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	CÓDIGO DE CONDUCTA PARA OPERADORES TURÍSTICOS SOSTENIBLES	Versión	1
	RESPONSABLE Dirección Ecoturismo Estratégico S.A.S	Código	I-GST-005

Code of conduct for tourist operators Guidelines for tourist operator who work in sensitive areas of the environment ¹

The following code of conduct must be made known to all tour operators with whom businesses and / or alliances are established for the operation of Ecoturismo Estratégicos S.A.S. This activity will be in charge of the Management. Codes of conduct for tour operators Guidelines for tour operators working in sensitive areas of the environment.

1. Generation of compatibility between the tourism and the conservation

- Develop a positive relation with the organizations and the persons who redeem a role in the conservation, especially in the areas that you visit with the clients.
- Invite your clients to become members of the organizations of conservation.
- Encourage the governments, companies and enterprises to support such projects as new natural reservations across writing letters or personal contacts.
- Ante up with time and money to the organizations of conservation and projects.
- Obtain available permissions before visiting the natural reservations or other areas where the access is restricted for any reason.
- When you are visiting the conservation areas, be sure that your activities fulfill with the rules of the park or reserve
- Know the laws, rules and regulations that are applied to the import and exportation of products made of wild life, and make sure that your clients should understand and respect the laws.
- Encourage your customers to buy products made by local people as long as these products are not made with endangered species and their sale does not violate the law.
- Develop an environmental plan for your day-to-day operations.
- If you are an operator that employs more than 20 people, have a written plan that, at the environmental level, establishes your company's commitment to conservation, resource use in a sustainable way, and the principles outlined in the Codes of Conduct.
- Include specific procedures that the company uses in your daily operations to prepare and to minimize the environmental negative impacts.
- Use evaluations post-travel to confirm that your trip developed in harmony with the environment then to assemble comments of the clients is a good way of finding out if the developed activities expired with their expectations.

2. Support to the preservation of the wild life and biodiversity

-Promote the maintenance of big surfaces without development, it means in way of conservation. The natural local state, they are one of the main touristic attractions, this unique value is undermined by the highways, oil pipelines and other types of large-scale development that damage the environment.


-It supports the programs and projects of conservation of wild life.

-It delivers information to your clients about the efforts for the conservation and make sure you do not hunt or don not fish protected or endangered species, or commerce of products made from protected species.

3 use of natural resources in a sustainable way

-In the places where the law allows hunting and fishing, follow all the rules and take only what you can use.

¹ Taken from the website: prepared with the help of the document of Artico of WWF International

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-Make sure that your customers abide by the laws and regulations and do not contribute to the depletion of local fish stocks.

-Cooperates with the community and the associations of indigenous hunters.

-Determines the maximum number of clients that can visit natural areas in a given time (taking into account the capacity). Considered characteristics of the area (wildlife, birds that nest in vegetation, fragility of ecosystems, etc) and any special vulnerabilities of the place. Also to inform tour operators in the region, in order to avoid the excess of visitors of a place.

-Use only the trekking paths established and existing campsites to avoid the impact on other areas.

-Avoid disturbing the wildlife. Inform to your clients about the behavior of the local fauna, and make sure you watch it from a prudent distance.

4. Minimization of consumption, waste and pollution.

- Remember that the choice of products and the amount you and your customers consume makes a difference.

- Choose biodegradable or recyclable products with a minimum of packaging. Minimize consumption.

-Provide adequate containers for waste disposal or ask your customers to return them with you.

-Promotes reduction, reuse and recycling, implement solid waste management plans that involve your customers and local communities. your efforts for the reduction of solid residues. Support the community initiatives faced to the suitable management of the solid residues.

-Promote the efficient use of the energy, avoid the use of equipped airs and heaters, use ecological systems. Take note of your consumption.

- Promote the efficient use of the water, avoids the waste, implements systems savers, use ecological systems. Take note of your consumption.

- Transport of your choice to your customers makes the difference, opts for media transport with less environmental impact. Minimize the use of fossil fuels and promotes the use of non-motorized transport, wherever possible.

- Make sure that your clients do not leave traces of your visit.

5. respect for local cultures

-coordinate visits with local communities in order to ensure that they will be welcome, and that your visit won't affect in a negative way these communities.

-Organize the visits in advance (coordination of activities), and confirm to all the staff with 24 hours before the visit.

-Agrees a fair payment for services done and for those that are not paid in a timely way.

-Be sure you have the appropriate permission to do the visits and carry out the activities that have been planned.

-Keep away from places where people are working, including hunting and fishing places, except the specific agreements you have convened with the local population.

-Promote respect for the culture and the customs of the communities that are visited.

-Deliver at time the information/summary to visitors about the culture and customs of the communities visited.

-Whenever is possible, promote the job of locals to carry to out these informative sessions.

-Remind to your clients that it is always mandatory to ask permission for taking photograph or videotape of people, activities or other things.

-Promote the prevention of trade and sexual exploitation of children Girls and adolescents. Disclose this information with your clients, be aware and report it when necessary.

6. Respect for sites of historical and scientific interest

-Promote respect for historical and scientific places. Provide relevant information about the importance and appropriate behavior in these places.

-Prevent your clients from interrupting the work of professionals who work in places of scientific interest. Request in advance the necessary permission and the adequate accompaniment for the visits.



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7. Benefit of communities from tourism

- Promotes and favor the recruitment of local staff and local businesses. support the education development and training of local staff to improve the delivery of services.
- Buy the local supplies and try to access to local services. Support the strengthening (quality improvement) of the supply of good and services at the local level.
- Encourage your customers to buy crafts and local products hand made in the place you visit.

8. Promotion of professional practice in tourism

- To hire a professional team that will help you to guide the tourist activities that you develop.
- Hire personnel with knowledge on issues of ecology and culture, or train the personnel that you have in these areas.
- Provide continuous training on issues such as reduction of negative environmental impacts and security services (customer service).
- Evaluates the performance of your staff, at least once a year.

10. promotion of legality and security

- Be sure to accomplish the regulations applicable to the activity that you are developing.
- Always ensure the safety of your clients. Provide information that would prevent incidents and entrusted to a member c team so you are aware of all aspects of security.

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Version	Changes	Date	Asked by