

## Did you know that

The accident indexes in GAMMA have decreased to less than half since we started our TPM?

## News from GAMMA

### Sharing our Best Practices

Last May 8th we were visited by the EPM (Public Utilities of Medellin) personnel to learn about the experience we have had in Organizacion CORONA with the implementation of the CORONA Kit.

It is a pleasure for GAMMA to share our knowledge because we are convinced that this type of meetings brings benefits for both parties.

## News from CORONA

### In contact from the Presidency

We wish to share with you the message sent to us some days ago by the President of Organizacion CORONA to all of his cooperators.

“Dear CORONA Team,

I want to begin by thanking each one of you for the important effort you have made in these first four month of this year. In the middle of this new situation are being creative and have generated new deals and have taken good care of the needs of our customers while we adjust

our processes, practices and structures to face the challenges of the market and the changing economy, contributed to the goals of the company and saved resources maximizing results.

In our Organization, when everyone pulls in the same direction, benefits are obtained. The measures we have taken regarding the increase of salaries and the serious and timely planning we made to have a Fast capacity for reaction before different scenarios and the many plans that are being implemented in the areas of sales and manufacturing of the businesses, as well as the simplification of the processes and handling of negotiations being carried out by the Shared Services Unit, are already producing results.

Some days ago, during the Regular Meeting, the shareholders of CORONA took the decision to reduce by 50% their dividends to be paid in 2009 so the company can have more resources that will allow it to improve the financial and competitive position. Likewise, with the support of our Corporate Council, they determined to contribute important resources to the Organization .I want to highlight that these decisions imply a great effort from our shareholders, who once again, as always, during the more than 125 years of history of CORONA, have been willing to support the company. In other words, they are a very important sample of their great commitment with CORONA and all its cooperators.

I also wish to tell you that we just heard about the review of the financial evaluation the firm BRC Investor Services did of CORONA, which kept our AA+, the second best grade given by financial experts. This indicates our good capacity and limited risk to pay timely the capital and interests of the bonds we have in the market. This is very positive considering the current economic situation of the markets we participate in. This result obeys basically to our focus on the income for sales and to the arrival of new markets. In summary, a third independent expert has determined that we are working in the right direction and that in spite of the difficulties, CORON remains solid.

The current situation seems to indicate that 2009, and probably 2010 will be years we must face understanding the difficulties and restrictions of the current market and the economic situation; but the decisions of our shareholders, as well as de decisions of the evaluators, ought to a new calling to action and commitment to the achievement of important challenges we have to face. We need to continue working from our positions as we have been doing it, convinced as we are, that CORONA is here to stay. Together we will make it possible!”.

## Comprehensive Colombia Anchor Site



Since several months ago, Fundacion CORONA has become part of the anchor site <http://www.colombiaincluyente.org/>, where you can find news, documents and projects in addition to all the information about related topics of entrepreneurial social responsibility.

## News from our Customers and Suppliers

### MAGNETRON S.A. commemorates 15 years of Interworking

MAGNETRON S.A. commemorates 15 years of interwork with GAMMA.

It is an honor for us to work with such an excellent company; the respect and admiration we felt form the first day has remained throughout time.

We wish and hope that this commercial relationship will continue becoming stronger each day.

Thank you for being part of our company.

## FISE and ALTAE 2009

To all companies and people interested in the International Fair of the Electric Sector, FISE 2009, we remind them that this Fair will be held in Medellin on the 25, 26 y 27 of November, 2009. For more information please visit [www.feriasectorelectrico.com.co](http://www.feriasectorelectrico.com.co).

**FISE** will share spaces with **ALTAE 2009** – International Meeting of High tension and Insulation. For information and registration contact [altae2009@udea.edu.co](mailto:altae2009@udea.edu.co)

We will be waiting for you!

## Information of Interest to you

### Companies are responsible for damages caused by defective products

The Supreme Court of Justice of Colombia hardened the legal regulations for producers and distributors and strengthened mechanisms to Protect consumers.

The high court civil room set forth that producers and distributors are responsible for introducing products or services in the market that affect the security of consumers due to any defect their products present, taking as a base the legal valid norms and the laws applied by the courts in the United States, Europe and several countries of Latin America.

The responsibility of the producers, according to the Court, does not end by placing their products in the market with the quality and suitability required, but they also must guarantee the consumer that he/she will not suffer any damages caused by defects in their manufacture.

If the manufacturer and the distributor do not comply with that duty, you are obliged to compensate the damage suffered by the consumer, unless he/she can demonstrate there was

an outside cause for the damage. This responsibility includes not having delivered the instructions or information necessary to use for using the product.

But those who distribute the product or who introduce it to the country as importers are also responsible. According to the Court, producers and distributors are responsible for placing the defective product in the market and violate the security of the consumer.

Importers, indicated the Court, shall be considered legal producers, as well as those who use their brand or name or use their own distinctive mark.

The responsibility of producers is extended not only to those who the product but to those who keep him/her company or to any relative who suffers the consequences of the harm suffered by the defects of the element acquired, will also become a victim.

However, the consumer shall not only make sure that the product is not defective but also he/she must establish that the harm incurred was caused by the conditions in which he/she received the product.

In the verdict, the Court defined the consumer as “(...) any person who acquires a product or requests a service use it, enjoy it or satisfy a need )---); and the producer as “(...) any person who manufactures, transforms or uses a good to create a product destined to public consumption.”

The defective product will be, according to the magistrates, is the one “that does not offer the security a person may rightfully expect, bearing in mind all circumstances, i.e., among others, the one related to the presentation and reasonable use that might be expected of said product”.

# Our Visitors

- Universidad Distrital: 60 students
- Universidad San Buenaventura: 15 students
- Universidad Eafit: 22 students
- Instituto Tecnológico Metropolitano: 13 students
- Empresas Públicas de Medellín: Ramón Héctor Ortiz T, Jaime Humberto Velásquez Z, Gustavo Adolfo Arias Z, Fabio Eduardo Giraldo C, Ana Cristina Gómez C, Álvaro Garcés Ramírez, Carlos Mario Galeano, José Alan Arroyave R.
- Eurocircuitos S.A: Andrea Roldán
- Industrias Javi: Javier Eduardo Hernández
- Rodarangos: Alexander González
- Polco S.A.: Giovanni Arenas
- Llantas Sagú: Juan Camilo Rodríguez
- Ferrocables: Leydi Pérez y Oscar Estrada

## Contact us

If you wish to change your e-mail address, subscribe a colleague, request previous issues or be erased from distribution list, send us a message to: [carango@corona.com.co](mailto:carango@corona.com.co) Atn. Ing. Claudia Arango Botero.

Visít our Web page: <http://www.gamma.com.co>