

UNITED NATIONS WORLD PACT ACCOMPLISHMENT

Our Empresa de Telecomunicaciones de Pereira S.A. E.S.P. “Telefónica de Pereira” has developed good practices on the accomplishment of:

- Relative declaration of the major principles and rights at labour. (International labour organization).
- Río Environment Declaration.
- United Nations declaration about corruption.

Telefónica de Pereira has respected the accomplishment of the principles framed on the Human Rights, labour rules, environment and fight against corruption.

a. HUMAN RIGHTS

Principle 1: Companies should support and respect the protection of human rights proclaimed at international field.

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. has promotes good practices according to the respect of human rights and freedom of human beings, specially its employees, communities and interested parts on the geographic jurisdiction about its social object.

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. promotes respect to life, freedom and security of the people who develops its processes. Also, avoid any type of cruel or degrading treat with its clients or communities object of its services rendered. By the application of the law 1010 “Labour harassment”, it avoids any kind of provocation that allows discrimination or labour harassment. The company promotes family integrity as a natural and fundamental element of society and promotes activities directed to family welfare. Also, it respects freedom of thought, conscience and religion views of its employees. According to the Company’s Ethics Code, it allows freedom of thought and speech. Promotes good practices on social security, free personality develop, cultural freedom within its employees and familiar environment. It makes timely payment of its employees’ wage, safeguarding fair and satisfactory remuneration that assures familiar support, health, education, welfare, feeding and best quality of life within its employees’ familiar group.

Principle 2: Companies must assure not be accomplice on human rights abuse

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. human rights accomplishment, and does not have practices that allow any kind of abuse. Also, it respects rights and freedom of every human being, without discriminating race, sex, language, religion and political views, national or social origin, economic status, birth or any kind of political, jurisdictional and international condition.

The administrative and technical employees of Telefónica de Pereira are not subduing to slavery or subjection treats, and there is no slave treatment existing at the Company. Nobody is subdued to tortures, punishment and cruel, inhuman and degrading treatments. Nobody is object of arbitrate interferences on its private life, family, address and honour or reputation assault. All employees has the right to law protection against those interferences or assaults, has the right to individual and collective property, and nobody is

deprived from its property. Our employees have the right to freedom of thought and speech. This right includes not being bothered because of its thoughts and opinions, develop of researches, receive and spread information and opinions, without frontier limitations, by any expression environment. At Telefónica de Pereira, all employees has the right to an adequate quality of life, that watch over health and welfare to they and their families, specially feeding, dress, house, medical assistance and social services needed.

b. LABOUR RULES

Principle 3: Companies must respect association freedom and effective recognize of the right of collective negotiation

To accomplish this principle, the Empresa de Telecomunicaciones de Pereira S.A. E.S.P. makes recognition and acceptance, from January 1st of 2001, to the employee's labour union "Simtraemsdes", as the unique employee's representative, that belongs to the organization. The Collective Labour Agreement gathered together all the individual and collective rights, agreed between the Empresa de Telecomunicaciones de Pereira S.A. E.S.P. and "Simtraemsdes", which will keep being recognized to the employees and "Simtraemsdes", because of the labour union fusion legally established by the Ministry of Labour by the Resolution No. 002383 from June 28th of 1995. As far as it directly affects the Company's employees, the Collective Labour Agreements would be ruled by the articles 473 and 480, according to the Labour Substantive Code and complementary laws, in consequence the faculty to present request documents would be "Simtraemsdes" authority. In April 16 of 2009, Empresa de Telecomunicaciones de Pereira S.A. E.S.P and "Simtraemsdes" achieved an agreement in the Collective Labour Agreements, that will rule from 2009 to 2011. .

Also, Empresa de Telecomunicaciones de Pereira S.A. E.S.P. recognizes the federation or confederation which Simtraemsdes is member or would be member subsequently, and all the faculties that it would enjoy, specially the right to consultancy throughout directives, and personnel they designate

Every year, the employees are free to choose, in a democratic process, their labour union representative, whom will represent them y every negotiation between employees and Empresa de Telecomunicaciones de Pereira S.A. E.S.P. These representatives keep a formal channel of communications with Telefónica de Pereira through an assessment committee that is carried out every month.

Principle 4: Companies must eliminate all ways of forced and obligatory work.

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. does not allow any kind of ditch or obligatory work. According to the Labour Substantive Code, the company accepted the fulfilment of overtime payment and recognizes compensatory days if working days for temporary needs are generated. Also, the Company accepts appropriate remuneration and accomplishment of work time conventionally determined. The Company is constantly paying attention on the accomplishment of the current legal requisites. On the Outsourcing management, the Company watches and controls the employer – employee environment. Attends and determine good practices on labour complains and claims' management. The Company applies the Internal Company Policy when deviation on labour practices occurs and watches the Ethic Code Application.

Principle 5: Companies must abolish effective child labour.

