

Remarks report
Travelife Partner

BALKAN NATURAL ADVENTURE SH.P.K.

19 February, 2025



Assessment overview

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Remarks report

0. Company characteristics	
Contact details	
0.1. Sustainability coordinator ✓	
Organization structure	
0.2. Awards —	
Coach remarks: Terena Cardwell - 30 January, 2025 Please mention your Travelife Partner award in the reporting here.	
Brands, products, and/or services	
0.3. Nature of business ✓	
0.4. Sensitive activity types ✓	
0.5. Passenger number ✓	
0.6. Tourism types ✓	
0.7. Target groups ✓	
0.8. Destinations ✓	
Personnel	
0.9. Number of employees ✓	
Coach remarks: Mimoza Mekuli - 07 February, 2025 The box is now filled; thank you. Terena Cardwell - 30 January, 2025 You need to fill out this box.	
Public communication	
0.10. Brands under Travelife scope ✓	
1. Sustainability management & legal compliance	

Engagement of company

1.1. Sustainability coordinator ✓

Coach remarks:

Terena Cardwell - 30 January, 2025

Mimosa needs to have completed the basic training? Also, is she the Owner/CEO now? If not, the description box must be updated.

Virtyt Gacaferri - 05 January, 2023

Added this text, the activities of the CEO can be seen from most of the documents already in the report. As a coordinator for Travelife the CEO will take over reporting and following up with the work plan. Additionally, he will also advise, talk, and include the environmental and social issues in the meetings with the staff. This is already happening as GARA raining was held by the CEO and several e-mails were sent in order to improve the company's output on the environment.

Terena Cardwell - 04 January, 2023

Please add this to your reporting box on the reporting tab.

Virtyt Gacaferri - 24 December, 2022

As the CEO I will monitor the implementation and coach the staff to improve our social and environmental impact. Among others I will: Make sure everyone understands what we are trying to achieve and the reason behind policies; Have designed and will monitor company action plan; Facilitate discussions about the sustainability of the company's product offerings and supply chain; Coordinate Travelife reporting and certification; Support internal and external communication regarding your sustainability policies and actions.

Terena Cardwell - 23 December, 2022

Please include some details about how you will adapt your role to include ensuring the company is sustainable. Use the guidance tab, if needed.

1.2. Mission statement ✓

1.3. Trained sustainability coordinator/team ✓

Coach remarks:

Mimoza Mekuli - 13 February, 2025

I have completed the basic training and uploaded the certificate.

Terena Cardwell - 30 January, 2025

If Mimoza is the Sustainability Coordinator, then she must complete basic training and upload her Certificate here.

Virtyt Gacaferri - 24 December, 2022

I have uploaded it.

Terena Cardwell - 23 December, 2022

Please upload your Tour Operators and Sustainability certificate OR your Basic Training Certificate, which covers both topics.

Social cooperation

1.4. Collaboration —

1.5. Exchange of experiences —

Coach remarks:

Terena Cardwell - 30 January, 2025

Please update evidence to reflect activities since your last Travelife Partner award, from 2023-2024

1.6. Donations

Baseline assessment

1.7. Overview partners/suppliers

Coach remarks:

Terena Cardwell - 30 January, 2025

Do you have the list of suppliers based on this method since 2022?

1.8. Baseline assessment

Policy

1.9. Sustainability policy

Coach remarks:

Mimoza Mekuli - 18 February, 2025

Uploaded updated version

Mimoza Mekuli - 06 February, 2025

Dear Terena, Could you kindly give us any suggestions or recommendations on what we could update in our current policy?

Terena Cardwell - 30 January, 2025

The policy should be updated at Least every 2 years. Do you have an updated version you can upload?

Virtyt Gacafferri - 05 January, 2023

Objectives included.

Terena Cardwell - 23 December, 2022

With a sustainability policy, a company expresses its views on sustainability and gives information about its mission, targets, and the means to reach these targets while defining goals for the medium term (2-5 years). Eg.: To reduce waste by 15% in the next two years, or to increase recycled waste by 30% in the next 3 years.

1.10. Communication

Action plan

1.11. Action plan

Coach remarks:

Terena Cardwell - 19 February, 2025

Please put a brief summary in the box of your accomplishments and setbacks since your last audit, for completing the action plan.

Terena Cardwell - 30 January, 2025

Please update your action plan, indicating what on the former one was completed, what was not and why, and new

actions since January 2023.

