

# Sustainability report - 2025

Berati Tours Albania Sh.p.k.  
Travelife Partner

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# 1. Reporting context

**This is the second CSR report of BTA after achieving the "Travelife partner" status in 2020.** With respect to the last reporting period quite a couple of things changed in 2023 - 2024. After a moderate relaunch of tourism in 2022 (after Covid) Albania developed into a booming tourist destination and caught up with the established Mediterranean destinations of its neighbourhoods.

**In parallel some initiatives and programmes for certification of tour operators** (by Travelife or others) were undertaken, and we have a certain number of Albanian travel businesses certified. This may be a game changer also for us, because as a forerunner in Albania, we realized it needs a broader base for convincing other local stakeholders of the need and quality of doing business with a sustainability background.

## 2. Company data

### **Berati Tours Albania Sh.p.k.**

Rr. Ndre Mjeda Pall. Dorado, Kat.1

1023 Tirana

<https://berati-tours.com>

[info@berati-tours.com](mailto:info@berati-tours.com)

<b>Tourist volume</b>	251 - 1000
<b>Number of employees</b>	1 - 4
<b>Type of tourism</b>	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
<b>Special target groups</b>	Young people,Youth and students,Singles,Seniors,Families with children,Business people
<b>Destinations offered</b>	Southern Europe

### **Sustainability coordinator**

Martin Heusinger

[info@berati-tours.com](mailto:info@berati-tours.com)

# 3. Introduction

**Doing business has always impact on the natural and social environment**, but the existing practice of our globalized economy seems to underestimate or to ignore these links: Shyly bound to a legal framework, socially blind, nowadays we witness too many examples of man made hazards, of massive damage and of value destruction that originate from profit making activities.

Travelife offers a practical approach to perceive and respect natural and social values easily forgotten by the daily business requirements. Directed to the bigger tourism industries the numerous **evidence based sustainability criteria** require a lot of extra effort for small businesses like ours, although much less likely to have a negative impact on nature and society. Nevertheless it helps us to act more sensitive and responsible, and leads to a better understanding of the complex interactions with nature and society, whereas the usual business practice tries to ignore and nebulize social costs. Well, but not everything is in our own hands when dealing with social processes. Taken seriously it is a learning process for all involved!

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 first steps has been the implementation of a Sustainable Management structure (SMS).

This **sustainability report** now highlights the actual assessment results of our SMS established, for the period of 2023 - 2024, by following the criteria of the Travelife planning & reporting tool.

# 4. Mission statement & policy

## 4.1 Mission statement

*„Generate added value/ positive impact in favour of the local communities, our travel guests and us, but not at the expense of others“*

**Berati Tours Albania (BTA) Sh.p.k. is a well established Destination Marketing stakeholder (DMC) for Albania.** We believe in selfempowerment of the local communities towards better and sustainable living conditions in this region. We contribute by raising awareness, by networking activities and by developing & realizing projects in different fields. Basically we operate as **incoming tour operator & travel agent** for Albania and neighboring countries, because we see international tourism as an important, if not most important potential for many places of this region. With a small team and an extensive network of local partners we focus on **responsible kinds of tourism** that bring benefits to local hosts as well as to our travel guests.

## 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	10	10
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	26	26



# 6. Detailed overview

## 0. Company characteristics

10

### Contact details

1

Action			Details
<b>0.1. Sustainability coordinator</b>			Martin Heusinger info@berati-tours.com +499112874824

### Organization structure

1

Action			Details
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### Brands, products, and/or services



6

Action			Details
<b>0.3. Nature of business</b> 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),SAVE
<b>0.4. Sensitive activity types</b>			Built cultural heritage,Intangible cultural heritage,City tour Hiking,Rafting,Horse riding,Mountain biking Boat tours,Canoe trips

Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.			Visiting traditional communities,Visiting indigenous people Working animals
<b>0.5. Passenger number</b> Estimate the number of passengers your company accommodates annually	✓	✓	251 - 1000
<b>0.6. Tourism types</b>	✓	✓	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
<b>0.7. Target groups</b>	✓	✓	Young people,Youth and students,Singles,Seniors,Families with children,Business people
<b>0.8. Destinations</b>	✓	✓	Southern Europe





