



PROTOCOL MANUAL FOR USERS AND PERSONS WITH DISABILITIES

OBJECTIVE: Establish the general guidelines and criteria for inclusive care, accessibility and signage in Notary Sixty-eight of Bogota, to guarantee people with disabilities equal conditions of access to services, information and the physical environment of the entity.

SCOPE:

It begins with the generalities and accessibility criteria to the Notary, continues with the guidelines on inclusive signage and ends with the recommendations for inclusive service and care.

SCOPE OF APPLICATION:

Applies to all processes and procedures of Notary Sixty-Eight of Bogota, especially in those that, due to their functions or obligations, have direct contact with users, strengthening the skills and competencies of employees, seeking to improve citizen service mechanisms for people with disabilities with a differential and rights-based approach where the particular conditions of the population with disabilities are involved in a framework of equality and co-responsibility.

SERVICE CHANNELS:

The Notary has inclusive spaces for disabled people, older adults, children, in addition to having signs in sign language and braille to guarantee correct and efficient communication with the purpose of reducing situations of inequality that hinder the effective enjoyment of their fundamental rights, seeking to achieve equity in the right to be different.

STAKEHOLDERS are the Rights Holders

, where the following stand out:

- a) Ciudadanía en general
- b) Los adultos mayores
- c) Personas con discapacidad

d) Children and adolescents

DIGNIFIED TREATMENT

The Notary staff is committed to providing dignified treatment to all users and the general public in order to strengthen the public notary service. Likewise, to be able to facilitate communication channels between users and employees, striving for dignified treatment, with kindness and good disposition to any request made by users.

ATTRIBUTES OF GOOD SERVICE

Service to users must have the following characteristics or attributes:

- ☐ Respectful : recognize all people and value them without ignoring their differences.



- ☐ Kind: to be gentle, courteous, pleasant and helpful in interaction with others.
- ☐ Agile: The service is characterized by being agile and timely.
- ☐ Reliable: responses and results must be accurate, based on standards and procedures.
- ☐ Empathetic: understanding the other allows one to put oneself in their place and understand their needs or concerns with greater precision.
- ☐ Inclusive: the service must be of the same quality for all citizens, by recognizing and respecting the diversity of all people.
- ☐ Timely: all responses or results must be given at the right time, and meet the terms agreed upon with the citizen.
- ☐ Effective: the service process must resolve exactly what is required by the citizen.
- ☐ Innovative: service management changes and must be reinvented according to the needs of people, technological developments and user experiences.
- ☐ These attributes are evidenced in the behaviors and attitudes of the people who carry out work in the different service channels, so it is essential to apply them permanently.

RIGHTS AND DUTIES OF EMPLOYEES

As an employee, what must I fulfill and what am I entitled to?

The work of citizen service is framed in the exercise of rights and duties; therefore, both citizens and employees have duties to fulfill and rights to avail themselves of. It should be noted that citizen rights become obligations for the people who carry out this work.

Rights :

- ☐ Receive training, qualification and updating on specific topics to improve the performance of functions towards the citizen.
- ☐ Have adequate, comfortable and conditioned spaces for service management.
- ☐ Receive the necessary tools and supplies to carry out the work.
- ☐ Have permanent and sufficient access to the information required to provide service.
- ☐ Receive dignified and respectful treatment from the citizenry.

Duties in public service:



- ☐ Treat all people with respect, consideration, and diligence, without distinction.
- ☐ Attend to all people who enter or access a service point or channel within the normal business hours.
- ☐ Promote and verify that complete and updated information is published on service channels, bulletin boards, screens, the website, and other available media.
- ☐ Attend training, qualification, and information update sessions scheduled with citizen service topics.
- ☐ Provide accurate information, supported by current procedures or regulations.
- ☐ Know in detail the services provided at the Notary Office to provide good service.
- ☐ Apply the manuals, procedures, plans, and protocols associated with citizen service management.
- ☐ Keep the suggestion box available so that users can express their comments, suggestions, complaints, and claims.
- ☐ Review the suggestion box at least once a month to process and answer requests, complaints, or recommendations or implement the necessary actions or measures.

GENERAL GUIDELINES FOR CITIZEN SERVICE

At the Notary Office, we are committed to guaranteeing comprehensive care for users and the general public, starting with effective communication that allows us to understand their needs, respond to their requirements, and gain trust in the notarial function. For this reason, employees must be informed and trained to handle requests and follow the channels established by the notary office to process them.