1.12. Staff involvement

Coach remarks:

Terena Cardwell - 19 February, 2025

You have attached images of sustainability, but we need to show your staff involved in the development and implementation of your action plan. You have said you will meet with your staff and take formal meeting notes; please upload those meeting notes.

Terena Cardwell - 30 January, 2025

Please upload meeting notes and staff involvement since 2022. "Every six months there will be a meeting that will reflect on progress and official notes will be taken."

Virtyt Gacaferri - 05 January, 2023

Notes will be taken and shared we can do this for our first meeting in January.

Virtyt Gacaferri - 24 December, 2022

Every six months there will be a meeting that will reflect on progress and official notes will be taken.

Terena Cardwell - 23 December, 2022

Is is a good idea to keep meeting notes, or submit a meeting announcement and agenda, as evidence of the meetings with staff.

Monitoring and evaluation

1.13. Monitoring and evaluation

Coach remarks:

Terena Cardwell - 30 January, 2025

Please upload evidence more recent than 2022.

Terena Cardwell - 23 December, 2022

You can also use the Travelife Action Planning tool to monitor and evaluate policy implementation.

1.14. Staff Communication

External reporting and communication

1.15. Travelife reporting

1.16. Public reporting

Coach remarks:

Terena Cardwell - 19 February, 2025

Please provide a link to the action plan update or the 65 page report (IF it relates your company's action plan) published on your company website.

Terena Cardwell - 30 January, 2025

This is a mandatory criteria. You must upload your results of your action plan at least every two years on your website or social media.

Terena Cardwell - 04 January, 2023

Please check Yes or No, based on your understanding of compliance. If you have reported results to the public in the

past year, you may select yes.

2. Internal management: social policy & human rights

Social policy and human rights

2.1. Freedom of association ✓

Coach remarks:

Virtyt Gacaferri - 26 December, 2022

The contract is based on labor law of Kosovo which automatically allows employees to create a union.

Terena Cardwell - 23 December, 2022

If you have a company policy that states this, or if this is stated in employee contracts, please upload the document as evidence.

2.2. Collective labour agreement —

2.3. No forced labour ✓

Coach remarks:

Virtyt Gacaferri - 12 January, 2023

Article 10 of the contract

Virtyt Gacaferri - 05 January, 2023

Article ten of the contract states terms of contract termination.

Virtyt Gacaferri - 04 January, 2023

There is a part that defines the termination of contract by the employee.

Terena Cardwell - 23 December, 2022

If you have an employee contract that states terms of termination of contract, i.e. how an employee may terminate their contract, please upload as evidence.

2.4. HR Manual —

2.5. Formal contracts ✓

2.6. Living wage ✓

Coach remarks:

Virtyt Gacaferri - 05 January, 2023

This is not stated in the contract.

Terena Cardwell - 23 December, 2022

If you have a contract to support this, please attach.

2.7. Overtime ✓

Coach remarks:

Virtyt Gacaferri - 12 January, 2023

Remarks report

Article seven and article 8 of the contract. Mentioned in the reporting.

Terena Cardwell - 23 December, 2022

The employment contract should include (a) clause(s) regarding overtime. When is extra time considered «overtime»? Will the employee receive additional payment, or will he/she be compensated in time?

2.8. Medical insurance ✓

Coach remarks:

Virtyt Gacaferri - 12 January, 2023

Health insurance policy attached.

Terena Cardwell - 23 December, 2022

Please provide a document (contract or letter) with your insurance provider.

2.9. Liability Insurance —

2.10. Holiday / Annual leave ✓

2.11. Sick Leave —

2.12. Health and safety ✓

Coach remarks:

Terena Cardwell - 04 January, 2023

Please provide a description of your accident investigation and corrective measure procedure, and details of staff/guide safety training and location of first aid kits.

Terena Cardwell - 23 December, 2022

Please use guidance tab to see employer responsibilities. Please provide a description of your accident investigation and corrective measure procedure, and details of staff/guide safety training and location of first aid kits.

