguarding sustainable and sustainable development.

Law 1474 of 2011 Colombian Anti-Corruption Statute.

Law 1573 of 2012 Convention against international bribery.

Additionally, we have a code of ethics to prevent sexual and commercial exploitation of children in accordance with Resolution 3840 of December 24, 2009, and according to Article 1 of Law 1336 of July 21, 2009.

Contact for issues related to sustainability, ethics and good practices:

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OBJECTIVE

Learning about the impacts that tourism can have, has sensitized us to find the best way to ensure that your vacation do not have environmental repercussions, offering places and services that guide responsible tourism.

We strive to make all tourism activities such as vacations, business trips, conferences, sports or adventure experiences, romantic getaways or specific visits regardless of motivation or duration “be sustainable”.

Sustainable Tourism must respect both the local population and the traveler, cultural heritage and the environment. We strive to provide the visitor with an exciting and educational vacation, which at the same time is beneficial to the destination.

Our main objective is that visitors appreciate and enjoy the benefits of the place and contribute to prevent problems that may arise from the various forms of tourism, especially in terms of social equity and the environment. In the same way, develop a collective and critical awareness of the ways that your trip can improve people's well-being and protect the natural and cultural heritage.

The fundamental idea is that you can get to a place, enjoy it and leave it, without leaving negative traces of any kind.



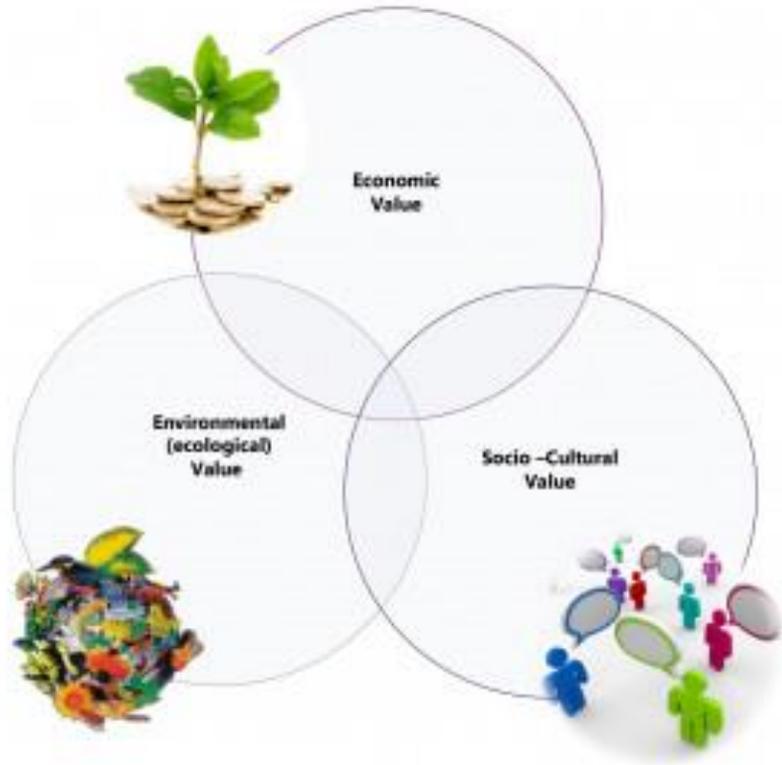
Our Sustainability Policy



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AVIA CARIBBEAN 

Our Sustainability Policy



One of the challenges is that our management is based on a sustainable system and continuous improvement of its processes, to achieve this, we have a team of qualified employees, who carry out their work within the framework of the highest industry standards, they have a humanistic and ethical sense, respectful of the environment and promoter of trusting relationships with its customers.

Our policy is divided into six (6) chapters that reflect the commitment of an entire organization towards the consolidation of safe, responsible and sustainable tourism.



1



Human Resources: Our talent is the basis for success in the different activities that we develop, for that reason:

Our employees have formal contracts in accordance with national legislation and ILO guidelines.

We guarantee equal opportunity conditions framed by clear principles of competence and alignment with corporate values.

