



CODE OF CONDUCT – MEKONGTOUCH DMC

The MekongTouch DMC Code of Conduct outlines the fundamental principles we expect from all partners involved in delivering our travel services, including local suppliers, drivers, freelance guides, accommodations, transportation companies, and activity providers.

It serves as an essential ethical framework to ensure responsible tourism in Vietnam, Laos, and Cambodia, safeguarding local communities, the environment, cultural heritage, and natural resources across the destinations where we operate.

This document is not intended to impose unrealistic standards that disregard local contexts. Its purpose is to establish a clear, realistic, and essential baseline of responsible practices applicable within the specific conditions of Southeast Asia. MekongTouch is committed to supporting its partners in understanding these expectations and progressively strengthening their practices, through collaboration, respect, and transparency.

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1. Compliance with Laws and Regulatory Requirements

MekongTouch partners must operate in full compliance with all applicable national laws, particularly those relating to labour standards, taxation, safety, environmental regulations, tourism licensing, and mandatory insurance.

We require partners to hold valid and up-to-date permits and authorisations, to ensure the legal integrity of their services, and to comply with all regulations relevant to their sector.

MekongTouch cannot maintain any collaboration with partners operating without a valid licence, employing undeclared workers, or failing to meet basic legal obligations. Dangerous or prohibited practices—such as driving under the influence, operating without transport insurance, or using non-authorised facilities—lead to immediate termination of the partnership.

2. Human Rights, Fairness and Working Conditions

MekongTouch requires all partners to guarantee dignified and fair working conditions for their employees, guides, drivers, and local workers. This includes the total prohibition of child labour, forced labour, coercion, harassment, or any form of discrimination.

Partners must ensure that their staff benefit from legally compliant working conditions, fair remuneration, and a safe work environment. MekongTouch places particular importance on respectful behaviour, courtesy, and professional conduct from all personnel interacting with travellers.

We strictly prohibit any form of forced tipping or pressure placed on travellers for personal gain.

3. Child Protection

Child protection is a non-negotiable principle for MekongTouch DMC. Our partners must refuse any activity involving inappropriate tourist interactions with minors, including orphanage visits, commercial activities involving children, or any situation that could contribute—directly or indirectly—to exploitation.

Any suspicious behaviour, risk situation, or case of abuse must be reported to MekongTouch immediately, in line with our internal child-protection policy. Guides working with MekongTouch receive information on the essential principles of child protection in tourism and must avoid any behaviour that could cause harm.

4. Anti-Corruption and Ethical Business Practices

MekongTouch enforces a strict zero-tolerance policy regarding corruption, bribery, undeclared commissions, commercial manipulation, or unjustified advantages. We do not accept any practice intended to improperly influence decisions or to pressure travellers into purchases, non-ethical shops, or imposed service providers.



Partners must provide honest, transparent, and complete information on prices and services offered. Any deceptive practice or deliberate omission is incompatible with our standards.

5. Respect for Local Communities and Culture

MekongTouch promotes tourism grounded in respect and dignity for local populations. Partners must ensure that their services do not invade communities, harm traditions, violate residents' privacy, or create unreasonable disturbance (waste, noise, intrusion).

Intrusive visits, taking photos without consent, giving gifts to children, and inappropriate interactions with vulnerable populations are strictly prohibited.

We strongly encourage local employment, preservation of cultural traditions, and collaboration with actors who genuinely contribute to community development.

6. Environmental Commitment

Partners must make reasonable efforts to reduce their environmental impact, within the limits of local conditions.

This includes reducing single-use plastics (e.g., Refill Not Landfill), proper waste management, limiting unnecessary water and energy consumption, and paying particular attention to natural resources.

We do not require formal environmental certifications, but we expect partners to demonstrate a reasonable, consistent, and progressive commitment toward more sustainable practices.

7. Animal Welfare

MekongTouch applies a strict policy regarding animal welfare. We prohibit all activities involving the exploitation of captive animals, including shows, tiger/crocodile farms, photos with restrained animals, and elephant riding.

Wildlife observation activities must follow responsible practices:

- no feeding of wild animals
- no disturbance of habitats
- no interference with natural behaviours

The trade of souvenirs derived from threatened species or items prohibited by CITES is strictly forbidden.

8. Activities, Excursions and Safety

Activity providers must guarantee high safety standards, professional organisation, and properly maintained equipment.

Guides and activity leaders must provide clear information, appropriate briefings, and adequate supervision.

Dangerous, unauthorised, or harmful activities—whether to travellers, residents, or the environment—are not permitted.

Partners must also respect sensitive natural, cultural, or religious sites and promote responsible behaviour at all times.



9. Transport and Responsible Driving

Drivers must:

- comply with road safety rules
 - drive prudently and professionally
 - hold valid licences and insurance
 - refrain from alcohol or any substances impairing driving ability
- Vehicles must be well maintained, clean, safe, and used responsibly, avoiding unnecessary engine idling or excessive use of air-conditioning.

10. Accommodation Standards

Accommodation partners must provide a clean, safe, and respectful environment. This includes:

- basic staff training
 - fire-safety measures
 - proper maintenance of facilities
 - transparent pricing
 - no abusive practices toward guests or employees
- They must limit waste, reduce plastic, and encourage responsible use of water and energy. Properties offering harmful activities—such as mini-zoos, animal shows, or destructive motorised attractions—are not accepted.

11. Confidentiality and Data Protection

All partners must ensure the confidentiality of travellers' data, B2B partner information, and internal operational details.

No data may be shared or sold, except in cases of legal obligations or explicit instruction from MekongTouch.

Information must be handled with professionalism, security, and discretion.

12. Monitoring, Compliance and Corrective Measures

MekongTouch reserves the right to monitor, verify, or assess compliance with this Code through communication, inspections, visits, or client feedback.

In case of non-compliance:

- a written notice or corrective measure may be requested when improvement is possible
- in cases of severe violations—such as corruption, child exploitation, harm to wildlife, or significant safety risks—collaboration may be terminated immediately

Our objective is not to sanction, but to build a network of reliable, responsible partners aligned with our values.



13. Acceptance of the Code

This Code of Conduct must be read, understood, and accepted by every partner collaborating with MekongTouch DMC.