2.13. Equal opportunities ✓

2.14. Child labour ✓

2.15. Complaints procedure —

2.16. Representation —

2.17. Disciplinary procedures —

2.18. Persons with special needs —

2.19. Measuring employee satisfaction —

Training and education

2.20. Health and safety —	
2.21. Personal development —	
2.22. Trainee positions —	
3. Internal management: environment and community relations	
Procurement	
3.1. Reduction of disposable and consumable goods —	
3.2. Sustainable purchasing —	
3.3. Office paper: type ✓	
<p>Coach remarks:</p> <p>Terena Cardwell - 30 January, 2025 Is this still the only paper you use? Best to upload a newer photo.</p> <p>Virtyt Gacaferri - 12 January, 2023 Infos included in the reporting.</p> <p>Terena Cardwell - 23 December, 2022 Please upload a photo of your paper with the FSC logo, and/or a receipt that indicates this paper type.</p>	
3.4. Office paper: printing ✓	
<p>Coach remarks:</p> <p>Terena Cardwell - 18 January, 2023 1.) Are all your printers set to double-sided printing mode? And the default printing option for working computers are also double-sided? If not, are you going to implement this? 2. You have a goal to reduce paper; if you also have an office policy for reducing paper usage in the office, or are action planning it, then report that here.</p> <p>Terena Cardwell - 04 January, 2023 If the company does not have an in-office policy to reduce staff office printing, select No.</p> <p>Terena Cardwell - 23 December, 2022 Does the company have a policy about staff printing (only for essential documents, only double-sided; Calibri 11pt, etc.)? If so, add it here.</p>	
3.5. Certified coffee and tea —	
3.6. Cleaning materials —	
Paper (promotional materials)	
3.7. Printing company —	
3.8. Promotional materials ✓	

Coach remarks:

Terena Cardwell - 30 January, 2025

Has this action planned item been accomplished in the last 2 year? Please provide an update in the reporting where you are with this plan, and update the percentage.

Terena Cardwell - 17 February, 2023

Add to the reporting tab that you are looking for a printer who uses FSC/recycled paper, and have action planned it.

Terena Cardwell - 18 January, 2023

- 1.) Based on your answer, it seems that you didn't control what type of paper to be used for printing the previous batch.
- 2.) As such, you can plan out in your action plan that the next printing, you will ask the printing company to print it on sustainably produced paper (indicated by sustainable labels such as FSC, PEFC, Rainforest Alliance,...).

Virtyt Gacaferri - 12 January, 2023

0 entered.

Terena Cardwell - 04 January, 2023

Do you have an invoice? If less than 50% was printed on friendly paper, you should select No for this criteria.

Terena Cardwell - 23 December, 2022

Please enter a number on the % of sustainable paper. If none were printed on sustainable paper, enter 0.

3.9. Efficient brochure use —

Energy

3.10. Energy reduction policy ✓

3.11. Monitoring energy consumption and sources —

3.12. Sustainable energy ✓

3.13. Carbon offset —

3.14. Energy efficient lighting —

3.15. Equipment “switch-off” policy ✓

Coach remarks:

Virtyt Gacaferri - 12 January, 2023

Details added.

Terena Cardwell - 23 December, 2022

Please provide more information/details about how and when equipment is turned off or unplugged.

3.16. Light “switch-off” policy ✓

3.17. Low energy equipment ✓

Coach remarks:

Terena Cardwell - 30 January, 2025

Do you have any photos or receipts for the AAA ratings?

Remarks report

3.18. Efficiency mode

Coach remarks:

Terena Cardwell - 30 January, 2025

Please list items with energy saving mode, and provide photos if possible.

Terena Cardwell - 23 December, 2022

You entered NA, but then listed printer and air con. If printer and air con have an energy-saving mode, please change the answer to YES.

Water

3.19. Water reduction policy

Coach remarks:

Terena Cardwell - 04 January, 2023

Please select Yes or No for this criteria.

3.20. Water use

3.21. Water saving toilets

Coach remarks:

Terena Cardwell - 04 January, 2023

Please select an answer for this criteria, Yes or No.

Waste management

3.22. Waste legislation

3.23. Waste reduction

Coach remarks:

Terena Cardwell - 30 January, 2025

Please provide an update on this objective: Objective to have at least 30 percent of clients taking a lunch bag by 2025.

What percentage are currently taking lunch?

Virtyt Gacafferri - 12 January, 2023

added

Terena Cardwell - 23 December, 2022

Please add a quantitative goal for this policy. Example: To eliminate customer plastic and aluminum packaging by X date. OR To reduce customer plastic and aluminum use by 50% by the end of 2023.

3.24. Sustainable packaging

3.25. Plastic water bottles

3.26. Reuse / recycling of waste ✓

Coach remarks:

Terena Cardwell - 30 January, 2025

Please provide an update to your recycling status. Did you action your action plan? If not, why not?

