

Discovery Circle Tours

Code of Conduct - Guides and Drivers

Discovery Circle Tours is known throughout the world for delivering excellent customer service.

Our International tour operator guests' expect this from us and we deliver 100% of the time for every guest. Going beyond is expected and this is how we have built such a successful business.

When working for Discovery Circle Tours you **MUST** follow these guidelines. Any deviation or complaint will prevent you from working with us again.

General Appearances

- You should wear clean trousers, shirts everyday jackets as appropriate in the cooler months.
- Branded t-shirts. If you are issued with a branded t-shirt for a specific guest then it should be worn on Day one, Departure day and every other day in between. It should be clean and ironed each day it is worn.
- Branded jackets for winter use. These should be worn everyday of the tour and should be regularly cleaned.
- You must make sure there is sufficient cold water in the vehicle everyday.
- The car or vehicle should be internally cleaned everyday. All rubbish from the previous day should be removed.
- The vehicles windows should be cleaned daily to aid vision for the guests and to keep the appearance of vehicle first class.

General Conduct

- All guests should be treated with the utmost respect.
- There should be no physical contact between guest and guide or driver.
- Smoking is forbidden in the presence of guests and in any vehicle in which the guests will travel.
- You should not invite guests to your home unless it has been authorised by the office.

- Female guests should be treated with respect at all times and consider the following:
 - Be mindful of safety concerns that women may have, such as navigating unfamiliar areas, especially at night.
 - Provide information about safe routes, transportation options, and emergency contact details.
 - Be respectful of personal space and boundaries.
 - Avoid making assumptions about women's interests or abilities.
 - Encourage open communication and feedback from guides and guests about safety concerns and experiences.
 - Be mindful of the potential for harassment or unwanted attention
- You should not discuss matters of a personal nature with guests. But you can discuss:
 - National politics and its structure but be careful of regional political issues.
 - You cannot discuss your personal point of view regarding the political situation in the region.
 - Their and your family BUT only in general terms.
 - Life in Jordan and the Royal Family.
 - Jordanian society, family structure, customs, food etc. And how family culture might be changing between the generations.
 - Jordan's flora and fauna and how the RSCN and other organisations continue to protect it.
 - Jordan's lack of water and how clean water is distributed in Jordan, particularly in Amman.
 - The need to preserve water in Jordan.
 - Jordan's commitment to protecting the environment and its local cultures.
 - How Islam and other religions coexist in Jordan.
 - Ramadan, its traditions and the importance of Ramadan in Jordan.

Itinerary

- Any issues, problems or unplanned events should be immediately reported to the office. This includes but is not limited to:
 - Diversion because of traffic issues, road closures etc
 - Unexpected site closure
 - Restaurant changes
- The itinerary should be followed to the letter. Any deviation, NO MATTER HOW SMALL, should be PRE-AUTHORISED with the office.
- Unless you have been invited, and it has been cleared with the office, you should not eat with guests in formal restaurants. It is however acceptable to eat with guests on:
 - Street food tours
 - In the campsite, nature reserves or private homes
- Under no circumstances should you be present with guests in the following situations:
 - In Hammams and Spas
 - Around the Swimming pool of the guests' hotel.
 - While the guest is sunbathing or relaxing on a beach.
 - While the guest is on a sailing boat or boat tour and sunbathing in their swimming costume.

Shopping and Money Exchange

- You should never exchange or change money for a guest. All currency exchanges should take place at an authorised Money Exchange centre, Bank or Hotel.
- You are not allowed to recommend shopping stops or assist in the purchase of goods and services on behalf of the guest
 - Guides and Drivers can however take guests to the following shops
 - Trinitae
 - Bani Hamida
 - Wild Jordan
 - JoBedu

- Otherwise all shopping should take place without the services of a driver or guide and would recommend the Souk down town Amman.
- If the guest is insistent on shopping stops then you must contact the office who will speak with the guest.

Hotels, Campsites and Nature Reserves

- Under no circumstances should a driver, guide or anybody working for Discovery Circle Tours enter a guests hotel room, tent or cabin.
- If there is a problem with the room and you are asked by the guest to “have a look” for you opinion, please ask the guest to leave while you are in the room unless a member of the hotel or camp staff are present.

Drop-off and Pick-up Points - And Waiting

- You must arrive at the agreed pick-up point (hotel, tourist site, restaurant, airport etc) at least 15 minutes prior to the agreed meet time.
- If Driver and Guide are working together then it is the responsibility of the guide to ensure the driver is on-time and parked in a convenient spot so the guest / guests do not have to walk too far.
- When dropping guests off at their hotel, restaurant, tourist site etc you must agree the pick up time and place prior to leaving them their own.
- When you have dropped your guests off at a new hotel (either first night or when they have changed hotels) you must inform the office so we can speak to the guest and check everything is OK. You must wait in the lobby until the office has called and given you permission to leave the hotel.

Driving

- Guests should sit in the back seat of the car or vehicle and should always wear seat - belts where fitted.
- Smoking in front of the guests is strictly forbidden and in all guest vehicles.
- Drivers and Guides should not eat or drink while driving or the vehicle is moving.
- Drivers should not speak on their mobile phones while driving. And can only speak to the office or businesses related to the tour (e.g. hotels, restaurants etc) while with the guest.
- No personal telephone calls, taken or made when you are with the guest.

Discovery Circle, it's employees (full and part time, contracted such as drivers and guides) and all suppliers must be aware and report directly to Discover Circle any violations of the following principles and Labour laws:

Social Welfare & Human Rights

1. Operate Ethically & Legally: Conduct business fairly, transparently, and comply with all Jordanian national laws and regulations.
2. Respect Human Rights: Fair labour conditions and equal opportunities and all workers are employed in accordance with Jordanian Labour Laws and Regulations
3. Protect Community Resources: Activities do not harm community access to essential services (e.g., water, food, energy, healthcare, public spaces).
4. Modern Slavery and Human Trafficking: Be committed to conducting ethical business and not tolerate any form of human rights abuse, including modern slavery or human trafficking, within our operations.

Child Labour - Our Unwavering Commitment to Child Protection

1. The safety and protection of children is our most fundamental responsibility, and a non-negotiable any employee, contractor or supplier partnership. We require all our partners to share this commitment by taking every necessary measure to prevent the sexual exploitation and employment of children on their premises or within any of their services. Any failure to uphold this critical standard will result in the immediate and permanent termination of our agreement. There are no exceptions.
2. Discovery Circle closely conforms to the Ministry of Labour's legal requirements, particularly those governing the employment of minors. And we expect all of our Supplier, employees and contractors, to abide by these rules and regulations.
 - 2.1. According to Jordanian Labor Law, there are strict restrictions on the employment of those under the age of 18.
 - 2.2. The legislation expressly prohibits the employment of children under the age of **sixteen** in any capacity. For people between the ages of 16 and 18, employment is subject to Ministry approval, which is limited to specific vocations as defined by law.

Should any employee, contractor or supplier witness an contraventions to the Discovery Circle, Social Welfare, Human Rights or Child Labour Commitment then it must be reported directly and immediately to the Discover Circle Operations Manager and Managing Director.