General criteria for serving users and the general public.

- ☐ Initiate eye contact, greet kindly, and introduce yourself before starting the service.
- ☐ Focus attention on the person's abilities and not on their disability.
- ☐ Ask for their name and establish a close, but respectful, treatment.
- ☐ Allow the person to speak for themselves and avoid directing words or gaze only to companions.
- ☐ Ask before providing support and follow the instructions given by the person.
- ☐ Ask short questions, in clear and simple language.

- ☐ When providing information, do so clearly and slowly and, if necessary, use other resources to make yourself understood, such as gestures, writing, or other means of communication.
 - ☐ Avoid treating the person as if they were incapable of understanding the information provided.
 - ☐ Ensure that the person has understood the message and give them the opportunity to ask everything they need to know.
 - ☐ If the service being provided requires additional waiting or travel time, inform the user.
 - ☐ Allow the person to communicate through graphics, gestures, signs, electronic devices, or any other means of communication that is effective for them to express themselves.
 - ☐ Allow the use of resources that facilitate the user's concentration and tranquility. If the user requests it, authorize the use of headphones, listening to music, adopting certain postures, consuming food, or any other need that facilitates the person's tranquility, confidence, interaction, and participation. 26
 - ☐ Respect the user's personal space and avoid touching them without their consent. • Avoid making intrusive comments or questions about their disability.
 - ☐ Say goodbye kindly and validate if the person was satisfied with the service provided. •
- Remember that each person is unique and may have different needs and preferences, so it is always important to be open and willing to adapt to provide the best possible care.

Protocols with a differential approach

To refer generally to the population with disabilities, the term persons with disabilities should be used, as proposed in the United Nations Convention on the Rights of Persons with Disabilities and Law 1346 of 2009 and the International Convention on the Rights of Persons with Disabilities (UN 2006).

GLOSSARY

Accessibility

"It is the prerequisite for persons with disabilities to live independently, which generates obligations related to the physical environment, transport, information, and communications, to eliminate the barriers that may be found."

In other words, these are all the necessary adjustments for persons with disabilities to have access on equal terms to all goods, products, and services open to the public or for public use.

United Nations, Report of the Special Rapporteur on the rights of persons with disabilities, December 20, 2016, para. 33. Available at <http://www.derechoshumanos.unlp.edu.ar/assets/files/documentos/informe-de-la-relatora-especial-de-las-personas-con-discapacidad-diciembre-2016>.

United Nations, Committee on the Rights of Persons with Disabilities, General Comment No. 1. (2014). Article 12: Equal recognition before the law. CRPD/C/CG/1. Para. 12. Available at

Affirmative actions

Policies, measures or actions aimed at favoring people or groups with some type of disability, in order to eliminate or reduce the inequalities and barriers of an attitudinal, social, cultural or economic nature that affect them.

Reasonable adjustments

Necessary and appropriate modifications and adaptations that do not impose a disproportionate or undue burden, when required, in a particular case, to guarantee people with disabilities the enjoyment and effective exercise of their rights on an equal basis.

Audio description

System that complements the visual content of audiovisual materials with complementary sound descriptions, with the aim of providing information about the spatial situation, gestures, attitudes, landscapes, clothing, among others.

Barriers

Any type of obstacle that prevents the effective exercise of the rights of people with some type of disability. These can be:

- Attitudinal: behaviors, words, phrases, feelings, preconceptions and/or stigmas that prevent or hinder the access, on equal terms, of people with disabilities to spaces, objects, services and, in general, to the possibilities offered by society.
- Communicative: obstacles that prevent or hinder access to information, consultation, knowledge and, in general, the development, on equal terms, of the communicative process of people with disabilities through any means or mode of communication, including difficulties in the communicative interaction of people.
- Physical: material, tangible or built obstacles that prevent or hinder access and use of public and private spaces, objects and services, on equal terms, by people with disabilities.
- Low vision Inability of visual function even after treatment and/or common refractive correction common. To consider a person with low vision, it is required that the visual alteration be bilateral and irreversible and that there be residual vision that can be quantified. ~~Braille~~ Braille reading and writing system designed for people with visual disabilities, based on the sense of touch. Braille is not a language or a language of its own, but a writing mechanism based on raised dots on a smooth surface. It is a different way of representing the traditional alphabet of verbal languages.

