

Code of Conduct

Introduction

A Code of Conduct is a set of guidelines and principles designed to define acceptable behaviors, responsibilities, and expectations within a particular organization. It serves as a framework for ensuring that employees interact respectfully and ethically, promoting a positive, safe, and inclusive working environment within the organization.

Heritage Expediciones (Pvt) Ltd., complies with all statutory norms as per the governing law. As a Responsible Tour Operator, we have been accredited by the Sri Lanka Tourist Board and the Sri Lanka Association of Inbound Tour Operators as per strict guidelines on safe and ethical tourism and proper inspections.

As per our commitment towards our ethical standards, we conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts, which are contrary to the spirit of our country. We are committed to abide by Codes of Conduct in all operations. We tolerate zero corruption, do not contribute to political groups and do not involve ourselves in any unfair competition

We also recognize that every earth resource is finite and fragile, we are committed to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, that optimize both local community benefit and future sustainable uses.

We are following an ethical business strategy throughout our operations. We do not entertain any unethical elements as a part of our business, with our customers, suppliers, staff or anyone related to our business. We also don't do any unethical business competition practices to beat any of our business colleagues in the industry. We maintain an ethical business relationship with our partners and clients to have a long-term association. We will not entertain bribery, financial frauds or any such economic offences in our business. All our staff and management members are supposed to adhere to the strict ethical policies of the Company.

Objectives

- **Define Acceptable Behavior**
Establish clear expectations regarding appropriate and professional conduct to ensure mutual respect among members.
- **Promote a Positive Culture**
Encourage an inclusive, supportive, and collaborative environment that values diversity and promotes equal treatment for all.
- **Prevent Misconduct**
Eliminate unethical, discriminatory, or harmful behavior by clearly outlining prohibited actions and their consequences.
- **Enhance Accountability**
Hold members accountable for their actions and ensure a consistent approach to addressing breaches of the code.
- **Protect the Organization's Reputation**
Safeguard the organization's integrity and public image by promoting ethical standards and responsible behavior.
- **Ensure Legal and Regulatory Compliance**
Align with relevant laws, regulations, and industry standards to reduce the risk of legal liabilities.

1. Integrity:

Organizational integrity is the cornerstone of ethical and sustainable success. It represents the commitment of an organization to operate in a manner that is honest, transparent, and consistent with its vision, mission and ethical principles.

Heritage Expediciones (Pvt) Ltd. with integrity inspires trust among its stakeholders, including employees, customers, investors, and the wider community. By embedding integrity into its culture, policies, and practices, an organization demonstrates its dedication to accountability, ethical conduct, and long-term value creation.

- Always act with honesty and transparency in all professional dealings and internal transactions.
- Uphold the highest ethical standards, even when facing challenges or pressures.
- Avoid conflicts of interest and disclose any potential situations that may compromise impartiality.
- Report unethical behavior or violations of this Code without fear while reflecting integrity.

2. Respect

Respect is a fundamental pillar of Heritage Expediciones (Pvt) Ltd. It is the foundation for fostering a positive, inclusive, and collaborative workplace where everyone feels valued and empowered to contribute their best.

Respect involves recognizing the inherent dignity and worth of every individual, regardless of their background, role, perspective or competencies. It means treating others with fairness, kindness, and understanding, while promoting an harmonious working environment.

By embedding respect into our daily interactions and decisions, we create a workplace that thrives on trust, cooperation, and mutual appreciation. This commitment not only strengthens relationships within the organization but also enhances our reputation as a responsible and ethical organization in the eyes of our stakeholders.

- Acknowledge the inherent value of every individual, regardless of their role, background, or beliefs.
- Celebrate differences in culture, perspectives, and experiences as strengths that contribute to innovation and growth.
- Actively work to eliminate discrimination, bias, and exclusion in the workplace.
- Use respectful language, listen actively, and engage in constructive dialogue.
- Avoid interrupting, dismissing, or disregarding the opinions of others, even in disagreement.
- Refrain from participating in or tolerating harassment, bullying, or any behavior that creates a hostile work environment.
- Speak up if you witness disrespectful behavior and support those who are affected.
- Be mindful of personal and professional boundaries in interactions.
- Protect the confidentiality and privacy of colleagues and stakeholders.