To accomplish this principle, our company is responsible to not promote child labour on it, as a way of protection on child rights. In case it could happen, a procedure had been developed: **Child Labour Mitigation**, which is registered on the Social Responsibility Management System, certified on our Company, and which purpose is to guarantee that the Company would not hire or support child labour, and if it could happen, found in suppliers or contractors, would establish mechanisms to repair children who are working under those situations, providing needed help to let those children have access to education by attending to school. The procedure consider activities such as: child labour identification, child labour evaluation, current legislation consult, labour permissions verification, authorization of child labour conditions, child labour conditions improvement, develop of child competences, watch over school assistance, follow the fulfilment of the child protection legislation, and define prevent actions aimed to the fulfilment of children rights protection.

Principle 6: Companies must eliminate discrimination according to employment and occupation

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. recognizes that all the people who belong to their processes (internal and external client) are equal before law and have, without distinction, equal rights to law protection. Everyone has the right to equal protection against discrimination and against all provocation to discrimination. The Company recognizes that its clients have the right, on equal conditions, to be publicly heard and with justice in any kind of complaint about the service or the labour activity.

Telefónica de Pereira recruits employees according to a profile fulfilment, without making any distinction, exclusion or preferences. This criteria applies for every internal promotion.

Telefónica de Pereira recognizes the importance of the right to labour, to equitable and satisfactory conditions, and to the protection against unemployment of the people who develop its processes. Also, the Company promotes the employment at the region, and the improvement on the quality of life at many homes, by including a large amount of its employees at the promotion of new projects like Homes, Companies, amongst other. It stimulates the good remunerations of its employees, and promotes outsourcing contracts with other region companies, who promote employment as well.

Telefónica de Pereira promotes the right to education of his employees, their children and spouses by awarded scholarships, looking forward to make the employees obtain high labour competences and best standards of living for all families. It is regulated in the Collective Labour Agreements the existence of an Education Committee to guarantee total transparency in the selection process of people who benefit from the scholarships. In addition to this, every employee has the right to end his working day 2 hour before to study, previous agreement with his boss.

c. ENVIRONMENT

Principle 7: Companies must support all preventive methods with regard to environment issues.

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. has as an environmental policy "The protection to environment, avoiding pollution". The Company has carried out an Environmental Management System, certified under the quality standard ISO 14001: 2004, which guarantee the application of the best practices to the environmental development of the Company. Responsibly, there have been identified meaningful environmental aspects and impacts, and have been determined objectives, goals and programs directed to the protection of the environment. The objectives had been socialized, directed to promote an environmental culture inside and outside the Company.

Principle 8: Companies must adopt initiatives to promote major environmental responsibility

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. has determined the application of two important objectives, looking forward to prove the good practices of environmental responsibility, which are:

- **PROMOTE ENVIRONMENT PROTECTION CULTURE TO ALL THE EMPLOYEES OF THE COMPANY.** According to the accomplishment of this objective, the Company has tried to make aware all the employees about the environment protection, running out of natural resources and the pressure made to the environment. Also, the Company has developed institutional campaigns for the environment protection, and the definition of environmental policies involved at the process of contracting goods and services. Additionally, the resources have been improved by the provision of the telecommunications integral services (water, light, paper).
- **PREVENT POLLUTION ENVIRONMENT IN ALL PROCESSES OF THE COMPANY.** To accomplish this objective, the legal environment requirements has been controlled, there has been a promotion of an environmental culture by the external communication, an environmental design policies for the installation of new telecommunication nets has been developed, a restructuring from gasoline to gas of the automotive fleet has been done, a preventive maintenance to all emergency plants and air conditioning, and an Integral Management System have been developed to solid wastes and dangerous wastes, and the well management of the lands on the performance of works.

Principle 9: Companies must promote the developing and spread of inoffensive technologies for the environment.

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. has determined among its operation policies ensure inside the contracts, the final condition of the wastes once the lifespan of the products have ended. It has been applied on the new constructions of the Company's buildings, the use of water savers, instruments to improve energy consumption and has finished the CO2 rationalization to Ecologic Gas (Ecaro 25) of the telephonic stations' emergency plants, as well as the air conditionings systems. Also, the use of rain has been improved on the bathrooms' service system.

There has been managed an appropriate disposal of the solid wastes, by the application of Integral Management System of solid wastes that separates them from the source.

d. FIGHT AGAINST CORRUPTION

Principle 10: Companies must labour against all ways of corruption, including extortion and bribery.

Empresa de Telecomunicaciones de Pereira S.A. E.S.P. has determined controls directed to demonstrate the best practices on the process of contracting, computer processes, financial processes, invoice processes, services provision, salaries liquidation, for legality and clear principles.

It is important to emphasise that throughout management directives number 29 from June 23rd of 2005, number 36 from August 4th of 2005, number 37 from August 10th of 2005, the Company's management, on its statutory faculties, has improved the efficiency and effectiveness of the process of contracting and the process of acquisition of goods and services, looking forward to the fulfil the principle of transparency and giving the best service provision to its clients. The people involved on this processes, leaders, auditors, amongst other, had become aware of the application of the best statutory and legal practices, to prove the transparency of the Company's contracting.