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## MISSION STATEMENT

*Sampan Travel aims to offer the most engaging and immersive experiences for travellers in Myanmar. Our journeys intend to lift the lid on this country, encouraging our guests to switch on not switch off, to travel further up and further in, to engage with the local people and strive to help Myanmar become not only a better place to visit but also a place to live.*

## ETHICAL CODE

The *Ethical Code* stands with and complements both the above *Mission Statement* as well as our *Sustainability Policy* (our commitment, achievement and intention to sustainability travel and responsible business practices) and our *Internal Rules & Regulations & Staff Handbook* (outlining the responsibilities of employer to the employee and the employee to the employer).

This is a working document that will be constantly amended and updated.

### **Overarching Ethos**

Sampan Travel aims to offer an intimate and wholly-personalized service to our guests that results in seamless and exceptional experiences. We are creative, innovative and flexible. We strive for perfection.

Sampan Travel does not cut corners. We aim to ensure that both our guests and our partners are satisfied with our service and confident that we have gone the extra mile and have their best interests at heart.

Sampan Travel is aware that Myanmar is not just a holiday destination but a home to millions. Every tour we create considers not only the enjoyment of the travellers but the betterment of the country.

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SAMPAN TRAVEL

Level 3, 99 Condo A-B, Dhamazedi Road, Kamayut Township, Yangon 10041, Myanmar

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Sampan Travel prides itself on being inclusive and respecting everybody, both inside and outside the company.

### **Our Team**

We strive to create a working environment where our employees can grow as humans while developing their career. The relationship between employer and employee should be mutually beneficial and allow for the flourishing of both company and individuals. More details of the responsibilities of employer to the employee and the employee to the employer are laid out in our *Internal Rules & Regulations* and *Staff Handbook*.

### **Consumer protection and rights**

Sampan Travel is aware of the trust that its guests place in us. All guest information is treated with complete confidentiality. At all times, it is paramount that Sampan Travel personnel maintain a high level of behaviour and demonstrate respect for the people with whom they come into contact

### **Corruption**

We do not tolerate any type of corruption, either public or private, active or passive. Transparency is what we value in our dealings with all customers, suppliers, and authorities.

Corruption, in our eyes, may involve payments / favours or the exchange of “anything of value” and includes the following activities:

- Bribery
- Extortion
- Kickbacks

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### **Donations**

Sampan Travel allows for employees to make donations through Sampan and allows for donating time (ie. volunteering) in the community. These are made public via social media and are recorded on the Company Cloud Server - all team members can view this list and outsiders are also welcome to view it on request. We do not make contributions to political parties. We only make charitable donations that are legal and ethical under local laws and practices. No donation is offered or made without the prior approval of Senior Management.

### **Fair Competition**

Employees shall refrain from entering into or carrying out anti-competitive agreements among competitors, including agreements to:

- fix prices;
- make rigged bids (collusive tenders);
- establish output restrictions or quotas; or share or divide markets by allocating customers, suppliers, territories or lines of commerce.

### **Product**

Please see Sampan's *Sustainability Policy* to see our commitment to the sustainable development and our protection of Myanmar's environment, economy and society.

In regard to *where* we travel to, as much as is reasonable, Sampan Travel favours destinations with good-quality local labour or where training programmes are in place to increase the number of local people employed in tourism. Sampan Travel avoids destinations where there are unacceptable labour conditions or working practices such as forced labour. Sampan Travel will avoid destinations where the presence of us or our guests encourages bad practices, in particular those amounting to human rights abuses.

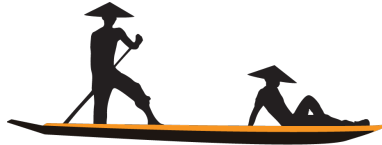
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In places such as Inle Lake we robustly instruct our guides not to take clients to the same shops every time (eg. silversmiths, blacksmiths, ... etc.) but instead `spread the wealth` and allow more people to benefit from tourism to the region.

Sampan Travel works with and is instructed by organisations such as ITC/CBI operating in destinations like Kayah State and Tanintharyi Region, to help us ensure we preserve tangible and intangible cultural heritage.

**November 2020**

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