

Sustainability policy of Europa Travel Albania



Purpose

Europa travel and tours is committed to sustainable and responsible tourism practices. The purpose of this policy is to reduce environmental impacts, support local communities, and improve sustainability performance through responsible management and continuous improvement.

Scope

This policy applies to all employees, management, suppliers, partners, and tourism operations of our company. It covers sustainability management, environmental practices, social responsibility, cooperation with local communities, and responsible tourism communication with customers.

This policy does not apply to independent third parties outside our direct business operations.

Sustainability management & legal compliance

Sustainability commitment

Europa Travel and Tours is committed to integrating sustainability into all areas of its business operations and decision-making processes. We aim to manage our operations responsibly, reduce negative environmental and social impacts, and create positive benefits for local communities and the destinations where we operate.

We comply with all applicable national and international laws and regulations related to tourism, labor rights, human rights, health and safety, environmental protection, and anti-corruption. We are committed to ethical business conduct and transparency in all our activities.

Sustainability management & legal compliance

Europa Travel and Tours commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Our main goals include:

- Protecting the natural environment and reducing negative environmental impacts.
- Supporting local communities and contributing to their economic and social development.
- Working with responsible suppliers and local partners.
- Informing and encouraging our clients to travel responsibly.

We will review and improve our sustainability actions regularly, communicate our progress internally and externally, and update this policy when necessary. Our goal for the next 2–5 years is to strengthen our sustainability performance and contribute to a more responsible tourism industry.



Internal management: social policy & human right

Our company recognizes that employees are one of our most valuable assets and essential to delivering high-quality and responsible tourism services. We are committed to creating a fair, safe, inclusive, and supportive working environment where all employees are treated with dignity and respect.

We are committed to:

- Complying with all applicable national labor laws, human rights regulations, and international standards.
- Providing equal opportunities and ensuring non-discrimination regardless of gender, age, religion, ethnicity, nationality, disability, or sexual orientation.
- Offering fair salaries, legal contracts, and safe and healthy working conditions for all employees.
- Prohibiting all forms of child labor, forced labor, harassment, abuse, and exploitation.
- Respecting cultural diversity and promoting mutual respect within the workplace.
- Supporting employee wellbeing, work-life balance, and professional development opportunities.
- Encouraging employee participation in sustainability initiatives and responsible tourism practices.
- Providing staff training and awareness on sustainability, environmental protection, customer care, and responsible tourism.
- Maintaining open communication between management and employees to improve workplace satisfaction and performance.

Our company believes that a motivated and respected team contributes directly to better service quality, stronger relationships with local communities, and long-term sustainable business success.

Over the next 2–5 years, we aim to further strengthen employee engagement, improve training opportunities, and continue building a positive and responsible workplace culture.

Internal management: environment

Our company is committed to reducing the environmental impact of our daily office activities.

We commit to:

- Reducing energy and water consumption.



- Reducing paper use through digital communication.
- Recycling and reducing waste whenever possible.
- Using environmentally friendly and local products when available.
- Encouraging employees to follow responsible environmental practices.

Carbon Management of Office Operations

Our company aims to reduce carbon emissions from office operations and business activities.

We commit to:

- Reducing unnecessary travel.
- Encouraging online meetings and digital communication.
- Saving energy in daily office operations.
- Promoting responsible transportation options.
- Raising employee awareness about climate and sustainability.

Our goal is to contribute to more climate-friendly tourism operations.

Waste Management

Our company aims to minimize waste generation and improve waste management practices across all operations

We are committed to:

- Reducing unnecessary consumption of materials and resources.
- Reusing materials whenever possible.
- Separating and recycling waste according to local regulations and available recycling systems.
- Reducing single-use products whenever practical alternatives are available.
- Encouraging employees and partners to follow responsible waste management practices.
- Promoting environmentally friendly purchasing decisions that reduce packaging and waste generation.

Our goal is to continuously improve waste reduction practices and support a cleaner and healthier environment.

Sustainable Procurement

Our company prefers to work with suppliers and service providers that share our sustainability values and environmental commitments.

We are committed to:

- Prioritizing local suppliers and locally produced products whenever possible.
- Purchasing environmentally friendly and sustainable products and services.
- Encouraging suppliers and partners to adopt responsible environmental and social practices.
- Considering environmental and social criteria when selecting suppliers and business partners.
- Building long-term relationships with responsible suppliers that support sustainable tourism development.