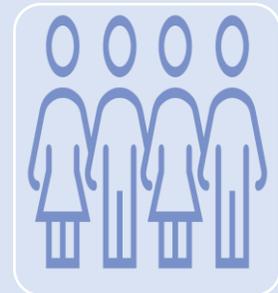
We generate healthy work environments.

We support freedom of association and the effective recognition of the right to collective bargaining.

We design training plans aimed at maintaining the skills of our employees for their development and implementation of their career plan.

We are against child labor. We do not hire minors under the minimum legal age stipulated by law.

2



Human Rights and Protection of Children and Adolescents: We respect, protect and promote human rights within the company and with all interested parties.

We maintain a work environment against harassment or intimidating, discriminatory or offensive behavior.

We never offer in tourism promotion programs and tourism plans, sexual exploitation plans.

We never give information to tourists about places where commercial sexual exploitation is coordinated or practiced.

We train all the personnel linked to the company about the prevention of commercial sexual exploitation of children and adolescents and we sensitize them to denounce to the competent authorities any facts of which they may have knowledge.

3



Environment: The care, protection and conservation of the environment are one of the greatest challenges of sustainable tourism, that is why:

We comply with the legal and regulatory requirements associated with our activities.

We identify and characterize environmental impacts, in order to define measures to avoid, control or mitigate their scope.

We conduct environmental awareness campaigns with our stakeholders and constantly train our collaborators on environmental management issues.

We manage natural resources efficiently by using infrastructure technologies that reflect a reduction in water and energy consumption.

We properly separate waste according to its classification and deposit it in the appropriate containers for recycling and reuse.

4



Excursions and Activities: Our activity is based on providing excursions to tourist sites, rich in history, culture and nature, that is why our efforts are aimed at avoiding the least negative environmental and social impact through:

We care about the well-being of the communities and animals that inhabit the environments through which we travel.

Refraining from offering tours with negative impacts on people, biodiversity, natural resources, or that are socially and culturally unacceptable.

We avoid getting involved with companies that explore, exhibit, sell or trade wildlife species.

We carry out activities that aim to promote animal care in regulated locations and with permits and accreditations from national authorities.

We update the inventory of sensitive activities offered in each destination.



5



Transportation: For the development of our operations, we look for sustainable means of transportation, considering the availability of these in the destinations where we operate.

We select transportation providers that offer the most sustainable options on the market in terms of vehicle model, performance and fuel used.

We want to contribute to the growth of employability in the area by contracting regional associations that comply with the legal requirements for transporting tourists.

6



Local Suppliers: We seek to be a company in the tourism sector that is characterized by its good practices in terms of social responsibility, our commitment encourages us to work hand in hand with the supply chain to make the tourism sector a benchmark in sustainable practices in the country and promote its development.

We select suppliers under clear procedures, objectively and transparently, avoiding favoritism; likewise, those that comply with legislation, the universal declaration of human rights, ILO conventions and environmental protection.

We implement different actions which are focused on contributing to regional economic growth by hiring qualified associations to provide services related to our business activities.

We seek to promote sustainable practices so that more and more companies stand out for their social initiatives.

We promote on our website, as an incentive, brands that support regional growth by hiring staff from the region or supplying their supply chain with local products.



Our Sustainable Management Programme

Hiring Employees: We support the hiring of local and national people who comply with the competence and in accordance with the guidelines of the Human Management Policy.

Sourcing of Suppliers, Monitoring and Evaluation: We look for suppliers committed to sustainability that promote social, environmental and economic practices. Once a year we evaluate key suppliers of our operation to verify full compliance with good practices.

Training Plan for employees and value chain: We allocate resources and time necessary to ensure the training plan aimed at guaranteeing the adaptation and setting of the new employee, in the same way in everything related to Health and Safety at Work and Management Internal Environmental in order to generate commitment to compliance with the policies of the Organization.

Our Sustainable Management Programme

Participation in Environmental and Volunteer Programs: We actively participate in different working groups for the economic development of the city and for the conservation of our cultural heritage and civic cleanliness. We encourage our value chain to join as volunteers to support these activities and initiatives that promote sustainable tourism.

Legal Compliance and Good Practices: We are committed to complying with international, national and local legislation applicable to our activity. We promote the respect and adoption of good environmental practices in order to contribute to the protection of natural resources and sustainable development.

