

COMMUNICATION

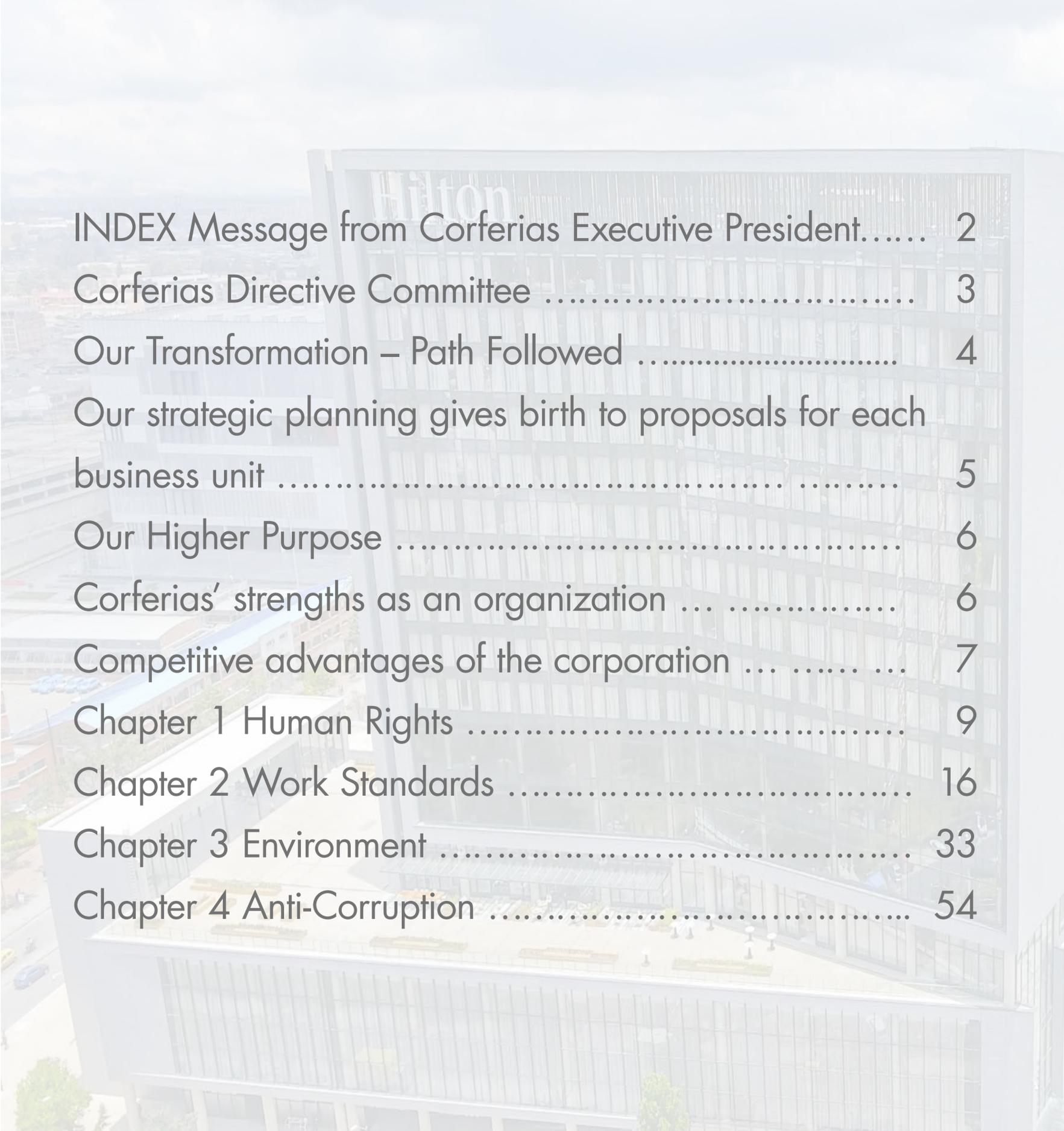
FOR PROGRESS



corferias 

Generadores de
Oportunidades y Progreso

2018 – 2019



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MESSAGE FROM OUR PRESIDENT

In Corferias we are concerned about contributing to United Nations Global Pact, and because of this, for more than 10 years back, we have dedicated great efforts in environmental, social-cultural and economical aspects in management.

Our actions are oriented towards the mitigation and compensation of impacts caused. These are prioritized from the needs of corresponding interested parties, with the purpose of having an effective action framework. Therefore, we develop multiple actions that lead to the protection of human rights, work standards, environment and anti-corruption policies; such as, the Sustainability Management System Policy, in which we comply with the 10 principles of the Global Pact, under the framework of Sustainable Development Objectives.

We know that we still have a long way to go in order to strengthen and create new initiatives that allow us to continue contributing to Sustainability, therefore we find support in the adequate allies with which we carry out team work geared towards fulfilling our higher purpose of being "Generators of Opportunities and Progress".

We invite you to learn from this report about the implemented practices which allowed for the development of Corferias and the country.



Andrés López Valderrama
President



DIRECTIVE COMMITTEE



Andrés López Valderrama
Executive President



Mario Cajiao Pedraza
Planning Vice-President
& Corporate Affairs



Roberto Vergara Restrepo
Director of International Business



Natalia Riveros Castillo
General Secretary



Marisol Suarez Laverde
Fair Subdirector



Elizabeth Arias Ávila
Director of Communications
& Advertisement



Diana Fernanda Cuan Galán
Experience and Contents
Innovation Manager



Mauricio Paredes Garcia
Operative & Administrative
Subdirector



Martín Camargo Pérez
Infrastructure and
Technical Subdirector



Patricia Sandoval
Internal Auditor



Alexandra Torres Asch
Marketing and Sales Manager -
Agora Bogotá



Juan Esteban Pérez
Executive Director -
Puerta de Oro

OUR TRANSFORMATION PATH FOLLOWED

CORFERIAS INTERNATIONAL BUSINESS AND EXHIBITIONS CENTER OF BOGOTA, with a tradition that goes back **65 years**, has consolidated itself as the **main professional international fair and event** operator in Colombia, the Andean Community, Central America and the Caribbean, in virtue of its infrastructure modernization **strategy** and its technology base has been dynamic in **innovation, internationalization social and environmental** projection in its management.



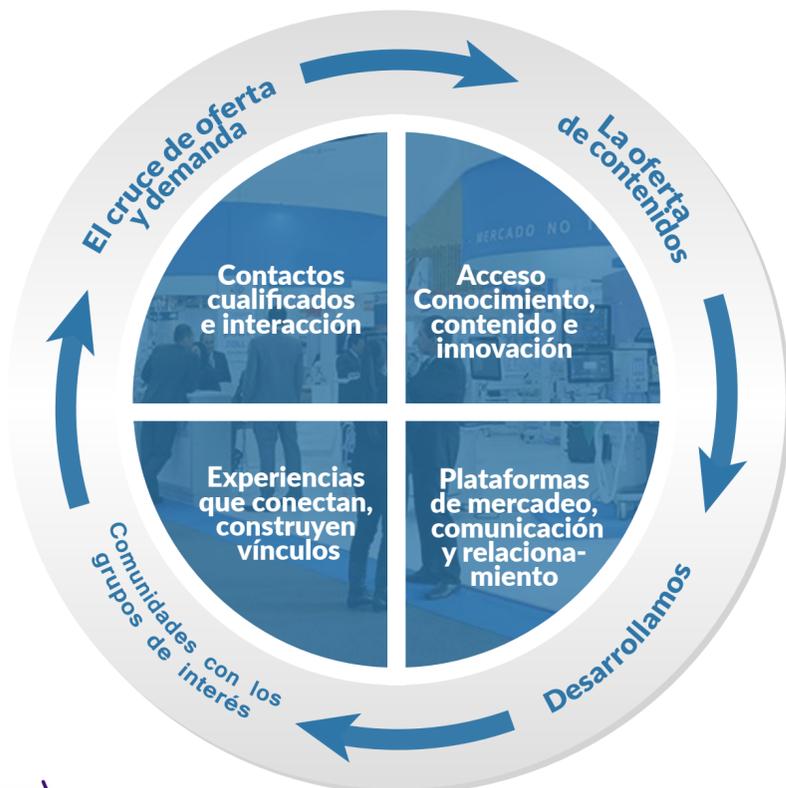
OUR STRATEGIC PLAN GIVES BIRTH TO PROPOSALS FOR EACH OF OUR BUSINESS UNITS:



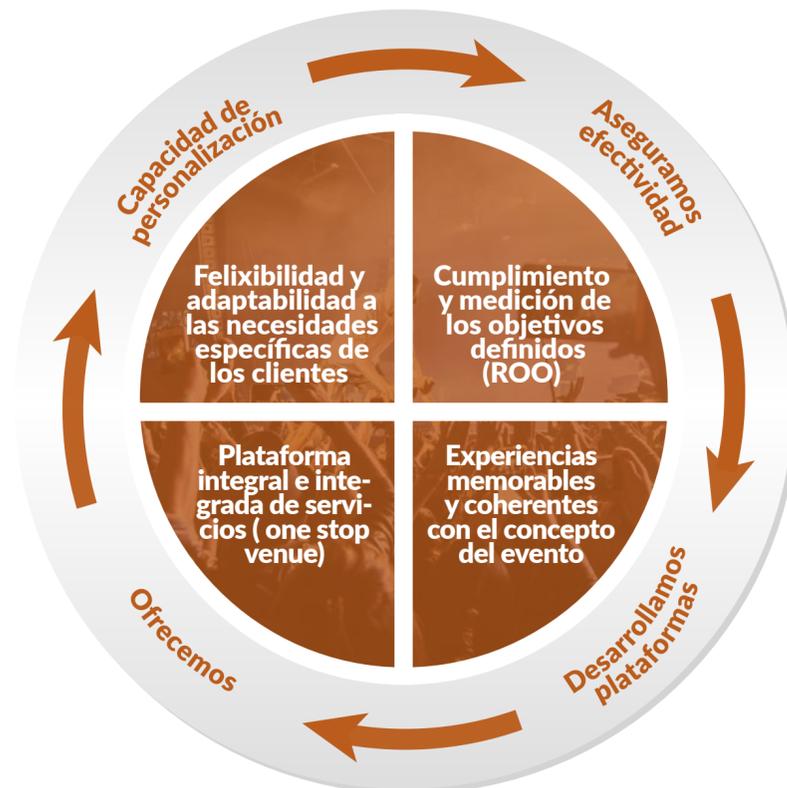
Corferias' strategic plan began with reflection and with the confirmation of its higher purpose as an organization that is a **“Generator of Opportunities and Progress”**. Based on this and considering aspects of the Corporation's evolution within its 10 last years, in addition to industry trends, value proposals were established for each of Corferias current business units and for what is being offered today for each of our clients.

