

Sustainability report - 2022

Berati Tours Albania
Travelife Partner



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1. Reporting context

This is the first CSR report of BTA after achieving the "Travelife partner" status in August 2020. For almost 2 years, in 2020 and 2021, international tourism almost came to a standstill. It was not before 2022 that the number of guests increased again significantly (still below the level of 2019). So, the evaluation of our progress towards the sustainability goals set in 2020 mostly refer to the year 2022.

In 2020 sustainability certified partners were more or less absent in Albania. In 2022 some promising initiatives and programmes for certification (for Travelife or others) started. This can be also a important step for establishing sustainable travel supply chains in Albania. But this can't be reviewed before the next report.

2. Company data

Berati Tours Albania

Rr. Ndre Mjeda Pall. Dorado, Kat.1

1023 Tirana

<https://berati-tours.com>

info@berati-tours.com

Tourist volume 251 - 1000

Number of employees 1 - 10

Type of tourism Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Spiritual / religious, Wellness / health, Students, educational, Volunteer tourism, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife

Special target groups

Destinations offered Southern Europe

Sustainability coordinator

Martin Heusinger

info@berati-tours.com

3. Introduction

Doing business is always linked to a natural and social environment, but our existing economic system pretty often seems to underestimate or to ignore these links. An autonomous globalized economic practice has led, socially blind, visibly to massive damage and value destruction, now measurable also in economic currency.

Travelife offers a practical approach to perceive and respect natural and social values easily forgotten by the daily business requirements. The many **evidence based sustainability criteria**, at first hand directed to the bigger tourism industries, requires a lot of extra effort for small businesses like ours - Berati Tours Albania, although a small business is much less likely to have negative effects on nature & society. Nevertheless, also for a socially bound business like ours it is not easy to oversee the complex impact and changing effects of our activities on nature and social environment nebulized by the established business practices.

In our **CSR/ sustainability strategy (2020 - 2025)** we expressed our commitments towards ecological, social and economic goals, and collected plenty of promising action alternatives about how we may achieve progress. One of the important steps has been the implementation of a Sustainable Management structure (SMS).

This **sustainability report** now highlights the actual assessment results of our SMS established, by following the criteria of the Travelife planning & reporting tool. It will be updated every 2 years in correspondance with our yearly action plan. We are aware not everything is in our own hands when dealing with social processes. Taken seriously it is a learning process for all involved!

4. Mission statement & policy

4.1 Mission statement

Berati Tours Albania (BTA) is a well-established Albanian company for incoming tourism and destination marketing (DMC) in Albania. We believe there are always good potentials for the local communities to improve and maintain their own local living conditions. To this end **we go for contributing positive value:** by sharpening the consciousness for the challenges of the global crisis and the specific local situation in general; by networking management and facilitation of cooperation at local and regional level; by project development and project implementation.

Founded in 2012, we defined the key role of BTA as **incoming tour operator and travel agent for Albania and neighbouring countries**, because many places of this region have a promising economic potential through international tourism. We think tourism can play a key role in sustainable community based development. With a small team and an extensive network of local partners we focus on **sustainable forms of travel** offering a win-win situation for both, the local hosts and our travel guests.

BTA follows a **corporate social responsibility (CSR) strategy** and uses the entrepreneurial freedom to create real added value for the local communities that is not based on the costs of others. This idea requires a systematic monitoring & evaluation scheme, with an **extended target horizon** for the realistic evaluation of our activities: business success of BTA relies also on additional **social and ecological criteria of success**.

4.2 Policy

You can find our detailed CSR/ sustainability policy (2020 - 2025) on our website. Closely related to the Travelife scheme we subdivide our sustainability policy into 4 fields of interaction. Each field consists of a set of principles and practical actions accordingly:

1. Implementation of a sustainability management structure: We commit to sustainability management and to complying with all national legislation, regulations and codes of practice.

2. Sustainable business culture: We commit to an internal business culture that practices human rights, fair and transparent working conditions, and having a clear social & health policy. We also commit to practice environmental protection by reducing energy and water consumption, minimizing air pollution; solid waste reduction & recycling policy; preferring the use of sustainable goods and services.

