



## CODE OF CONDUCT – PROGETTO AUSTRALIA

### 1. Professionalism

Maintain a high level of professionalism in all interactions with clients, partners and colleagues.

Be punctual, reliable and respectful in all communications and meetings.

### 2. Customer Focus

Prioritise the needs and preferences of our clients, ensuring personalised and high-quality travel experiences.

Respond promptly to client requests and provide accurate and helpful information.

### 3. Integrity

Conduct business with honesty and transparency.

Avoid conflicts of interest and report any issues promptly.

### 4. Teamwork

Collaborate effectively with colleagues, sharing knowledge and supporting each other.

Promote a positive and inclusive working environment.



## **5. Sustainability**

Promote and prioritise sustainable travel options in all client recommendations.

Work with environmentally responsible suppliers and encourage sustainable practices among all stakeholders.

Minimise waste and reduce the environmental impact of our operations.

## **6. Continuous Improvement**

Stay informed about industry trends and best practices.

Seek opportunities for professional development and skills improvement.

## **7. Community Engagement**

Support local communities and economies through responsible tourism practices.

Engage with local partners to promote cultural and environmental preservation.

## **Final Commitment**

By adhering to this Code of Conduct, we aim to maintain the highest standards of service and sustainability, ensuring that our travel experiences are both enjoyable and responsible from an environmental and social perspective.