## Personnel

1

Action			Details
<b>0.9. Number of employees</b>	✓	✓	1 - 4

## Public communication

1

Action			Details
0.10. Brands under Travelife scope			

# 1. Sustainability management & legal compliance

16

## Engagement of company

3

Action			Details
<p><b>1.1. Sustainability coordinator</b> A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	✓	✓	<p>Martin Heusinger</p> <p>In terms of <b>Business leader:</b></p> <p>general business planning tour design &amp; tour guiding communication (B2B/ B2C) &amp; promotional activities</p> <p>In terms of <b>sustainability coordinator:</b></p> <p>Implementation of the sustainability strategy Dissemination of sustainability info within the organisation, for external guides, partners and travellers; Travelife sustainability monitoring &amp; reporting; Contact for Travelife regarding trainings and collective actions.</p>
<p><b>1.2. Mission statement</b> A sustainability mission statement is defined and published on the company's website(s).</p>	✓	✓	<p><a href="https://berati-tours.com/common/info/about-us/index.html">https://berati-tours.com/common/info/about-us/index.html</a></p> <p>(the target of our website is the B2B travel market, not DMC in general)</p> <p><i>„Generate added value/ positive impact in favour of the local communities, our travel guests and us, but not at the expense of others“</i></p> <p><b>Berati Tours Albania (BTA) is a well-established Albanian company for incoming tourism and destination marketing (DMC) in Albania.</b> We believe there are always good potentials for the local communities to improve and maintain their own local living conditions.</p>

			To this end we go for <b>contributing positive value</b> : by putting focus on <b>sustainable forms of travel &amp; tourism</b> 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.
<b>1.3. Trained sustainability coordinator/team</b> The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.	✓	✓	Martin Heusinger, co-owner Berati Tours Albania Edmond Cobo, co-owner Berati Tours Albania  Company learning monitor No workshop information for this company



## Social cooperation

3

Action			Details
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## Baseline assessment

2

Action			Details
<b>1.8. Baseline assessment</b> The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).	✓	✓	(ongoing)







## Policy

2

Action			Details
<b>1.9. Sustainability policy</b> 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.			(valid until 2025; last update 29.02.2024)
<b>1.10. Communication</b> 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).			<a href="https://berati-tours.com/common/info/sustainability/index.html">https://berati-tours.com/common/info/sustainability/index.html</a>

## Action plan





2

Action			Details
<b>1.11. Action plan</b> The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).			Together with the travelife reporting, we review our sustainability action plan, generated with help of the travelife action planning tool, every 2 years.  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;  Action plan will be shared and discussed and adapted short term if necessary;
<b>1.12. Staff involvement</b>			We are a small business dominated by informal communication; presentation/ discussion of the

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.			action plan (being part of the overall business plan) during our regular consecutive Monday meetings.
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## Monitoring and evaluation

2

Action			Details
<b>1.13. Monitoring and evaluation</b> The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.			<p><b>For all of the criteria of the TL planning tool, we described the targets, the benchmark, and the result of self-monitoring (see TL Report 22).</b></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 in January, when updating the Travelife report, the sustainability coordinator (its me) reflects/ measures progress in terms of</p> <ul style="list-style-type: none"> <li>- the <b>midterm targets</b> of our Sustainability policy, related to Business culture/ Tourism Supply Chain/ Destination impact (= travelife chapter 2.-10.);</li> <li>- the <b>short term targets</b> of action planning, to compare the expected vs. real effects (= referring to the actual sustainability action plan);</li> <li>- the <b>effectiveness of our SMS</b> itself/ the improvement of monitoring methods and underlying methodology (= travelife chapter 1).</li> </ul>

