



Internal Management: Social Policy & Human Rights

Why Jordan Tours recognizes that responsible tourism begins with responsible treatment of employees and respect for human rights. We aim to provide a fair, safe, respectful, and inclusive working environment for all employees and to ensure that our employment practices comply with applicable Jordanian legislation. Our social policy applies to recruitment, employment conditions, compensation, employee welfare, training, workplace safety, and professional development.

Employment Conditions and Workers' Rights

We commit to:

- Respecting employees' freedom of employment and their right to terminate their employment in accordance with the applicable notice requirements and Jordanian Labor Law.
- Providing employees with written employment contracts that clearly define the terms and conditions of employment and their main responsibilities.
- Including relevant employment conditions and job descriptions in employment contracts.
- Clearly stating the applicable wage or salary in the employment contract.
- Ensuring that employees receive wages in accordance with applicable legal requirements and that remuneration meets or exceeds the applicable legal minimum.
- Providing legally required social security, insurance, and other statutory benefits where applicable.
- Respecting employees' legally entitled paid annual leave and other forms of leave provided under Jordanian Labor Law.
- Complying with applicable requirements regarding working hours, rest periods, overtime, and termination of employment.
- Ensuring that employees are informed of their rights and responsibilities and understand the terms and conditions of their employment.

Equal Opportunity and Non-Discrimination

Why Jordan Tours is committed to providing equal opportunities and maintaining a workplace based on dignity, respect, and fairness.

We do not tolerate discrimination in:

- Recruitment and selection.
- Employment conditions.
- Compensation and benefits.
- Access to training and professional development.
- Promotion and career opportunities.
- Allocation of responsibilities.
- Termination of employment.

Employment decisions are based on relevant qualifications, skills, experience, performance, and business requirements.

We aim to ensure that employees are treated fairly regardless of gender, race, age, disability, ethnicity, religion or beliefs, or sexual orientation, in accordance with applicable law.

Harassment, intimidation, bullying, or other inappropriate workplace behavior is not tolerated.

Health and Safety

The health, safety, and well-being of our employees are important elements of our social responsibility.



We commit to:

- Maintain a safe and healthy working environment in accordance with applicable legal requirements.
- Identify and address workplace health and safety risks where reasonably possible.
- Provide employees with relevant health and safety information and instructions.
- Ensure that appropriate first-aid equipment is available at relevant locations.
- Ensure that staff members are aware of basic emergency procedures.
- Encourage employees to report unsafe conditions, accidents, incidents, or other workplace safety concerns to management.
- Take appropriate corrective action when health or safety risks are identified.

For employees working remotely or under hybrid arrangements, the company also communicates relevant working procedures and maintains appropriate communication with employees to support safe and effective working conditions.

Training and Employee Development

Why Jordan Tours recognizes that employee knowledge and professional development contribute to both service quality and responsible tourism.

We aim to:

- Provide employees with relevant training according to their roles and responsibilities.
- Raise staff awareness of sustainability, responsible tourism, customer protection, health and safety, and other relevant company policies.
- Encourage cross-functional training where appropriate to improve understanding and cooperation between departments.
- Provide employees with information about changes to company policies and procedures.
- Encourage employees to develop their skills and knowledge through relevant training and learning opportunities.

Sustainability-related training and awareness are coordinated through the company's Sustainability Coordinator, with support from management and relevant staff.

Freedom from Exploitation and Forced Labor

Why Jordan Tours respects fundamental human rights and does not tolerate forced labor, human trafficking, slavery, or any form of exploitation within its operations.

We commit to:

- Respecting employees' freedom of employment.
- Prohibiting forced or compulsory labor.
- Prohibiting human trafficking and exploitation.
- Ensuring that employees are not subjected to threats, coercion, or unreasonable restrictions on their freedom.
- Working with suppliers and partners that comply with applicable labor and human-rights requirements.

Minimum Age and Child Protection

Why Jordan Tours complies with applicable Jordanian legislation concerning the minimum age for employment.

We commit to:

- Not employing children below the legally permitted minimum working age.
- Respecting applicable legal requirements concerning young workers.



- Taking appropriate measures to prevent child exploitation within our operations and supply chain.
- Communicating our child-protection expectations to relevant suppliers and partners.
- Paying particular attention to child protection when selecting and monitoring tourism suppliers, including accommodation providers, guides, activity providers, and other relevant partners.

We maintain a **zero-tolerance approach toward the sexual exploitation and abuse of children**. Employees and business partners are expected to report suspected exploitation or abuse through the appropriate channels and to cooperate with relevant authorities where required.

Employee Communication and Participation

We maintain internal communication channels that allow employees to receive information about company policies, procedures, sustainability initiatives, training, and relevant operational updates.

Internal communication may include:

- Email communication.
- Internal shared links and documents.
- Staff meetings.
- Training and awareness sessions.
- Direct communication between employees and management.

Employees are encouraged to raise concerns, provide feedback, and suggest improvements relating to working conditions, safety, sustainability, and company procedures.

Respectful Workplace

We aim to maintain a professional workplace in which employees, managers, customers, suppliers, and partners are treated with respect.

All employees are expected to:

- Communicate professionally and respectfully.
- Treat colleagues and customers with dignity.
- Respect personal and professional boundaries.
- Avoid discriminatory, threatening, abusive, or inappropriate behavior.
- Maintain confidentiality regarding sensitive company, customer, and employee information.
- Follow the company's Code of Ethics and applicable internal policies.

Continuous Improvement

Why Jordan Tours regularly reviews its employment practices and social policies to ensure that they remain aligned with applicable legislation, company requirements, and responsible tourism principles.

Employee feedback, management observations, training outcomes, and identified workplace issues are considered when reviewing and improving our social-management practices.