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## D001-BEHAVIOR CODE

### Introduction

The behavior code on Viajes el Corte Inglés Colombia S.A.S guides and motivates sustainable work performance and sensitizes its staff to the prohibitions established by "law 679 of 2001 and resolution 3840 of 2009" against the sexual exploitation of children and adolescents; preserves and protects the Natural and Cultural Heritage of Colombia "law 17 of 1981 and law 397 of 1997". Support the "law 1566 of July 31, 2012", "By which rules are issued to ensure comprehensive care for people who consume psychoactive substances, "" Entity committed to prevention of consumption, abuse and addiction to psychoactive substances ": Reflecting rules and attitudes of correct conduct based on corporate values that are characterized in an optimal and pleasant environment.

It is aimed at everyone who works in our company; including executives, executives and all employees in the venues throughout the country.

Our suppliers are also subject to these requirements established in this document, since complying with the Code is a condition for carrying out commercial activities with Viajes el Corte Inglés Colombia SAS, all employees are responsible for demonstrating integrity, leadership and commitment, by complying with the provisions of the Code of Conduct, the general standards for commercial practices, the Company's policies and all current laws.

By incorporating the staff, we will comply with the ethics and integrity of our values; guaranteeing compliance with the Code, We reject discrimination in any of its forms "Law 1482 of 2011" will provide fair and equitable conditions to all employees including personnel that can be hired in the places where the agency operates, "Law 1098 of 2006" no minors will be hired, nor will it allow or participate in the exploitation of child labor, Viajes el Corte Inglés Colombia SAS uses a sensible

approach with employees, being responsible for making decisions in compliance with the provisions.

## Application Context

This behavior code is applicable to suppliers, customers and employees of the company.

## Objective

The purpose of this behavior code is that all suppliers, customers and employees act under the established rules, which serve as guidelines when decisions are made and measures are taken to ensure trust in the provision of our service, providing an image based on the ethics and principles of Viajes El Corte Inglés Colombia SAS.

## Regulation

Viajes el Corte Inglés Colombia S.A.S, will have as a guidelines, internal work regulations, coexistence manual, functions manual and this code, which are socialized with employees and will be available to suppliers and customers of the company.

## Values

**Commitment to society:** Get involved with the environment that surrounds you (ethics, values, laws).

**Honesty with the community:** Righteousness in the performance of each action carried out.

**Responsibility with the environment:** Compliance with the duties and obligations established.

**Teamwork:** Cooperation with actions aimed at the welfare of the community.

**Professionalism:** With all the acts and tasks entrusted.

**Efficiency:** Get more with less.

**Respect:** Between all, in all directions and at all levels.

**Quality:** Do things right the first time.

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## Employee's Attitude

A worker on VIAJES EL CORTE INGLÉS S.A.S is aimed at complying with the values and customs of the different sites where the agency operates, Respects and Protects said Destination

Promotes the purchase of local handicrafts, respects their fauna and flora, takes care of the environment that surrounds them, avoids at all costs to promote or support campaigns focused on the sexual exploitation of minors.

**Happiness:** The collaborator will always show his best smile, positive attitude in customer service and the environment.

**Empathy:** The collaborator will provide destinations and services that generate confidence and tranquility to the client.

**Sincerity:** The collaborator will always be sincere and transparent in the services we provide, making the recommendations and necessary suggestions of the environment that will visit governed by laws and regulations.

**Transparency:** travel agencies are intermediaries of tourist services and there are many items that during the trip can fail. The transparency of the collaborator is important to indicate this issue to the Client; But also indicate that before any eventuality, Viajes El Corte Inglés will always bring support.

**Professionalism:** The Collaborator must know the destination with clarity to make recommendations to the client in an indicated way, avoiding that it can infringe laws of the region due to unawareness.

## COMMITEMENT

Viajes el Corte Inglés Colombia SAS, based on his behavior code, it is committed to reducing impacts and environmental risks in the places where it operates, taking into account the preservation of the environment of its fauna and flora, It will avoid the improper use of water, reducing consumption, implementing and supporting organized campaigns for good environmental practices, provide the necessary resources for the proper functioning of this document, participate in social and economic life of the communities in which it operates, protect children and adolescents.

- Give strict compliance with the laws, commercial, labor, and fiscal, both state and local.
- Support and participate in net activities in the region in accordance with the current law in each community.
- Participate with the community through different forums and media, in information and dissemination activities that contribute to improving the perception of the Group's activities.

Caring for the environment and commitment to sustainability is undoubtedly one of the added values offered by Viajes El Corte Inglés together with the care of our customers.

**VIAJES EL CORTE INGLÉS COLOMBIA SAS**, is against the sexual exploitation of children and adolescents according to the law "Law 679 of 2001".

**VIAJES EL CORTE INGLÉS COLOMBIA SAS**, Rejects any type of child labor exploitation "Law 1098 of 2006".

**VIAJES EL CORTE INGLÉS COLOMBIA SAS**, preserves and protects the Natural and Cultural Heritage of Colombia "law 17 of 1981 and law 397 of 1997".

**VIAJES EL CORTE INGLÉS COLOMBIA SAS**, supports the "law 1566 of July 31, 2012", "Whereby rules are issued to ensure comprehensive care for people who use psychoactive substances", "Entity committed to prevention of consumption, abuse and addiction to psychoactive substances".

**VIAJES EL CORTE INGLÉS COLOMBIA SAS**, It is against discrimination in any of its forms "Law 1482 of 2011".

**VIAJES EL CORTE INGLÉS COLOMBIA S.A.S** Is Against the illegal traffic of species like flora, wild fauna, Cultural Patrimony and cultural goods "Decree 1608 of 1978 Law 63 of 1986 Law 1185 of 2008" Resolution 0584 of 2002 Law 397 of 1997".

The present CODE OF CONDUCT will be updated whenever the circumstances require it, adopting and publishing in both cases new objectives. Reviewed and approved by senior management of VIAJES EL CORTE INGLÉS COLOMBIA S.A.S.

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