

**UN GLOBAL COMPACT**

Communication on Progress 2014



**Albatros**

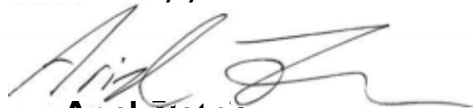


## STATEMENT OF CONTINUED SUPPORT

I am pleased to confirm that Albatros Travel still supports the principles of the Global Compact with respect to all areas of concern. This Communication on Progress express our intent to advance those principles within our sphere of influence and particularly where we can make a difference. Albatros Travel will make a clear statement of this commitment to our stakeholders and the general public.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We support public accountability and transparency, and therefore commit to share this information with our stakeholders and others of interest, using our primary channels of communication. Unfortunately much of the work we initiated in our last Communication on Progress has been on hold because of structural changes. This is visible for all areas of this report. It is important to state that we take our responsibility very seriously and we have delegated the responsibility of our CSR development and strategy to a new employee.

Sincerely yours,



**Ariel Zlotnik**  
**CEO, Albatros Travel**

### **A Travel Company with Conscience, Care and Courage**

Albatros Travel values and respects the dignity of the individual and strives to preserve the world's cultural and environmental diversity. It is our ambition to be industry leaders in this respect and we set high standards for ourselves and our business partners within; social, environmental and economic sustainability in line with UN Global Compacts principles for social responsibility.

We want to be an inspiration to others and demonstrate how we operate responsibly as a profitable business. By prioritizing social responsibility we seek to attract the best employees and give our customers the opportunity to travel responsibly.



- ❖ **PRINCIPLE 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- ❖ **PRINCIPLE 2:** make sure that they are not complicit in human rights abuses.

## HUMAN RIGHTS

### Vision

We are aware that our operations have an impact on many people's lives and therefore our impact on people is at the heart of our concern. We support the right to freely participate in the cultural life of the community, as facilitating our guests' access to and knowledge about other peoples' cultural life is an important part of our business. Responsible tourism creates the opportunity for indigenous peoples to continue their traditional lifestyles in relatively remote areas with only little adaptation to modern economy and culture. However visiting indigenous communities without free, prior, and informed consent and continued dialogue can have an adverse impact on the human rights and create rapid unwanted change. In similar ways, visiting places of cultural significance can lead to unintentional disadvantages to local community.

### Progress

Since our last Communication on Progress, we have identified some elements of high risks, which we intend to address

#### Impact on the local communities

The locals are affected by tourism, especially in developing countries. We need to focus on those who have the low-income jobs in tourism dependent businesses and those who have no direct connection to the industry, but whose daily life is somehow negatively impacted by tourism.

#### Child Labour

Child labour will always be a risk in the tourism sector because there are so many low wage seasonal jobs.





### Customer safety

Accidents occurring while travelling are a possible adverse impact on the health of our guests. Travelling always involves the risk of accidents, especially in less developed countries with poor infrastructure and lack of traffic regulations. Albatros Travel demands high safety standards from suppliers however safety regulations are not always abided by and thus need our constant awareness.

We already have knowledgeable and experienced tour leaders, but we will strengthen our performance further by educating within human rights.

In compliance we intend to establish a due diligence processes on all aspects of our sustainability platform, enabling us to identify, prevent and mitigate any adverse impacts on the core principles for human rights, the environment and anti-corruption.

### Results

Albatros Travel see great potential in a cross-sector collaboration involving both local communities, NGO's and travelers on new sustainable solutions for general improvement of our products. We recognize the right of everyone to work in an environment where individual dignity is respected, and will not condone any form of discrimination or harassment.

Our focus on Human Rights and the risk of creating adverse impact has resulted in a long-term strategy and we will continue to improve our dialogue with the local community in order to develop sustainable methods to conduct our activities.

All our tours are conducted by experienced tour leaders that have a special insight into local conditions and this way we ensure decent working conditions locally. Furthermore, we are able to make sure that all cultural encounters are done in the right spirit so that there is no negative impact on local society. Albatros Travel wishes to be precautionary and formalise our stand point on the matter of child labour. This will be included in our "Code of Conduct" which is under development and will be visible on our web page before the next COP.