<http://www.convenciondiscapacidad.es/wp-content/uploads/2019/01/Observaci%C3%B3n-1-Art%C3%ADculo-12-Capacidad-jur%C3%ADdica.pdf>

³ Convention on the Rights of Persons with Disabilities. Article 2

⁴ Resolution 1904 of 2017 of the Ministry of Health and Social Protection.

⁵ Article 2 of Law 1618 of 2013.

⁶ Law 1680 of 2013

- Legal capacity: Ability that the law recognizes in a person to bind themselves, without the intervention or authorization of another. All adults with disabilities have legal capacity on an equal basis, without any distinction and regardless of whether or not they use support for the performance of legal acts.
- Disability: Disability is an evolving concept that results from the interaction between people with impairments and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others. The following are the types of disabilities that users may present:

Physical: This category includes people who permanently present functional bodily impairments at the musculoskeletal or neurological level, of congenital or acquired origin, loss or absence of any part of their body, or the presence of body movement disorders. In the development of their daily activities, they may experience different degrees of functional difficulty for body movement and their relationship with various environments, such as walking, moving, changing or maintaining body positions, carrying, manipulating or transporting objects, performing personal or household care activities, and interacting with other subjects, among others.

Visual: this category includes people who have deficiencies in perceiving the light, shape, size, or color of objects. It includes blind people or those with low vision, that is, those who, despite using glasses or contact lenses, have difficulty distinguishing shapes, colors or faces, objects on the street, seeing at night, seeing from afar or up close, regardless of whether it affects one or both eyes.

Hearing: this category includes people who have permanent deficiencies in sensory functions related to the perception of sounds and the discrimination of their location, pitch, volume, and quality. As a consequence, they present different degrees of difficulty in the reception and production of verbal messages and, therefore, in oral communication.

Intellectual: refers to people who have deficiencies in general mental abilities, such as reasoning, problem-solving, planning, abstract thinking, judgment, academic learning, and learning from experience. This causes deficiencies in adaptive functioning, such that the individual does not reach the standards of personal independence and social responsibility in one or more aspects of daily life.

Psychosocial (intellectual): arises from the interaction between people with impairments (alterations in thinking, perceptions, emotions, feelings, behaviors, and relationships, considered as signs and symptoms, according to their duration, coexistence, intensity, and functional impairment) and environmental barriers that hinder their full and effective participation in society.

- Universal design: It is the creation of environments, products and services that are accessible and usable by the greatest number of people possible, without the need for specific adaptations or additional modifications. This approach promotes inclusion and equal opportunities.
- Differential approach: It is the inclusion in public policies of effective measures to ensure that actions are carried out adjusted to the particular characteristics of people or population groups, tending to guarantee the effective exercise of their rights in accordance with their own and specific protection needs.
- Accessible physical environment: The Convention declares that measures must be adopted to eliminate the obstacles and barriers that hinder access to the internal and external facilities of public sites, such as schools, medical centers and workplaces. This includes not only buildings, but also paths, pavement edges and obstacles that block pedestrian circulation. Accessibility is understood as the condition that allows, in any indoor or outdoor environment, the easy and safe movement of the general population and the reliable and safe use of the services installed in these spaces.
- Alternative formats: Presentation of information in media other than written, so that it can be understood by people with any category of disability. Alternative formats usable by people with disabilities may include Braille, large print, audio recordings, sign language interpretation and electronic formats, among others, that meet international accessibility standards.
- Guide interpreter: Person who performs the work of transmitting adapted visual, auditory or tactile information, describes the visual environment where they are and guides the mobility of the person with a disability, with extensive knowledge of the communication systems necessary according to the type of disability.
- Social inclusion: Process that ensures that all people have the same opportunities and the real and effective possibility to access, participate, relate and enjoy a good, service or environment, together with other citizens, without any limitation or restriction due to disability, through concrete actions that help improve the quality of life of people with disabilities.
- Language: It will be understood as both oral language and sign language and other forms of non-verbal communication.
- Large print: Refers to the enlarged printing of texts, images, graphics, among others, for access to information for people with low vision or older people. For the delivery of information in large print format, the following specifications must be considered: Arial or Verdana font, font size between 12 to 36 points, left aligned, 1.5 to double line spacing and use of indentation to facilitate the identification of the beginning of the paragraph.