## External reporting and communication

2

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







## 2. Internal management: social policy & human rights

22

### Social policy and human rights

19

Action		Details
<p><b>2.1. Freedom of association</b> 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>(In Albania trade unions are weak and have little influence)</p>
<p><b>2.3. No forced labour</b> Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).</p>		
<p><b>2.5. Formal contracts</b> All employees of the company have an employment contract, including labour conditions and a job description.</p>		<p>We grant <b>just &amp; transparent labour conditions</b> to our employees &amp; service providers according to national labor law; working details are put down in a <b>written work contract</b>; this work contract includes, among others:</p> <p>a clear job description and a wage rate that equals or above the national legal minimum wage;</p>

			<p>fixed paid yearly holiday and sick leave and unpaid annual leave allowance (according to national law);</p> <p>the freedom of employment and contract termination with notice (minimum 2 monthes) and without penalty;</p> <p>compensation of overtime working hours based on agreement;</p> <p>have a clear disciplinary procedure that is effectively communicated with employees (according to national law);</p>
<p><b>2.6. Living wage</b> The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	✓	✓	<p>We grant <b>just &amp; transparent labour conditions</b> to our employees &amp; service providers according to national labor law; working details are put down in a <b>written work contract</b>; 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 framwork goes by itself</p> <p>Self-Monitoring 2022: no further action needed; minimum wage in Albania is actually 34.000 Lek per month (brutto); we at least pay double +</p> <p>Self-Monitoring 2024:minimum wage in Albania increased up to 40.000 Lek; without any relevance for our team</p>
<p><b>2.7. Overtime</b></p>	✓	✓	

<p>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 <b>just &amp; transparent labour conditions</b> to our employees &amp; service providers according to national labor law; working details are put down in a <b>written work contract</b>; this work contract includes, among others: ...</p> <p>compensation of overtime working hours based on agreement; ...</p>
<p><b>2.8. Medical insurance</b> The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	<p>✓ ✓</p>	<p>Albanian Government established a system of social insurance, we pay our mandatory share with the pay roll, on the basis of the legal requirements.</p> <p>In reality the Albanian (public) health system is still in a deep crisis in terms of safety &amp; quality.</p> <p>In many cases assured (free) treatment in hospital is covered with extra payments or consultation of the private sector.</p>
<p><b>2.10. Holiday / Annual leave</b> The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	<p>✓ ✓</p>	<p>We grant <b>just &amp; transparent labour conditions</b> to our employees &amp; service providers according to national labor law; working details are put down in a <b>written work contract</b>; this work contract includes, among others: ...</p> <p>fixed paid yearly holiday and sick leave and unpaid annual leave allowance (according to national law); ...</p> <p><i>Extract of full time employment contract about holidays:</i> ...Holidays from work are 4 weeks per year corresponding to 168 work hours, to be taken until the third month of the following year ...</p>

<p><b>2.12. Health and safety</b>  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>✓</p>	<p>✓</p>	<p>We have <b>health and safety policy</b> for employees which complies to national legal standards; more specifically...</p> <p>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>We have first aid sets available at relevant locations and trained staff;</p> <p>Benchmark: Safety strategy update &amp; yearly training of office staff/ guides</p> <p>Self-Monitoring 2022: 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>2024: reviewed emergency numbers &amp; contacts; the accident book was not needed (used) so far, keep fingers crossed</p>
<p><b>2.13. Equal opportunities</b>  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 <b>equal chance and access to resources and opportunities</b> for personal development through regular training, education;</p> <p>Benchmark: its part of our business culture &amp; self understanding; the personal interests of our staff members are well respected and anticipated in our small team</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.



We don't employ children (up to 14 years old) for jobs which are normally done by adults.

**Training and education**

3

Action









Details

### 3. Internal management: environment and community relations

37





#### Procurement

6









Action			Details
<b>3.3. Office paper: type</b> 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.			Our strategy target: Print brochures on environmentally friendly paper; partner with a printing company that works with a certified environmental management system.  <i>This (see photo) is the paper that is recommended and provided by our Albanian supplier.</i>
<b>3.4. Office paper: printing</b> Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.			"Go for a "paperless office" policy; set copy and printing machines by default to double-sided printing, or other forms of paper saving modes"  Gradually reduce paper consumption in our business activity overall; if paper use: prefer recycled products; educate also partners on "waste reduction" necessity.