Value Proposals for each business unit are as follows:

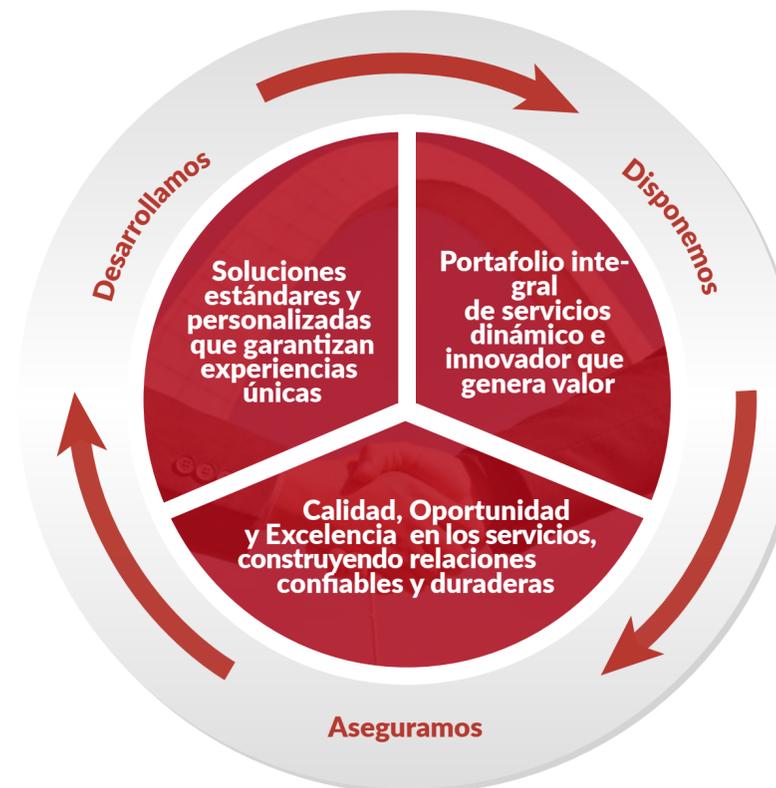
OFFER OF VALUE OF FAIRS



OFFER OF VALUE OF EVENTS



OFFER OF VALUE OF SERVICES



OFFER OF VALUE OF INFRASTRUCTURE MANAGEMENT



CONTRIBUTIONS FOR THE STRATEGIC PLAN THAT GOES UP TO YEAR 2022:

Cofrerias' strategic plan for the 2022-year cycle was built with the objective of contributing to the sustainable development of competitiveness conditions within the destinations we operate, as well as for their respective meeting Industries, working hand in hand with relevant public and private stakeholders; this objective is in total agreement with the principles upon which Communication for progress is based on.

OUR HIGHER PURPOSE

“generators of opportunities and progress”

CORFERIAS' STRENGTHS AS AN ORGANIZATION

We highlight the following as our main strengths:

- International world-class quality infrastructure, which exhibition area is the largest in the country. Its service platform comprehensively satisfies the needs of clients.
- Innovative fairs that foster the generation of business interaction contacts through an assertive management for call for entries, and promotion of exhibitors and buyers.
- Integrated service portfolio for the development of fairs, events and conventions, right from their conception to their realization. We propose and execute novel ideas in accordance with the client's needs. The platform for basic and aggregate value services represents a cutting edge excellent solution for the production of any type of events, guaranteeing that these will provide a unique and innovative experience.

CORPORATION'S COMPETITIVE ADVANTAGES



Up next, we will focus on some of Corferias' competitive advantages within its market environment, in order to attain the fulfillment of the mentioned strategic plan's objective, which will be described as follows:

- Positioning and acknowledgement supported in experience and knowledge;
- Is a subsidiary of the Chamber of Commerce of Bogotá
- Unique infrastructure for high impact events

FALTA
TRADUCIR

FOCUS OF OUR ORGANIZATIONAL CHALLENGES

- Comprehensive portfolio
- Ally Management (guilds, leader operators, government)
- Human Resources (We are truly "Enablers"). This plan prioritized a series of challenges for this new cycle of strategic planning, where we can find the following:
Evolving our business model in order to move from product to clients and from networking to experience



CHALLENGES FOR THE NEXT PERIOD OF THE CORPORATION

Aligned with aspects related in this report, we will mention the challenges included within the corporation's strategic planning, as follows:

1. Evolving our business model in order to move from Product to Client and from Networking to Experience.
2. Developing an ecosystem of platforms and services that integrate and utilize the benefits of both the physical and digital world, emphasizing in development management for communities that interact in both worlds.
3. Utilizing the advantages of globalization processes, making developed fairs and captured events to be an internationalization instrument for entrepreneurs and for destinations where they operate, privileging regional vocations and proposals.
4. Utilizing synergies and the converging existing trends in the fair and event industry, strengthening innovation dynamic.
5. Insuring an outstanding service, with world-class operational and infrastructural excellency, particularly providing maximum comprehensiveness and functionality of equipment as well as safety for attendees under an adequate risk management planning.
6. Contributing to social development in competitiveness conditions for the destinations we operate and their respective meetings industries, working hand in hand with relevant public and private stakeholders (Playing an important part in cluster initiatives and other similar Chamber of Commerce initiatives).
7. Attracting, retaining and developing human talent, guaranteeing a real experiencing of our higher purpose and organizational values (Cultural Capital as a Competitive Advantage).





Chapter 1

HUMAN RIGHTS



Principle 1

Companies must support and respect the protection of universally acknowledged human rights, within its environment of influence.

Principle 2

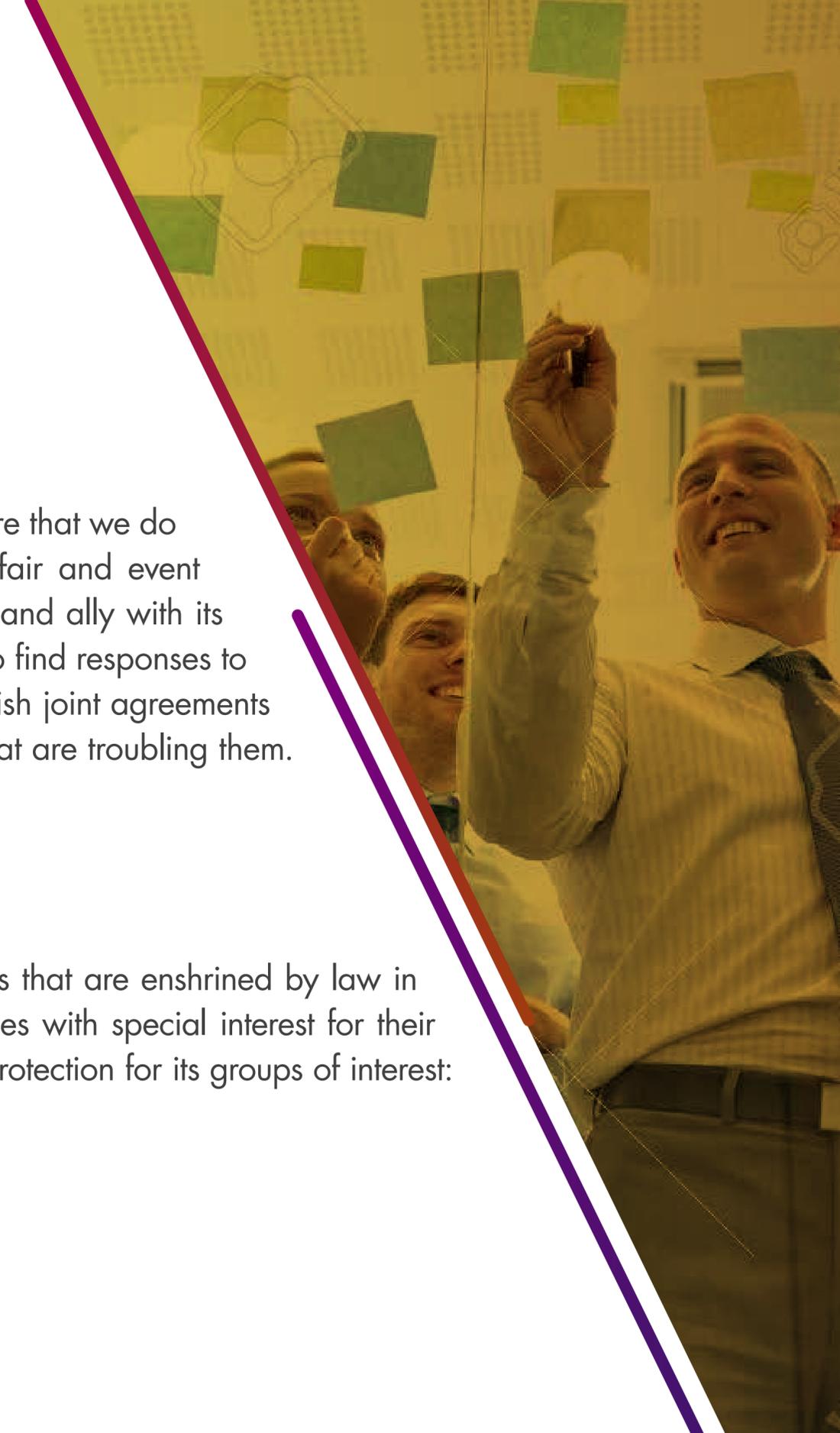
Companies must insure they are not accomplices in the violation of human rights.

OUR COMMITMENTS

Compliance and respect for Human Rights is of vital importance for Corferias. That's why we are committed to ensure that we do not support their violation. We insistently work in identifying and mitigating negative impacts that result from fair and event activities; which directly affect the community that resides in our influence zone; because of this reason, we meet and ally with its directors with the goal of generating joint solutions with the different leaders of neighboring communities, in order to find responses to generated impacts, knowing about their requirements, challenges and expectations, and thus, being able to establish joint agreements and solutions regarding the issues that are troubling them.