- ❖ **PRINCIPLE 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- ❖ **PRINCIPLE 4:** the elimination of all forms of forced and compulsory labour.
- ❖ **PRINCIPLE 5:** the effective abolition of child labour; and
- ❖ **PRINCIPLE 6:** the elimination of discrimination in respect of employment and occupation.

## LABOUR

### Vision

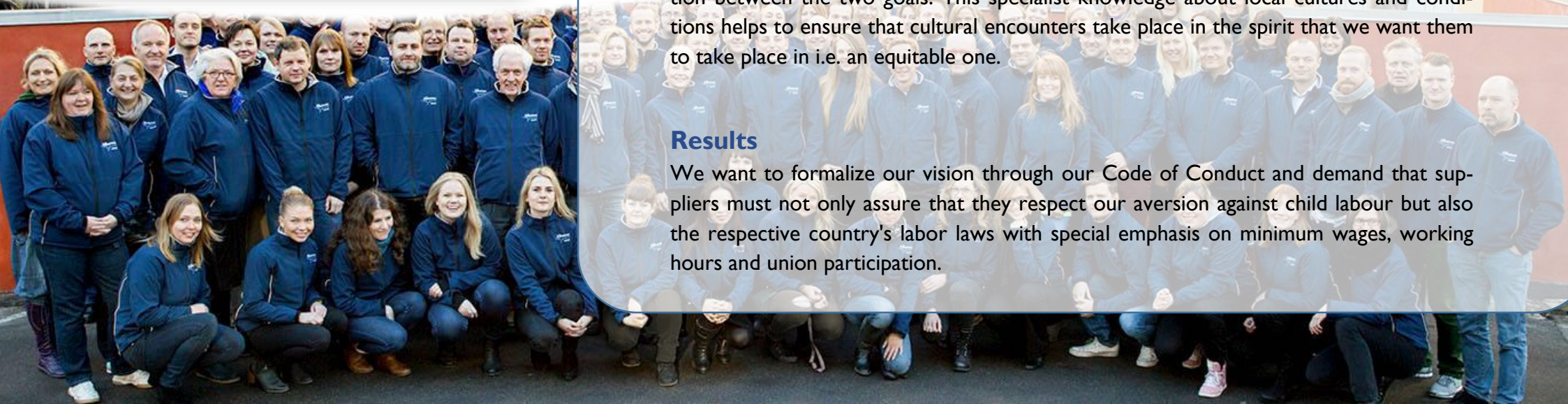
Given that we are in the travel business, we accept that the respect for diversity and meeting of cultures is in our line of responsibility and as a result of our core-operations we will, inevitably, see a meeting of different cultures. When we talk about the ethical dimension of travel, first priority is treating people with equality and respect. This applies to both the people we work with and the people in other parts of the world whose land, neighborhood and homes we are visiting. There is both an economic dimension - i.e. 'fair trade' - and a cultural diversity that must be considered.

### Progress

Our staff, producers and tour guides have great experience and expertise in many of the countries in which we work. Our representatives generally speak the local language, which brings us a high level of experience and knowledge enabling us to empower our vision and meet our principles. We find that there are many opportunities for combining our commercial interests with our ethical considerations, and we see no contradiction between the two goals. This specialist knowledge about local cultures and conditions helps to ensure that cultural encounters take place in the spirit that we want them to take place in i.e. an equitable one.

### Results

We want to formalize our vision through our Code of Conduct and demand that suppliers must not only assure that they respect our aversion against child labour but also the respective country's labor laws with special emphasis on minimum wages, working hours and union participation.





- ❖ **PRINCIPLE 7:** Businesses should support a precautionary approach to environmental challenges;
- ❖ **PRINCIPLE 8:** undertake initiatives to promote greater environmental responsibility; and
- ❖ **PRINCIPLE 9:** encourage the development and diffusion of environmentally friendly technologies.

## ENVIRONMENT

### Vision

There are environmentally friendly alternatives in all branches of tourism and we have a great opportunity in showcasing our dedication towards environmental sustainability by documenting and reporting on these activities. It is our responsibility to make sure our manufacturers and travel guides monitor and report on given situations so that we can adjust our business towards a more sustainable environment. Unfortunately, there are numerous examples where environmental solutions are being used as an excuse for poor quality. Albatros Travel would like to emphasise that we will not compromise on quality. Environmental measures must go hand in hand with quality. This is our vision.