3. Sustainable supply chain: We try to achieve a tourism supply chain that is fully sustainable. We are strongly against harming wildlife and polluting the environment. We aim at safeguarding the authenticity of the communities and the natural environment. More specifically, related to the travel services we provide:

a) Transport Services: Travel without transport is hard to achieve, but the transport solution is an important aspect of sustainable tourism. We do our best to decrease the pollution level of all of our tourism related activities.

b) Accommodation Services: The partner accommodations play an important role, and have to be stimulated and motivated to adapt sustainable practices.

c) *Tour leaders, local representatives and guides:* We prefer involving locals in our programmes, and allow them an opportunity of regular income.

d) *Excursions and other local activities:* We aim at tours that only leave a minor ecological footprint and safeguard the authenticity of the communities;

e) *Distribution partners/agencies:* Our aim is to make sustainable development concrete to each and every partner within our business network, so to improve sustainability among our partners by implementing our policy;

f) *Customers' relations:* Customers welfare and proper information are key for us. We ensure best possible safety standards and clear & constant communication to our clients, prior to booking, while travelling and after the travel.

4. Development of the local communities: We aim to maximize positive impacts and minimize negative impacts in our destination to ensure the sustainable development of the places that we operate in. Local development projects and consulting are part of our business portfolio.

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	9	9
1. Sustainability management & legal compliance	16	16
2. Internal management: social policy & human rights	22	22
3. Internal management: environment and community relations	37	37
4. Inbound partner agencies	7	7
5. Transport	4	4
6. Accommodations	11	11
7. Activities	12	12
8. Tour leaders, local representatives, and guides	8	8
9. Destinations	4	4
10. Customer communication and protection	25	25

6. Detailed overview

0. Company characteristics

9

Contact details

1

Action			Details
0.1. Sustainability coordinator			Martin Heusinger mh@berati-tours.al +499112874824

Brands, products, and/or services

6

Action			Details
0.2. Nature of business Please indicate which of the following activities are part of your business.			Inbound tour operator,Activity provider,Guiding service,Travel agency (leisure),Travel agency (corporate),Online Travel Agents (OTA's),SAVE
0.3. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.			Build cultural heritage,Intangible cultural heritage,City tour Hiking,Rafting,Horse riding,Mountain biking Boat tours,Canoe trips Visiting traditional communities,Visiting indigenous people Working animals

0.4. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	251 - 1000
0.5. Tourism types	✓	✓	Active / soft adventure,Sport and adventure,Sun and Beach tourism,City trips,Culture, history and art,Spiritual / religious,Wellness / health,Students, educational,Volunteer tourism,Round tours,Village and Community Based Tourism (CBT),Nature/Wildlife
0.6. Target groups	✓	✓	
0.7. Destinations	✓	✓	Southern Europe

Personnel

1

Action			Details
0.8. Number of employees	✓	✓	1 - 10

Public communication







Action			Details
0.9. Brands under Travelife scope			




1. Sustainability management & legal compliance

16

Engagement of company

3

Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>			<p>Martin Heusinger</p> <p>Business leader</p> <p>general business planning tour design & organisation (tourist guide) communication with clients (B2B/ B2C) & promotional activities</p> <p>In terms of sustainability coordinator:</p> <p>Implementation of the sustainability policy and action plan; Dissemination of sustainability information within the organisation; Travelife monitoring & reporting; Contact for Travelife regarding trainings and collective actions;</p>
<p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>			<p>https://berati-tours.com/common/info/about-us/index.html</p> <p>(the target of our website is the B2B travel market, not the DMC field in general)</p> <p>Berati Tours Albania (BTA) is a well-established Albanian company for incoming tourism and destination marketing (DMC) in Albania. We believe there are always good potentials for the local communities to improve and maintain their own local living conditions.</p>

			<p>To this end we go for contributing positive value: by putting focus on sustainable forms of travel & tourism being the most promising economic potential of the region; as well as by sharpening the consciousness for the challenges of the global crisis and the specific local situation in general; by publishing, networking, cooperation and project development.</p> <p> BTA_CSR_2020.pdf</p>
<p>1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓</p>	<p>✓</p>	<p>Martin Heusinger, director Berati Tours Albania Edmond Cobo, office manager Tirana</p> <p>Company learning monitor No workshop information for this company</p> <p> Travelife SM certificate.pdf</p> <p> EDI TL personal_certificate.pdf</p>



Social cooperation



Action			Details
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Baseline assessment




Action			Details
1.8. Baseline assessment	<p>✓</p>	<p>✓</p>	(ongoing)

The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).