OUR ACTIONS

Given that all of our fairs and events are planned so that there is a full compliance with fundamental human rights that are enshrined by law in Colombia; both for Colombian and foreign citizens. We will mention some of the rights on which Corferias focuses with special interest for their compliance and protection for its groups of interest:



OUR ACTIONS

During the year 2018, Corferias maintained a close relationship with the Mayor's Office of Bogotá, through UPZ 107 in the jurisdiction of Teusaquillo, along with its local mayor and his work team; as well as the Secretariat of Mobility and the Central Command of Bogotá Police, we coordinated all required actions in order to control issues related to the mitigation of impact to its minimum level during all fairs, events and activities that are undertaken in our fair venue.

Throughout year 2018, Corferias Puerta de Oro began to actively participate as a member in the Barranquilla Destination Team Committee, which is comprised by the Mayor's Office of Barranquilla, the Governorship of Atlantic, Chamber of Commerce of Barranquilla and Pro-Barranquilla, with the purpose of strengthening the articulated team in order to dynamize Business and Events Tourism, and the capturing of high impact events, aligned with the venue's typology and the city's productive vocations. Likewise, Corferias has worked with different guilds such as Camacol, Fenalco - Atlántico and with important regional entrepreneurs and allied partners in fairs, as well as providers of their most important events.



WELL BEING PLAN

Within the understanding of the importance of retaining and developing human talent, as well as fostering spaces for the promotion of **health, housing, rest, entertainment and recreation** that contribute to the development of enablers and their families, Corferias planned and executed their well-being plan.

During the year 2018, health days were developed with a participation of close to **400 collaborators**. These days were oriented towards **promoting health and preventing diseases**, within all specialties.

Programmed activities and sporting events were published with a communication strategy and contents directed towards sharing and fostering the adoption of our corporate values. Each of these were organized and planned with the intention of experiencing **work values both in internal and external teams, with permanent innovation, commitment and world class management**.

Taking action from the standpoint of educational processes that are susceptible of influencing collaborators' families, the conference "**Healthy Numberless Finances**" was executed with a coverage of over **40% of enablers**, impacting not only their lives, but their family group lives as well,

Towards the end of 2018, Corferias opened new office spaces in which orientation in regards to quality of life and productivity are fundamental elements **in the design of collaborative spaces, coffee areas, dining area, gym, breastfeeding area and a great improvement in lighting and ergonomics in work spaces**. All of this contributes to motivation, commitment and the reduction of stress, as well as integration among areas.

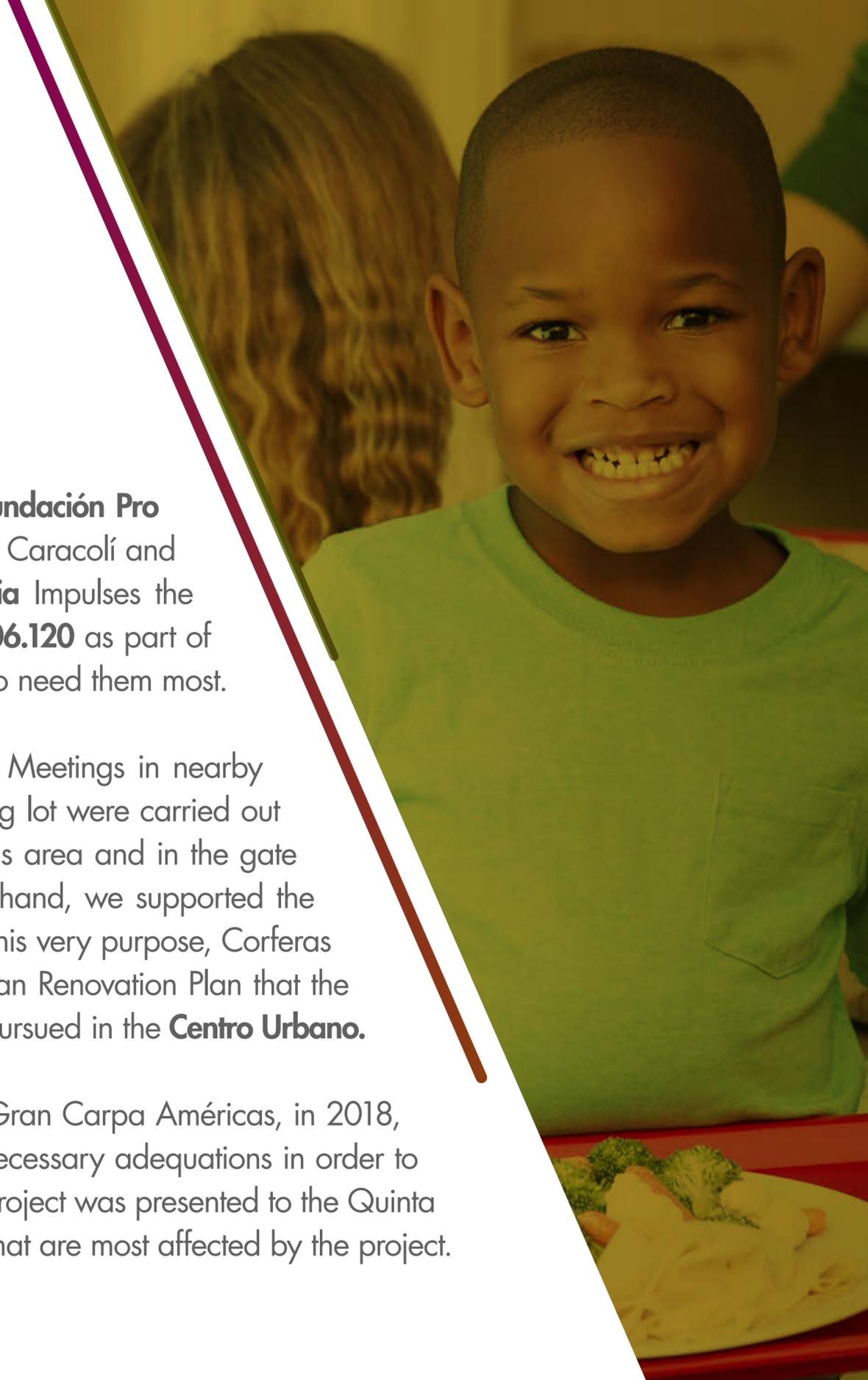


SUPPORT FOR FOUNDATIONS AND OTHERS

Corferias provided economical contributions to **Fundación Social por Bogotá, Dividendo, Fastrack Institute Inc, Fundación Pro Bono Colombia and Por Colombia**. These resources were destined for community dining rooms and child homes in Caracolí and Quiba in Ciudad Bolívar and, Loma Linda and Casa Loma in Soacha, for their part, **Dividendo por Colombia** Impulses the transformation of education and school permanence. The total of donations in the year 2018 rose up to **\$ 784.906.120** as part of our conviction of sharing resources with those who need them most.

It is pertinent to mention in addition, that Corferias contributed to the development of Community Action Board Meetings in nearby neighborhood SDO related to the venue. This way, in 2018, repaving construction works for the B4 tower parking lot were carried out within the **Complejo Multifamiliar Centro Urbano Antonio Nariño - CUAN**, as well as restoring of sidewalks in this area and in the gate entrance. New signaling was installed and the main door was replaced for a more modern one. On another hand, we supported the cleaning of the building front, painting for the children's park and celebration of CUAN's 60th anniversary. With this very purpose, Corferias facilitated the obtaining of a topographical study that was needed for the continuity and presentation of the Urban Renovation Plan that the neighborhood's Community Action Board Meeting pursued in the **Centro Urbano**.

As part of the actions geared towards controlling the intensity of the noise produced in events carried out within Gran Carpa Américas, in 2018, we hired an consultancy firm so that based on an initial diagnostic, they could generate recommendations and necessary adequations in order to mitigate this impact. We expect the implementation of these measures by the end of the first quarter of 2019. This project was presented to the Quinta Paredes neighborhood's Community Action Board, as well as for Centro Urbano, which are the areas that are most affected by the project.





SOLIDARIOUS CESSIONS

The policy for area lending and gratuitous participations has allowed to build trust relationships between **Corferias** and some Government Entities that utilize fairs in which they participate in order to promote their social object, likewise, in order for the obtaining of resources that allow to give continuity to social projects that are carried out in benefit of vulnerable populations. This way, **ICBF, ICBF; Ministerio de Defensa Nacional, Personería de Bogotá; Acción Contra el Hambre; Fundación Hematológica Colombia; Fundación Sanar; Fundación Red de Apoyo Social de Antioquia – RASA; Promoción y Prevención;** among others, were **23 exhibitors** in some of the 2018 fairs. The condoned sum in the area rose up to **\$94.803.288**

OUR ACTIONS

- a.** A right to live and to be free. Likewise, each person belonging to our groups of interest has duties in relation to the community.
- b.** A right to safety and personal integrity (physical and psychological)
- c.** A right to equality, intimacy and free personality development.
- d.** A right to information
- e.** A right to have the law equally enforced for all persons, equality, justice, neutrality and transparency.
- f.** A right to enjoy all the benefits enshrined in Colombian law.

Given that Colombian authorities have the function of preserving authority and order; as well as guaranteeing the proper functioning and safety of public space, this is why we developed joint labors with entities, guilds and companies that have the mentioned aspects as their social object.



CHAPTER 2

WORK STANDARDS

Principle 3

Companies must respect freedom of association and to have effective acknowledgement of collective negotiation.

Principle 4

Companies must support the elimination of all forms of forced labor or work carried out under coercion.

Principle 5

Companies must support the effective abolishment of child work.

Principle 6

Companies must support the abolishment of discrimination practices at work and occupation.



OUR COMMITMENTS

Corferias complies with respect for Work Rights of persons who comprise their groups of interest with conviction. This is an unbreakable commitment which focuses its actions in order to have human beings in the first plane of value. For the corporation, freedom of opinion, meeting and association are aspects that are prioritized in daily living.

Compliance with national legislation is a basic principle and therefore we reject, and do not authorize nor support any form of abuse or violation to Human Rights within Colombian work legislation and International Humanitarian Law Principles. An unbreakable commitment for the corporation is avoiding any type of labor hiring, directly or indirectly, of minors. It is also inadmissible to expose our enablers to carry out a labor that is accepted through coercion, as well as performing a task that is considered to be forced labor.

In Corferias our starting point is the Principle of equality in hiring, there is no discrimination whatsoever in the hiring process, assigning of tasks or remuneration; we value and respect the diversity represented by each of the enablers that make part of our human resources, regardless of gender, civil status, race, religion, age, nationality, sexual orientation or political ideology. Persons are granted with educational opportunities; as well as we promote the development of talents and competences within the organization. We rigorously comply with current work legislation and with the Work Rulebook. Each person is seen as an integral being, and we work towards their personal development and integration within the team, our mission is managed and shared seeking to achieve established goals both for the individual and for group.