Community Relations: We work towards inclusive sustainable economic growth through policies aimed at creating decent jobs that encourage the development of local communities.

VOLUNTARIADO

#Tribuconsentidos

La ruta exploradores con sentido continua su recorrido, limpiando 6 puntos críticos del sector arriba del corregimiento de la Boquilla, todos ubicados en el ecosistema de Manglar. De acuerdo a nuestra agenda este sábado eliminaremos el punto crítico ubicado en el caño Luisa.

¡TE ESPERAMOS!

Our Sustainable Management Programme

Proper Use of Resources: We try to ensure that our actions have the lowest possible consumption of water and energy; we keep a record of consumption for follow-up.

Sustainable Purchases: We promote the purchase of locally manufactured goods, services, gastronomy and handicrafts in a sustainable way under fair and equitable commercial conditions. We generate employment for the local community.

Transport: Aware of the large amounts of emissions generated by the daily use of transport, we ensure that the emissions generated by our activity are reduce as much as possible. For this reason, we recommend researching means of transportation in the destination, staying in places close to tourist attractions, choosing bicycle tours and group excursions.

Our Sustainable Management Programme

Destinations: We have developed an inventory of excursions in which we classify the excursions according to the type of activity; in turn, we designed a code of conduct for each of the activities we carry out on excursions: cultural, in water and with animals.

As part of the commitment to promote good behavior of visitors at the beginning of the tour, the tour guide informs them of the rules of behavior according to the site to be visited.

We promote and enjoy cultural heritage in a responsible way.

We raise awareness in our travelers and guests for the respect to the local communities.

We do not support the illegal trade in cultural property.

We reject any practice related to child pornography and Commercial Sexual Exploitation of Children and Adolescents CSEC.



Our Sustainable Management Programme

Customer Communication and Protection: On the website www.aviacaribbean.com you can consult the destinations where we operate, relevant aspects and our commitment to sustainability.

We have an Emergency Plan and Risk Assessment by tour category and Biosafety Protocols which are periodically reviewed. Our collaborators are trained for its application.

The privacy of our clients is guaranteed according to the national regulations and international agreements in force.



Good Practice Guidelines for Cultural Activities

WHAT SHOULD BE DONE	WHAT NOT TO DO
<p>Reject participation in the sexual exploitation of children and adolescents. Report any type of irregularity. Website www.teprotejo.org</p>	<p>Activities related to the commercial sexual exploitation of children or adolescents should no be requested during the trip.</p>
<p>Enjoy and respect everything that makes this destination unique and different: from its history, architecture, religion, clothing and communication, to its music, art and cuisine.</p>	<p>Do not discriminate against population based on race or gender by using language or behavior that may be offensive or intimidating. In protected areas, do not go beyond the access allowed to visitors.</p>
<p>Reduce, Re-Use and Recycle solid waste during the trip.</p>	<p>Do not throw waste. Keep them until you find containers enabled.</p>
<p>By learning about the historical and cultural heritage, purchase products and handicrafts manufactured locally with sustainable practices.</p>	<p>Do not buy counterfeit products and articles, prohibited by national or international regulations.</p>
<p>Take pictures and make honest chronicles of your trip and shared positive experiences.</p>	<p>Do not take fragments of protected cultural property as souvenirs of your trip.</p>



Good Practice Guidelines for Water Activities

WHAT SHOULD BE DONE	WHAT NOT TO DO
Respect wildlife and its natural habitat.	Do not feed the wildlife.
Respect the signs and indications of existing communities in the area you are visiting, this will allow you a safer visit for your family and the environment.	Do not incur in environmental crimes. If you visit a protected area, remember that there are regulations and that it was created to preserve places and species of great ecological value and in many cases in danger of extinction.
Respect and promote the conservation of our biodiversity, in accordance to the law.	Do not support illegal trade of flora and fauna species.
Take pictures and make honest chronicles of your trip and shared positive experiences.	Do not remove natural resources such as stones, fossils, snails, plants, flowers or others from their original environment.
Reduce, Re-Use and Recycle solid waste during the trip. In a natural space, make sure that the only footprint you leave behind are those of your footsteps.	Do not throw garbage during your visit to these areas, even organic waste, as it could alter the diet of native wildlife, dirty the landscape and affect other visitors.