Virtyt Gacaferri - 12 January, 2023

added.

Terena Cardwell - 23 December, 2022

Please add this intention to your action plan.

3.27. Toner/ink —

3.28. Recycling of batteries —

Reducing pollution

3.29. Waste water: treatment ✓

3.30. Pollution reduction policy —

Mobility

3.31. Staff travel policy —

3.32. Business travel emission —

3.33. Business travel carbon offset —

3.34. Employee incentives —

3.35. Transport reduction —

Sustainability training and awareness raising

3.36. Staff environmental training and information —

Land use and community relations

3.37. Land use and construction —

Coach remarks:

Virtyt Gacaferri - 12 January, 2023

We use public space owned by the Municipality.

Terena Cardwell - 04 January, 2023

Do you own or rent an office space? Just indicate in the reporting tab.

4. Inbound partner agencies	
Inbound partner agencies	
4.1. Partner agency policy —	
4.2. Communication to partners —	
4.3. Contract conditions —	
4.4. Sustainability training - motivation —	
Specific conditions	
4.5. Contracts —	
4.6. Sexual exploitation of children: contracting —	
4.7. Labour conditions —	
5. Transport	
Selecting transport suppliers	
5.1. Transport to destination —	
5.2. Transfer to departure airport —	
5.3. Local transport —	
Sustainable packages	
5.4. Sustainable packages —	
6. Accommodations	
Accommodations	
6.1. Sustainable accommodations policy —	
6.2. Accommodation communication —	
6.3. Certified accommodations —	
6.4. Contract conditions —	
6.5. Participation to training/education —	

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6.6. Collective actions —	
6.7. Incentives —	
Specific conditions	
6.8. Child and compulsory labour ✓	
6.9. Accommodations respecting and featuring local architecture, settings and cultural heritage. —	
6.10. Sexual exploitation of children: contracting —	
6.11. Local communities resources —	
7. Activities	
Activities	
7.1. Activities offered —	
7.2. Sustainable excursion policy —	
7.3. Suppliers communication —	
7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. —	
7.5. Certified excursions —	
Coach remarks: Terena Cardwell - 04 January, 2023 Please select an answer, Yes or No. If any of your excursions are certified, indicate by what certifying organization.	
Specific criteria	
7.6. No excessive negative impact activities —	
7.7. Wildlife featuring ✓	
Coach remarks: Terena Cardwell - 30 January, 2025 The reporting box is empty. Please explain your relationship to captive wildlife. If no captive wildlife, select NA	
7.8. Wildlife harvesting ✓	
Coach remarks: Terena Cardwell - 30 January, 2025 Please explain your harvesting policy. If no hunting/fishing activities, please select NA.	

7.9. Wildlife interactions

Coach remarks:

Terena Cardwell - 30 January, 2025

Please attach your code of conduct for wildlife interactions and explain how they are communicated to guides and guests.

7.10. Skilled Guides

7.11. Supporting local communities

7.12. Supporting environmental and biodiversity protection

8. Tour leaders, local representatives, and guides

Tour leaders, local representatives and guides

8.1. Employment conditions

Coach remarks:

Mimoza Mekuli - 07 February, 2025

Updated contract with the guides uploaded

Terena Cardwell - 30 January, 2025

Please upload an updated 2024 contract with your guides.

Terena Cardwell - 23 December, 2022

If you have a written contract with your guides, please attach a copy. If terms, conditions and remuneration is done via email, please attach a sample. If these independent agent agreements are only verbal, please describe the terms and remuneration.

8.2. Living wage

Coach remarks:

Terena Cardwell - 30 January, 2025

Please update the report with the current minimum wage and advise your current lowest paid wage. According to sources, the current minimum wage is 350 Euro/month

Virtyt Gacafferri - 12 January, 2023

Stated.

Virtyt Gacafferri - 05 January, 2023

This is jet not in force. Our salaries are above 264, except the salaries of the owners. This will change as soon as the law is in force.

Terena Cardwell - 04 January, 2023

Is this not accurate? <https://wageindicator.org/salary/minimum-wage/minimum-wages-news/2022/minimum-wage-increased-in-kosovo-from-14-april-2022-may-30-2022> If this is not the case, please provide a link. If it is correct, please confirm your salaries are above 264 Euro.