⁸ Law 1618 of 2013



- ❑ People with disabilities: People with disabilities "include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others"
- ❑ Screen reader software 23 Type of software that captures information from operating systems and applications, in order to provide information that guides blind users through sound or touch in the use of the alternatives provided by computers.
- ❑ Dignified treatment Part of the observance of aspects such as respect, kindness, empathy, inclusion and recognition of the capabilities inherent to disability, which allows for a pleasant environment of interaction.
- ❑ Victims with disabilities Those people who, in addition to having experienced the victimizing events, present some medium- and long-term physical, mental, intellectual or sensory condition that, when interacting with various barriers, including attitudinal ones, may hinder their full and effective integration into society, on equal terms .
The status of victim, when interacting with disability, can generate three possible scenarios:
 - The victimizing event directly generates the physical, sensory, intellectual, mental or multiple disability.
 - The victim already had a disability before the occurrence of the victimizing event, but this aggravated the disability.
 - The victim has already experienced the victimizing event and subsequently acquires the disability. Although the three scenarios can generate diverse needs, all people included in any of these have the dual status of victims with disabilities and must be attended to, assisted and repaired in a comprehensive and differentiated manner

CORRECT USE OF LANGUAGE TO REFER TO PEOPLE WITH DISABILITIES

IT IS SAID	IT IS NOT SAID
DISABLED PERSON DEFICIENT SICKLY HANDICAPPED INCAPACITATED DIMINISHED USELESS ABNORMAL SPECIAL PERSON PERSON IN A SITUATION OF DISABILITY PEOPLE WITH SPECIAL NEEDS DIVERSELY ABLED PERSON PERSON WITH FUNCTIONAL DIVERSITY	PEOPLE WITH DISABILITIES (TERM DEFINED BY THE CONVENTION ON THE RIGHTS OF PERSONS WITH STATE THROUGH LAW 1346 OF 2009) DISABILITIES ADOPTED BY THE COLOMBIAN



PERSON WITH DIFFERENT CAPABILITIES SUPER HERO DESPITE THEIR DISABILITY ... POOR THING OR ANY EXPRESSION IN DIMINUTIVE	
PARALYTIC LAME CRIPPLED INVALID PARALYZED HANDICAPPED MUTILATED BEDRIDDEN IN A CHAIR BEDRIDDEN IN A BED	PERSON WITH PHYSICAL DISABILITY OR REDUCED MOBILITY PERSON WITH MOTOR DISABILITY WHEELCHAIR USER PERSON
RETARDED OR MENTALLY RETARDED SPECIAL MONGOLOID DUMB SILLY MORON	PERSON WITH INTELLECTUAL DISABILITY COGNITIVE
SIGN LANGUAGE THE BLIND SIGHTLESS LITTLE BLIND BLINDY SHORT SIGHTED	PERSON WITH DISABILITY VISUAL BLIND PERSON PERSON WITH LOW VISION
MENTALLY ILL CRAZY DEMENTED DISTURBED DEPRESSIVE SCHIZOPHRENIC BIPOLAR	PERSON WITH PSYCHOSOCIAL DISABILITY PERSON REQUIRING ATTENTION IN MENTAL HEALTH PERSON WITH MENTAL HEALTH DIAGNOSES PERSON WITH DEPRESSION PERSON WITH SCHIZOPHRENIA PERSON WITH BIPOLARITY



CRAZY PERSON OR ANY OTHER EXPRESSION IN DIMINUTIVE	
MUTE	PERSON WITH SPEECH DISABILITY
DEAF-MUTE MUTE THE DEAF HARD OF HEARING DEAF PERSON OR ANY OTHER EXPRESSION IN DIMINUTIVE	PERSON WITH HEARING DISABILITY PERSON DEAF PERSON WITH HEARING LOSS
THE BLIND AND DEAF ABSENT-MINDED	PERSON WITH DEAFBLINDNESS DEAF-BLIND PERSON
CROOKED OR ANY EXPRESSION IN DIMINUTIVE DWARF GIANT	PERSON OF SHORT STATURE PERSON OF TALL STATURE
ELDERLY OLD VETERANS OF THE THIRD AGE OF THE FOURTH AGE GRANDPARENTS OR ANY EXPRESSION IN DIMINUTIVE	OLDER ADULTS
FAT OBESE PLUMP	PERSON OF LARGE STATURE

Types of disability

- ☐ Physical or motor: Affects movement, posture or strength.
- ☐ Sensory: Affects one or more senses. It is divided into:
 - Visual disability: total blindness or low vision.
 - Hearing disability: deafness or hearing loss.