Policy


2

Action			Details
<p>1.9. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.</p>	✓	✓	<p>(valid until 2025)</p> <p> BTA_CSR_2020.pdf</p>
<p>1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).</p>	✓	✓	<p>https://berati-tours.com/common/info/sustainability/index.html</p>

Action plan



2

Action			Details
<p>1.11. Action plan</p>	✓	✓	<p>Together with the travelife reporting, we review our sustainability action plan, generated with</p>

<p>The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>			<p>help of the travelife action planning tool, every 2 years.</p> <p>Within the planning period of 2 years we focus a only few fields of action, those we consider being most important and realistic; experience told us so far it is better to KISS, regarding the limited capacities of our small company;</p> <p>Action plan will be shared and discussed (see action plan 1.14.), and adapted short term if necessary;</p> <p> BTA action_plan_22_23.pdf</p>
<p>1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	✓	✓	<p>We are a small business with a lot of informal communication.</p> <p>Continued discussion about CSR-Strategy/ travelife process.</p>

Monitoring and evaluation



2

Action			Details
<p>1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	✓	✓	<p>For all of the criteria of the TL planning tool, we descibed the targets, the benchmark, and the result of self-monitoring (see TL Report 22).</p> <p>Aside of informal discussion we meet 2x/year (January + August) specifically for checking the progress of our sustainability strategy and action planning, and going through the criteria of this planning tool.</p>

		<p>Once a year, when updating the Travelife report, the sustainability coordinator (its me) reflects/ measures progress in terms of</p> <ul style="list-style-type: none"> - the midterm targets of our Sustainability policy, related to Business culture/ Tourism Supply Chain/ Destination impact (= travelife chapter 2.-10.); - the short term targets of action planning, to compare the expected vs. real effects (= referring to the actual sustainability action plan); - the effectiveness of our SMS itself/ the improvement of monitoring methods and underlying methodology (= travelife chapter 1).
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External reporting and communication

2

Action			Details
1.15. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	
1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	✓	see: https://berati-tours.com/common/info/sustainability/index.html


2. Internal management: social policy & human rights

22

Social policy and human rights


19

Action			Details
<p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>			<p>"We declare to not hinder trade union membership, collective labor negotiations and representation of members by trade unions; to comply with a (sector wide) collective labor condition negotiation structure"</p> <p>Benchmark: to act inside of the legal framework goes by itself</p> <p>Self-Monitoring Dec22: no further action needed</p>
<p>2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).</p>			<p>Benchmark: to act inside of the legal framework goes by itself</p> <p>Self-Monitoring Dec22: no further action needed</p>
<p>2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.</p>			<p>We grant just & transparent labour conditions to our employees & service providers according to national labor law; working details are put down in a written work</p>

			<p>contract; this work contract includes, among others:</p> <ul style="list-style-type: none"> a clear job description and a wage rate that equals or above the national legal minimum wage; fixed paid yearly holiday and sick leave and unpaid annual leave allowance (according to national law); the freedom of employment and contract termination with notice (minimum 2 monthes) and without penalty; compensation of overtime working hours based on agreement; have a clear disciplinary procedure that is effectively communicated with employees (according to national law); <p>Benchmark: to act inside of the legal framwork goes by itself</p> <p>Self-Monitoring Dec22: no further action needed</p> <p> Kontrate e punes shembull.pdf</p>
<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>We grant just & transparent labour conditions to our employees & service providers according to national labor law; working details are put down in a written work contract; this work contract includes, among others ... a clear job description and a wage rate that equals or above the national legal minimum wage; ... (see CSR-Policy)</p>