3. Accountability & excellence:

Accountability and Excellence reflects our dedication to consistently delivering high-quality outcomes, advancing our skills, and striving for continuous improvement. By setting and meeting ambitious goals, we create value for our stakeholders and inspire confidence in our ability to achieve success.

- Take ownership of decisions and actions, both individually and collectively.
- Accept the consequences of choices, whether they result in success or require corrective action.
- Actively seek constructive feedback to improve performance.
- Respond to feedback with a willingness to adjust and grow.
- Consistently produce high-quality work and show attention to detail.
- Strive for excellence and continuous improvement in all tasks.

4. Confidentiality:

Confidentiality is a fundamental principle in any professional code of conduct, ensuring that sensitive information is protected and used appropriately. It establishes trust between individuals and organizations, promoting ethical behavior and safeguarding private data.

- Familiarize yourself with the organization's confidentiality policies and code of conduct.
- Follow guidelines regarding the classification, storage, and handling of sensitive information.
- Share sensitive information only with authorized individuals who need it for legitimate business purposes.
- Use secure communication channels for transmitting confidential information.
- Attend training sessions on data protection and confidentiality practices.

5. Workplace Behavior:

Workplace behavior encompasses the actions, attitudes, and communication styles that employees exhibit in a professional setting. It plays a critical role in shaping the culture, productivity, and overall success of an organization. Positive workplace behavior fosters collaboration, respect, and efficiency, creating an environment where employees feel valued and motivated. Conversely, negative behaviors such as disrespect, poor communication, or lack of accountability can lead to conflicts, reduced morale, and decreased productivity.

- Ensure appropriate appearance and attire.
- Punctuality for work and meetings.
- Strong work ethic and focus on quality.
- Clear and concise expression (written and verbal).
- Active listening without interruptions.
- Effective collaboration with colleagues.
- Supportiveness and encouragement for team members.

6. Conflict of Interest:

This situation can create a perception of bias or unfair advantage, potentially compromising decision-making, organizational integrity, and trust. Conflicts of interest can arise in various forms, such as financial interests, relationships with vendors or competitors, or involvement in outside businesses that may influence one's actions at work.

- Avoiding situations where personal relationships, financial interests, or outside activities influence professional decisions.
- Disclosing any potential conflicts of interest to their employer or relevant authorities.
- Refraining from participating in decisions or actions where they have a personal stake or bias.
- Maintaining transparency in all business dealings to prevent the appearance of impropriety.
- Adhering to organizational policies and ethical guidelines related to conflicts of interest.
- Seeking guidance from management or ethics committees when unsure about potential conflicts.
- Avoiding using their position for personal advantage or the benefit of others at the organization's expense.

7. Use of Resources:

The use of resources in an organization refers to the responsible and efficient management of assets such as time, finances, equipment, materials, and human resources. Proper utilization of these resources is crucial for achieving organizational goals, maximizing productivity, and maintaining sustainability. It involves ensuring that resources are allocated appropriately, used effectively, and conserved to avoid waste.

- Use time, equipment, and materials efficiently to avoid waste.
- Follow organizational guidelines and policies for resource usage.
- Refrain from using company resources for personal purposes unless allowed.
- Regularly monitor and track resource consumption to improve efficiency.
- Collaborate with team members to share resources and reduce redundancies.
- Maintain physical assets to prolong lifespan and minimize costs.
- Leverage technology to streamline workflows and increase productivity.
- Continuously assess and seek opportunities to optimize resource allocation.

8. Compliance with Laws and Policies:

Compliance with law and policies refers to the adherence to legal regulations and organizational guidelines that govern behavior, operations, and practices within the organization. This ensures that employees and the organization operate within the legal framework, avoid legal issues, and maintain ethical standards.

