

## Code of Conduct

Working in the front line, drivers not only provide the driving and tour guiding services to the clients, but also represent the image of West Oz Travel. In order to establish and maintain the positive image for the company, drivers are expected to follow the Conduct Code.

### Part I Appearance and Manner

Drivers on duty are required to :

- Be clean and tidy upon presentation.
- Wear collar shirt, pants, and closed shoes. Shirts need to be tucked into the pants.
- Formal suits may be required on special occasions.
- Demonstrate enthusiasm and professionalism while on the job.
- Be responsive to clients with proper work attitude.
- Have appropriate conversation with clients and avoid dispute.

### Part II Working Procedure

Drivers on duty are required to :

- Make sure the vehicle is properly working and clean when get them.
- Arrive at the designated spot 10 minutes before the job starts
- Record starting and finishing time.
- Greet clients and help them if necessary.
- Do not use mobile phone while driving. If it is urgent you will receive an SMS instructing you take the call. You will need to pull over so you can accept the call.
- Follow itineraries properly . In normal circumstance, drivers could adjust the sequences of arranged tourist spots. However, drivers are not allowed to skip or add itinerary to the original one without instruction.
- Inform the clients about what to expect beforehand. (i.e. the arrival time, when and how to get tickets, when the clients are expected to gather)
- Collect relevant tickets and invoices and hand them to the tour leader when required.
- Ensure vehicle is fuelled prior to departure.
- Fill out vehicle log book in detail at the end of the day.
- During and on completion of the day please dispose of any rubbish in the vehicle. Shake out car mats and replace water and mints if necessary.

### Part III Protocol for special circumstances

- For any abnormal circumstances, drivers need to report to the supervisor first
- Due to force majeure(weather, traffic, vehicle ), drivers need to ask for instruction from the supervisor before making any change to the itinerary.

- Always accommodate the customer, if they want to make changes do as they say and then notify control office when convenient.
- For any inappropriate request from clients, seek for the advices from the supervisor before responding.