OUR ACTIONS



HUMAN RESOURCES MANAGEMENT

During 2018, the area of Human Resources Management oriented itself to the development and fulfillment of the strategy defined by Corferias in order to attract, retain and develop the best human talent, guaranteeing the real experiencing of our higher purpose and organizational values, achieving our cultural capital as a competitive advantage.

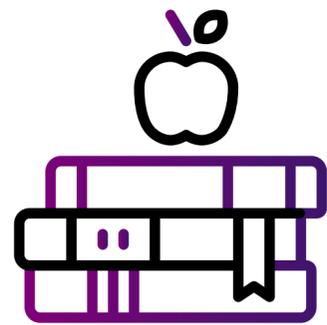


QUALITY OF LIFE FOR ENABLERS

As a generator of opportunities and progress, Corferias is aware in the importance of focusing on its human talent, fostering well-being and quality of life for Enablers and their families. This is done through different programs that are aligned with the lines of health, education and technical/professional growth, housing, leisure, entertainment and recreation.

CREDIT LINES

Being aware of the importance given to support that contributes to the attainment of personal, professional and family goals; Corferias continues with its corporate credit programs within the lines of education, disasters, housing and vehicles, highlighting the following:



EDUCATION CREDIT

Throughout 2018, **56 enablers** accessed this credit line, broadening the population that received benefits in **24%** in comparison to last year. It is worth to highlight that this benefit does **not represent a charging of interests and allows financing up to 100%** value for semesters in **technical, technological, diploma programs**, and undergraduate programs as well as allowing up to **50% semester** value financing for post graduate programs.



DISASTER CREDIT:

with the goal of servicing unforeseen situations within family environment such as: **high-cost medication purchase, housing damages, theft and medical treatments for the family group**, among others, **17 enablers** turned to this alternative.



SELECTION PROCESS

On 2018, selection and promotion processes were aligned with the corporate strategy, defining components to be assessed which generate evidence of the application of Corferias corporate values. This way, it was defined that enablers who were to be hired within the company must have identified behavior skills associated to **service excellency, responsibility, planning, and trustworthiness**. All these components of "We are enablers" values, such as "Internal and External Teamwork" and "World Class Management". This is to be found and evidenced through assessment center type evaluations, **psychological tests, technical tests and critical** incident interviews that approach different areas of life of the possible new collaborator.

Thanks to this, seasonal work positions are covered according to the needs of events that have a definite duration and that require close to **92 persons**. New work positions related to the operation of **Corferias in Ágora Bogotá with 31 persons and 76 persons in order to cover permanent work positions with average response times inferior to 30 days**, which facilitates compliance with objectives related to different Corferias areas.

Providing continuity to the strategy and higher purpose of generators of opportunities and progress, contributing to the development of our enablers, **42 of these personnel applications were satisfied** through the internal promotion process, increasing growth opportunities within the company in 17% compared to year 2017.

In Puerta de Oro fair venue located in Barranquilla, the Human Resources Area was oriented towards implementing the strategy **for attracting, retaining and developing the best human talent, implementing the process of induction and training for new personnel, as well as developing the well-being plan and work life** quality plan in accordance to interests and needs of Caribbean Corferias collaborators.

Activities and events carried out in Puerta de Oro were directed to reinforce corporate values.



2018 PERSONNEL HIRING

In regards to employability and gender equality, by the end of December 2018, we have the following information:

EMPLOYABILITY TABLE BY CONTRACT TYPE

Contract Type	Duty free zone	Agora	Puerta De Oro	Parking Internships	Internships	Total	Participation
Fixed term contract	153	6	21	3	8	191	36%
Indefinite term contract	263	33	45	0	0	341	64%
Total per contract type	416	39	66	3	8	532	100%

EMPLOYABILITY TABLE BY GENDER TYPE WITHIN PERSONNEL ROSTER

Gender Type	Duty Free Zone	Agora	Puerta De Oro	Parking Internships	Internships	Totales	Participation
Men	204	36	35	2	<=Incluidos	277	25,1%
Women	212	11	31	1	<=Incluidos	255	47,9%
Total Men + Women	416	47	66	3		532	100,0%

EMPLOYABILITY TABLE BY AGE CATEGORY

Age Range	Duty Free Zone	Corferias SAS	Total	Participation
18 to 25 years	143	48	191	36%
26 to 45 years	254	18	272	51%
Over 46 years	66	3	69	13%
Total per contract type	463	69	532	100%

**EMPLOYABILITY TABLE BY GENDER TYPE
IN CORFERIAS**

Directive committee	Total	Participation
Men	6	50%
Women	6	50%
Total	12	100%

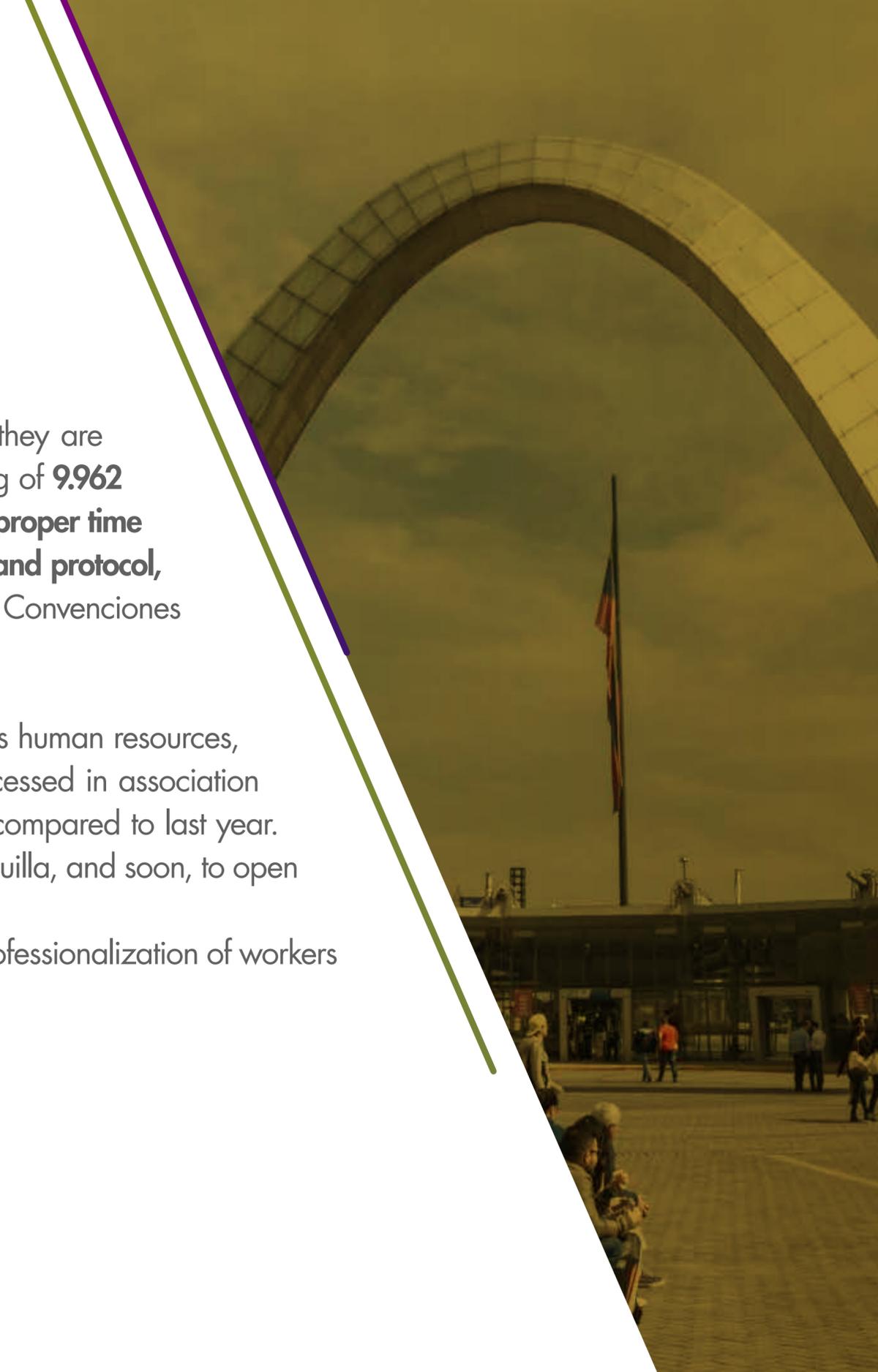


MISSION RELATED PERSONNEL MANAGEMENT

On 2018, there was a strengthening of Mission Related Personnel, who complied with legal requirements that they are legally entitled to as well as requirements demanded for the fulfillment of a determined labor, generating the hiring of **9.962 transitory work positions and temporary positions during the year, which are 23% more than on 2017. Thanks to proper time management, we accomplished the rendering of services related to, foods and drinks, security, logistics, registry and protocol, among others, within the different scenarios where fairs and events take place.** (Gran Carpa Américas, Centro de Convenciones Ágora Bogotá and Corferias Caribe - Puerta de Oro).

Within the understanding of the administrative impact that this number of service hiring generates in areas such as human resources, accounting, audit and treasury, we sought for the reduction of receipts and invoices to be charged that are processed in association with these processes, monthly consolidating social object charges, and attaining a reduction of receipts in 37% compared to last year. Corferias contributes to the generation of employment in a significant manner in cities such as Bogotá and Barranquilla, and soon, to open operations in the city of Medellin.

In this initiative, Corferias contributes effectively in the generation of employment in the city of Bogotá and in the professionalization of workers in the sector of events and congresses,



PERFORMANCE ASSESSMENT

For the period of 2018, there was a programming of continuity for Performance Assessment Process, where a quantitative evaluation was carried out in defined aspects such as attitudes, development of mission within the work position, corporate values and compliance of value generating objectives. This last one, was done for enablers that comprise the tactical and strategic population of Corferias.

The evaluation defined as enabler-director is maintained, pursuing the development process of company leaders thanks to team feedback. Inter-Area evaluation is resumed in places where we seek to have diagnostics and a development plan for aligning areas to corporate culture.



COMPETENCE FORMATION



INDUCTION AND TRAINING PROCESS

One of the determining factors in performance and adapting of new enablers is the induction and training process, in which the company's **general strategy is presented, as well as corporate values, business units, benefits and acknowledgements, Work Security & Health Management System, Comprehensive System for Preventing Asset Laundering, corporate intranet, office 365, community relations and other processes such as purchases, Novosoft and web service console** that supports collaborator management are introduced. During 2018, we managed 100% coverage of the targeted population with the participation of **210 collaborators**.

