

Hajjat Tours & Travel – Code of Conduct

Purpose

This Code of Conduct defines the standards of professional, ethical, and responsible behavior expected from all staff members, guides, drivers, and representatives working with or on behalf of Hajjat Tours & Travel.

Professional Conduct

All staff and guides are expected to:

- Act professionally, respectfully, and responsibly at all times
- Treat clients, colleagues, suppliers, and local communities with respect and fairness
- Represent Hajjat Tours & Travel positively in behavior, communication, and appearance
- Follow agreed itineraries and operational instructions

Respect for Local Communities & Culture

- Respect local customs, traditions, religious practices, and dress codes
- Encourage visitors to behave respectfully at religious sites, cultural locations, and communities
- Avoid any behavior that could offend or exploit local populations

Environmental Responsibility

- Support responsible tourism practices during tours and activities
- Encourage guests to avoid littering, waste, and damage to natural or cultural sites
- Minimize unnecessary use of plastic and disposable items where possible
- Respect wildlife and natural habitats at all times

Child Protection & Human Rights

Hajjat Tours & Travel has **zero tolerance** for:

- Child labor
- Child exploitation of any kind (including sexual exploitation)
- Human trafficking, discrimination, or abusive behavior

Any suspected case must be reported immediately to management and relevant authorities.

Health, Safety & Emergencies

- Follow health and safety instructions provided by the company
- Prioritize guest safety at all times
- Report incidents, accidents, or risks immediately to management
- Cooperate fully in emergency situations

Compliance

Failure to comply with this Code of Conduct may result in corrective action and may affect future cooperation with Hajjat Tours & Travel.



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