Through responsible procurement practices, we aim to support local economies, reduce environmental impacts, and promote sustainability throughout our supply chain.

General Suppliers Policy

Europa Travel and Tours is committed to sourcing its products and services responsibly, while minimizing negative impacts on society, culture, and the environment. We expect the same level of responsibility and commitment from all our suppliers and business partners.

Europa Travel and Tours prefers to work with partners who share our commitment to sustainability. Therefore, we prioritize cooperation with suppliers that have a sustainability policy, responsible business practices, or a clear commitment to environmental and social responsibility.

Whenever possible, we aim to cooperate with suppliers and service providers that:

- Are locally owned or managed
- Use local and seasonal products and services
- Support local employment and fair working conditions
- Respect local culture, traditions, and communities
- Operate in an environmentally responsible manner

Where feasible, Europa Travel and Tours encourages collaboration with partners that hold internationally recognized sustainability certifications, including GSTC-accredited certifications, ISO standards, B Corp certification, or similar sustainability schemes.

We also encourage and support suppliers that actively improve their sustainability performance and adopt responsible tourism practices.

Europa Travel and Tours expects all suppliers and partners to follow responsible business principles, including:

- Compliance with all local, national, and international laws and regulations
- Respect for human rights, including labor rights, children's rights, and women's rights
- Commitment to fair employment conditions and non-discrimination
- Zero tolerance for child labor, forced labor, corruption, bribery, or exploitation
- Protection of children from any form of exploitation related to tourism activities
- Protection of the environment, biodiversity, and natural resources
- Acting in the best interests of local communities and sustainable development

Europa Travel and Tours reserves the right to end cooperation with suppliers or partners that violate these principles, particularly in cases involving corruption, discrimination, human rights violations, or environmental harm.

We actively communicate with our suppliers and partners about sustainability expectations and encourage continuous improvement through cooperation, awareness raising, and knowledge sharing. We also maintain open communication with stakeholders and welcome feedback regarding sustainability and responsible tourism practices.

Inbound Partner Agencies



Europa Travel and Tours recognizes the important role of inbound partner agencies in promoting responsible and sustainable tourism. We prefer to work with partners that share our sustainability values and operate in a socially, culturally, and environmentally responsible way.

We expect our inbound partners to:

- Comply with all applicable laws and regulations
- Respect human rights and fair working conditions
- Protect local culture, communities, and the environment
- Promote responsible tourism practices
- Support local businesses and services whenever possible

Europa Travel and Tours maintains open communication with partner agencies and encourages continuous improvement through cooperation and sustainability awareness.

Our company reserves the right to end cooperation with partners involved in corruption, discrimination, human rights violations, or environmental harm.

Transport

Our company aims to reduce the environmental impact of transport activities by promoting more sustainable travel options. We commit to:

- Working with responsible transport providers.
- Encouraging public transport, shared transport, walking, and cycling where possible.
- Reducing unnecessary travel through efficient planning and digital communication.
- Informing clients about environmentally friendly transport choices.
- Encouraging transport partners to improve their sustainability practices.

We aim to further reduce transport-related environmental impacts through continuous improvement and responsible cooperation with partners.

Accommodation

Our company prefers to work with accommodation providers that follow responsible and sustainable practices. We commit to:

- Prioritizing locally owned and environmentally responsible accommodations.
- Encouraging hotels and partners to reduce waste, energy, and water consumption.
- Promoting accommodations that respect local culture and communities.
- Communicating our sustainability expectations to accommodation partners.

We aim to strengthen cooperation with sustainable accommodation providers and improve sustainability standards within our supply chain.



Activities & Excursions

Our company aims to promote responsible and sustainable tourism activities. We commit to:

- Working with activity and excursion providers that respect local culture, communities, and the environment.
- Avoiding activities that harm animals, people, or natural resources.
- Encouraging environmentally and culturally respectful experiences.
- Informing clients about responsible behavior during activities and excursions.

Over the next 2–5 years, we aim to strengthen cooperation with responsible activity providers and improve sustainability standards in our tourism experiences.

Tour leaders, local representatives, and guides

Europa Travel and Tours works with tour leaders, local representatives, and guides who play an important role in creating responsible tourism experiences for our clients. We aim to work with professional partners who respect local culture, communities, and the environment.