Virtyt Gacafferri - 24 December, 2022

The minimum wage in Kosovo is 170 euros a month. I have added in the reporting

Terena Cardwell - 23 December, 2022

Please state Kosovo minimum wage somewhere in your reporting.

8.3. Qualification and training —

8.4. Sustainability policy —

8.5. Sustainability knowledge —

8.6. Destination knowledge —

8.7. Customer communication ✓

Coach remarks:

Terena Cardwell - 30 January, 2025

If the green note has changed or been updated, please update the most current version.

Virtyt Gacaferri - 12 January, 2023

Done.

Terena Cardwell - 23 December, 2022

Please attach Green Note here as well.

8.8. Sexual exploitation of children: staff training —

9. Destinations

Selection of destinations

9.1. Sustainable destinations —

9.2. Accessible destinations —

Local projects and initiatives

9.3. Local economic network —

9.4. Forbidden souvenirs ✓

Coach remarks:

Virtyt Gacaferri - 12 January, 2023

Added.

Virtyt Gacaferri - 05 January, 2023

I have updated the green note, initially, a wrong doc was uploaded.

Terena Cardwell - 23 December, 2022

Did not see mention of souvenirs in green note. Please highlight text in reporting or add to green note.

10. Customer communication and protection

Remarks report

Prior to booking	
10.1. Customer privacy ✓	
10.2. Promotion and communication ✓	
Coach remarks: Mimoza Mekuli - 06 February, 2025 Link updated with a valid example. Terena Cardwell - 30 January, 2025 Link no longer valid / please update the link with a valid example. Virtyt Gacafferri - 12 January, 2023 link included. Terena Cardwell - 23 December, 2022 Please attach an example.	
10.3. Product information —	
10.4. Destination information, quality —	
10.5. GHG / Carbon emission level —	
10.6. Sustainable transport —	
10.7. Transport to the airport —	
10.8. GHG / Carbon offset information —	
10.9. GHG / Carbon compensation with booking —	
10.10. Indication sustainable accommodation and excursions —	
Coach remarks: Terena Cardwell - 24 January, 2023 Please select Yes or No.	
10.11. Travel advise sustainable offers —	
10.12. Sustainability commitment —	
After booking and during holidays	
10.13. Destination information and interpretation —	
10.14. Destination dos and don'ts —	

10.15. Health and Safety —	
10.16. Destination contact person ✓	
Coach remarks: Virtyt Gacaferri - 12 January, 2023 attached. Terena Cardwell - 23 December, 2022 Please attach a sample itinerary with this information.	
10.17. Emergency situations ✓	
Coach remarks: Terena Cardwell - 23 December, 2022 Please attach a copy of the guidelines and information about the most recent training/education program.	
10.18. Activities do's and don'ts —	
10.19. Sexual exploitation ✓	
Coach remarks: Terena Cardwell - 23 December, 2022 Tour Operators can meet this criteria by having a statement and link to one of the organizations on your website under your code of conduct for customers, or by having guides remind the travelers to report any suspicious activity where they think someone might be in danger to the guide/tour leader. If you have no immediate solution, please add this to your action plan.	
10.20. Illegal souvenirs ✓	
Coach remarks: Terena Cardwell - 23 December, 2022 Do not see mention of souvenirs in green note. Please see previous comment from criteria 9.4	
10.21. Local services and goods ✓	
10.22. Sustainable transport options ✓	
Coach remarks: Terena Cardwell - 23 December, 2022 Please attach green note with transportation details.	
10.23. Donations —	
After holidays	

10.24. Customer satisfaction

Coach remarks:

Mimoza Mekuli - 14 February, 2025

Results of the customer survey from 2024 attached below.

Terena Cardwell - 30 January, 2025

Please attach a more recent results of the customer survey from 2024

10.25. Sustainability and customer satisfaction

10.26. Complaints

Coach remarks:

Mimoza Mekuli - 07 February, 2025

Recent complaint attached.

Terena Cardwell - 30 January, 2025

Do you have any more recent complaint example you could add here?

Terena Cardwell - 18 January, 2023

If the complaints procedure/contact info is not already communicated to clients, Action plan to add that to the booking process.

Virtyt Gacaferri - 12 January, 2023

Explained in the reporting.

Virtyt Gacaferri - 05 January, 2023

Should I add something in terms of booking about complaints?

Terena Cardwell - 23 December, 2022

Please describe the process, or steps taken, once a complaint is received. For example: Who is responsible? Is there a policy about time taken to respond? How are corrective actions take?