



# Driver-Guide Code of Conduct

*Date of approval: August 2026*

## 1. Purpose

This Code of Conduct defines the standards expected of all Gosheni driver-guides to ensure safe, professional, and high-quality safari experiences while respecting the environment, wildlife, and local communities. Driver-guides represent Gosheni Safaris at all times and are responsible for delivering a consistent and memorable guest experience.

## 2. Safety & Driving Standards

- Follow all traffic laws and speed limits at all times
- Drive carefully, defensively, and responsibly in all conditions
- Prioritize passenger safety above all other considerations
- Respect park regulations, including speed limits and driving zones
- Maintain safe distances from wildlife and other vehicles
- Do not drive under fatigue, illness, or any impairment
- Conduct a daily vehicle safety check before departure

## 3. Guest Experience & Service

- Be punctual and adhere to agreed schedules
- Maintain a clean, comfortable, and well-prepared vehicle
- Treat all guests with respect, friendliness, and professionalism
- Regularly check on guest comfort and wellbeing
- Offer appropriate stops (restroom, scenic, etc.) when needed
- Adapt the experience based on guest interests and preferences
- Create a calm, enjoyable, and safe atmosphere throughout the safari

## 4. Wildlife Viewing Ethics

- Respect all wildlife and natural habitats
- Never chase, block, or disturb animals
- Maintain appropriate viewing distances at all times
- Do not feed, call, or attract animals
- Limit time at sightings to allow fair access for others
- Follow all park rules and ranger instructions
- Ensure guests also behave responsibly around wildlife

## 5. Environmental Responsibility

- Avoid unnecessary engine idling
- Drive smoothly to reduce fuel consumption
- Plan routes efficiently to minimize environmental impact
- Do not litter and ensure guests do not litter
- Minimize use of single-use plastics where possible
- Stay on designated roads and tracks
- Avoid damage to vegetation and natural surroundings

## 6. Cultural Respect & Community Interaction

- Treat local communities with respect and sensitivity
- Respect local customs, traditions, and cultural norms
- Ask permission before taking photos of people



- Provide accurate and respectful cultural information to guests
- Support local businesses and communities where appropriate

## 7. Professional Conduct & Integrity

- Maintain a professional appearance and good personal hygiene
- Be honest, responsible, and trustworthy at all times
- Do not consume alcohol or drugs during working hours
- Do not discriminate based on nationality, gender, religion, or background
- Maintain confidentiality of guest information
- Show respect to colleagues, partners, and stakeholders
- Child Protection: maintain zero tolerance for any form of sexual exploitation or abuse of children, and immediately report any suspected cases in accordance with company policy and local laws

## 8. Vehicle & Equipment Responsibility

- Ensure the vehicle is clean, safe, and fully operational before each trip
- Check tires, fuel levels, oil, and essential systems daily
- Ensure spare tire, tools, and safety equipment are available
- Maintain all guiding equipment (e.g., binoculars, radio) in good condition
- Report any maintenance issues immediately

## 9. Communication & Guiding Standards

- Provide clear, accurate, and engaging information about wildlife, nature, and local culture
- Communicate plans, schedules, and any changes clearly to guests
- Answer guest questions honestly and professionally
- Avoid sharing incorrect or misleading information
- Maintain a positive and informative guiding style

## 10. Emergency & Incident Handling

- Be familiar with emergency procedures and contacts
- Handle unexpected situations calmly and professionally
- Prioritize guest safety in all situations
- Provide basic assistance when required (within training limits)
- Report all incidents, accidents, or safety concerns immediately

## 11. Compliance & Continuous Improvement

- Follow all company policies and procedures
- Comply with national laws and park regulations
- Participate in training and development initiatives
- Be open to feedback and continuous improvement
- Report any misconduct, safety concerns, or operational issues

## 12. Acknowledgement

All driver-guides are expected to understand and comply with this Code of Conduct as part of their role at Gosheni Safaris.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_