### Progress

Albatros Travel has assessed, and will continue to assess, the environmental impact of new activities and our production. As of now, we monitor and map the energy consumption at our office in Copenhagen. We have also chosen to replace all paper for printing with FSC certified recycled paper as soon as our current stock is depleted. It is our practice to educate and train employees at company locations in environmental awareness.

### Results

Albatros Travel installed timers on ventilation, which has shown savings on the consumption of electricity and heating. During the first year, electricity consumption per employee decreased by 30%.



❖ **PRINCIPLE 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

## ANTI-CORRUPTION

### Vision

As a travel agent, who provides services all over the world, we operate in countries where there are significant risks of unregistered workers, kickbacks, local ticket sharks and corrupt border police. Many of these elements relate to informal practices that are hard to change and require a long-term industry initiative to do so.

### Progress

Albatros Travel will not work against any laws, nor take part in bribery or other unwholesome practices that are contrary to the 'UN Code of Conduct', to which we are signed up.

We do not maintain off-the-books accounts, and any contribution to bribery and corruption is unacceptable. Internal controls are in place in order to prevent this. Furthermore we do not offer or accept gifts, besides normal gifts related to anniversaries, birthdays etc.

### Results

Albatros Travel has identified no major adverse impacts on anti-corruption. We have initiated the development of an anti-corruption policy, which will include the aforementioned. This policy will be visible and available at [www.albatros-travel.dk](http://www.albatros-travel.dk) by the end of 2014.

## AECO



The association was founded in 2003 and has since become an important organization representing the concerns and views of arctic expedition cruise operators.

AECO is dedicated to managing responsible, environmentally friendly and safe tourism in the Arctic and strive to set the highest possible operating standards.

## CONTRIBUTIONS

We offer both individual travelers and organizations the chance to make financial contributions to local projects, the value of which we have assessed in order that any donated money has the intended effect. All work Albatros Travel does in this area will always be funded by the company and never by an external source.

## PROJECTS

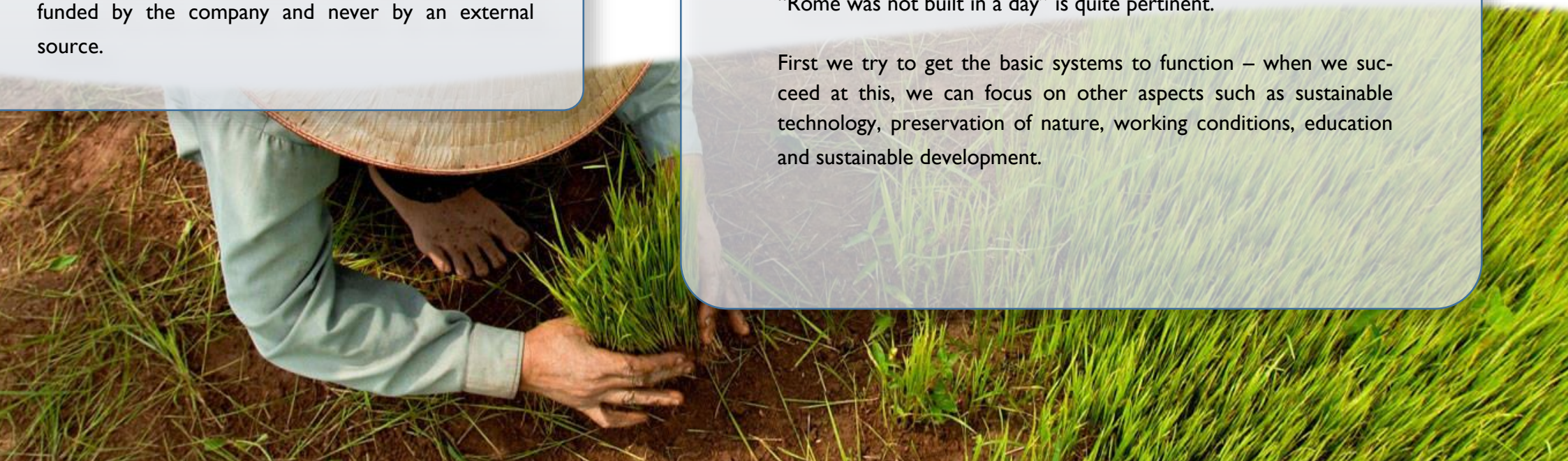
### INTRODUCTION

Masai Mara in Kenya was the first destination of Albatros Travel and the reason we became a travel agency. Masai Mara sparked our focus on socially responsible business behavior.