#### Paper (promotional materials)

3

Action			Details
<b>3.8. Promotional materials</b> 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).			(Since 2020 we didn't let print any material; most travel offers promoted by our distribution partners, not by ourselves!)  80

# Energy

Action			Details
<p><b>3.10. Energy reduction policy</b> The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>			<p><b>Our strategy targets:</b></p> <p><b>Ongoing improvements: We will take low energy equipment product into account when shopping for new ones; this related to our more sophisticated assessment (SMS)</b></p> <p><b>(see our CSR-/ Sustainability policy): Active commitment to reduce <u>energy</u> consumption,</b></p> <p>Calculate &amp; compensate CO2 emissions; compare different periods;</p> <p>Purchase green energy and energy efficient lighting for all areas;</p> <p>Switch off lights &amp; 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><b>3.12. Sustainable energy</b> Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>			<p>We don't have diesel generators for backup electricity flow; Nearly 100 per cent of Albania's domestically produced electricity comes from regenerative resources, mainly hydropower.</p>
<p><b>3.15. Equipment “switch-off” policy</b> Equipments (including aircon) are switched off after office hours or during</p>			<p>Regarding our active commitment to reduce <u>energy</u> consumption, our team is aware of switching off lights &amp; equipment when not in use, and using energy saving mode, if possible; except for internet we don't have our equipment running all the time.</p>

lunch breaks (and, not on sleep modes), whenever feasible.			
<b>3.16. Light “switch-off” policy</b> Office lights are switched off after office hours.	✓	✓	We don't have our office lights running all the time, and we don't have an enlightened shop window.
<b>3.17. Low energy equipment</b> 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).	✓	✓	Since the beginning most of our equipment is energy efficient, and overall consumption is low:  - most energy consumption was related with an IT server running 24h which we replaced by a lean and less consuming PC-solution  - airconditioner (energy class A++/ A+; see data sheet attached)  - water boiler for shower (never in use so far)
<b>3.18. Efficiency mode</b> Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	







## Water

3

<b>Action</b>			<b>Details</b>
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## Waste management





Action	 	Details
<p><b>3.22. Waste legislation</b> 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>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)</p> <p>Public waste disposal: there are tendencies of "green city" initiatives from the local government, but waste separation for recycling is hardly realized by the public services; there is no choice for separate waste disposal, it's a bigger issue to be solved at the local governance level.</p>
<p><b>3.23. Waste reduction</b> 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><b>Commitment to implement a solid <u>waste</u> reduction and recycling policy;</b> 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-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>The measurement of the total amount of our yearly solid waste volume is difficult, but the amount of trash we make is on a very low level.</p> <p>The <b>share of plastics</b> could/ should be lower, but to change this needs a thorough reflection of habits &amp; behaviour, and of the consumption alternatives. This is why we participate in the "no plastics" initiative ...</p>
<p><b>3.26. Reuse / recycling of waste</b></p> <p>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>Although sometimes you can find separate containers, recycling chain is (still) not functioning in Tirana; most of the waste ends at the waste disposal a the city border. Recycling often done by poorer people picking tin cans or used paper in public spaces.</p> <p>New recycling solutions and awareness raising would be necessary.</p>

## Reducing pollution

2

Action			Details
<p><b>3.29. Waste water: treatment</b></p> <p>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>We have no influence on sewage system, it's disposed through the government sewage. <i>(but see also our low water consumption in general, 3.30.)</i></p>

## Mobility

5

Action



Details

## Sustainability training and awareness raising

1

Action



Details

## Land use and community relations

1

Action



Details

## 4. Inbound partner agencies

7

### Inbound partner agencies

4

Action	 	Details
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### Specific conditions

3

Action	 	Details
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## 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><b>6.8. Child and compulsory labour</b>                      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;...

