

Sustainability Policy

As a Jordan-based travel company working closely with travelers, local communities, guides, suppliers, accommodations, transport providers, and attractions, we recognize our responsibility in contributing to the long-term sustainability of tourism in Jordan.

We are currently in the **engagement phase of our sustainability journey** and are committed to continuously improving our environmental, social, cultural, and economic performance. Our goal is to integrate responsible tourism principles into our daily operations and to encourage our clients and partners to do the same.

1. Sustainability Management & Legal Compliance

We are committed to developing and strengthening our sustainability management practices through the following actions:

- Assigning a staff member responsible for coordinating sustainability-related activities;
- Defining a sustainability mission and sharing it with employees, partners, suppliers, and customers;
- Maintaining a written sustainability policy that addresses environmental, social, cultural, and economic impacts, as well as employee health and safety;
- Conducting internal reviews to understand our current sustainability performance and identify areas for improvement;
- Developing a sustainability action plan with realistic objectives, responsibilities, and timelines;
- Gradually implementing monitoring and evaluation procedures to track progress;
- Communicating openly about our sustainability commitments and progress;
- Raising awareness among employees and encouraging their active participation in sustainability efforts.

We comply with all applicable national legislation, regulations, and codes of practice in Jordan.

2. Internal Management: Social Policy & Human Rights

We aim to manage our company responsibly by ensuring fair and ethical working conditions through a clear social policy that includes:

- Freedom of employment and contract termination with appropriate notice and without penalty;
- Employment contracts that outline job responsibilities and comply with Jordanian labor law;
- Wages that meet or exceed the national minimum wage;
- Provision of insurance and social security in accordance with national legislation;
- Entitlement to paid annual leave and unpaid leave as stipulated by law;

- A safe and healthy working environment that meets national health and safety requirements;
- Availability of first-aid equipment and trained staff where applicable;
- Compliance with national regulations regarding the minimum age for employment.

Human Rights & Non-Discrimination

We are committed to equal opportunity and do not tolerate discrimination in recruitment, employment conditions, training, or promotion based on gender, age, disability, ethnicity, religion, beliefs, or sexual orientation.

Protection from Sexual Exploitation

We condemn all forms of exploitation, particularly involving children. Such acts are illegal in Jordan and subject to severe penalties. We expect our staff, partners, and clients to act responsibly and to report any suspected cases to local authorities or relevant institutions.

3. Internal Management: Environment & Community Relations

As part of our ongoing improvement process, we work to reduce our environmental impact and maintain positive relationships with local communities by:

- Reducing the use of disposable and single-use materials where possible;
- Minimizing paper use through double-sided printing and digital communication;
- Encouraging energy-saving practices such as switching off lights and equipment when not in use;
- Complying with national waste management regulations;
- Ensuring wastewater is disposed of or treated in line with national requirements.

4. Transport

We recognize that transport contributes significantly to tourism's environmental footprint. While balancing safety, comfort, and practicality, we aim to gradually reduce the environmental impact of transport used in our tours.

We commit to:

- Considering sustainability alongside price, safety, and comfort when selecting transport services;
- Preferring more environmentally friendly transport options when feasible.

Driver Conduct & Eco-Driving Awareness

Drivers working with us are expected to follow traffic regulations, drive responsibly, and respect guests at all times. We encourage eco-driving practices such as reducing idling, planning efficient routes, maintaining vehicles properly, and minimizing unnecessary fuel consumption.

5. Accommodations

We work with accommodation partners who align with our responsible tourism values and are willing to improve their sustainability performance.

We aim to:

- Prefer locally owned and managed accommodations where possible;
- Encourage accommodations to employ local staff and source products locally;
- Give preference to accommodations that demonstrate awareness of sustainability practices or show willingness to improve;
- Communicate our sustainability expectations clearly to accommodation partners.

Where there is clear evidence of negative impacts on local communities or essential resources, we will review and reconsider our cooperation.

6. Excursions & Activities

We strive to offer experiences that respect local culture, wildlife, and the natural environment.

We commit to:

- Informing guests about respectful behavior toward local communities, nature, and wildlife;
 - Avoiding activities that involve unethical treatment of animals or wildlife exploitation;
 - Working with guides who are knowledgeable about cultural and environmental sensitivities;
 - Encouraging activities that support local communities and small businesses.
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7. Tour Leaders, Local Representatives & Guides

Local involvement is a key element of sustainable tourism.

We aim to:

- Work primarily with local tour leaders, guides, drivers, and service providers when possible;
 - Ensure clear agreements, fair pay, and safe working conditions;
 - Support training and capacity building where feasible;
 - Encourage guides and representatives to share sustainability and cultural awareness information with guests.
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8. Destinations

We are committed to protecting the destinations where we operate by:

- Supporting nature conservation and cultural heritage through responsible tour design;
 - Discouraging the purchase of illegal or harmful souvenirs, including endangered species or protected artifacts;
 - Considering accessibility and sustainability when developing new itineraries.
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9. Customer Communication & Protection

Clear communication and customer well-being are central to our approach.

Before Travel

We aim to:

- Protect customer privacy and personal data;
- Provide accurate and transparent information about our services and prices;
- Communicate our sustainability efforts honestly, without making misleading claims;
- Inform customers about available responsible travel options.

During Travel

We aim to:

- Share information about local culture, environmental protection, and responsible behavior;
- Maintain emergency contact availability;
- Ensure staff are aware of emergency procedures;
- Encourage support for local businesses and services.

After Travel

We aim to:

- Collect customer feedback and use it to improve our services;
- Include sustainability-related questions in satisfaction surveys as our systems develop;
- Handle complaints professionally and transparently.

DISCOVERY
CIRCLE