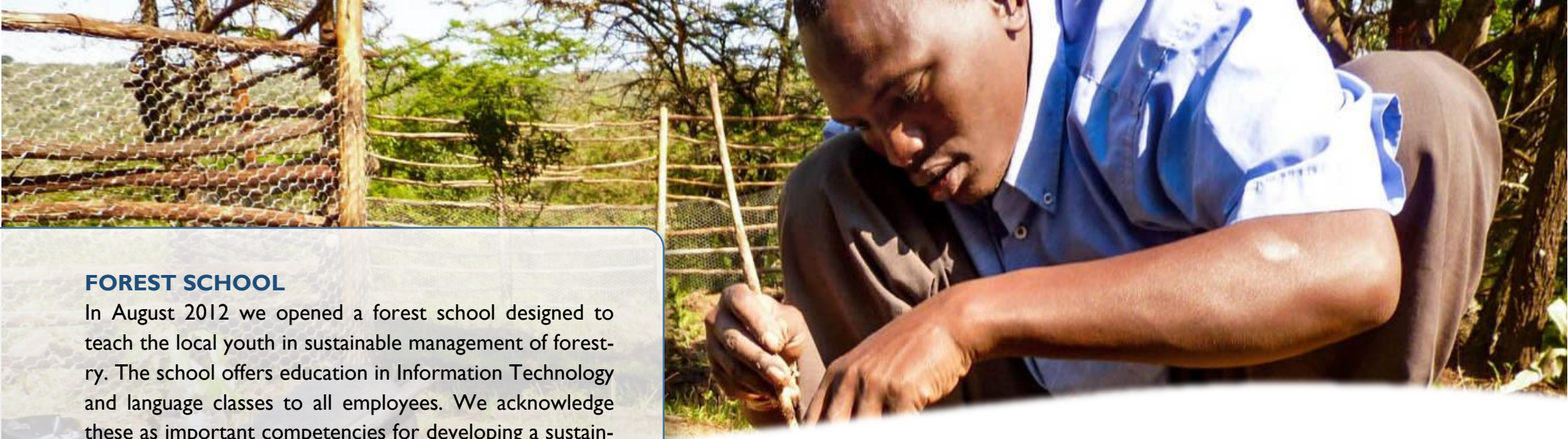
The Karen Blixen Camp was initially a project intended to be carried out and managed by the local community, but over time it became evident that we would have to engage ourselves and take a lot more responsibility. This influenced our entire way of thinking as a travel agency and a business.

With Karen Blixen Camp and our focus on social responsibility we learned a key lesson – it is an ongoing process and the saying “Rome was not built in a day” is quite pertinent.

First we try to get the basic systems to function – when we succeed at this, we can focus on other aspects such as sustainable technology, preservation of nature, working conditions, education and sustainable development.







### **FOREST SCHOOL**

In August 2012 we opened a forest school designed to teach the local youth in sustainable management of forestry. The school offers education in Information Technology and language classes to all employees. We acknowledge these as important competencies for developing a sustainable future for the local community. This project was facilitated in cooperation with Danida.

### **RED LAHU VILLAGE**

From 2013 selected Albatros Travel groups have visited Red Lahu Village in northern Thailand. The activities include insights in villagers' daily activities such as craft production, market visits, tea picking and roasting.

During visits our guests will have the opportunity to buy crafts and coffee directly from coffee producers, which will help to generate income for residents beyond the payment Albatros Travel offers.

### **CONSERVATION OF HERITAGE**

The hunter-gatherer Penan in Sarawak, in the Malaysian part of Borneo is one of our projects. Albatros Travel has supported Penan's in Borneo for more than twenty years and it started as support in documentation of their battle against the destruction of their last remaining forests, and their way of life. Later we initiated support within medical care and food supply. It all culminated with a village project where two large houses were built for one of the last nomadic groups of the Penan's who had to abandon their traditional nomadic lifestyle, due to the logging of the rainforest. This is also one of the reasons we are changing to FSC certified paper at our headquarter.