## 7. Activities

12







### Activities

5

Action	 	Details
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### Specific criteria

7

Action	 	Details
<p><b>7.7. Wildlife featuring</b> 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> </p>	<p>Bottom line 2020: see our CSR-/ Sustainability policy ...</p> <p><b>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;</b></p> <p>Benchmark: Excursions and attractions in which captive wildlife is held are not offered</p> <p>Self-Monitoring 2022/ 2024: no action needed</p>
<p><b>7.8. Wildlife harvesting</b> Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is</p>	<p> </p>	<p>Bottom line 2020: see our CSR-/ Sustainability policy ...</p> <p><b>We will NOT be involved with companies that harvest, consume, display, sell, or</b></p>



<p>sustainable and in compliance with local, national and international law.</p>		<p><b>trade wildlife species, and not offering any excursions in which wildlife is held captive</b>, 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 2022/ 2024: no action needed</p>
<p><b>7.9. Wildlife interactions</b>  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><b>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</b>, 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 2022: yet we don't offer specific wildlife excursions; no further action needed (but see action plan 7.1.)</p> <p>Self-Monitoring 2024: often we do hiking in National parks, but NOT specifically for wildlife watching, and most often with a local guide/ park ranger who knows the area</p>

## 8. Tour leaders, local representatives, and guides

8

### Tour leaders, local representatives and guides

8

Action			Details
<p><b>8.1. Employment conditions</b> 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; all have written contracts with us.</p> <p>Self-Monitoring 2022/ 2024: 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, and give them training before the season starts. All have written contracts.</p>
<p><b>8.2. Living wage</b> 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 2022: payments of qualified guides have NO LINK to "minimum wages" (for employees some 200 lek/ hour &lt; 2 euro!!), payment ranges far above, also above most employment opportunities in Albania - not less than 50 euro a day!</p> <p>Self-Monitoring 2024: prices of qualified guide increased significantly since 2022, we have to go with the market</p>

<p><b>8.7. Customer communication</b></p> <p>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><b>Most important are our guides being "ambassadors" of sustainability</b> 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 &amp; links on our website if a guest is interested in more...</p> <p>Benchmark: Tour leaders understand their role as "ambassadors" in terms of sustainability</p> <p>Self-Monitoring 2022: Reminders &amp; details given during the safety &amp; sustainability training. It is also a matter of guiding experience, in exchange with our travel guests! Guides inform our guests in case guidance is needed in a new/ uncommon context. Positive suggestions are preferred, not (negative) constraints.</p> <p>2024: ... For example they would suggest not to buy the small plastic bottles with water, better use the big ones (and refill one small several times if you prefer). They also would point to the unsolved problem of recycling and plastic waste on this occasion...</p>
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## 9. Destinations

4





### Selection of destinations

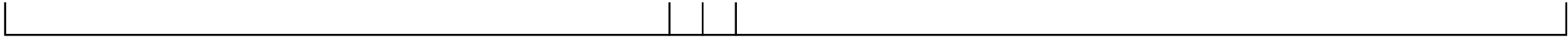
2

Action	  Details
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### Local projects and initiatives

2

Action	  Details
<p><b>9.4. Forbidden souvenirs</b> 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 <b>NOT promote souvenirs which contain threatened flora and fauna species</b> 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 convictions of responsible travel to harm flora &amp; fauna, neither species from the red list nor any other living species ... instead we promote locally produced souvenirs and tell stories about positive/ negative impact when purchasing souvenirs.</p> <p>Benchmark: Topic of souvenirs part of our story telling and trainings with our suppliers &amp; for our travel guests</p> <p>Self-Monitoring 2022/2024: so far only informal info during guide briefings or similar; stories for info sets &amp; media production to be developed</p>