Good Practice Guidelines for Animal Activities

WHAT SHOULD BE DONE	WHAT NOT TO DO
Respect wildlife and its natural habitat.	Do not feed wildlife.
Respect the signs and indications of existing communities in the area you are visiting, this will allow you a safer visit for your family and the environment.	Do not incur in environmental crimes. If you visit a protected area, remember that there are regulations and that it was created to preserve places and species of great ecological value and in many cases in danger of extinction.
Respect and promote the conservation of our biodiversity, according to the law.	Do not support illegal trade of flora and fauna species.
Buy products that do not require the use of endangered plants or animals for their manufacture.	Do not remove natural resources such as stones, fossils, snails, plants, flowers or others from their original environment.
Reduce, Re-Use and Recycle solid waste during the trip. In a natural space, make sure that the only footprint you leave behind are those of your footsteps.	Do not throw garbage during your visit to these areas, even organic waste, as it could alter the diet of native wildlife, dirty the landscape and affect other visitors..

Fight Against CSEC

We reject any type of abuse and sexual exploitation of minors. For this reason, we have developed a code of conduct promoting responsible practices in the sale of tourist services.

We must all prevent, block, combat and denounce the exploitation, accommodation, use, publication of images, texts, documents, audiovisual files, improper use of global information networks or the establishment of telematic links of any kind related to pornographic material or allusive to sexual activities of minors.

"The sexual exploitation and abuse of minors in Colombia are criminally and administratively sanctioned, in accordance with current laws".

Law 679 of August 3, 2001 - Article 17.

Resolution 3840 of December 24, 2009

Law 1336 of July 21, 2009 - Article 1

You can change this reality; we invite you to be part of the network against CSEC

#EYEEVERYWHERE

CSEC Attention Routes

Report by virtual and anonymous line: <http://www.teprotejo.org/>

Download the application and report: <https://teprotejo.org/su-reporte/descargar-app/>

Line **141** of the Colombian Family Welfare Institute: 24-hour attention for the safety and guarantee of the rights of children and adolescents.

Line **122** and line 01 8000 919 748 of the Contact Center of the Attorney General's Office: available 24 hours a day to receive complaints, guidance and cases of sexual, domestic and/or gender violence from anywhere in the country.

Virtual mailbox of the Attorney General's Office: **noalatrata@procuraduria.gov.co** for reports of sexual exploitation of children and adolescents and/or women in this condition.

To denounce!: <https://adenunciar.policia.gov.co/adenunciar/default.aspx> virtual reporting platform that allows reporting via Internet material with child sexual exploitation content (graphic representation of children and/or adolescents with erotic sexual content in multimedia files).

You can change this reality; we invite you to be part of the network against CSEC

#EYEVERYWHERE

HOW TO BE A RESPONSIBLE TOURIST

More and more tourists worldwide are looking for trips that not only satisfy their needs, but are also more respectful of the environment, the local culture and the quality of life of the host communities. Appreciate them!

How much more we know about the culture and traditions of the place; more we can take advantage of the trip and the easier it will be to understand and respect the way of life and customs of the local people.

Learning a few words of the local language, such as thank you and please, can help establish a closer and more trusting relationship with the local people; they appreciate that effort.

Follow the Tour Guide's recommendations.



HOW TO BE A RESPONSIBLE TOURIST

Before traveling, analyze the environmental policy of the destination on issues such as the conservation of natural resources and respect for human rights.

Choose accredited suppliers in the destination to ensure that they respect the natural and cultural environment, the rights of the host communities and promote the local economy.

- Experience the Local! Mix with the local population and learn about their customs and traditions.
- A trip offers you the unique opportunity to explore a new culture and see the world from a different perspective. Take advantage of it!
- Taste the local gastronomy, buy products made by local artisans and attend cultural events.
- Demand ethical conduct from local suppliers, such as hotels, receptive agencies, guides, etc.



HOW TO BE A RESPONSIBLE TOURIST

Use the services of an experienced and certified local receptive agency that promotes decent and fair working conditions and respects the rights of workers. It is a way to support the local economy and will also be the best option to show you the cultural and natural resources of the area.