			<p>Benchmark: to act inside of the legal framework goes by itself</p> <p>Self-Monitoring Dec22: no further action needed</p>
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	✓	✓	<p>We grant just & transparent labour conditions to our employees & service providers according to national labor law; working details are put down in a written work contract; this work contract includes, among others: ...</p> <p style="padding-left: 40px;">compensation of overtime working hours based on agreement; ...</p> <p>Benchmark: agreement in mutual interest, in case</p> <p>Self-Monitoring Dec22: did not apply</p>
<p>2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	✓	✓	<p>Social insurance paid, on the basis of the legal requirements.</p> <p>Benchmark: to act inside of the legal framework goes by itself</p> <p>Self-Monitoring Dec22: no further action needed</p>
<p>2.10. Holiday / Annual leave</p>	✓	✓	

<p>The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>		<p>We grant just & transparent labour conditions to our employees & service providers according to national labor law; working details are put down in a written work contract; this work contract includes, among others: ...</p> <p style="padding-left: 40px;">fixed paid yearly holiday and sick leave and unpaid annual leave allowance (according to national law); ...</p> <p>Benchmark: to act inside of the legal framework goes by itself</p> <p>Self-Monitoring Dec22: we do NOT (yet) have a holiday calendar of all employees, because we are only 2 persons; will be adapted if staff increases</p>
<p>2.12. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	<p style="text-align: center;">✓ ✓</p>	<p>We have health and safety policy for employees which complies to national legal standards; more specifically...</p> <p style="padding-left: 40px;">We provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues; this also includes fire and relevant natural disasters;</p> <p style="padding-left: 40px;">We have first aid sets available at relevant locations and trained staff;</p> <p>Benchmark: Safety strategy update & yearly training of office staff/ guides</p> <p>Self-Monitoring Dec22: We drafted a detailed safety strategy and emergency planning; training forseen in January 2022 did not take place, because of the still unclear COVID situation (for 2023: see action plan)</p>

<p>2.13. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	<p>✓</p>	<p>✓</p>	<p>We ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education;</p> <p>Benchmark: its part of our business culture & self understanding; the personal interests of our staff members are well respected and anticipated in our small team</p> <p>Self-Monitoring Dec22: actually we are only 2 persons</p> <p> BTA_CSR_2020.pdf</p>
<p>2.14. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	<p>✓</p>	<p>✓</p>	<p>We don't employ children (up to 14 years old) for jobs which are normally done by adults.</p> <p>Benchmark: to act inside of the legal framework goes by itself</p> <p>Self-Monitoring Dec22: no further action needed</p>

Training and education

3


<p>Action</p>			<p>Details</p>
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3. Internal management: environment and community relations

37

Procurement





6

Action			Details
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>	✓	✓	<p>Our strategy target: Print brochures on environmentally friendly paper; partner with a printing company that works with a certified environmental management system.</p> <p>This (see photo) is the paper that was recommended by our Albanian supplier; there is a sustainability label, but we'll have a look for more sustainable solution with our next buy (FSC/ recycling).</p> <p>Benchmark: 100% office papers recycled and/ or FSC only</p> <p>Monitoring Dec22: Fulfilled</p> <p> office paper fot.jpg</p>
<p>3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p>	✓	✓	<p>Go for a “paperless office” policy; set copy and printing machines by default to double-sided printing or other forms of paper saving modes;</p> <p>Benchmark: As less paper consuming as possible, but some materials have to be printed (lists for the guides, some info materials for the guests, etc.)</p>

		Monitoring Dec22: We have the awareness, but its not an absolute target value; this has to be resolved pragmatically
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Paper (promotional materials)

3

Action	 	Details
3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).	 	Bottom line 2020: see 3.7. Benchmark: "minimize printed materials" (we have no absolute target value)/ promote paperless office Monitoring 2022: During the calm COVID year we did not print any new brochure. In 2023 we probably let print a new general image brochure (ca. 25 - 30kg), but most travel offers will be promoted by our distribution partners. 80



Energy

9

Action	 	Details
3.10. Energy reduction policy The company has an active commitment to reducing energy consumption,	 	Our strategy targets:

<p>which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>		<p>Ongoing improvements: We will take low energy equipment product into account when shopping for new ones; this related to our more sophisticated assessment (SMS)</p> <p>(see our CSR-/ Sustainability policy): Active commitment to reduce <u>energy</u> consumption,</p> <p>Calculate & compensate CO2 emissions; compare different periods;</p> <p>Purchase green energy and energy efficient lighting for all areas;</p> <p>Switch off lights & equipment when not in use; use automatic switch on/off system with timers or movement sensors; use energy saving mode, if possible;</p> <p>Prefer low energy equipment when buying new items, including considerations of cost and quality;</p>
<p>3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓ ✓</p>	<p>Bottom line 2020: We don't have diesel generators for backup electricity flow; Nearly 100 per cent of Albania's domestically produced electricity comes from hydropower.</p> <p>Benchmark: 100% of electricity from renewable resources</p> <p>Self-Monitoring Dec22: no action needed. We can't choose among different sorts of electricity, but most of electricity provided in Albania is from hydropower plants.</p>
<p>3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	<p>✓ ✓</p>	<p>Bottom line 2020: Active commitment to reduce <u>energy</u> consumption, ... Switch off lights & equipment when not in use; use automatic switch on/off system with timers or movement sensors; use energy saving mode, if possible;</p>

		<p>Benchmark: lower electricity consumption every year</p> <p>Self-Monitoring Dec22: (total value of 2022 not determined yet); with exception of the internet box all machines are closed down at the end of the day.</p>
<p>3.16. Light “switch-off” policy Office lights are switched off after office hours.</p>	<p>✓ ✓</p>	<p>Bottom line 2020: Active commitment to reduce <u>energy</u> consumption, ... Switch off lights & equipment when not in use; use automatic switch on/off system with timers or movement sensors; use energy saving mode, if possible; We don't have a shop window!</p> <p>Benchmark: lower electricity consumption every year</p> <p>Self-Monitoring Dec22: (total value of 2022 not determined yet); we shut down all lights at the end of the day.</p>
<p>3.17. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p>	<p>✓ ✓</p>	<p>Bottom line 2020: Since February 2019 we have our own office. Most of our equipment is already energy efficient; overview of most energy consuming inventory:</p> <ul style="list-style-type: none"> - IT-system/ server: to do in terms of energy efficiency most important to find a better solutions for IT-structure; actually the own server running 24h shall be replaced by a better IT-solution - airconditioner (energy class A++/ A+; see data sheet attached) - water boiler (not in use so far)

			<p>Benchmark: lower electricity consumption every year</p> <p>Self-Monitoring Dec22: (total value of 2022 not determined yet); we decided against a powerful and noisy 24/24h server PC, and for a lean PC network solution; with exception of the internet box all machines are closed down at the end of the day.</p> <p> air conditioner product_data_sheet.pdf</p> <p> office lightning fot.jpg</p>
<p>3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.</p>	<p>✓</p>	<p>✓</p>	<p>Bottom line 2020: Equipments (IT infrastructure, aircondition/ heating) are set by default to the energy-saving mode.</p> <p>Benchmark: lower electricity consumption every year</p> <p>Self-Monitoring Dec22: no action needed</p>

Water

3

Action



Details

Waste management

7

Action			Details
<p>3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.</p>			<p>Bottom line 2020: commitment to implement a solid <u>waste</u> reduction and recycling policy; separate materials which can be recycled and organize collection and proper disposal; (see our CSR-/ Sustainability policy); Public waste disposal: there are tendencies of "green city" initiatives from the local government, but waste separation for recycling is not yet realized by the public services;</p> <p>Benchmark: >50% of our rest materials recycled and/ or reused</p> <p>Self-Monitoring Dec22: No change regarding 2020; measurement of reuse difficult, as long as public services don't allow to separate the materials.</p>
<p>3.23. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).</p>			<p>Bottom line 2020: Implement a solid <u>waste</u> reduction and recycling policy; separate materials which can be recycled and organize collection and proper disposal;</p> <p>Actively reduce the amount of disposable and consumer goods used;</p> <p>Take measures to reduce the amount of packaging materials and not provide non-recyclable or non-biodegradable package materials;</p> <p>Take action to reduce the amount of (non-refillable) plastic bottles of drinking water for office use; recycle or properly dispose of batteries;</p> <p>Implement waste reducing methods when using ink and toner cartridges for printing and copying, whenever feasible;</p> <p>Purchase products in bulk to reduce the packaging materials;</p> <p>Go for a "paperless office" policy; set copy and printing machines by default to double-</p>