## 10. Customer communication and protection

26

### Prior to booking



12

Action			Details
<p><b>10.1. Customer privacy</b> The company ensures that customer privacy is not compromised.</p>	✓	✓	<p>Bottom line 2020: commitment of our CSR-Strategy...</p> <p><b>We ensure we comply with the standards of the European consumers rights</b> 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 of the EU data protection law. This is what European tour operators (our clients) have to guarantee to their customers (travellers).</p> <p>Self-Monitoring 2022/ 2024: no further action needed; Our servers are based in EU countries, and are under control of EU law on data protection.</p> <p>see also the privacy commitment of our website:</p> <p><a href="https://berati-tours.com/common/info/data-protection/">https://berati-tours.com/common/info/data-protection/</a></p> <p>We don't collect personal data for marketing &amp; advertising purposes. We only collect the technically necessary data and (anonymous) web statistics!</p>
<p><b>10.2. Promotion and communication</b> Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and</p>	✓	✓	<p>Bottom line 2020: commitment of our CSR-Strategy...</p> <p><b>We ensure we comply with the standards of the European consumers rights</b> in</p>

do not promise more than is being delivered.			<p>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</p> <p>Self-Monitoring 2022/ 2024: no further action needed; to "cry and lie" is simply not our thing/ incompatible with our mission/ profile.</p>
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## After booking and during holidays

11

Action			Details
<p><b>10.16. Destination contact person</b> 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 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 2022/ 2024: Yes, no further action needed</p>
<p><b>10.17. Emergency situations</b> Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	✓	✓	<p>Bottom line 2020: <b>We keep a contact person and a telephone number permanently available for emergency situations</b> (see our CSR-/ Sustainability policy)</p> <p>Benchmark: Have an emergency strategy in place and refresh it regularly</p> <p>Self-Monitoring 2022/ 2024: see updated <b>Health and Safety emergency action list</b> attached (chap. 4) ; any emergency case will be documented in a special booklet (so far no case appeared)</p>

<p><b>10.19. Sexual exploitation</b>  Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓</p>	<p>✓</p>	<p>Bottom line 2020: commitment of our CSR-Strategy ... <b>We provide practical travel information</b> (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: <i>(Make people better aware about the social &amp; natural environment they are traveling in is part of our USP!)</i></p> <p>Self-Monitoring 2022/ 2024: 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.</p> <p>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><b>10.20. Illegal souvenirs</b>  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>✓</p>	<p>Bottom line 2020: commitment of our CSR-Strategy...</p> <p><b>We provide clients with documented guidelines and/or codes of conduct for sensitive excursions and activities</b>, to minimize negative visitor impact and maximize enjoyment;</p> <p><b>We inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles</b> 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 2022: The info base is still weak; illegal export of archaeological artefacts is an issue (to be specified).</p> <p>Self-Monitoring 2024: illegal export of archaeological artefacts might be an issue, but I think</p>



		not among our guests/ tour programmes. Guide is our ambassador in doubtful cases.
<p><b>10.21. Local services and goods</b> 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 style="text-align: center;"><b>Inform our guests about key sustainability aspects and issues in the destination</b> 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 2022: 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>Self-Monitoring 2024: This is an essential part of our tours and programmes. So far, there is enough local offer in traditional quality ...</p>
<p><b>10.22. Sustainable transport options</b> 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 ...<b>We inform our guests about key sustainability aspects and issues in the destination</b> 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 2022/ 2024: we do not go so far to inform our rent-a-car self drive guests about sustainable driving practices; but 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><b>10.24. Customer satisfaction</b> Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</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 &amp; service quality improvements; fair problem solving in case of conflict</p> <p>Self-Monitoring 2022: Being a micro company we often create a personal contact to our travel guests, before, during and/ or after the tour. A travel is NOT an anonymous product/ service!</p> <p>Self-Monitoring 2024: Added an extra wording in question 2 (see attachment/ in German): How satisfied You were with <b>the Quality and the Sustainability</b> of ... so refering also explicitly to the term.</p>
<p><b>10.26. Complaints</b> The company has clear procedures in case of complaints from clients.</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; act in line with the <b>European Package travel law</b></p> <p>See <b>§11</b> of our general terms &amp; conditions (attached)</p> <p>Guides have a <b>complaint form</b> with them, in any case, for documentation purposes of the causes of complaint, important for both sides to be prepared right in place.</p> <p>Self-Monitoring 2022: There was no legal procedure against us, and there is no interest at all from our side to have some. Complaints were very rare, and were resolved without much loss</p>

of energy by open communication and (sometimes) financial concessions.

Self-Monitoring 2024: There was no legal procedure against us, no hard cases at all.