- ☐ **Intelectual:** Implica limitaciones en el aprendizaje, el razonamiento y las habilidades adaptativas.
- Psicosocial (mental):** Relacionado con condiciones de salud mental que afectan la participación social, como trastornos del estado de ánimo, ansiedad o esquizofrenia.
- ☐ **Del habla y del lenguaje:** Afecta la comunicación oral, la articulación o la comprensión del lenguaje.
- ☐ **Discapacidad múltiple:** Cuando una persona presenta dos o mas tipos de discapacidad simultáneamente.
- ☐ **Sordoseguera:** Combinación de discapacidad visual y auditiva que genera necesidades específicas de comunicación y apoyo.

Estas categorías permiten comprender mejor las necesidades del apoyo y accesibilidad de cada persona para aplicar los protocolos de atención a saber:

a) **Discapacidad física**

- ☐ Antes de brindar ayuda, pregunte a la persona si la requiere. Por ejemplo, no empuje la silla de ruedas o tome del brazo a la persona cuando camina con dificultad, sin antes contar con su aprobación.
- ☐ Sitúese al frente y a la misma altura de la persona para hablar. Si el puesto desde el cual realiza su labor es muy alto o no cuenta con las condiciones necesarias para la accesibilidad, busque alternativas de acercamiento y asistencia al usuario.
- ☐ No cuelgue cosas y no se apoye sobre la silla de ruedas, ya que es parte del espacio corporal de la persona.
- ☐ No toque sus elementos de ayuda (muletas, caminador, bastón) ni separe a la persona de estos, a menos que lo solicite.
- ☐ No lo apresure y evite jalarlo bruscamente o empujarlo.
- ☐ En caso de tener que cargar la silla de ruedas, debe ser realizado por mínimo dos personas y en la forma en que el ciudadano con discapacidad lo indique.
- ☐ Procure despejar el espacio para que la persona pueda moverse fácilmente.
- ☐ Evite el contacto físico mientras la persona se desplaza, para no obstaculizar su movilidad.
- ☐ No subestime a una persona por su aspecto físico (si son adultos, no los trate como niños). Actúe con naturalidad, evite las situaciones exageradas y la sobreprotección.

b) **Discapacidad visual**

- ☐ Al saludar, esté atento si la persona le extiende la mano para saludarlo.



- ☐ Introduce yourself by name and ask if there are other person(s) present who will also be assisting them.
- ☐ Whenever you address the person, do so by their name, so they are clear that you are speaking to them.
- ☐ Ask if there are other person(s) present who assist them with their inquiries or procedures.
- ☐ To guide the person, use clear terms that allow them to orient themselves spatially, such as "to your right" or "to your left". Do not use words like "here" or "there" and avoid using exclamations that may cause anxiety to the user, such as "oh!", "phew!" or "careful". • Indicate when you are going to step away and when you return.
- ☐ Use the words "observe", "see" or "look" normally, without considering them as taboo terms.
- ☐ If you need to take their hand for a fingerprinting, signing, or movement process, it is important to indicate it beforehand.
- ☐ Inform them of the documents you are handing over and what you are doing at the moment. It is suggested to use expressions such as: "in front of you is the form" or "I am handing over the documentation", "I am going to make a photocopy of..." so that the blind person is duly informed.
- ☐ When the person with a visual disability has a guide dog, do not separate them from it, do not pull, distract, pet, provide food, or hold the harness, and allow it to enter before its user, as it represents their eyes and their safety.
- ☐ Offer your help, provided it is requested. If you need to guide the person with a visual disability, place their hand on your shoulder or arm.
- ☐ Remove obstacles to create risk-free environments, avoiding semi-open doors, objects left on the floor, power cables, flower pots, among others. Mark glass and transparent doors.
- ☐ When handing money to a person with a visual disability, indicate the amount or value you are giving them, first in bills and then in coins

c) Hearing impairment

- ☐ Keep in mind that wearing a hearing aid does not mean that the person hears clearly.
- ☐ Speak to the person face-to-face, allow them to see your lips. • Modulate your words naturally, without exaggerating gestures.
- ☐ Do not raise your voice excessively, unless the person requests it.