TECHNICAL AND ACTION COMPETENCES

With the objective of providing collaborators with the necessary tools for the proper development of their labors, **during 2018, process updating training processes were developed for Work Security & Health Management System, SST Risk Management System, Hiring and Purchases Manual, Code of Ethics, CRM Management, SIGCS V3, Community Relations and budget execution. These activities counted on the participation of 169 collaborators.** Likewise, training for competence development training required for the digital world of today was conducted, with the **participation of 73 collaborators** that enjoyed 8 hours of training, facilitating their self-knowledge and self-management processes for the fulfillment of work and personal goals.





FORMATION IN VALUES

During the process of defining strategic planning for year 2018, five **(5) corporate values** were established, understanding that values are evidence of beliefs and formation that each of the persons have received, and are the foundation for their behaviors. Because of this, they have been defined as the backbone of the strategy that will lead to the fulfillment of Corferias' higher purpose: **We Are Enablers, Internal and External Teamwork, Permanent Innovation, World Class Management and Commitment.**

Throughout 2018, we worked on the general publishing of values and formation processes were carried out geared towards the understanding of internal and external teamwork value.

INTERNAL & EXTERNAL TEAMWORK

During the second semester of the year, Corferias geared towards reinforcing the "**Internal & External Teamwork Value**" with workshops. Because of this, five **(5) sessions were carried out with more than 40 hours of formation, and with a coverage of 199 collaborators**, particularly emphasizing the business's "**Core**" teams, achieving spaces for reflection, alignment with life purpose, and granting self-leadership tools that sought to autonomously mobilize collaborators to strengthen the developed value. Likewise, **well-being and quality** of life programs were redirected towards the experiencing of corporate values, highlighting within their contents, the components of each value and reinforcing them through practical activities. Finally, we worked hand in hand with the communications team for defining the internal communications plan, focusing it towards the company's needs and the needs of the targeted population.



TECHNICAL UPDATES – EXTERNAL TRAINING

Continuing with the goal of developing the best human talent, in 2018, Corferias fostered the participation of the following areas, **stand setup, communications, external commerce, treasury and accounting in training** processes that allowed them to be updated, grow professionally and to increase their knowledge in order to improve the execution of their labors. The most representative topics were, **digital marketing, scenery design, commercial exhibition, updating duty free zone regulations, currency exchange regime, international investments and tax updates.**

For the strengthening and adoption of internal processes, there was a programming and joint development along with technology area, for the launch and training for all targeted population in SIGCS version 3 platform, achieving the participation of **104 collaborators.** Likewise, together with the quality and processes area, productivity laboratories were programmed oriented towards the quality leader network of Corferias, approaching subject such as **Power BI, FORMS, SWAY and TEAMS, which are components of 365.**



CIAL MANAGEMENT AND RELATIONSHIP BUILDING WITH INTERESTED PARTIES

On 2018, the social management that was carried out ratifies Corferias' commitment to seek actions that allow mitigating negative impacts derived from the production of fairs and events.

On the other hand, within the framework of implementing the Sustainability Management System, on 2018, the Influence - Impact Matrix was built, in which Corferias' interested parties were identified, along with their interests and expectations, in addition, they were prioritized in relation to the impact and influence each one produces in operation. Based on this information, we expect to consolidate and strengthen communication with each of the identified groups.

On June 2018, Corferias reported the COP document, in which interested parties and the general public is informed about the main efforts, achievements and challenges of company management within areas **such as Human Rights & Enterprise, Work Standards, Environment and Anticorruption**. This report may be consulted in the webpage www.corferias.com within the section of corporate social responsibility.

BE A GOOD NEIGHBOR (C-BUEN VECINO) PROGRAM

This program closed the year with **7.040 affiliates**, who received the benefit of participating in different events and 13 training workshops in topics that build social tissue such as: **edification of values and personal growth, responsible pet ownership, healthy lifestyle habits; entrepreneurship, leadership, security and citizen cohabitation**. Likewise, they enjoyed family theater plays (shows such as: The Imaginary Sick, My Friend The Teacher and Simba The Lion Prince); art cycles with 11 top of the line movies, folk dance presentations, recreational mornings for children within the sector and finally a Cultural Christmas Celebration Program.



An additional benefit was the free entrance of affiliates' underage children to some of (10) fairs in the annual Corferias calendar. In 2018, they attended the International Book Fair, International Environment Fair FIMA; Home Fair, Beauty & Health, SOFA Recreational & Fantasy Ballroom, Expopet, International Automobile Fair; biciGo, Chocoshow and Expoarts&crafts.



With the purpose of strengthening bonds with the neighboring community, we gave continuity to work meetings with **UPZ.107 Quinta Paredes leaders, Mayor's Offices from the localities of Teusaquillo and Puente Aranda, and the Secretariat of Mobility, among other institutions of a local and district character**. These meetings lead to work together in the search of solutions for the most recurring problems in that city area, such as mobility, street vendors and noise.





enlaC Newspaper

Throughout 2018, **six (6) editions** of this communications media which connect Corferias to the Community were published and distributed within the area of influence of Corferias. The digital edition was modernized and was articulated with corporate image, this version can be consulted in www.enlac-corferias.com. Every two months enlaC approaches topics of interest for the community and additionally reports on the advancements of each of the infrastructure projects that Corferias are developing and how they positively affect the environment.

RSR MODEL

Under the model of **acknowledgements, suggestions and reclamations** known as **RSR**, **841 comments were received**; **63%** were reclamations, **24%** were suggestions and **12%** were acknowledgements; the preference for the contact channel was concentrated in **57%** in a mailbox and **42%** in virtual channels; being **83%** of these visitor comments and **12%** exhibitor comments and **6%** supplier comments.

Corferias continues being committed to the development of its integral service management model in relation to experience, insuring motivation and recommendation of their clients with each one of our products and services, generating memorable experiences that increase the **satisfaction of exhibitors, organizers, partners and visitors**.





Chapter 3

ENVIRONMENT:



Principle 7

Companies must support a precaution approach in relation to environmental challenges.

Principle 8

Companies must Foster initiatives that foster greater environmental responsibility.

Principle 9

Companies must favor the development and promotion of environmentally friendly technologies.

OUR COMMITMENTS

Based on the premise that Corferias is a company that is committed to caring for the environment, we plan for the construction of our infrastructure and utilize daily resources in a responsible manner, so that day by day we promote good practices in environmental management.

Being aware that our activity impacts all of our groups of interest, we developed initiatives and programs that insure to minimize environmental impacts derived from fair and event activities. We strive for the improvement of a rational utilization of resources, for which we permanently development awareness campaigns and remind taking actions for out enablers and extend this to our groups of interest.

OUR ACTIONS

We develop our actions in orientation to the protection and care of the environment as well as towards sustainability. We focus on meeting the main goal of applying sustainability principles in our activity and to reduce impacts generated in the environment. With the production of fairs, events, local, national and international conventions, from its beginning, Corferias has worked in support of the industrial and commercial development of Bogotá and the country. Today, we are a reference in the city and the growth of our industry is based on sustainability from an economic, social and environmental standpoint.



OUR ACTIONS

The development of the competitiveness program proposed by Corferias for the industry of fairs and meetings tourism is based on 3 basic pillars which are:

ECONOMICAL

- Contribution to the **strengthening of various economic** sectors through the creation and development of fairs and events that support the respective sectors.
- Development and **consolidation of the meetings industry** (Productive Gear).
- Making an effort so that the destinations where we operate are attractive and competitive for the production of fairs and events.

SOCIAL

- Development of shared value strategies (Joint Winning)
- Professionalization y and development of a red of suppliers and contractors.

AMBIENTAL

- Incorporation of environmental practices in different venues and in the development of events in general.



CHAPTER 3 ENVIRONMENT

Sustainability in Corferias has been conceived as a set of actions that integrate **environmental practices, resource management, security and social responsibility** as part of what planning an event demands, as well as **considering needs interests and values** of the events' involved stakeholders.

Demands to **anticipate and mitigate negative impacts significantly**, and at the same time seeks for opportunities that generate **positive experiences in communities**.

Corferias Sustainable focuses on the following points:

- Fair Contribution **towards SDO.**
- World Class Sustainable Events and **Infrastructure.**
- Impact of our activity in **sustainability and competitiveness.**

Up next, we draw a diagram of how we conduct in order to **plan Sustainable Events**, in compliance to **SDO**:



Corferias Sustainable Events - Processes

Concept Building



Interested Parties

- Organizadores de eventos
- Medio ambiente
- Socios (accionistas)
- Academia

Planning



Supplier Management

- Expositores
- Contratistas
- Tercer sector (ONG'S, fundaciones)



Chemical Substances

- Posibilitadores
- Academia
- Gobierno y autoridades



Sanitation Plan

- Sanitation Plan
- Communications media
- Academy

Development



Infrastructure



Sanitation Plan

- Communications media
- Academy



Energy & Water



Corporate Social Responsibility

- Community neighbors
- visitors and attendees

Evaluation



Corporate social Responsibility

- Partners (Shareholders)
- Exhibitors
- Event Organizers
- Academy



Interested Parties

The following are examples of air planning:



“Guaranteeing access to **Accessible, safe, sustainable and modern** energy for all”

- Feria Internacional de Bogotá - FIIB
- Feria Industrial del Caribe - FICA

“Lograr que las **ciudades** y los asentamientos humanos sean inclusivos, **seguros, resilientes y sostenibles**”



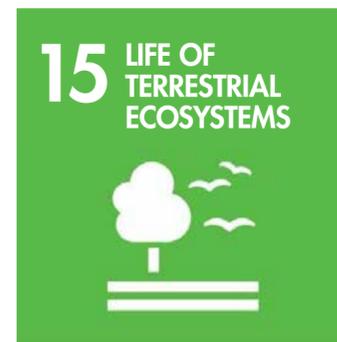
“Accomplishing the condition that human **cities** and settlements being inclusive, **safe, resilient and sustainable**”

- Expoconstrucción
- Feria Internacional del Medio Ambiente
- Andinapack
- E+S+S



“Building resilient **infrastructure** promoting inclusive and sustainable **industrialization** and fostering **innovation**”

- Feria Internacional de Bogotá FIIB
- Expoconstrucción
- Mueble y Madera - Interzum
- Andinapack
- Digitech
- Andigrafica
- E+S+S
- Createx
- Creamoda



