

## Code of Conduct: Cambodian Travel Partner

### 1. Introduction and Purpose

**Cambodian Travel Partner** is committed to operating in a professional, ethical, and sustainable manner. Our mission is to provide exceptional, authentic travel experiences in the Kingdom of Cambodia while actively contributing to the well-being of its people, culture, and environment. This Code of Conduct outlines the principles and standards that govern our operations and interactions.

### 2. Legal Compliance and Professional Standards

We require all employees and partners to adhere to all applicable national and local laws and regulations in Cambodia.

- **Licensing:** All operations must be conducted under a current tourism license issued by the Ministry of Tourism (MOT).
- **Pricing:** We will not engage in "zero-rated pricing" or sell tour packages below net cost, ensuring fair market competition and quality services.
- **Accuracy in Representation:** We will provide accurate and timely information to clients and refrain from making false or misleading representations about the standard of transport, accommodation, attractions, or services.
- **Safety and Security:** We prioritize the safety and security of our tourists and staff, implementing comprehensive risk management and emergency plans. All vehicles must be properly maintained and licensed, and drivers must adhere to safety regulations.

### 3. Responsible Environmental Practices

We are committed to minimizing our environmental impact and preserving Cambodia's natural beauty.

- **Waste Management:** We strive to reduce, reuse, and recycle waste in our offices and during tours. We will dispose of all waste in an environmentally safe manner and require suppliers to have waste management programs in place.
- **Conservation:** We avoid the disturbance of natural ecosystems and wildlife and prohibit the removal of flora, fauna, or geological formations.
- **Energy and Water:** We practice water and energy conservation and give preference to suppliers and accommodations that utilize energy and water-saving programs.
- **Leave No Trace:** We follow "Leave No Trace" principles on all excursions, ensuring all waste is packed out of natural sites.

#### 4. Social and Cultural Responsibility

We value Cambodian culture and are committed to ensuring tourism provides positive social and economic benefits to local communities.

- **Respect for Culture:** All staff and guides must be respectful of the traditions and customs of the Khmer people and provide guidance to tourists on appropriate behaviour and dress codes for cultural and religious sites.
- **Local Employment:** We prioritize the employment of local guides and staff, providing fair wages and contracts in compliance with Cambodian labor laws.
- **Child Protection:** We maintain a strict child protection policy and have a zero-tolerance policy for any form of child exploitation.
- **Community Engagement:** We support local businesses and community initiatives and ensure that our tourism activities provide direct economic benefits to the communities we visit.

#### 5. Employee Conduct and Ethics

We expect all employees to act with integrity, honesty, and professionalism at all times.

- **Fair Treatment:** We are committed to a discrimination-free environment where all employees are treated with dignity and respect.
- **Confidentiality:** Employees must safeguard client, partner, and company confidential information and data.
- **Grievance Mechanism:** We provide an open environment where employees can raise ethical concerns without fear of retribution. Concerns will be taken seriously and addressed promptly.

#### 6. Supplier and Partner Commitment

We expect our partners (e.g., hotels, transport companies, restaurants) to share our values.

- We will work with suppliers that are sufficiently licensed, insured, and compliant with all applicable laws.
- We encourage partners to adopt sustainable practices and will prioritize those with documented sustainability policies or certifications.

#### 7. Compliance and Review

Violations of this Code of Conduct may lead to investigation, disciplinary action, and potential termination of employment or partnership, in accordance with Cambodian law.



This Code of Conduct will be reviewed regularly to ensure its ongoing relevance and effectiveness.

*Prepared by Toby Pearson Sustainability Manager on 1<sup>st</sup> Dec 2025*