		<p>sided printing or other forms of paper saving modes;</p> <p>Print brochures on environmentally friendly paper; partner with a printing company that works with a certified environmental management system, <i>if feasible at reasonable costs and locally available</i>;</p> <p>Benchmark: Total amount of our waste is decreasing every year, and share of recycled materials is increasing</p> <p>Self-Monitoring Dec22: No change regarding 2020. The amount of trash is on a very low level, but the measurement of total amount of our solid waste is difficult. We have to focus on and try to replace of what is in our trash can (paper, food packages, plastic bottles)</p>
<p>3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	<p>✓ ✓</p>	<p>Bottom line 2020: Being a small and service providing business we overall produce only small amounts of waste. Although sometimes you can find separate containers, recycling chain is (still) not functioning in Tirana; most of the waste ends at the waste disposal at the city border. Recycling often done by poorer people picking tin cans or used paper in public spaces.</p> <p>Benchmark: Minimize the use of waste, esp. of plastic bottles for water or other drinks, and increase the share of the recycling economy</p> <p>Self-Monitoring Dec22: Plastic bottles still hard to reduce or replace by alternative practices; new recycling solutions and awareness raising would be necessary.</p>

Reducing pollution

2

Action			Details
<p>3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.</p>	✓	✓	<p>Bottom line 2020: No influence on sewage system, it's disposed through the government sewage.</p> <p>Benchmark: 100% sustainable waste water recycling</p> <p>Self-Monitoring Dec22: Our of our reach</p>

Mobility

5

Action			Details
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Sustainability training and awareness raising

1

Action			Details
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Land use and community relations

1

Action			Details
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4. Inbound partner agencies

7

Inbound partner agencies

4

Action



Details

Specific conditions

3

Action



Details

5. Transport

4

Selecting transport suppliers

3

Action



Details

Sustainable packages

1

Action



Details

6. Accommodations

11

Accommodations

7

Action			Details
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Specific conditions

4

Action			Details
<p>6.8. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>			Formally to be accomplished (see our CSR-/ Sustainability policy):

Ensure that through our accommodation supply chain, **the rights of children are respected and safeguarded** by;

Having a clause in contracts throughout the value chain stating a zero tolerance policy of sexual exploitation of children;

Training employees in children's rights, the prevention of sexual exploitation and how to report suspected cases;

Supporting, collaborating with, and engaging stakeholders in the prevention of sexual exploitation of children;...

Terminate cooperation in case of clear evidence that contracted accommodations jeopardize the provision of integrity of basic services such as food, water, energy, healthcare, or soil to the neighbouring residents or companies.

7. Activities

12

Activities

5

Action			Details
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Specific criteria

7

Action			Details
<p>7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>			<p>Bottom line 2020: see our CSR-/ Sustainability policy ...</p> <p>We will NOT be involved with companies that harvest, consume, display, sell, or trade wildlife species, and not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;</p> <p>Benchmark: Excursions and attractions in which captive wildlife is held are not offered</p> <p>Self-Monitoring Dec22: no action needed</p>
<p>7.8. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded,</p>			<p>Bottom line 2020: see our CSR-/ Sustainability policy ...</p>


<p>except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>		<p>We will NOT be involved with companies that harvest, consume, display, sell, or trade wildlife species, and not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;</p> <p>Benchmark: Excursions and attractions in which Wildlife species are harvested, consumed, displayed, sold, or traded are not offered</p> <p>Self-Monitoring Dec22: no action needed</p>
<p>7.9. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	<p>✓ ✓</p>	<p>Bottom line 2020: see our CSR-/ Sustainability policy ...</p> <p>We will NOT be involved with companies that harvest, consume, display, sell, or trade wildlife species, and not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;</p> <p>Benchmark: Excursions which include interactions with wildlife do not lead to any adverse effects on the viability and behavior of populations in the wild.</p> <p>Self-Monitoring Dec22: yet we don't offer specific wildlife excursions; no further action needed (but see action plan 7.1.)</p>