- ☐ Identify if the person reads, this can facilitate the delivery of the message and communication by writing. If the person reads, the server can rely on guides to visually indicate to the person the procedure to follow.
- ☐ Avoid covering your mouth or turning away when interacting with a deaf person, since some have the ability to read lips.
- ☐ Because visual information becomes very important, be careful with the use of non-verbal or body language
- ☐ If you do not understand what the person with a hearing impairment is trying to say, ask them to repeat it or if possible to write it down. Do not pretend that you have understood what was transmitted, it is important to establish effective communication.
- ☐ If you are going to communicate through a written text, be brief and clear. Keep in mind that a deaf person will respond with short and concrete phrases.
- ☐ If the person knows sign language, try to contact an interpreter (there are technological tools that allow for interpretation in Colombian sign language virtually).

d) Intellectual/cognitive disability

- ☐ Address the person with a disability directly and not their companion, remember to include them always in conversations.
- ☐ Provide information in a simple and unhurried manner.
- ☐ If the user has difficulty communicating, be patient, allow the time they need and ensure they understand the information provided.
- ☐ If the user does not express themselves orally (more severe cases) and there is a third-party companion, you can turn to them.

e) Psychosocial (intellectual) hearing disability

- ☐ Sometimes, this type of disability is not evident at the first moment of service.
- ☐ If the person raises their voice or becomes agitated, avoid doing the same or generating arguments. In this case, it is necessary to remain calm and seek support, in accordance with the protocol for handling special cases.
- ☐ Be patient, it may be that the person cannot express themselves at the same pace they think and that makes the level of communication difficult.
- ☐ Take into account the opinions and feelings expressed by these people.

f) people with deaf-blindness



- ☐ If the deaf-blind person is accompanied, address the person directly; the companion will only be a bridge to facilitate communication.
- ☐ Make your presence known by touching them gently on the shoulder or arm. If they are focused on performing a task, wait until they can attend to you.
- ☐ Since it is difficult to know if the person retains any residual vision, always try to position yourself within their field of vision. They may be able to understand through lip-reading. If this is not possible, address them by writing on a white paper with large letters, simple phrases, and if possible with black ink for greater contrast. A well-lit place will make communication more effective.
- ☐ If the person is using a hearing aid -since they may be able to understand through it- address them clearly and directly, always articulating the words correctly. • Pay attention to the interlocutor's indications, who may suggest the method they prefer or know best for communicating

RECOMMENDATIONS FOR OTHER TYPES OF ATTENTION

Telephone service

Regarding citizen service through the telephone channel, in addition to those referenced for the in-person channel, keep the following recommendations in mind:

- ☐ Even when you are not dealing face-to-face with the citizen, your tone of voice indicates your state of mind. Therefore, maintain a homogeneous, friendly tone and articulate the words very well.
- ☐ Communicate the requested information explicitly, clearly, and simply. Always verify that the person has understood and allow for longer communication times, in case they require any type of tutorial, additional support, or have difficulties with communication or comprehension.
- ☐ Always verify that the provided information has been understood.

Handling of petitions, complaints, and claims

It is recommended that the Notary Office pay special attention to the suggestions presented by the community, always in an attentive and respectful manner, as they constitute an input for the continuous improvement of the quality and accessibility of the service. Proposing and generating simple and innovative solutions based on such experiences will help the Notary Office improve access to information, communication, and physical spaces arranged for service to people with disabilities. Remember that the service must adjust to the needs of the citizens and not the other way around.

Therefore, review what physical, communication, aptitude, or service access barriers cause the service in the entity to not be accessible and/or inclusive and commit to proposing and incorporating solutions for each of the obstacles



NOTARY SIXTY EIGHT OF THE BOGOTA D. C. CIRCLE
CODE 1100100068 SUPERINTENDENCY OF NOTARY AND REGISTRY

JORGE HERNANDO RICO GRILLO
NOTARY SIXTY EIGHT OF THE BOGOTA CIRCLE