“Sustainably managing **forests**, fighting against desertification, fighting and reversing **land degradation** and fighting the loss of **biodiversity**”

- Feria Internacional del Medio Ambiente
- Mueble y Madera – Interzum
- Agrofuturo
- Agroexpo
- Feria del Turismo del Caribe



“Adopting urgent measures in order to **fight climate change and its effects**”

- Feria Internacional del Medio Ambiente



“Preserving and sustainably utilizing oceans, **seas and marine resources for sustainable development**”

- Expopet
- Feria del Turismo del Caribe



“Promoting **fair, peaceful and inclusive societies**”

- XIII Encuentro de la Jurisdicción Constitucional
- Liderazgo Transformacional en el Sector Justicia



“Revitalizing the World **Alliance for Sustainable Development**”

- Feria Internacional del Medio Ambiente
- Feria Internacional de Bogotá FIIB
- Expoartesanas
- Meditech Feria Internacional de la Salud

CHAPTER 3 ENVIRONMENT

As a challenge in the **strategic planning** of our activities, in order to carry out the **sustainability management** system, we integrate the three pillars (**environmental, social-cultural and economical**) as can be appreciated in the next graph:



CHAPTER 3 ENVIRONMENT

Based on our commitment of being a **sustainable company that promotes and takes action in caring for the environment**, up next, we will present cases where the organization has arduously worked towards Sustainable Development **Objectives (SDO)**, in order to comply with required standards for the execution of construction works and in the consumption of daily use elements and products. The used **SDO** that are taken as a parameter are the following:

- a. Clean water and sanitation
- b. Accessible and non-contaminating energy
- c. Life of terrestrial ecosystems
- d. Responsible production and consumption
- e. Climate Action

INFRASTRUCTURE

Up next, we will begin to mention the construction works of greatest impact developed by the corporation; in which, there is a reflection of the compliance of our commitments that help to protect the environment, combined with the actions taken.



Intervention on Av. de La Esperanza

This project contemplated the **demolition and receding** of the south wall adjacent to Avenida la Esperanza and carried out construction works on the public space over said avenue between **Carrera 37** and Avenida **Carrera 40**, giving a new image to the southern side of the fair venue, consolidating the relating of **Centro de Convenciones Ágora Bogotá**, **complementary services and free internal areas in the first floor of the fair venue, in addition to commercial sales points.**

Complementary urban construction works have been carried out in the interior of the fair venue, with which there will be an adequate connection between the project **Plazoleta de la Avenida de la Esperanza**, with existing road networks, as well as the architectural harmonization of the place.



Public Space Calle 25 and Avenida Carrera 40

The construction of these two important public space areas over **Calle 25 (between Carrera 37 and Carrera 40)**. And over **Carrera 40 (between Avenida de la Esperanza and Calle 25)**, allowed to consolidate and contribute with a large public use space of around **41.000 m²** to the city, in addition to contributions of plot

1. (2018 Fair Venue), plot
2. (Ágora and parking lot towers 2018) and plot
3. (Green parking lot 2015),

which have boulevards, green areas, plazas and urban furnishing, which positively transforms the relating of Corferias equipment to its immediate surroundings, adding value to the area, contributing with security, accessibility, comfort and a functional and pleasant pedestrian mobility around our plots.



INTERNATIONAL CONVENTION CENTER OF BOGOTÁ - ÁGORA BOGOTÁ

During **2018** in **Centro de Convenciones**, technical systems adjustments and minor construction work activities were finalized. Likewise, hiring was concreted for maintenance in the different components of the building in virtue of finishing **maintenance periods included in construction contracts**.

This **Convention Center** is on the cutting edge of the **world's top convention centers**, given that it has multifunctional spaces and meeting halls distributed in five floors, **which are ideal spaces for the development of congresses, meetings, exhibitions and public spectacles**, with the largest one of them being a one of a kind space within the region with a capacity of **4000 persons**.

As an example, we have the new constructions that have been planned along with the incorporation of sustainable elements such as: large glass building fronts, and "skylights" on ceilings that guarantee an optimization of natural light utilization and reduction of energy consumption, as well as natural ventilation and reuse of rainwater for sprinkling systems and sanitary unit waters.



CORFERIAS OFFICES IN HOTEL TOWER

Considering the need of a substantial improvement in the rendering of services and image before its clients, throughout 2018, Corferias carried out the construction of office projects and commercial and customer service points, which occupy a section of floor 1 and the totality of floor 5 and 6 of the Corferias Hilton Hotel Building.

Being within an approved schedule and budget, we managed this project to open service operations in October 2018, attaining the allocation of all work places, 15 meeting rooms equipped with full audiovisual aids, collaborative work zones and complementary service support areas within an innovative open office concept with a friendly and contemporary design, both for Corferias enablers and for visitors and clients.

Parallel to the transferring to new offices, labors of recovery and transformation of areas that were transitorily occupied by administrative offices were initiated. Areas such as exhibition pavilion 5A, auditory rooms, and Block A office building next to Davivienda Bank. For such effect, corresponding designs for the new use of these spaces were carried out, along with Corferias infrastructure team.



INCREASED MOBILITY THROUGH BICYCLE PARKING SPACES, CAR PARKING AND PUBLIC TRANSPORT PROMOTION PROGRAM.

Regarding Urban Infrastructure, Corferias has enabled new places in order to favor the environment and the area's mobility, such as the following:

- Corferias counts on 728 bicycle parking spaces, which allowed us to be awarded with the Golden Seal granted by the Secretariat of Mobility of Bogotá.
- With the start of operations for Agora and Hilton Hotel, we increased the offer of parking spaces with 3.700 additional spaces for the service of users.
- Complementary to the purpose of incentivizing the use of Public and Alternative Means of Transport, Corferias participated in the program "Me muevo por una Bogotá sostenible" carried out by the General Mayor's Office of Bogotá along with the District Secretariat of Environment, ranking in second place.



PRACTICES IN ENVIRONMENTAL MANAGEMENT

On another hand, in reference to actions carried out within business units in the corporation, there are concrete actions that helped to improved environmental management practices and they will be described as follows:

PRACTICES IN ENVIRONMENTAL MANAGEMENT

From quality coordination in the Foods & Drinks department, there were several activities carried out with the goal of risk prevention in relation to food poisoning, and the monitoring of sanitary conditions in operation, which are associated to operative personnel training, administrative personnel training and F&D exhibitor training in regards to hygiene practices and protocols for food manipulation. This impacted the population in the following manner:

- **Total trainings carried out: 45**
- **Total attendees: 680**
- **F&D operation personnel - operative and administrative personnel: 557**
- **Concession and exhibitor personnel: 123.** In addition, there were 243 quality monitoring analysis processes carried out for the microbiological and physiochemical quality of water, environments, persons, surfaces and foods and a total of 13 Sanitary Hygiene Evaluation Activities in F&D operations points and 21 audits were carried out on food suppliers of the Corferias F&D unit.



GOOD PRACTICES IN RISK PREVENTION

- In a complementary manner, we were awarded with an acknowledgement of Commitment and Care for the Environment on behalf of ECOGREEN, for our purchase of 100% biodegradable packaging in F&D operations.
- F&D personnel, cleaning contractor and concessionaries of the Food Court received training in relation to the proper management of organic residues and in addition, reinforced the Color Code established for the responsible separation of wastes.
- Hiring Processes and Supplier Selection has incorporated criteria that are evaluated and that signify points for companies that have implemented the Sustainability Management System.

On 2018 we elaborated the first edition of the Guide to Sustainability Best Practices, which contains simple measures and actions in regards to environmental social-cultural and economical aspects that are applicable to the fair venue, offices and at home. This guide is available in the corporate web page.



CLASSIFIED SOLID WASTES

With the purpose of mitigating and controlling the environmental impact produced by the generation of residues from source, throughout the entire fair venue, there are a series of eco-stations that invite groups of interest (enablers, suppliers, exhibitors, and visitors among others) to dispose of their waste according to waste class and type, posteriorly, these are collected in the waste room and are classified according to their nature. With this, we avoid that materials such as plastic, cardboard and glass among others, which may be recycled and utilized in the industry, would end up in a landfill. In addition to this, Corferias offices have carried out campaigns in its offices geared towards the adoption of responsible consumption practices as well as waste separation at source, which lead to the use of the 3 RRR (Reduce, Reuse and Recycle), especially in regards to daily used paper.