8. Tour leaders, local representatives, and guides

8

Tour leaders, local representatives and guides

8

Action			Details
<p>8.1. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.</p>	✓	✓	<p>Bottom line 2020: see our CSR-/ Sustainability policy commitment; so far we work only with freelance guides</p> <p>Benchmark: Tour leaders understand their employment conditions and implications in terms of sustainability</p> <p>Self-Monitoring Dec22: Not all, but the majority of the guides are aware of the meaning of sustainability and have a strong identification with the requirements. We inform them about our CSR-Strategy, ad code of conduct elements to the working contract, and give them a training before the season starts.</p> <p> BTA contract guides en.pdf</p>
<p>8.2. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>	✓	✓	<p>Bottom line 2020: So far we work only with freelance guides, average payment some 70 eur/ day. This is far beyond minimum wage in Albania, and allows to earn living for the whole year within a few months.</p> <p>Benchmark: Payments to the tour leaders above the legal minimum or relevant industry standard</p> <p>Self-Monitoring Dec22: as living costs increased and many Albanians leave the country, the payments for qualified tour guides will be higher next season 2023.</p>

<p>8.7. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p>	<p>✓</p>	<p>✓</p>	<p>Bottom line 2020: commitment of our CSR-Strategy ...</p> <p>Most important are our guides being "ambassadors" of sustainability and inform travel guests on relevant sustainability matters in the destination.</p> <p>We inform about "better alternatives" in our travel accompanying info materials, e.g. to travel by public transports, and recommend local services the local community is involved with... we also have the Travelife logo & links on our website if a guest is interested in more...</p> <p>Benchmark: Tour leaders understand their employment conditions and implications in terms of sustainability</p> <p>Self-Monitoring Dec22: Reminders & details given during the safety & sustainability training (see action plan 2.20.). It is also a matter of guiding experience, in exchange with our travel guests! Guides are NOT briefing our guests in a teacherly manner, but inform them in case guidance is needed in a new/ uncommon context. Positive suggestions are preferred, not (negative) constraints.</p>
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9. Destinations

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Selection of destinations

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Action	Details
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Local projects and initiatives

2

Action	Details
<p>9.4. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>	<p> Bottom line 2020: See our CSR-Policy ...</p> <p>"We do NOT promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);</p> <p>it goes against our intention of responsible travel to harm flora & fauna, neither species from the red list nor any other living species...</p> <p>Benchmark: NO threat of (threatened or unthreatened) flora and fauna species by our travel activities!</p> <p>Self-Monitoring Dec22: Potential of awareness raising for local nature protection among our suppliers & travel guests (see action plan 7.12.)</p>



National Red List Albania.pdf

10. Customer communication and protection

25


Prior to booking


12

Action			Details
<p>10.1. Customer privacy The company ensures that customer privacy is not compromised.</p>			<p>Bottom line 2020: committment of our CSR-Strategy...</p> <p>We ensure we comply with the standards of the European consumers rights in terms of clear, complete and accurate product and price information; our privacy policy and voluntary codes of conduct in marketing and advertising;</p> <p>Benchmark: to act inside of the legal framework goes by itself</p> <p>Self-Monitoring Dec22: no further action needed</p>
<p>10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.</p>			<p>Bottom line 2020: committment of our CSR-Strategy...</p> <p>We ensure we comply with the standards of the European consumers rights in terms of clear, complete and accurate product and price information; our privacy policy and voluntary codes of conduct in marketing and advertising;</p> <p>Benchmark: to act inside of the legal framework goes by itself</p> <p>Self-Monitoring Dec22: no further action needed</p>