- Consume Responsibly! It is important that the money you spend at the destination goes back into the local community. This is usually achieved by buying local products.
- Eat in restaurants that offer local products.
- If you buy gifts or souvenirs, make sure they are locally made.
- Prioritize artisans' products, inquire about the origin of the product or the manufacturing process. It will help make your experience more rewarding.
- Do not buy products made with animals or corals.
- Do not buy illegal imitations.



HOW TO BE A RESPONSIBLE TOURIST

Respect the environment, we must reduce our impact on ecosystems and local culture. Find out how to reduce the environmental impact you generate during your visit.

You can participate in a volunteer activity by contacting your Receptive Agency.

Follow these basic principles:

- Reduce waste generated.
- Reuse certain materials to give them a second life.
- Recycle those you cannot reuse.
- Manage well the waste with a high environmental impact such as plastic or technological elements.
- Avoid using disposable products.
- Reduce the use of energy, turn off the lights when you leave the room.
- Do not waste water, take short showers.
- Look for guides who know and respect local natural resources.

U N I D O S P A R A L I M P I A R
N U E S T R A S P L A Y A S
P R O G R A M A D E V O L U N T A R I A D O



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AVIA CARIBBEAN



HOW TO BE A RESPONSIBLE TOURIST

When visiting natural resources, national parks, protected, wild, heritage and archaeological areas, opt for accommodation in eco hotels or eco resorts that take care of the natural environment in which they are located. Make sure they are truly sustainable.

Keep in mind the following basic principles:

- Follow marked trails.
- Do not feed wildlife.
- Respect the indications of the guide of the natural area.
- Do not take anything from archeological sites or other historical and artistic resources.
- Do not hunt animals or take plants or vegetation from the area.
- Contribute to the conservation of the aquatic and terrestrial ecosystems of the destination.
- Do not support the illegal trade of fauna and flora species and promote the conservation of biodiversity.



Report Illegal Trafficking of Fauna and Flora

<https://www.adacolombia.org/>

Bogotá:

601 4357127 – 601 4441030 ext. 303

Medellín:

01 8000 414 123

Cali:

01 8000 933 093

Policía ambiental Cali: 3123850408

Bucaramanga:

607 6338056 – 607 6526668

Barranquilla:

01 8000 110 102

Manizales:

01 8000 968 813

San Andrés, Providencia y Santa Catalina:

608 5120080 ext. 112 ó 114

Montería:

01 8000 914 808

Tolima: 608 2654553

Boyacá: 01 8000 918 027



Loro
Orejamarillo

Palma de
Cera

Iguana

Tortuga
Icoetea

Armadillo

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And After the Trip...



Share information about your responsible travel and publicize the efforts being made by the destination and local suppliers to develop a more sustainable tourism growth. You will help inspire other travelers.

Share tips on how to be more responsible on your next trip.

Keep traveling and getting to know places that work to develop a more sustainable tourism sector.

Support a cause related to the destination you have visited.

Responsible Traveler Statement

We want to engage travelers in the promotion of sustainable tourism. To do this, we have already taken a first step: aligning our global strategy to comply with the Sustainable Development Goals, especially those related to inclusive and sustainable economic development, sustainable consumption and production, and the sustainable use of oceans and marine resources.

Now we want to extend the invitation to travelers to be Ambassadors for a Better Future. To do this, we have adopted the Practical Advice for Responsible Travelers developed by the World Committee on Tourism Ethics in line with the UNWTO Global Code of Ethics for Tourism and we prepare this Declaration to be put into practice in any destination and by all types of tourist.

This is a document that guides you on the guidelines you should follow to help make travel as sustainable as possible. Remember to respect nature, culture and respect your host. You can be the change you would like to see in the world.

The symbolic signature of this Responsible Traveler Declaration is voluntary.

If each of the 43 million travelers who travel each year thinks they can do something to make a difference, a real revolution will take place.

We invite you to take the first step and become aware that the impact you must generate in the destination you visit must always be positive.

<https://www.aviatur.com/contenidos/declaracion-viajero-responsable>