- Understanding and following relevant laws and regulations, such as labour laws, safety standards, data protection etc.
- Adhering to company policies, procedures, and codes of conduct set by the organization.
- Reporting violations or potential legal issues to the appropriate authorities or management.
- Ensuring transparency and ethical conduct in all dealings.
- Promoting a culture of accountability and responsibility in the workplace.

9. Anti-Corruption and Bribery: Zero tolerance for corruption or unethical dealings.

Anti-corruption and bribery measures are essential for maintaining integrity, transparency, and ethical standards in any organization. Corruption refers to the abuse of power for personal gain, while bribery involves offering, giving, receiving, or soliciting something of value to influence the actions of others.

- Promote transparency in financial transactions, procurement, and decision-making.
- Screen employees, business partners, suppliers, and contractors to ensure alignment with anti-corruption values.
- Create a safe and confidential reporting system for employees to report suspected bribery or corruption.
- Establish effective internal controls to monitor transactions, audits, and financial records.
- Ensure leadership sets a strong example by adhering to anti-corruption standards.
- Enforce appropriate disciplinary actions, including termination and legal consequences, for violations.

10. Harassment and Discrimination:

Harassment and discrimination are serious issues that can manifest in the workplace. Harassment refers to unwanted and inappropriate behavior that causes distress, harm, or creates a hostile environment for the individual targeted. This behavior can be physical, verbal, or psychological, and it often stems from prejudice or power imbalances.

- Treat all individuals with respect, regardless of their background, identity, or beliefs.
- Foster open communication and encourage people to voice concerns without fear of retaliation.
- Be mindful of language, avoiding offensive or inappropriate comments.
- Promote diversity and inclusivity by welcoming different perspectives and experiences.
- Practice empathy and understanding, recognizing that everyone has unique challenges.
- Address conflicts in a respectful and constructive manner, focusing on solutions rather than blame.
- Ensure equal opportunities for all employees in terms of growth, development, and rewards.
- Implement clear anti-harassment and anti-discrimination policies and ensure they are followed.
- Support and encourage team collaboration, where all members feel valued and included.
- Actively work to create a positive and supportive work environment for everyone.
- Hold individuals accountable for any behavior that contributes to harassment or discrimination.
- Lead by example and encourage others to engage in respectful and fair interaction.

11. Disciplinary Procedure

The company will take disciplinary actions against an employee in the event of any action or conduct which is deemed to be contrary to the objectives of the company or brings dispute to the Company or which is against the terms and conditions of the employment whether express or implied.

- Misappropriation or failure to account for the funds of the company.
- Habitual breach of regulations or orders of the company
- Negligence results in loss or damages to the company
- Dangerous or unauthorized driving or use of company vehicles
- Acting on collision with customers and/or agents of the company, resulting in loss or detriment to the company

- Driving of Company vehicles under the influence of liquor or drugs
- Insubordination to Superior officers of the company
- Conviction in court of a criminal offence or finding by other statutory authority.
- Sabotage of or willful damage to the property of the company.
- Taking or giving bribes or gratification in cash or kind.
- Misuse of property belonging to the company
- Issue of unlawful instructions to subordinates.
- Failure to carry out lawful orders.
- Willfully act in a manner calculated to or negligence which cause loss, prejudice or harm to the Company, or which affects adversely to the goodwill or prestige.
- Misuse of authority, power or position for personal gain.
- Submission of false or forged certificates.
- False or incorrect declaration forms pertaining to application of employment.
- Smoking/Insobriety or drunken behavior
- Willfully giving false evidence or altering the company documents without authority
- Habitual late attendance
- Absence without authority beyond entitlement or after warning
- Sexual harassment of fellow employees or unbecoming conduct
- Causing disaffection or mischief among fellow workers
- Acting or omissions which undermine the management or members of the management staff or directors.
- Refusal to accept communications from the Company.
- Carrying on a business, occupation or calling which is in competition with the company.