After booking and during holidays

10

Action			Details
<p>10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	✓	✓	<p>Bottom line 2020: We (or the selling tour operator) give a contact of an emergency phone number + address of our office in Tirana by means of our travel info materials provided before the arrival in the destination.</p> <p>Benchmark: Provide a 24h emergency line for our travel guests</p> <p>Self-Monitoring Dec22: Yes, no action needed</p>
<p>10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	✓	✓	<p>Bottom line 2020: We keep a contact person and a telephone number permanently available for emergency situations (see our CSR-/ Sustainability policy)</p> <p>Benchmark: Have an emergency strategy in place and refresh it regularly through staff training</p> <p>Self-Monitoring Dec22: see Health and Safety emergency action list attached; any emergency case will be documented in a special booklet (so far no case appeared)</p> <p> H_S travel experience.pdf</p>
<p>10.18. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	✓	✓	<p>Bottom line 2020: commitment of our CSR-Strategy ... We provide practical travel information (e.g. health, safety, other risks) to our guests as well as general info about local environment and culture; ... but information about commercial, sexual or any other form of exploitation is NOT included, because of its negative connotation. It needs other ways of communication.</p>



		<p>Benchmark: (Make people better aware about the social & natural environment they are traveling in is part of our USP!)</p> <p>Self-Monitoring Dec22: Communication on this topic needs a favorable setting! This subject is hardly visible in our destination, - normally inside of the families, not in public - and hard to catch. Our international guests travel with us to better understand where they are travelling, with an interest in the invisible social structures... and personal encounter/ exchange which can provide the favorable setting needed.</p>
<p>10.19. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	<p>✓ ✓</p>	<p>Bottom line 2020: commitment of our CSR-Strategy...</p> <p>We provide clients with documented guidelines and/or codes of conduct for sensitive excursions and activities, to minimize negative visitor impact and maximize enjoyment;</p> <p>We inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination.</p> <p>Benchmark: List of illegal/ problematic souvenirs dressed and updated; information distributed in the travel materials (see action plan 10.13.)</p> <p>Self-Monitoring Dec22: The info base is still weak; illegal export of archaeological artefacts is an issue (to be specified).</p> <p> National Red List Albania.pdf</p>
<p>10.20. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓ ✓</p>	<p>Bottom line 2020: This is part of our companies profile ("local discoveries"), and integrated into our tour design. See also our CSR-/ Sustainability policy:</p> <p>Inform our guests about key sustainability aspects and issues in the</p>

		<p>destination and give recommendations on how to make a positive contribution;</p> <p>Benchmark: Inform guests about the local footprint of their travel behaviour/ better alternatives (not easy to evaluate, but a key concern of our business activity!)</p> <p>Self-Monitoring Dec22: So far, there were only very few international tourism chains in Albania. It seems this will become a problem in the next year, so an active awareness and communication of local benefits will be more and more crucial.</p>
<p>10.21. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>	<p>Bottom line 2020: commitment of our CSR-Strategy ...We inform our guests about key sustainability aspects and issues in the destination and give recommendations on how to make a positive contribution; - This is normally part of the communication before they start travel ("Public transports in Albania" as part of the practical travel infos)</p> <p>Benchmark: (Guests are aware of the most sustainable means of transport for travel)</p> <p>Self-Monitoring Dec22: we do not inform our rent-a-car self drive guests about sustainable driving practices; we recommend a small/ economic car and inform them that a bigger car like SUV or 4x4 is NOT wise because much more expensive and fuel consuming...</p>

After holidays

3

Action			Details
<p>10.23. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	<p>✓</p>	<p>✓</p>	<p>Bottom line 2020: Feedback, if possible in personal talk on the tour/ end of the tour (by guide), or/ and by phonecall or feedback formular after the tour.</p>

		<p>Benchmark: Regular clients feedbacks allows us learnings & service quality improvements</p> <p>Self-Monitoring Dec22: Being a micro company we often create a personal contact to our travel guests, before, during and/ or after the tour. We think we already catch quite well the important info from our guests feedbacks.</p> <p> BTA feedback form INDIV e.pdf</p>
<p>10.25. Complaints The company has clear procedures in case of complaints from clients.</p>	<p>✓ ✓</p>	<p>Bottom line 2020: See §11 of our GTC: For any complaint, we are easily available through guide, phone (emergency number!), email ... (Most of our guests come through TO, informing them when having an issue of complaint). In case we have the corresponding documents of complaint ready (for signing)</p> <p>Benchmark: Regular complaint procedure in place</p> <p>Self-Monitoring Dec22: There was no legal procedure against us. Complaints were very rare, and were resolved without much loss of energy by financial concessions.</p> <p> bta_gtc.pdf</p>