Our company commits to:

- Working with local tour leaders and guides whenever possible in order to support local employment and local communities.
- Informing tour leaders, local representatives, and guides about our sustainability policy and responsible tourism practices.
- Encouraging guides to promote respect for local traditions, culture, nature, and heritage during tours and excursions.
- Avoiding activities that may negatively affect the environment, wildlife, children, or vulnerable groups.
- Ensuring that our partners and guides respect human rights, fair working conditions, and non-discrimination principles.
- Encouraging guides to inform travelers about responsible behavior, including reducing waste and respecting local customs.
- Supporting continuous improvement and awareness on sustainability topics within our operations and partnerships.

Over the next 2–5 years, our company aims to strengthen cooperation with responsible local guides and representatives and further improve sustainability awareness in all tourism activities.



Sustainable destinations

- Promoting destinations that respect local culture, traditions, and natural resources.
- Encouraging responsible tourism activities that benefit local communities and protect the environment.
- Encouraging the protection of cultural and natural heritage sites.
- Avoiding activities that may harm wildlife, the environment, or vulnerable communities.

Contribution to local communities / local economic network

- Supporting local businesses, accommodations, restaurants, and service providers whenever possible.
- Cooperating with local partners and stakeholders to improve sustainability practices in destinations.
- Creating positive social and economic impacts for local communities through tourism activities.

Environmental stewardship in destinations

- Informing clients about local customs, traditions, and respectful behavior during their travel experience.
- Encouraging environmentally responsible behavior during tours and excursions.
- Supporting sustainability awareness and responsible tourism practices in all destinations where we operate.
- Working towards long-term environmental, cultural, and social wellbeing in the destinations where we operate.

Privacy

- We respect and protect the privacy of our customers, employees, and partners.
- Customer information is handled securely and confidentially.
- We follow applicable data protection laws and regulations.
- Personal information is only used for business and travel-related purposes.
- We aim to maintain transparent and responsible communication regarding customer data protection.

Marketing and communication

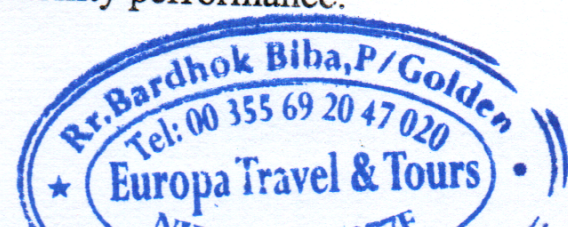
- We aim to provide clear, accurate, and honest information in all marketing and communication materials.
- We avoid misleading information about our services, destinations, and sustainability practices.
- We communicate respectfully with customers, partners, and local communities.
- We promote responsible tourism and encourage sustainable travel choices through our communication channels.
- We aim to ensure that all promotional materials reflect our sustainability values and commitments.

Sustainability communication

- We inform customers and partners about our sustainability policy and responsible tourism practices.
- We encourage travelers to respect local cultures, traditions, and the environment.
- We promote awareness of environmental and social impacts related to tourism activities.
- We communicate our sustainability goals and improvements internally and externally when possible.
- We aim to continuously improve transparency regarding our sustainability commitments and actions.

Customer experience

- We aim to provide safe, high-quality, and responsible travel experiences for our customers.
- We encourage customer feedback to improve our services and sustainability performance.



- We support respectful interactions between travelers and local communities.
- We aim to respond professionally and efficiently to customer questions, concerns, and complaints.
- We encourage responsible behavior during tours, excursions, and travel activities.

Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Dife Sipro, who can be reached at booking.reservation@europatravelalbania.al

Definitions

“**Sustainability** is defined as ‘operating our business in a responsible way that protects the environment, supports local communities, respects human rights, and contributes to long-term economic development.’”

“**Responsible Tourism** is defined as ‘tourism activities that minimize negative environmental and social impacts while maximizing benefits for local communities, culture, and nature.’”

“**Local Communities** are defined as ‘people, businesses, and organizations living and operating in the destination where our company provides tourism services.’”

“**Environmental Impact** is defined as ‘the effect our activities may have on the environment, including energy use, water consumption, waste generation, pollution, and carbon emissions.’”

“**Continuous Improvement** is defined as ‘the ongoing process of reviewing, monitoring, and improving our sustainability performance and business practices over time.’”

This Sustainability Policy is effective from 01 January 2025 and will be reviewed regularly to ensure continuous improvement and compliance with sustainability objectives.

This Sustainability Policy was first developed and approved on **1 January 2025**. The policy will be reviewed regularly to ensure that it remains relevant, effective, and aligned with our company sustainability goals and responsibilities.

The next formal review of the policy is planned for **1 January 2028**.