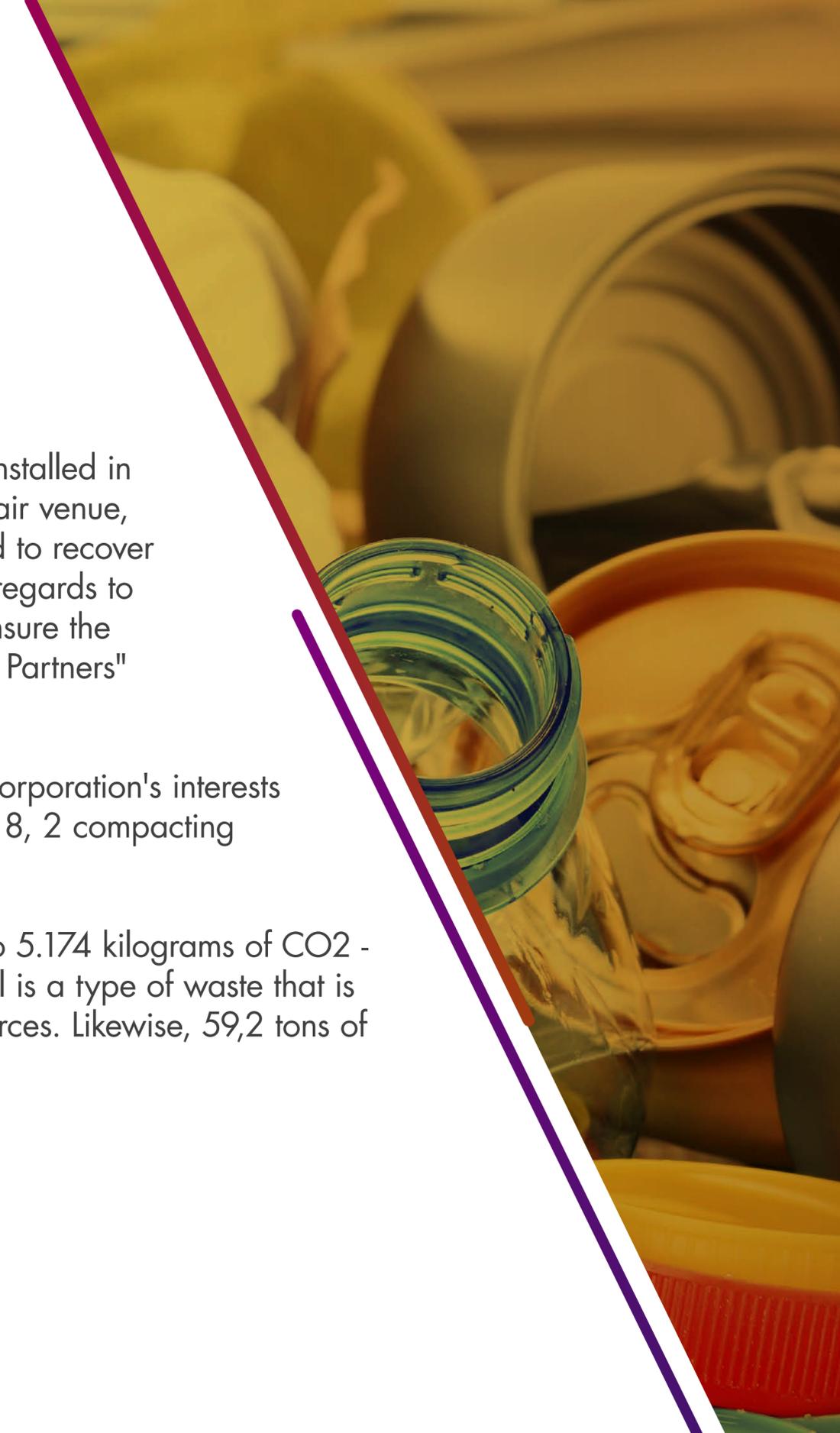


SOLID AND SPECIAL WASTES

With the goal of optimizing the recycling process of wastes generated in administrative offices, eco-stations were installed in Hilton Hotel, Old Block A and Corferias building facilities. These stations, along with the ones installed within the fair venue, will allow to increase the volume of recovered material in the Collection Center. From there, on 2018, we managed to recover 66.017 kilograms of usable materials which included cardboard, plastic, glass, foldables, PET, junk and paper. In regards to other residues of a special and hazardous nature, Corferias is related to several post consumption programs that insure the responsible disposal of batteries, cartridges, computers and peripheral wastes. Pilas con el Ambiente, HP "Planet Partners" Colombia, and Ecocómputo, among others, are current groups.

Corferias draws the convergence of diverse audiences, mainly visitors and exhibitors, because of this, one of the Corporation's interests is to promote recycling and reusing utilizable elements such as PET, Tetra Pak and aluminum towards them. On 2018, 2 compacting machines were installed, which were able to collect close to 6.300 containers.

Food & Drink area recovered 2,29 tons of used vegetable oil, which in carbon footprint reduction are equivalent to 5.174 kilograms of CO₂ - which is equivalent to 305 Guayacán Rosado Trees purifying the air for a period of 12 months. Used vegetable oil is a type of waste that is considered hazardous, given the impact it generates in human health and the environment, especially in water sources. Likewise, 59,2 tons of organic wastes were transformed into compost and turned into fertilizers.





ENABLERS AND CONTRACTORS

During this report's period, ever since Corferias set forth the series of awareness campaigns for the efficient use of energy, water and paper, the chapter of Social Responsibility and Sustainability was introduced in the corporate induction training for new employees. Likewise, and with the purpose of promoting the adequate separation of solid wastes generated in offices, individual desk bins were replaced by eco-stations. There was an optimization of water storage capacity, generating a 31% saving of drinking water, through the use of rain water in sanitary water tanks and in garden sprinkling systems.

PEST CONTROL - HAZARDOUS WASTES

Standardizing the process of pest control for all Bogotá venues, with one single supplier that guarantees a responsible RESPEL management (Hazardous Wastes).

VISUAL AND AUDITORY CONTAMINATION PREVENTION

Corferias counts on a Participation Manual directed to exhibitors and organizers, in which visual and auditory regulations and norms that have to be followed in participation are described.

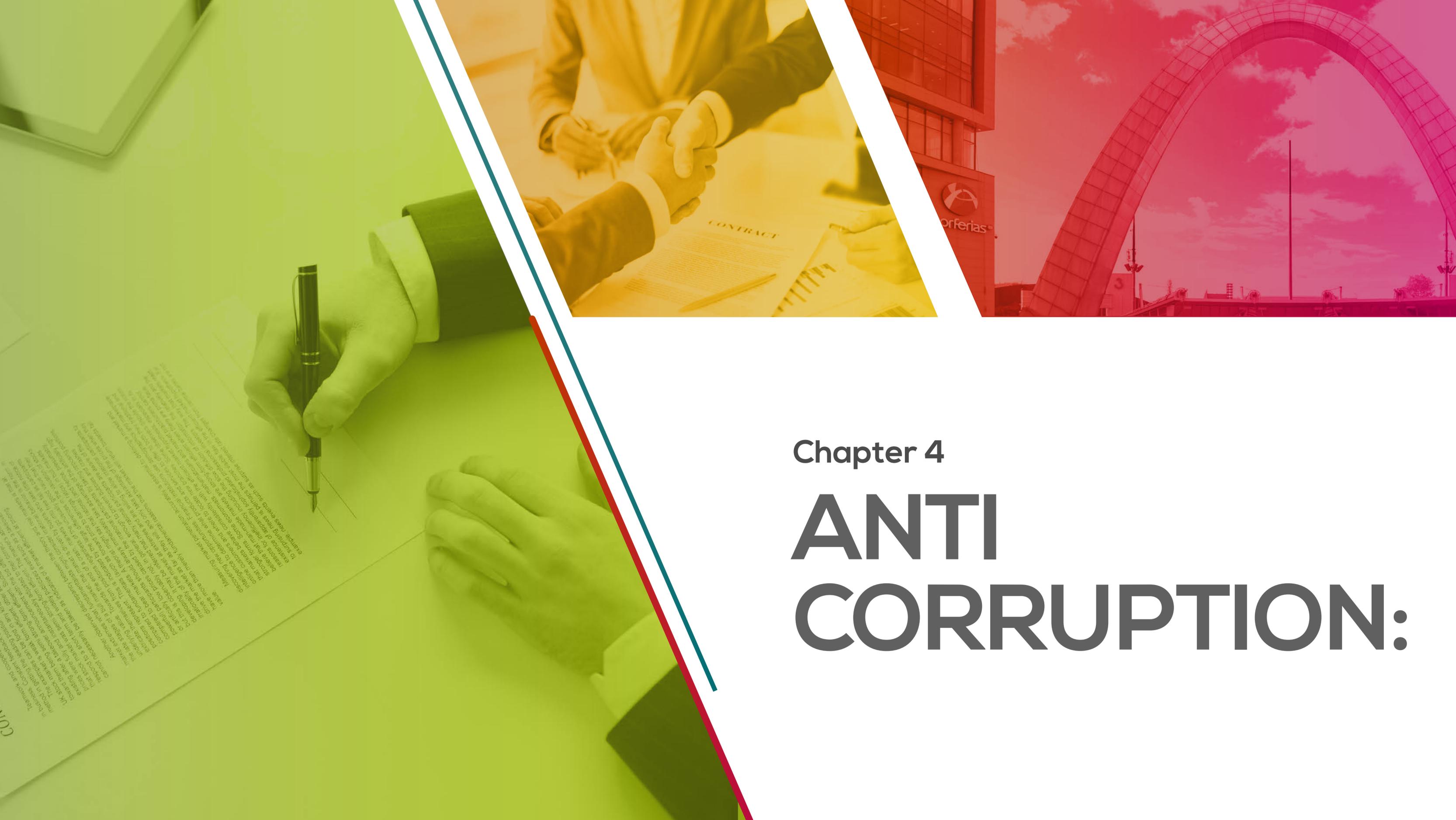
SGS SOCIALIZATION

During this report's period, the Sustainability Policy was published in the corporate web page and socialized with the Management System for enablers, contractors and some of Corferias' allies and partners.

MPUTER NETWORKS

Corferias has progressively updated its networks and equipment that comprise the electrical system, with the objective of optimizing its functioning, reducing losses and controlling reactive energy.





Chapter 4

ANTI CORRUPTION:

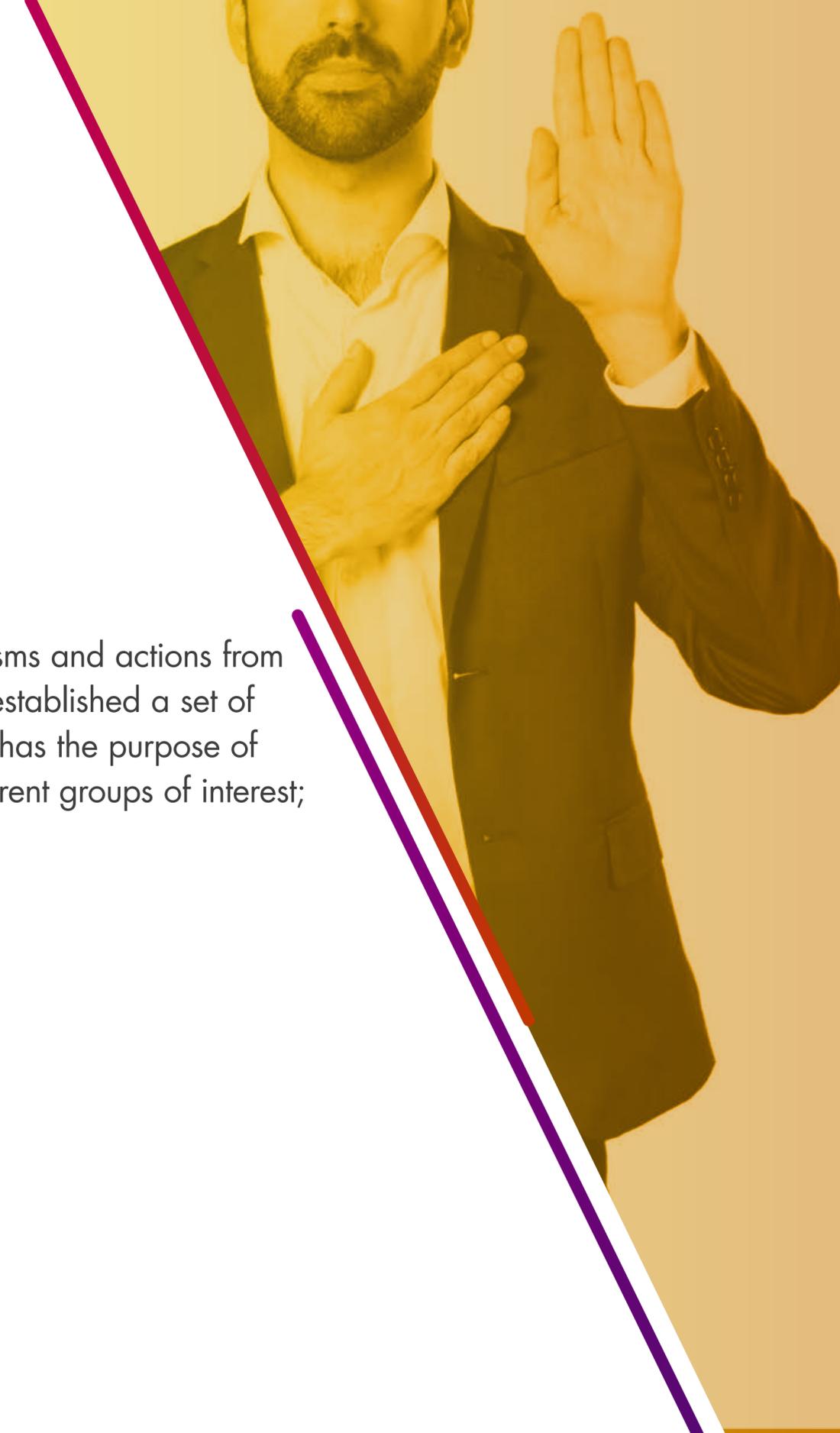


Principle 10

Companies must work against corruption in all of its forms, including extortion and bribery.

OUR COMMITMENTS

From its top-level direction areas, Corferias is a company that is committed to the creation of permanent mechanisms and actions from its Corporate Government, that allow to generate competitiveness, transparency and trust. Because of this, it has established a set of values, principles, policies practices, processes and procedures through which it develops its social object, which has the purpose of attaining continuous improvement and perfecting in management, so that it can fulfill its commitments with its different groups of interest; as well informing the public about its management.



OUR ACTIONS

INTERNAL CONTROL SYSTEM

With the objective of adequately managing risks that are implicit to the organization, improvement of efficiency in operations, company asset protection and the interests of its clients, an Internal Audit was carried out on 2018. It conducted Internal Control evaluations with different macroprocesses, promoting a control environment based on Self Control, Self-Management and Self-Regulation Principles.

In the development of Audits that focused on risks, controls were evaluated in order to identify risks and to create new control mechanisms for the strengthening of procedures that are geared toward the accomplishment of objectives, which guarantee compliance of policies through an adequate management of resources; likewise, it contributed to the strengthening of risk prevention and mitigation culture.

OUR ACTIONS

BUSINESS CONTINUITY PLAN

Within the process of risk management and continuous improvement, during 2018, there was a reviewal of all processes and tools, as well as their consolidation within a plan that insured business continuity. The identification of critical functions, business impact, recovery time goals and critical processes before risk scenarios that may significantly impact Corferias.

Under a previously defined methodology and counting on the active participation of high directive sectors and process leaders, risk scenarios were reviewed, as well as critical business processes and recovery time objectives. Preparation and reviewal of such contingency plans that insure the recovery of critical prioritized processes is underway.

WORK HEALTH AND SECURITY MANAGEMENT SYSTEM

During 2018, and in accordance to the latest evaluation carried out by Corferias control bodies, we achieved a compliance percentage of 88% in the implementation of Minimum Standards required by the Work Health and Security Management System SGSST, surpassing the requirement of 85% by March 2019, which was established in Resolution 1111 OF 2017 This allowed to conduct operations that resulted in a behavior that is increasingly confident and consistent in the identification of risks and hazards.

As Corferias set its path to become a world class venue, it simultaneously conducted a valuation and deepening of International Work Health and Security variables that are a standard in G guide - UFI, establishing gaps to be filled and generating specific projects that lead to its implementation.



OUR ACTIONS

RISK MANAGEMENT

Risk Management continued its strengthening as a component of the new strategic planning, levered with projects for adequation and improvement of the operations plan, pursuant to the market's requirements and adding protocols that allow to increase response capacity in risk situations, integrated with the business continuity, safety standards and work health and security plans.

Strengthening from the standpoint of product was developed through the validation of efficacy in controls during, stand setup, execution and stand dismounting in the totality of in house fairs and associated fairs, as well as in large format events. In addition, work meetings were carried out with control bodies, where agreements were defined for risk mitigation in relation to norm compliance, improving the stages of follow up and control for their model

From the standpoint of Process Management, controls were updated for risks associated to each process, with the goal of guaranteeing that such processes were attainable, measurable and applicable; in addition, there was an updating of the technologic tool used, which consisted in the inclusion of risk and opportunity matrixes associated to strategic planning challenges, and finally, training and awareness building campaigns were carried out focusing on operative and administrative personnel, as well as for exhibitors. This strengthened a culture of risk management.

OUR ACTIONS

THIRD PARTY INFORMATION RELIABILITY

Throughout its trajectory, Corferias has been a company that is committed with third parties that are interested in its management, and because of this, it requested a foreign firm, in this case, the Tax Auditor appointed by shareholders, to conduct a validation and certification of the different numbers found in statistics and studies it undertakes, with the objective of communicating and transmitting exact, transparent and reliable information in regards to the different indicators of fair and event activities.

This way, as it is part of the commitments of the Annual Management Report, there is a publishing of the financial statements certified by the Tax Auditor, KPMG S.A.S., This way, there is also a certification of statistical information related to annually conducted fairs within the Fair Activity Chapter. This has the goal of clients, allies, partners, exhibitors and the general audience, to count on this useful tool for the moment of making decisions in regards to participating in different fairs produced by Corferias. Likewise, it becomes a tool that facilitates the measuring process for the evolution of fairs, as well as for measuring the impact that these generate within local and national economy.

COUNTRY IMPACT

COUNTRY IMPACT

On 2018, Semana Magazine acknowledged 25 companies that most contribute to the country and that are committed to leave a positive mark in Colombia, measuring not only financial results, but also variables such as ethics, environmental care, corporate government, compliance before Government and Law, innovation and human talent management. In this study, Corferias was selected between the 25 companies that most contribute to the country, in 5 dimensions, and with this acknowledgement, we literally quoted the article published by Semana Magazine.

“Its participative innovation model has allowed it to triplicate the number of annual and bi-annual fairs and events that it had on 2006, when it carried out 23 of these events in order to position Colombia’s positive image in the world”.

The country’s main fair venue has been characterized by permanent change. It is only a matter of passing by the west Corferias area in Bogotá in order to be able to see the investments made on the venue and its surroundings. The gray wall that separated fair facilities with Esperanza avenue disappeared in order to bring forth an open area with gardens, public space and commercial premises for restaurants. Right in front, in the traditional parking space area, rises Ágora, a 68.883 square meter convention center that will allow to celebrate an average number of 212 events per year, and that, according to the company’s projections, will have an impact of 1% in the city’s GDP

As if this was not enough, right next to the arch, Corferias entrance symbol, a hotel with 410 rooms was built operated by the Hilton Brand. It will receive visitors, exhibitors and special guests that attend fairs and conventions executed in the fair venue and in the rest of the city with great luxury.



OUR ACTIONS

COUNTRY IMPACT

All these investments, that bundled up add to 570.000 million Colombian pesos, make part of a plan with which the Chamber of Commerce of Bogotá, Corferias, and the National Government, plan to transform the city into the most attractive place in Latin America for the production of international fairs, events and conventions. In other words, this is geared towards business tourism. This is an aspect in which the capital city of Colombia has taken gigantic steps. Not only does it concentrate 50% of entrepreneurial events conducted in Colombia, but it is also the only city in Latin America that is a member of Best Cities world network, which groups the metropolis with the best standards for world class organizers.

CORPORATE GOVERNMENT

Corferias is a company that is committed towards Corporate Government actions, because of this, it has established a set of values, principles, policies, practices, processes and procedures that have been written in various documents, among these, the Code of Ethics and Good Government, which has allowed its different direction and management organs to act in a proper way for the development of its social object, always striving for excellency, transparency and quality in its management.

It is very important to highlight that in 2018, Corferias held the IR Acknowledgement as "Responsible Investor" that the Stock Exchange of Colombia grants, this acknowledgement is obtained given the voluntary participation of the emitting entity. The Stock Exchange of Colombia, with the accompaniment of CESA, conducted a quantitative evaluation in regards to the adoption of bests practices related to information revealing practices shown in Corferias web page, expressing that Corferias is in a very good process of revealing, however, they shared recommendations with the objective of implementing improvement opportunities for the future.



OUR ACTIONS

COMPREHENSIVE SYSTEM FOR THE PREVENTION AND CONTROL OF ASSET LAUNDERING

In relation to the Comprehensive System for the Prevention of Asset Laundering SIPLA, on 2018, Corferias conducted different activities and actions in order to comply with what was established in SIPLA Code of Ethics and Manual. Corferias continued with the induction and training process for new workers who entered the company and carried out promotion campaigns of the SIPLA Code of Ethics and manual for Corferias enablers.

Likewise, the Compliance Officer duly presented SIPLA compliance reports to the Audit and Risk Committee and to the Board of Directors, with these reports being clean of events or situations considered as suspicious, unusual or that must be reported. Periodic UIAF reports were presented according to legal requirements. Both Internal Audit and Tax Audit conducted their audit processes on the system, finding satisfactory compliance in Corferias, and sharing some recommendations as part of the continuous process improvement program followed in Corferias.

It is satisfying to communicate that according to the Official Corferias Compliance Report of 2018, there was no suspicious operation detected in the transactions carried out by the Company's shareholders, nor in the nationalization of merchandises coming from abroad, nor in activities related to the ordinary business events of Corferias directly or through its subsidiary Corferias Inversiones S.A.S.

OUR ACTIONS

COPYRIGHTS AND INTELLECTUAL PROPERTY RIGHTS

Regarding the application of Law 603 of July 2000, related to copyrights and intellectual, the company has completely complied with this requirement, given that by 2018, **all the brands of fair products count on their respective registries that credit them for their proprietary rights and all the new brands were subjected to the registry of the Industry and Commerce Superintendence.** Likewise, the "software" utilized in the Company's computer equipment is duly licensed. The supplying of these tools has been carried out by acknowledged suppliers in the market who are authorized by the manufacturers of said products. The company conducts periodical controls in regards to the "software's" legality in their installing.